

CREDIT INFORMATION SHARING

CREDIT INFORMATION SOCIETIES

“THE CASE OF MÉXICO”



WORLD BANK GROUP

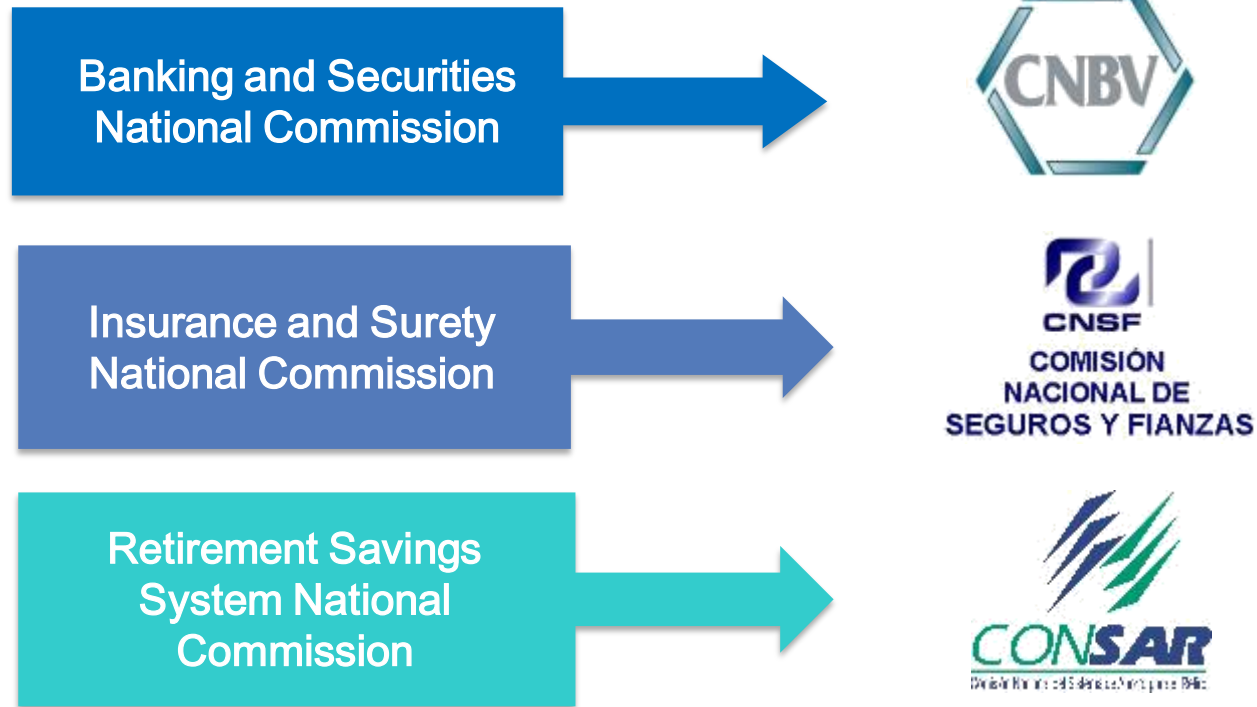
IFC | International
Finance Corporation



- **Origins of CONDUSEF**
- **Who is CONDUSEF**
- **Assistance Process**
- **Credit Information Societies Regulations**
- **The Special Credit Report**
- **Statistics**

Origins of CONDUSEF

Until **1998**, financial consumer dispute resolution was attended through three different channels:

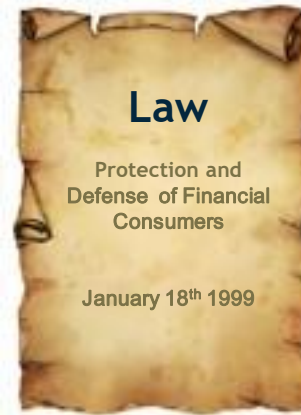


CONDUSEF

Comisión Nacional para la Protección
y Defensa de los Usuarios de
Servicios Financieros

1999

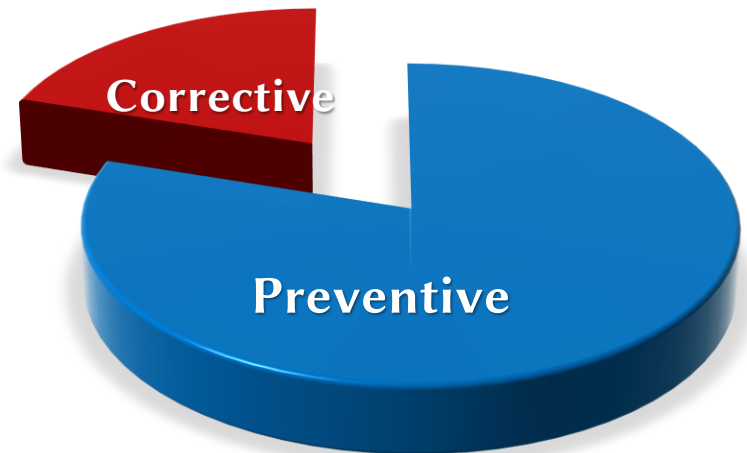
- Condusef was created as a measure to promote and protect the rights and interests of financial consumers as an independent, impartial, specialized in Financial Consumer Protection organism, established under the Protection and Defense of Financial Consumers Law.



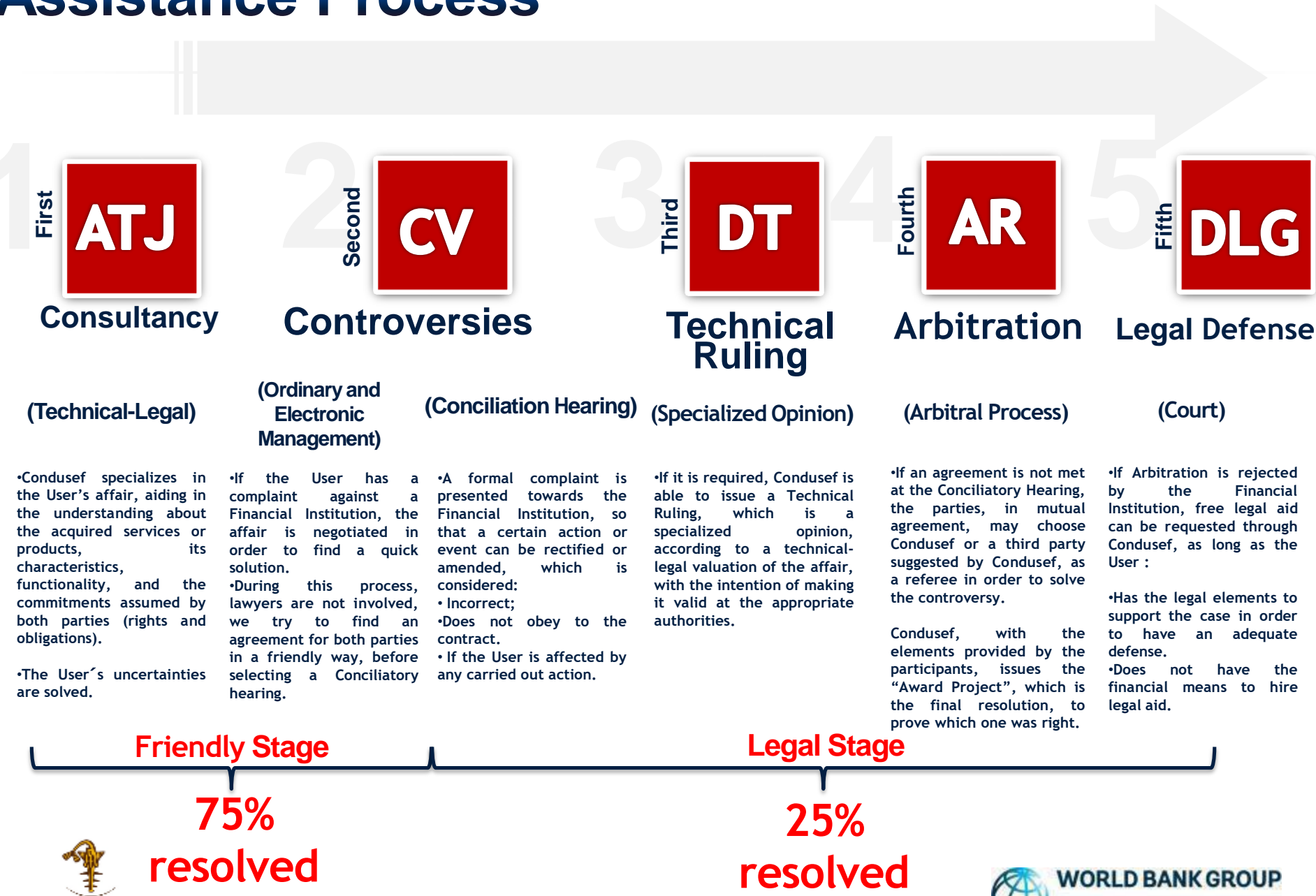
Who is CONDUSEF?

CONDUSEF works in two basic scenarios:

- ✓ The preventive, aimed to promote Financial Education and Transparency, provide advice and orientation. Technical approach.
- ✓ The corrective, To solve problems and disputes between financial institutions and the users of their services. Legal approach.



Assistance Process



First



Consultancy

(Technical-Legal)

- Condusef specializes in the User's affair, aiding in the understanding about the acquired services or products, its characteristics, functionality, and the commitments assumed by both parties (rights and obligations).
- The User's uncertainties are solved.

Second



Controversies

(Ordinary and Electronic Management)

- If the User has a complaint against a Financial Institution, the affair is negotiated in order to find a quick solution.
- During this process, lawyers are not involved, we try to find an agreement for both parties in a friendly way, before selecting a Conciliatory hearing.

Third



Technical Ruling

(Specialized Opinion)

- If it is required, Condusef is able to issue a Technical Ruling, which is a specialized opinion, according to a technical-legal valuation of the affair, with the intention of making it valid at the appropriate authorities.

Fourth



Arbitration

(Arbitral Process)

- If an agreement is not met at the Conciliatory Hearing, the parties, in mutual agreement, may choose Condusef or a third party suggested by Condusef, as a referee in order to solve the controversy.
- Condusef, with the elements provided by the participants, issues the "Award Project", which is the final resolution, to prove which one was right.

Fifth



Legal Defense

(Court)

- If Arbitration is rejected by the Financial Institution, free legal aid can be requested through Condusef, as long as the User :
- Has the legal elements to support the case in order to have an adequate defense.
- Does not have the financial means to hire legal aid.

Friendly Stage

75% resolved

Legal Stage

25% resolved

Credit Information Societies Regulations

Who regulates them?



➤ **Credit Information Societies Law.**

(Ley para Regular las Sociedades de Información Crediticia).

➤ **Foreign investment Law.**

(Ley de Inversión Extranjera, Art. 8º Fracc. VI).

➤ **Protection and Defense of Financial Consumers Law.**

(Ley de Protección y Defensa al Usuario de Servicios Financieros).

➤ **Credit Information Societies Regulation.**

(Reglas generales a las que deberán sujetarse las operaciones y actividades de las SIC's y sus usuarios)

➤ **Financial Reform bill.**

(Reforma financiera)

The Special Credit Report

Name, date of birth, fiscal number (RFC)

Date and query number
Registration date in BC

Reporte de Crédito Especial
Personas Físicas

Fecha de Consulta: 07-JUL-2008
Folio de Consulta: 261,071,033
Fecha de Registro de BC: 13-ABR-2008

DATOS GENERALES
Nombre: ELIAS PATRICIO ELIAS GONZALEZ Fecha de Nacimiento: 05-AGO-1945 RFC: DIGE450809

DOMICILIO(S) REPORTADO(S)

Calle y Número	Colonia	Del / Mpio	Ciudad	Estado	C.P.	Teléfono
FUENTES DEL SOL 800	JARDINES EN LA MONTAÑA		MEXICO	DISTRITO FEDERAL	14210	12345678901
FUENTES DEL SOL 800	JARDINES EN LA MONTAÑA		MEXICO	DISTRITO FEDERAL	14210	
FTES DEL SOL 800, JARDS EN LA MONTANA			CD DE MEXICO	DISTRITO FEDERAL	11510	
INME BALMES 10	LOS MORALES POLANCO	MIGUEL HIDALGO	MEXICO	DISTRITO FEDERAL	14210	

DOMICILIO(S) DE EMPLEO(S) REGISTRADO(S)

Compañía	Puesto	Salario	Calle y Número	Colonia	Del / Mpio	Ciudad	Estado	C.P.	Teléfono
HUT SA DE CV			RAMONES 10	JARDINES EN LA MONTANA	TLALPAN	MEXICO	DF	14210	12345678901
HUT SA DE CV			RAMONES 10	JARDINES EN LA MONTANA	TLALPAN	MEXICO	DF	14210	

MENSAJES
Buró de Crédito tiene registrada fecha de delación.
Existe información adicional en el Buró de Crédito Comercial.

Behavior

RESUMEN DE CRÉDITOS				Comportamiento
CRÉDITOS BANCARIOS				
1.	BC-1TN Actualizado: DIC - 06	PRUEBA004 Saldo actual: 4,500	TARJETA DE CRÉDITO Forma de Pago: 04-CUENTA CON ATRASO DE 60 A 85 DÍAS	CERRADO
2.	BC-1TN Actualizado: DIC - 06	PRUEBA003 Saldo actual: 17,000	TARJETA DE CRÉDITO Forma de Pago: 03-CUENTA CON ATRASO DE 30 A 55 DÍAS	CERRADO
3.	BC-1TN Actualizado: DIC - 06	PRUEBA002 Saldo actual: 6,500	PRESTAMO DE NÓMINA Forma de Pago: 02-CUENTA CON ATRASO DE 01 A 25 DÍAS	ACTIVO
4.	BC-1TN Actualizado: MAY - 06	5696585696585696 Saldo actual: 0	PRESTAMO TIPO "HOME EQUITY" Forma de Pago: 01-CUENTA AL CORRIENTE	ACTIVO
5.	BC-1TN Actualizado: MAR - 06	2345678907 Saldo actual: 50,000,000	BIENES RAICES Forma de Pago: 01-CUENTA AL CORRIENTE	CERRADO
CRÉDITOS NO BANCARIOS				
1.	TIENDADEPTONEWTC Actualizado: NOV - 06	769658523696589 Saldo actual: 0	TARJETA DE CRÉDITO Forma de Pago: 09-null	ACTIVO
2.	BC 1TN Actualizado: DIC - 07	CASOTUC Saldo actual:	PRESTAMO DE NÓMINA Forma de Pago: 01-CUENTA AL CORRIENTE	ACTIVO
OTRAS SOCIEDADES DE INFORMACIÓN CREDITICIA				
1.	BC-1TN Actualizado: DIC - 06	PRUEBA0001 Saldo actual: 3,500	TARJETA DE CRÉDITO Forma de Pago: 09-null	ACTIVO

Issuer

Balance

Type of credit

Delayed / Close / Open

Statistics

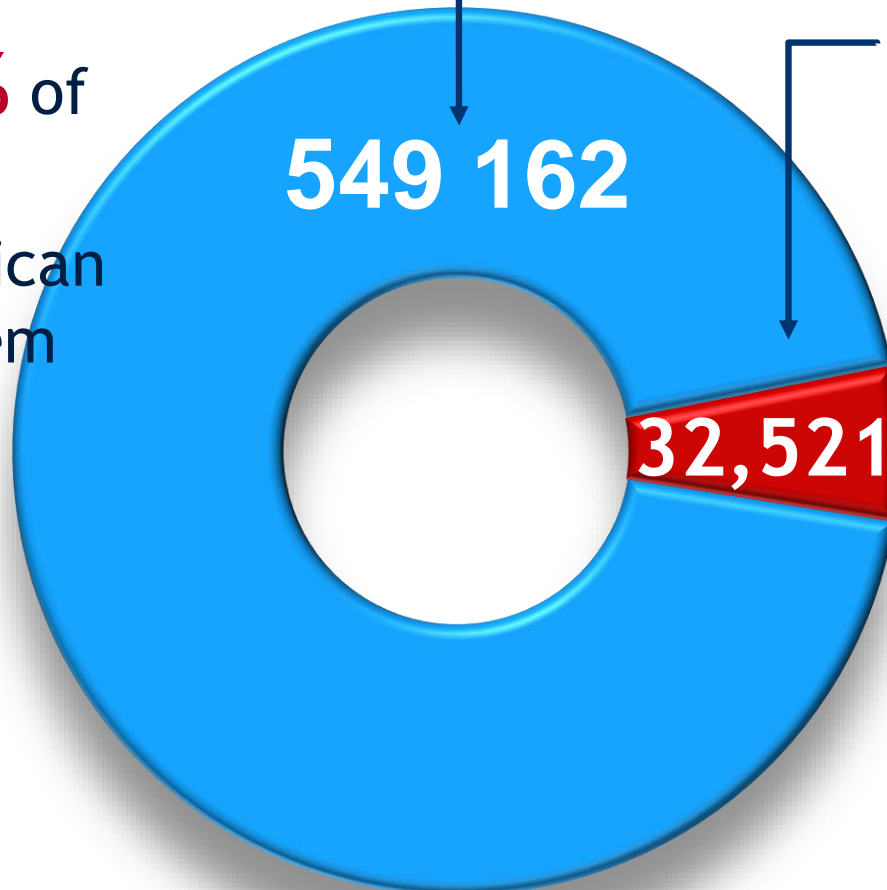
Actions of Defense of the Credit Information Societies

January - December 2016

Counseling

They mainly refer to the issue of the special credit report (SCR)

Represent **32%** of
1,415,027
Total in the Mexican
Financial System



Complaints

Represent **13%** of
243,767
Total in the
Mexican Financial
System

Claims of the Credit Information Societies

January - December 2016

32,521

11%

3,630 Claims are
Attributable to the SIC's themselves
(Quality in service provided)

89%

28,891 Claims
Not attributable to CIS's
(Information in Database)

Cause	No. of claims	Cause	No. of claims
Credit History query lock	2,153	Unrecognized credit in the credit history	8,721
Special Credit Reporting (SCR)	1,018	Unrealized credit history update	8,693
Nonconformity with issuance of special credit report (SCR)	410	Disagreement with the "RFC" recorded in the report	3,389
Provide information without authorization of the user, client and / or partner	26	Disagreement with the name registered in the report	2,738
Collection in the delivery of the special credit report not recognized by the User, client and / or partner	14	Unrealized credit history elimination	1,864
Failure un the submit of the corrected report to the Financial Institution	5	Disagree with the address registered in the report	1,767
Delay in delivery of the special credit report	4	Other	1,719

Completed claims of the Credit Information Societies

January - December 2016

32,202

11%

3,501 Claims are
Attributable to the SIC's themselves
(Quality in service provided)

89%

28,701 Claims
Not attributable to CIS's
(Information in Database)

Cause	% Favorable	Cause	% Favorable
Credit History query lock	97.1	Unrecognized credit in the credit history	71.3
Special Credit Reporting (SCR)	91.3	Unrealized credit history update	83.1
Nonconformity with issuance of special credit report (SCR)	76.9	Disagreement with the "RFC" recorded in the report	87.7
Provide information without authorization of the user, client and / or partner	63.6	Disagreement with the name registered in the report	91.3
Collection in the delivery of the special credit report not recognized by the User, client and / or partner	60	Unrealized credit history elimination	74.5
Failure un the submit of the corrected report to the Financial Institution	40	Disagree with the address registered in the report	86.9
Delay in delivery of the special credit report	100	Other	-

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CONDUSEF

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