



**LETTER CIRCULAR NO. 2017-03
SERIES OF 2017**

TO : ALL SUBMITTING ENTITIES IN THE TESTING PHASE

RE : FREQUENTLY ASKED QUESTIONS (FAQs) ON THE IMPLEMENTATION OF THE CREDIT INFORMATION CORPORATION'S "FIVE-STRIKE RULE" or the 5SR

The purpose of this Letter Circular is to provide clarification and guidance about the Credit Information Corporation's 5SR which shall be implemented to the following:

- 1) Submitting Entities (SEs) in the Testing Phase; and
- 2) SEs who have not yet began testing.

Q1: *What is the Five-Strike Rule or the 5SR?*

A1: The 5SR refers to the five (5) number of attempts an SE is limited to the process of submitting to the CIC during the Testing Phase. Every single attempt is referred to as a Testing Cycle. It is expected that within the five (5) Testing Cycle, the SE must be able to successfully submit to the CIC test database three (3) times.

I. Testing Cycle

Q2: *What comprises the Testing Cycle?*

A2: The Testing Cycle must be completed within two (2) months from the day the password and username were sent to the SE, beyond which the access of the SE will be suspended. The Testing Cycle comprised of the following:

1. Connecting to the File Transfer Protocol (FTP) or account.
2. Uploading to the FTP folder or account.
3. Receiving of an e-mail message by the SE that the submission was either successful or not.
4. Contacting the CIC for assistance (optional to the SE).

Q3: *How many records for testing should the SE submit?*

A3: Minimum of one hundred (100) records for the test data. In the event that the SE has less than one hundred (100) records, it must inform the Data Controller staff of the CIC.

Q4: *What should the SE do after uploading the test file to the CIC FTP server?*

A4: The SE must, without prompting from the CIC, regularly check its e-mail and/or check its FTP account folder for error report/s.

Q5: *What happens if the submitted file is rejected by the CIC system due to incorrect format?*

A5: An error report will automatically be found in the SE's FTP account folder.

Q6: *What happens if the submitted file was accepted by the CIC System?*

A6: A Data Controller staff of the CIC will process the file and a SysOut Report will be sent via e-mail to the SE. After receiving this report, the SE may contact the said CIC staff for technical support. After contacting the CIC regarding this output report, it can be said that one testing cycle has been completed.

Q7: *Why is the CIC implementing 5SR?*

A7: The CIC previously accommodated any request for support among the SEs in the Testing Phase. However, many requests for assistance were a result of the basic issues regarding "data format" and the apparent inability of the SE to understand error codes. These basic issues are covered in the training manuals, including descriptions of the error codes which could be simply resolved by the SE upon reading of the said training manuals.

By implementing the 5SR, the number of inquiries (strikes) will form the basis of a report to the SE's management and other regulatory agencies that may have an interest in monitoring the status of SEs.

The 5SR also serves as a benchmark to guide the CIC in making recommendations to the SE on what steps it must take to resolve the issue it is encountering in the Testing Phase.

Q8: *What will happen if the SE still fails to pass the Testing Phase after the 5SR?*

A8: The SE's attempts to submit data will be suspended and will be queued for another schedule. Based on the types of errors, the CIC will also determine whether the SE needs additional technical workshop or does not have the required manpower skill sets to effectively pass the Testing Phase.

Q9: *What if the test data was successfully loaded to the CIC test database only on the 4th or 5th try?*

A9: The SE will be allowed to submit two (2) or three (3) more times in order to complete the required three (3) successful submissions of test data.

Q10: *When can the SE proceed to the final Testing Phase?*

A10: The SE can proceed to the final Testing Phase if it has successfully loaded three (3) times to the CIC test database.

II. Final Phase of Testing

Q11: *What is the next step once the SE has successfully loaded three (3) times to the test database?*

A11: The SE will be required to extract at least five (5) data subjects that they have uploaded and generate their sample Credit Reports via the Web Inquiry. The SE, thru its Primary Contact Person in the SEIS, will then be required to validate or confirm the data appearing in the generated sample Credit Report/s and check if the data were mapped correctly in the prescribed data format. After validation or confirmation, the SE will then be given eligibility documents by the CIC to submit their live data into production.

Q12: *When can an SE be considered to be fully compliant?*

A12: Full compliance is submission of one hundred percent (100%) of the SEs credit data to the CIC database on a regular monthly submission.

Q13: *What should the SE do in order not to breach the 5SR?*

A13: The SE must ensure that the personnel attending the CIC technical workshops are also the same personnel assigned to submit data to the CIC because oftentimes the inability of an SE to pass the Testing Phase was merely due to lack of training or having been incorrectly assigned to be part of the submission process.

For guidance and information.

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