



ADVISORY TO THE PUBLIC

05 March 2019

The **Credit Information Corporation (CIC)** has received concerns about individuals and companies misrepresenting to be connected with CIC and using the CIC's brand and name for various ill motives, including intimidation to collect debt.

Thus, please be advised of the following:

1. CIC IS A CREDIT REGISTRY AND IS NOT A LENDING AGENCY. CIC is not a lender. Any offers to lend or extend lines of credit by or on behalf of CIC is unauthorized and should be reported immediately to the CIC.

2. CIC IS NOT A DEBT COLLECTING AGENCY. CIC does not collect payment for debts nor does it send out letters of collection or other forms of demand letters, in relation to any type of lending transactions.

3. CIC DOES NOT ASK BORROWERS DIRECTLY OF ANY INFORMATION. The mandate of CIC is to receive basic credit data only from financial institutions, therefore, CIC does not directly ask consumers or borrowers of any information through e-mail, text, or through phone calls. The public should be wary of anyone collecting information while representing as employee(s) of CIC.

4. CIC DOES NOT RESOLVE NEGATIVE DEBT ISSUES. CIC has not, in any way, authorized anyone, including its employees or personnel, to render assistance to resolve or repair negative debt issues in exchange for monetary considerations.

Should there be an instance where anyone represents as employee(s) or as person(s) acting on behalf of CIC, under any of the circumstances above, here are the guidelines on how to respond:

a. If a person, company, and/or financial institution claims to be submitting negative data to the CIC and uses this as leverage to daunt, intimidate,



and/or harass a borrower to pay loan(s) or debts, inquiry may be made to CIC via e-mail: SEVerification@creditinfo.gov.ph together with the information of the person and/or financial institution claiming or purporting to submit data to CIC.

b. If a person and/or company claims to be affiliated or connected with CIC, and uses this identification to guarantee the release or correction of Credit Report through them, it is advisable to inquire or report this incident to CIC via e-mail: inquiry@creditinfo.gov.ph or fill out the [CIC Online Contact Form](#) choosing *Submitting Entity Verification* as the Subject.

c. Upon encountering suspicious transaction where the name of CIC is used, please contact CIC immediately through official contact number (632) 236 5900 or through Facebook Messenger Account: (<https://web.facebook.com/creditinfo.gov.ph/>)