

LETTER Circular 2022- 13
Series of 2022

FOR : SUBMITTING ENTITIES IN PRODUCTION

SUBJECT : DISTRIBUTION AND CORRECTION OF ERRONEOUS RECORDS BACKLOGS

In 2016, the Credit Information Corporation (“CIC”) started receiving data from Submitting Entities (“SEs”) by virtue of Republic Act No. 9510 or the Credit Information Systems Act. Since then, CIC exerted efforts to improve the quality of credit data as well as increase the quantity of correct data into the database.

The data submitted by the SEs goes through a number of processes to meet the CIC-established quality standards before it is loaded in the Credit Information System (“CIS”) database. Collected data that meets these standards are successfully added to the production database. Otherwise, they are sorted out and retained in the anomalous table. However, the volume of these uncorrected Erroneous Records has grown so large over the past years that it has already begun to negatively impact the efficient operations of the CIS.

In order to address this issue, the CIC will be returning the recent backlog of Erroneous Records back to the concerned Submitting Entities in Production (“SEP”) for correction and re-submission starting on the 15th of November 2022.

The purging of anomalous data and return of recent backlog of Erroneous Records to the appropriate SEs for correction are part of CIC's initiatives to enhance the efficient operations and overall data quality of the CIS by improving the matching, loading and correction of data therein.

To aid the SEPs in resolving their backlogs, the CIC will provide a file that will be used as reference to identify records to be corrected and resubmitted. The file will contain the Provider Subject Numbers and Provider Contract Numbers with the corresponding error codes, consolidated in a comma separated value (“CSV”) file which will be provided to the SEP’s assigned Primary Contact Person. This file will be distributed either via email (for files less than or equal 25 MB) or through a secure Google Drive folder (for files greater than 25 MB).

All returned Erroneous Records are required to be corrected and re-submitted to CIC within THIRTY (30) WORKING DAYS from the receipt of the CIC reference file which contains the records for correction and resubmission.

Otherwise, the SE shall submit a written explanation to the CIC signed by its authorized representative at least FIVE (5) WORKING DAYS prior to the deadline as to the reason why it cannot comply with the stated deadline. The explanation should include the actions already performed and to be done by the SE in relation to its duty to comply on this matter.

All SEs are reminded that willful defiance of this Circular, non-compliance without any justifiable reason, and/or failure to submit an explanation within the provided period may be punished administratively in accordance with Section 8(f) of RA 9510, which states:

(i) xxx non-submission of reports and for delayed and/or erroneous reporting;

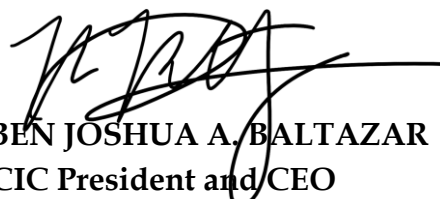
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(iii) Violations of other applicable rules and regulations: Provided, that these administrative sanctions shall be in the form of fines in amounts as may be determined by the Corporation but in no case to exceed Thirty thousand pesos (PhP30,000.00) a day for each violation, taking into consideration the attendant circumstances, such as the nature and gravity of the violation or irregularity. Imposition of administrative sanctions shall be without prejudice to any criminal and other sanctions as may be applicable under this Act and relevant laws)

For immediate assistance in the correction of the records affected, the CIC Data Center Team will be available to support your concerns and may be contacted by sending an email to CIC Helpdesk at cichelpdesk@creditinfo.gov.ph with the following subject line: [ANOMALOUS BACKLOGS QUERY] - (Name of Submitting Entity).

For your guidance and immediate compliance.

Makati City, 11 November 2022


ATTY. BEN JOSHUA A. BALTAZAR
CIC President and CEO