



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Central Credit Register

Service Standards & Performance

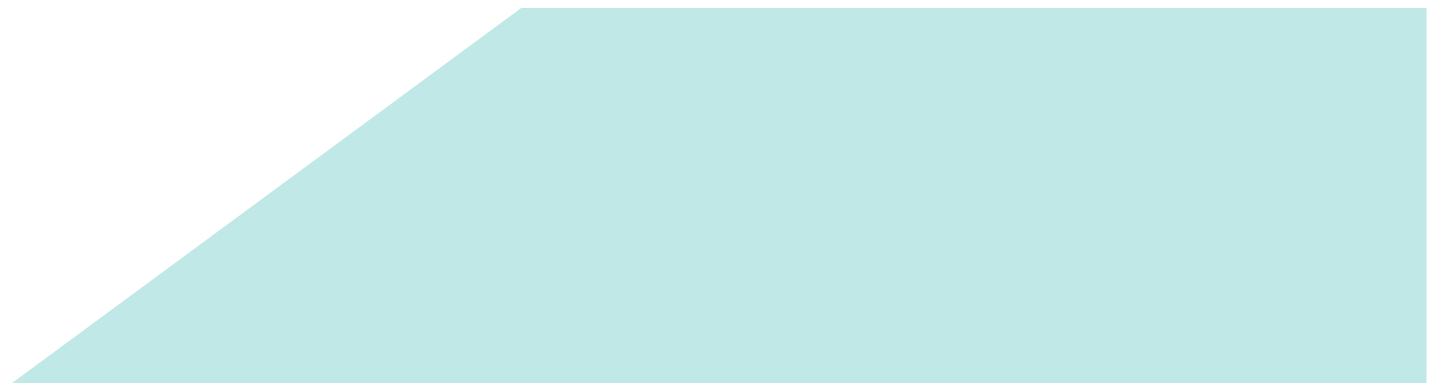
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The Central Credit Register

The Central Credit Register is a national database that stores information on consumer and business loans where the loan amount is €500 or more. It is used to generate credit reports, which borrowers and lenders can access.

Borrowers can access their credit report free of charge any time (subject to fair usage) to see what information about their loans is stored on the Central Credit Register.

Lenders can access a borrower's credit report to help them when making decisions about loans and loan applications. Lenders must request a borrower's credit report when considering a loan application for €2,000 or more, and may do so if the loan application is for less than that. In addition, a lender may obtain a borrower's credit report:

- if the borrower has asked for a re-structure of an existing loan;
- if there are arrears on an existing loan;
- if the borrower has breached the limit on a credit card or overdraft.

A footprint is created each time a credit report is accessed. This includes the name of the enquirer (such as the lender), the date and the purpose of the enquiry.

The Central Credit Register supports the Central Bank's obligations and functions to protect consumers, supervise the financial sector and ensure financial stability.

To enhance transparency around the operation of the Central Credit Register, this document provides information on:

1. Central Credit Register services by borrowers and lenders, and performance against agreed service standards;
2. A high level breakdown of the volumes of enquiries by lender type and product type; and
3. A high level breakdown of credit agreements by product type as reported to the Central Credit Register.

1. Services to Borrowers

Table 1: Service Standards for Borrowers¹

Service	Target	Performance				2024 Total (YTD)
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	
Requests for credit reports	85% completed within 5 days	95.3%	97.5%	97.6%	98.2%	40,961
Requests for amendments	50% completed within 20 days ²	68.5%	67.7%	73.8%	72%	817
Requests for explanatory statements	85% completed within 5 days	94.4%	98.9%	100%	100%	340

In Q4, service standard targets were exceeded for all borrower requests. Requests for borrower's services declined over 2024 with requests for credit reports, amendments and explanatory statements down by 15%, 26% and 13%, respectively, when compared to 2023.

Table 2: Public Contact Volumes	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2024 Total (YTD)
Website views	321,561	284,706	293,504	234,797	1,134,568
Responses Issued to Public Contacts ³	7,693	7,465	7,571	6,288	29,017

¹ A borrowers request for a credit report, amendment, or explanatory statement is actioned only after the application form and supporting documentation have been reviewed and are accepted as satisfactory

² As per legal requirement, all requests are actioned within 40 days

³ Includes email queries from the public and calls to helpline beyond the contacts set out in Table 1

2. Services to Lenders

A full list of lenders (Credit Information Providers) and a breakdown by lender type is available on our [publications page](#).

Table 3: Service Standards for Lenders

Service	Target	Performance			
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
System Response Time	95% of responses in ≤ 4 seconds	99.8%	95.4%	99.9%	99.9%
System Availability	97.5% of availability hours	100%	99.8%	100%	99.8%
File loading	98% of file loading completed in ≤ 5 days	100%	100%	100%	100%

In Q4, service standard targets for lenders were all exceeded. The volume of enquiries by lenders declined by 2% in 2024, when compared with the volume of enquiries in 2023.

Table 4: Volume of Enquiries by Lender Type

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2024 Total (YTD)
<i>Lender Enquiries</i>	616,001	656,629	649,153	599,438	2,521,221
<i>of which:</i>					
Licensed Banks	271,192	277,049	276,676	244,922	1,069,839
Credit Union	141,719	161,064	160,021	145,042	607,846
Retail Credit Firm	137,856	138,527	134,679	125,704	536,766
Other	65,234	79,989	77,777	83,770	306,770

Table 5: Volume of Enquiries by Product Type

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2024 Total (YTD)
Lender Enquiries	616,001	656,629	649,153	599,438	2,521,221
<i>of which:</i>					
Personal Credit ⁴	519,347	558,100	558,905	511,464	2,147,816
Mortgages ⁵	48,502	51,450	48,197	44,220	192,369
Business Credit ⁶	41,731	38,834	34,894	35,064	150,523
Other	6,421	8,245	7,157	8,690	30,513

3. Breakdown of Credit Agreements by Product Type

Table 6: Credit Agreements by Product Type

	End December 2024
Total Active Credit Agreements	5,472,265
<i>of which:</i>	
Personal Credit	3,897,134
Mortgages	796,673
Business Credit	546,131
Other	232,327

⁴ Includes Personal Loan; Credit Card; Overdraft; Hire Purchase (HP); Personal Contract Plan (PCP); Charge Card; & Leasing

⁵ Includes Mortgage – Home loans; Mortgage – Buy to Let; Property Reversion Plan & Lifetime Mortgage Plan

⁶ Includes Business Credit Card, Business Overdraft, Business Loan, Business Hire Purchase, Business Revolving Facility, Business Leasing, Stocking Finance, Supply Chain Finance and Mortgage – Commercial

Further Information

Web: www.centralcreditregister.ie
<https://www.centralcreditregister.ie/borrower-area/faqs/>
<https://www.centralcreditregister.ie/lender-area/>

