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Credit Information Protection Committee

Notification of the Credit Information Protection Committee Subject: Rules and Procedures for Recording the Disputes between Members and Credit Information Companies

By virtue of Section 16 and Section 19 of the Credit Information Business Operation Act B.E. 2545 (2002), the Credit Information Protection Committee hereby prescribes rules and procedures for reporting and recording the disputes as follows:

Article 1: In case there are disputes between the information subject and the credit information companies and no agreement can be reached, the members shall proceed as follows:

(1) Inform the information subject about the progress and explain the next procedures to them within 10 days from the date of receipt of the disputes from the information subject.

(2) Report the credit information companies within 20 days from the date of receipt of the disputes from the information subject in order to record as disputes in the information systems of the information subject.

(3) Prepare the complete factual dispute summary reports to support the recordings.

(4) Inform the information subject; with attachments of the factual documents and evidences about the information which the members submit to credit information companies as well as their rights and appeal procedures. The members shall notify the information subject via letters or registered letters to their domicile or contact addresses within 30 days from the date of reporting to credit information companies.

Article 2: After the members have proceeded according to Article 1, the credit information companies shall prepare the dispute summary reports within 10 days from the date of receipt report from members, service users, and information subjects. The credit information companies shall disclose aforementioned reports in the information systems of the information subject. The dispute summary report shall contain at least the dispute issues and the cause of dispute together with the date of dispute recording. The dispute summary report must be presented clearly.

This Notification shall come into force as from the day following the date of its publication in the Government Gazette onwards.

Announced on 16 November B.E. 2550 (2007)

(Mrs. Tarisa Watanagase)

Chairman of the Credit Information Protection Committee

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