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## Credit Information Protection Committee

### Notification of the Credit Information Protection Committee Subject: Rules and Procedures to Appeal the Dispute of Credit Information in Accordance with Section 27

It is deemed appropriate to revise the rules and procedures to appeal the dispute and prescribe the procedures for terminating an appeal and complaint consideration to ensure the compliance of all with same standard.

By virtue of Section 27 of the Credit Information Business Operation Act B.E. 2545 (2002), the Credit Information Protection Committee hereby prescribes the followings:

Article 1: The Notification of the Credit Information Protection Committee Subject: Rules and Procedures to Appeal the Dispute of Credit Information in Accordance with Section 27, dated 16 November B.E. 2550 (2007) shall be repealed.

Article 2: In an event of a dispute, credit information companies, members or service users shall inform the information subject about their rights, appeal procedures, and appeal timeframe of such dispute in letters or registered letters to their domicile or contact address.

Article 3: The information subject may appeal the disputes in case that, in their opinion, credit information companies, members, or service users have recorded their credit information different from the factual evidences.

Article 4: An appeal referred in Article 3 shall be in writing and signed by the appellant, stating the facts underlying the appeal, reasons for dispute, and explanations by the credit information company and the member including laws relating to the appeal. The supporting documents relating to the appeal shall be attached. The appeal shall be submitted within 60 days from the date of the letter informing the right to appeal until the date that the Committee receives the appeal documents. The appeal document shall be sent to the Chairperson of the Committee at 273 Samsen Road, Phranakorn District, Bangkok 10200.

Article 5: If the information subject no longer wants to proceed with the appeal without sending a written withdrawal request, the Secretary of the Committee shall withdraw the appeal after the following actions have been taken:

(1) Sending a registered letter attaching a withdrawal request form to the information owner to fill up the form and to send back within 30 days from the date of this letter.

(2) The information subject does not return the withdrawal request form or make an objection within the deadline stipulated in (1)

In case the registered letter is returned, another registered letter attaching the withdrawal request form shall be sent to the information owner at the address in the civil registration or on the citizen ID card. If the letter is returned again, it shall be deemed that the information subject does not want to proceed with the appeal. Thus the Secretary of the Committee shall cease the appeal consideration.

Article 6: The procedures referred to in Article 5 shall be applied mutatis mutandis to a complaint in accordance with Section 36 whereby an appellant has indicated that he or she no longer wishes to proceed the complaint without sending a withdrawal request letter.

Article 7: This Notification shall come into force as from the day following the date of its publication in the Government Gazette onwards.

Announced on 9 January B.E. 2558 (2015)

(Mr. Prasarn Trairatvorakul)

Chairman of the Credit Information Protection Committee