



## **“Credit Reports: Terms and Conditions”.**

### **1. Central Credit Register**

Pursuant to Article 111 of Law 4972/2022, the Central Credit Register (“CCR”) was established and operates at the Bank of Greece. The CCR is an integrated information system which records and stores, at a granular level, the payment history, the different types of collateral provided and any other information related to all forms of credit granted to natural or legal persons by credit institutions and, in general, financial institutions that have their registered office in Greece and by branches of foreign credit or financial institutions operating in Greece (for more details see article 111 et seq. of Law 4972/2022 and No 2697/11.12.2025, and Bank of Greece Governor’s Act No. 2698/12.12.2025).

### **2. Uses of CCR data**

The CCR is used by the Bank of Greece to compile statistics on credit activity. Debtors and Creditors can access CCR data relating to them individually, through the provision of Credit Reports, which are produced following submission of a relevant online application. Credit Reports are of three types:

- A Type A Credit Report, issued at the request of the Debtor concerned, contains a set of identification and verification data, as well as detailed data reflecting the Debtor’s credit status at the reference point in time (see paragraph 7) and over the last twelve (12) months.
- A Type B Credit Report, issued at the request of the Creditor, reflects the overall credit profile, based on the latest CCR data available at the reference point in time, for all Debtors with whom the Creditor has signed an agreement and for whom the Creditor has reported data to the CCR, including their financial debts to any other Creditor submitting data to the CCR (see paragraph 3).
- A Type C Credit Report, issued at the request of the Creditor, contains a set of identification and verification information on a specific Debtor, as well as data reported to the CCR that reflect the Debtor’s credit behaviour over the last twelve (12) months prior to the reference point in time.

### **3. Creditors**

Creditors with reporting obligations to the CCR are exhaustively defined in article 113(g) of Law 4972/2022, as currently in force.

Legal persons who do not fall within the narrowly defined categories of Creditors do not report data to the CCR and therefore any credit they may have provided is not recorded in the CCR nor included in the Credit Reports it issues. Data are provided to the CCR exclusively by the Creditors.

The Bank of Greece does not verify the quality, accuracy or completeness of the data transmitted by Creditors to the CCR. The data may be modified at the source only by Creditors, who then update the CCR database through the provision of corrective data.

#### **4. Debtor (data subject)**

Debtor (data subject) means a natural or legal person owing financial debts to Creditors, whose credit data are transmitted by the Creditors to the CCR. A Debtor, in this sense, may be either the direct counterparty as the primary debtor, jointly and severally liable co-debtors, or any guarantors.

#### **5. Data**

Creditors report, on a monthly basis, to the CRR debts falling within the scope of Law 4972/2022 (the “Data”). Article 4 of Bank of Greece Governor’s Act No. 2697/11.12.2025 sets out specific minimum thresholds for data provision. In particular, a minimum threshold for data provision by Creditors shall be established, calculated on the basis of the total amount of the Debtor’s obligations to the Creditor concerned at the end of the reference month in question. This threshold is currently set at EUR 5,000 for legal persons and EUR 2,000 for natural persons, including sole proprietorships. Debts below these thresholds are not reported to the Bank of Greece by Creditors and are therefore not taken into account in the issuance of Credit Reports.

#### **6. Credit Report**

On the basis of the information held in the CCR an individual Type A or C Credit Report is issued (depending on whether the request is submitted by the Debtor or Creditor) for each Debtor. The information contained in the Credit Report shall be based solely on the data included in the CCR at the date of issue of the report and refer to an earlier reference point, i.e. the last day of the most recent month for which the Creditors have submitted data (see paragraph 7). The Credit Report contains only the data submitted to the Bank of Greece by Creditors under their sole responsibility. The Bank of Greece does not perform a substantive verification of the data and, therefore, assumes no responsibility for their accuracy, completeness or timeliness. During the initial period of operation of the CCR, data reported by Credit Servicing Firms (CSFs) or related to debts owed to credit institutions that are under liquidation may be incomplete.

#### **7. Reporting frequency and reference date of the data**

Data are reported to the CCR on a monthly basis by Creditors, with the reference date being the last day of the preceding month, and are included in the CCR following the necessary certification and formatting of the relevant files by the Bank of Greece. The most recent data submission reflected in the CCR refers to 30 November 2025. Therefore, the data appearing

in the Credit Report may differ from the Debtor's actual credit status at the time the Credit Report is issued. If a Debtor wishes to receive confirmation of the exact amount of their obligations to a Creditor in real time, they should address a request directly to the Creditor.

#### **8. Foreign currency data**

All amounts contained in the Credit Report are denominated in euro, regardless of the reference currency of the credit. Amounts are converted using the exchange rate applicable on the date of data submission (which is different from the date the Credit Report is issued).

#### **9. Debtors' access to the CCR**

Debtors who are natural persons or sole proprietors may access the CCR using their TAXISnet credentials provided by the General Secretariat for Information Systems and Digital Governance (G.S.I.S.), together with a one-time password (OTP). A request for the issuance of a Credit Report submitted using TAXISnet credentials shall be deemed to have been made by the holder of those credentials. The Bank of Greece shall not be held liable for any unauthorised access to the CCR resulting from the negligence or fault of the credentials holder.

#### **10. Request for data rectification**

The CCR allows Debtors to contest the content or completeness of the Credit Report concerning them and to have inaccurate identification or credit information corrected and missing credit information completed, following submission of a relevant online request. This procedure is described in more detail in the Bank of Greece Governor's Act entitled "Rules of Procedure of the Central Credit Register". [link] With the contestation request, the Debtor may seek the rectification of any data inaccurately reported in the Credit Report and/or the completion of incomplete data not contained therein. In the contestation request, the Debtor must:

- state the Credit Report number, which is the unique identification code assigned to the Credit Report upon its issuance;
- identify the Credit Report data being contested, and
- identify the Creditor to whom the inaccurate or missing data relate and to whom the request will be forwarded, so that the Creditor may verify and, where appropriate, rectify and/or complete such data through a new corrective submission to the CCR.

The Debtor's request shall be forwarded to the Creditor referred to therein, who shall be required to respond in writing within 28 days of receipt of the request. The Creditor's response shall be forwarded through the Bank of Greece, which shall promptly notify the Debtor who submitted the request, without conducting any substantive review or assessment. The Creditor shall bear sole responsibility for any untimely or inaccurate response.

## **11. Creditors' access to the CCR**

Access to the CCR shall be granted exclusively to Creditors who are connected to the CCR and have submitted data, in accordance with the provisions of Law 4972/2022 and Bank of Greece Governor's Act No. 2697/11.12.2025, as currently in force.

Creditors shall be granted access to the restricted environment of the CCRP (Central Credit Register Portal) and to the IRIS information system as authorised users, using the credentials of their personal accounts, which are activated upon logging in to the CCR. Through the CCRP, Creditors submit requests for Type C Credit Reports and are issued the corresponding reports. Through the IRIS information system, Creditors submit data to the CCR on a monthly basis, request and receive Type B Credit Reports, and are informed of any contestation, rectification or completion requests submitted by Debtors, as well as of any rejection of their data submissions by the Bank of Greece. Where rectification, completion, or resubmission of data is required, such actions shall be carried out by Creditors through the IRIS information system.

A request for a Type C Credit Report submitted using the Creditor's personal account credentials shall be deemed to have been made by the holder of those credentials as an authorised user.

The Bank of Greece shall not be held liable for any unauthorised access to the CCR resulting from the negligence or fault of the credentials holder.

## **12. Processing personal data**

The processing of personal data required for the issuance of the Credit Report is carried out lawfully pursuant to Law 4972/2022 and in full compliance with the General Data Protection Regulation (GDPR).