

# Frequently Asked Questions

## Subscription

### 1. How do I subscribe to CIGB?

We will ask you to complete a form and upload relevant documents to support your application. Once your application is approved, we will send you an agreement for signature and an invoice for payment. When payment has been received you will be given a unique Subscriber Number and your subscription status will be shared on the CIGB Directory on our website.

### 2. Do I need to subscribe even if my turnover is below the qualifying figure?

Yes. To continue to have access to the credit data you need to have a live subscription.

### 3. What happens if I don't subscribe?

You will not be able to access the credit data held by the CRAs.

### 4. Can I make changes to the subscription agreement?

No, the terms of the agreement are non-negotiable. The Subscription Agreement has been created by a panel of legal representatives from your cohort, with oversight from the FCA. No variation to the terms will be permitted.

### 5. My legal team need to review the agreement - is that possible?

Yes. The agreement, and all the policies upon which the agreement has been based, will be made available on our website in due course so your legal team can review it.

### 6. How will the agreement be sent to me?

It will be sent to you by DocuSign. You will be asked to share the contact details of the authorised signatory in the subscription application.

### 7. We are not a regulated business. Do we still need to subscribe?

Yes, if you access credit data held by the CRAs.

### 8. What information will CIGB need when I make the application?

The application form will request your full company name, trading names, FCA Firm Reference Number, Company Number, VAT number, general contact name, email and telephone number, name, email and contact number for your authorised signatory, contact name, email and telephone number for your Finance team, a copy of your most recent filed accounts and, for Cohort B - Credit Services, evidence of the total number of credit agreements and/or regulated mortgage contracts.

### 9. What financial information will you require & for what time period?

Your most recent filed accounts and credit agreement information for the last 12 months to match your financial year start and end dates.

10. We need to onboard you in our systems. Who should I contact?

You can email our Head of Business Operations, Liz Maine at [liz.maine@cigb.co.uk](mailto:liz.maine@cigb.co.uk). Please do this as soon as possible to avoid any delays with the approval of your subscription.

11. We access data on behalf of clients. Do they need to subscribe too?

No, unless they too access data held by the CRAs.

12. I am only a contributor of data. Do I still need to subscribe and pay a fee?

You only need to subscribe; no fee will be levied.

13. I use more than one CRA. Do I need to pay more than one fee?

No, you only need to subscribe once and pay a one fee.

14. Is there a deadline for subscribing to CIGB?

Yes. You must complete your application, sign the contract and pay the fee by **31<sup>st</sup> March 2026** to be classed as a Live Subscriber. This information will be shared with CRAs and other regulators, including the FCA. Therefore, we strongly recommend that you complete your subscription application and payment of the Subscriber fee as soon as possible. As part of the terms of your agreement with your CRA(s) you will be obliged to subscribe to the CIGB to access the shared data. Failure to subscribe may result in your CRA preventing access to the data until such times as the subscription is paid.

## Fees

### 1. How are fees calculated?

The fees are based on a tiering system - refer to the tables below – using your firm's *total* annual UK turnover. If your firm is in the Credit Services cohort the fee calculation is defined by turnover and considers the total stock of open/extant regulated credit agreements and regulated mortgage contracts, to reflect the intensity of usage of credit information. Firms or groups classified as Credit Service entities will need to report their credit agreement volume alongside their turnover to the CIGB.

Each Credit Services firm or group will first be assigned to a tier based on its credit agreement volume. If turnover corresponds to a tier two or more levels below their credit agreement position, it will be reclassified to the next lower tier. For example, if a firm has 2 million credit agreements (Tier 2) and a turnover of £100 million (Tier 4), it will be placed in Tier 3. This rule only applies if the turnover is lower; the tier will be based on the number of credit agreements in the case of a larger turnover.

### 2. How do I determine which cohort my business falls in?

Each subscriber will be assigned to one of four cohorts from below based on their primary business activity as well as their FCA permissions - Cohorts are:

- CRAs - Firms authorised under FSMA to “provide credit references”.

- Credit Services - Firms authorised under FSMA to “provide consumer credit in any form”.
  - CISPs - Firms authorised under FSMA to “provide credit information services”.
  - Other - FSMA governed firms not authorised for the above, and non-FSMA firms relying on credit information or credit information users. For example, retailers, insurers, debt purchases, telecoms, among others.
3. **How do I evidence the number of credit agreements?**  
Please provide a screenshot of the relevant entry on your FCA return including your FRN.
  4. **I am a mutual building society - which figure do I use for turnover?**  
Net Interest Income as reported in your Annual Report.
  5. **What happens if I don't pay the subscription fee?**  
Your CRA may remove your access to the credit data.
  6. **Is this a one-off or annual fee?**  
This is an annual fee, and you will also be required to renew subscription annually providing the financial information as per your initial application.
  7. **What are the payment terms for the fee?**  
30 days from invoice date.

## Exemptions

1. **What are the criteria for qualifying for an exemption?**
  1. *Social Purpose*: those firms whose core purpose is to positively impact individual consumer or society more generally. For example, not-for-profit firms, groups representing consumer interests and not-for-profit organisations providing exclusively free debt and financial advice to consumers, community finance organisations, credit unions.
  2. *Turnover* £15m T/O from April 2025.
  3. *3. Only contributing subscribers.*
2. **How does the exemption process work? Will my exemption be confirmed?**  
We will ask you to complete the section on the application form detailing the reasons for applying for an exemption. This will be assessed and approved the CIGB's Board, and these details of the exemptions granted or refused in its annual report.
3. **I am a Credit Union - do I need to renew my subscription annually even though I have an exemption?**  
Yes. To continue to have access to the credit data you need to have a live subscription.

## CIGB / SCOR

### 1. Will SCOR continue as an advisory body?

No. SCOR, and its current work is being transitioned to the CIGB so that CIGB will take over any outstanding matters from SCOR

### 2. What benefits are there to subscribing to CIGB?

The role of the CIGB is to provide effective governance of the credit information industry with broad representation and efficiency in response to change. We will be delivering the industry-led remedies set out in the CIMS final report with the aim of creating a level playing field for input from the industry. To achieve this all subscribers can apply to sit on the Advisory Councils where you will be able to influence decisions made within the Credit Industry. The CIGB will be more transparent and inclusive, with input across the industry.

## Other

### 1. How do I get involved with the Advisory Councils?

There will be three Advisory Councils - Rules and Standards Council, Remedies Council and the Consumer Council. In order to become a member of either the Rules & Standards or Remedies council you must be a CIGB subscriber. Membership applications will open on a revolving basis to allow new stakeholder engagement to take place over time. Membership will be approved by the CIGB Board.

### 2. How long will it take for my application to be approved?

Your application will be approved with 10 working days, however you will not have a live subscription until the agreement is signed, and the invoice is paid in full.

### 3. How do I appeal a decision made by CIGB?

A form will be made available on the CIGB website with information about the procedure for submitting the appeal.

### 4. How do I complain to the CIGB?

A form will be made available on the CIGB website with information about the procedure for submitting the complaint.

### 5. What happens if I do not comply with CIGB's rules?

Please refer to the Non-Compliance pages [here](#) (pages 88-91 IWG Final Report)

### 6. Will I be in breach of the FCA rules if I don't subscribe?

No but your firm would need to prove to the FCA that you are undertaking affordability checks with sufficient data to draw a conclusion as you will not have access to CRA data.

### 7. Group Applications

If you are part of a larger group then you may be covered under a Group contract, if the Group company has a portfolio agreement with the CRA and they make their application on behalf of all group companies (see clause 24 of the contract) In this instance, the Group companies must be

listed on the Subscription Contract in Schedule 4 to be deemed a subscriber of CIGB. The fee calculation will be based upon the largest entity in the Group.

When you receive the contract for signature you will be directed to complete the following information about all the entities you wish to include in your subscription. Below is the information you will need:

<b><u>Registered name and trading name(s) of Affiliate</u></b>	<b><u>Registration details and status with any applicable regulator(s)</u></b>	<b><u>Primary contact details for the purposes of this Contract</u></b>
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## Tiering System & Fee Structure

This tiering system is designed to be transparent, proportionate, fair, and viable to administer by the CIGB. Each cohort's contribution was determined based on turnover and, for Credit Services, the volume of credit agreements.

<b>Cohort A - CRAs</b>			
<b>Tier</b>	<b>Turnover</b>	<b>Credit Agreements</b>	<b>Fees</b>
<b>1</b>	>£100m		£60,000
<b>2</b>	<=£100m		£7,500
<b>Cohort B – Credit Services</b>			
<b>1</b>	>£3600m	>6m	£30,000
<b>2</b>	£500m - £3600m	1m – 6m	£16,000
<b>3</b>	£150 - £500m	150k – 1m	£10,000
<b>4</b>	£25m - £150m	20k – 150k	£4,500
<b>5</b>	<=£25m	<=20k	£2,250
<b>Cohort C - CISPs</b>			
<b>1</b>	>£50m		£9,000
<b>2</b>	<=£50m		£2,000
<b>Cohort D - Others</b>			
<b>1</b>	>£4000m		£6,500
<b>2</b>	<=£4000m		£1,500