



Credit Information Governance Body

Consumer Council Terms of Reference

Version	Date	Owner	Author	Approved by	Document Location	Comments
1.0	September 2025	Council Chair			Sharepoint	
2.0	November 2025	Council Chair	CIGB	CIGB Board		To be ratified by Board in Jan 26

Background	3
Purpose and Goals	3
Functions	4
Consumer Council members	4
Consumer Council membership criteria	5
Consumer Council Chair Responsibilities.....	6
Consumer Council recommendation-making	7
Voting	8
Meeting Schedule	8
Report	9

Background

The Consumer Council is exclusively for consumer representatives and was designed to ensure that there is a consumer voice in all CIGB work. Industry participation will only be at the explicit request of the Consumer Council members where technical expertise is sought. This decision which was made to ensure that consumer groups could converse openly without industry influence. No organisations taking a 'for-profit' business or representing the interests of 'for-profit' businesses can be appointed as members of the Consumer Council.

Equally, it was important to ensure the Consumer Council maintains ultimate responsibility for holding the CIGB to account for delivering against its consumer objective, as such voting on changes to the consumer objective will be the exclusive right of the Consumer Council.

Likewise, the difficulty faced by consumer groups in dedicating time and resources to existing industry working groups was accounted for by guaranteeing that the Consumer Council Chairs, who are the Independent Directors, are not only paid for by the CIGB but that the Consumer Council Chairs must attend and vote at the other two CIGB Councils as part of their roles. Other members of the Consumer Council are also welcome to attend at other Councils should they be positioned to do so. This ensures the consumer voice forms part of the foundations of all CIGB Advisory Councils. Similarly, the Consumer Council will receive information on all CIGB Board agenda items and can express their views on all subjects.

As well as preserving the consumer voice, it was also considered important that the Remedies and Rules Councils have access to in-depth industry knowledge, as a such it was agreed that each designated CRA should have default membership of these Councils.

Special procedure will be required to implement changes to the terms of reference of these Councils. These Terms of Reference must be at least reviewed every 2 years by the CIGB Board.

Purpose and Goals

The purpose of the Consumer Council is to bring together members representing different consumer cohorts to ensure that CIGB understands different consumer issues. The Consumer Council will also hold CIGB accountable by reviewing the impact of CIGB actions in terms of consumer interest.

Consumer Objective

The CIGB will promote good outcomes for all consumers. It will support the credit information industry to build transparency, trust, understanding and fairness. In doing so it will have regard for the impact credit information has on consumers in terms of access to credit and other goods or services.

Functions

The Consumer Council shall aid CIGB to meet its consumer objective by:

- Preserving the consumer objective and having an equal say in CIGB Board decisions that seek to amend the consumer objective.
- Aid the CIGB Cost-Benefit Analysis (wherever sought) by presenting consumer impact analysis
- Support the Nominations Committee in selecting Independent Directors required to have consumer experience.
- Inform the views of the consumer cohort on various recommendations being debated in the Remedies Council and the Rules and Standards Council and directing the votes of the consumer cohort on these councils.
- Inform the views of the Independent Directors co-chairing the Consumer Council on exercising their powers at the CIGB Board.
- Present to CIGB Board issues faced by consumers on CIGB work, engage consumers on CIGB work, and provide further feedback to CIGB Board.

Consumer Council members

All subscriber and participant organisations can apply to join a CIGB Advisory Council, in most cases and except for within the Consumer Council, only subscribers have the right to vote.

Participants are generally encouraged to engage to express their views. This is because subscriber organisations are those likely to be most directly impacted by the CIGB's decisions and as such should be able to sufficiently influence these decisions. It is also acknowledged that the membership of the Consumer Council would be largely from participant organisations due to the membership criteria discussed above.

Therefore, within the Consumer Council all members belonging to participant organisations can vote. If members of the Consumer Council choose to sit on other

Advisory Councils, voting will be exercised via Consumer Council Chairs and not the members themselves.

To prevent large organisations dominating Council discussions and voting, it was agreed that organisations can only have one Council member represented on each Council, plus a designated alternative who acts in the absence of the member. Likewise, it was important to smaller organisations that may not have the time or resources to dedicate to the CIGB's Advisory Councils that trade associations registered with CIGB as a participant can vote on their behalf, as long as the trade association is nominated for this purpose.

The vote of a Consumer Council member belonging to a participant organisation will carry as many votes as the CIGB subscribers who have nominated them for this purpose. If a participant organisation has not been nominated to do so by subscribers, they cannot vote. The nomination by a CIGB subscriber of a participant organisation does not require any affiliations of the subscriber with the participant organisation. The decision to vote on behalf of non-affiliated subscribers sits with the participant organisation. However, a trade association can only be nominated to vote on behalf of one subscriber cohort at any given time.

These positions are unpaid roles and membership will be approved by the CIGB Board. Membership applications will open on a revolving basis to allow new stakeholder engagement to take place over time. To ensure the Advisory Council remain effective and efficient, the CIGB Board will keep under review the membership and may place limits on membership numbers and/or membership terms including to ensure it is representative. The CIGB Board will also have the right to remove members from Councils should they be found to not be performing appropriately.

On acceptance, a member will be included in the Consumer Council based on the schedule of the Consumer Council and its ToR and the Consumer Council Chairs will maintain a register of their members.

The CIGB Board can also delegate the power to approve membership applications to other person(s), such as the Consumer Council Chairs.

Consumer Council membership criteria

The key criteria in considering an application for membership of the Consumer Council are:

- Originating organisation must be not-for-profit within credit information industry
- Merits of the Candidate
- Contributions made (individual and organisation)

- Expertise in field of consumer-facing subjects
- Diversity in the Consumer Council in terms of subject matter expertise and ability of the Consumer Council to discharge ToRs

Consumer Council Chair Responsibilities

The Consumer Council Chairs have various responsibilities including:

- Drafting annual plans of action for the Consumer Council, including timelines, in collaboration with the members of the Consumer Council.
- Ensuring the CIGB Board is aware of these annual plans. The CIGB Board may identify overlaps in the plans of different Councils and may allocate specific topics to be led by one Council in accordance with its relevance to the Consumer Councils' terms of reference.
- Ensuring these annual plans are accounted for within Council meeting agendas and these agendas are available to members in advance.
- Allowing members to add to meeting agendas, ensuring these topics align with the terms of reference of the Consumer Council and prioritising these topics as needed.
- Coordinating with CIGB staff as needed to add to meeting agendas, for example in the case where the CIGB Board seeks the views or recommendations of the Consumer Council.
- Providing periodic reports to the CIGB Board on the activities of the Consumer Council to ensure information symmetry and effective coordination between the bodies.
- Where the Consumer Council plans to vote on a recommendation to be provided to the CIGB Board, the Consumer Council Chairs must engage with CIGB staff to ensure quality standards have been met and the Consumer Council has been engaged on the potential recommendation. The Consumer Council Chairs should also make themselves available to answer any questions on the potential recommendation and / or to clarify any particular points.
- The Chair is to make every effort to ensure confidentiality is observed by all participants, which may include NDAs or other contractual commitments put in place where such matters are not incorporated by the Subscription Contract.

To establish an effectively prioritised organisation, the inaugural Chair shall be appointed by the CIGB Board. For subsequent terms, the Chair can be confirmed via a member vote or new Chair appointed in the usual decision-making process.

As the authority exercised by Council Chairs for governing their Councils could have significant impact, it was considered that they must be able to be held accountable. Accordingly, it is agreed that five members of a Council could also raise a complaint against any exercise of discretion by a Council Chair.

Members of the Consumer Council will vote within their Council, namely on changes to the consumer objective, but will not hold voting powers within other Councils. The Consumer Council Chairs will attend and vote within other Councils, utilising the views and expertise of its Council members on the subjects being debated in the other Councils.

Consumer Council recommendation-making

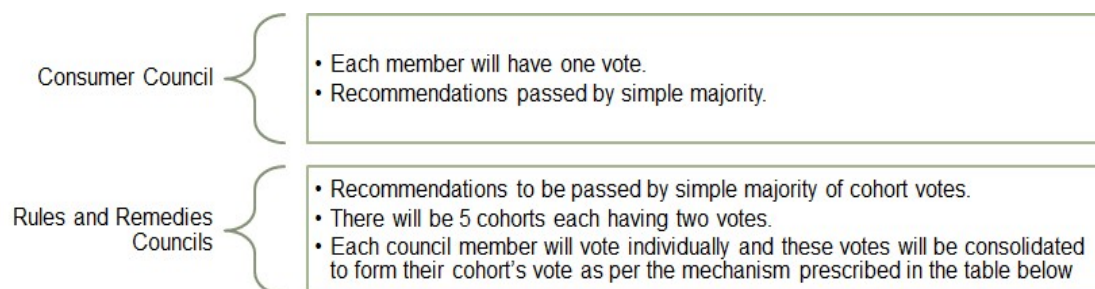
To ensure the quality of inputs and robust recommendation-making at the Advisory Councils, it was also agreed that members can request to invite subject-matter experts to attend Council meetings on an ad-hoc basis.

While Councils should strive for as many Council members to be present as possible, the quorum necessary for a vote to be made on a Consumer Council recommendation is half of the Consumer Council's membership from a representative spread of consumer cohorts, including the Consumer Council Chairs, at the time of the meeting.

However, if in a Consumer Council Chair's reasonable determination, Council members are purposely abstaining from meetings to avoid decision-making, the Consumer Council Chair may overrule the quorum requirement. The Consumer Council Chair will record this determination in writing and provide it to the CIGB Board along with the recommendation.

The CIGB Board will periodically review the functioning of the Advisory Councils, including, their voting mechanism, quorum requirements, and eligibility criteria and enact relevant changes to ensure they continue to be governed effectively.

Voting



Cohort	Constituents	Vote	Mechanism
Designated CRAs	Designated CRA subscribers	2	To be cast with consensus if 3 firms. If more, can be cast individually.
FSMA subscribers providing consumer credit	Tier 1 and 2 subscribers	1	Simple majority of votes received from constituents
	Tier 3, 4, and 5 subscribers	1	Simple majority of votes received from constituents
CISPs and non-designated CRAs	All CISP subscribers	1	Simple majority of votes received from constituents
	All non-designated CRA subscribers	1	Simple majority of votes received from constituents
FSMA and non-FSMA subscribers not included in above cohorts	All FSMA subscribers	1	Simple majority of votes received from constituents
	All non-FSMA subscribers	1	Simple majority of votes received from constituents
Consumer Groups	Co-Chair of Consumer Council	1	To be cast in accordance with the split of Consumer Council members
	Co-Chair of Consumer Council	1	

Meeting Schedule

The Consumer Council must meet at least every other month and at least two weeks prior to the next CIGB Board quarterly meeting. This allows for minutes and matters requiring escalation to the CIGB Board to be prepared and submitted in the CIGB Board pack and added to the CIGB Board agenda for discussion.

Meetings can be called in between these regular scheduled meetings to discuss any items requiring Special Decisions procedure to be invoked. These will typically include, but are not exclusive to;

- Implementation of CIMS industry-led remedies
- Major amendments to scheme rules
- Revising consumer objective

- Revising Advisory Council ToRs

CIGB Chair will determine whether a decision needs to follow ordinary or special procedure in accordance with that decision's designation (if any) in the CIGB policies. A simple majority of the CIGB board can challenge this assessment and seek reclassification of a resolution if the CIGB Chair does not follow the relevant policy designation.

A special procedure requires 75% of the CIGB Board to vote in favour of the decision for it to pass. The decisions may also require an initial supporting recommendation from an Advisory Council.

CIGB Chair holding responsibility for producing and publishing

- Schedule of Advisory Council Meetings
- Minutes from these meetings including attendees and voting
- Report to CIGB Board
- Matters for escalation

Report

The Consumer Council report must be standard in format and include:

- Attendees
- Apologies
- Action Log Update from Previous Meeting
- Matters Submitted for Consideration – Special decision or Referral
- Sub Working Group and other committees update
- Project Update
- Consumer Regulation Horizon Scanning
- Stakeholder Engagement
- Votes
- AOB

The report must be submitted to the CIGB Board as per the schedule detailed in the Meeting section.