

Keep in Mind!

Your Credit history will be taken into account by all credit providers when they evaluate your credit application.

If you as a borrower fail to perform your obligations to a credit provider on time, except the legal consequences that you will face, you may be restricted to future credits from other credit providers.

In the credit field, as in other fields, it is worth saying that: "the best predictor of your future behavior is your past behavior".

The image shows a screenshot of a credit report from BQK (Central Bank of Kosovo). The report is titled "CREDIT REPORT" and includes the following sections:

- Client Data:** First and Last Name of Client: FILAN FETEMI, Personal No / Registration No: 7000000, Official Address / Place: Prishtine / Prishtine, Type of Client: Resident Legal, Professional Activity: Not Member Income, Date of Birth / Registration: Prishtine.
- Personal Credits:** A table with columns for ID, Date of Issue, Amount, Status, and other details. Below this is a table for "Credit History" with columns for Date, Amount, Status, and other details.



The Credit Registry of Kosovo (CRK) is a public register that is managed by the Central Bank of the Republic of Kosovo. The CRK serves as a credit information center for credit providers in the Republic of Kosovo.

CRK does not create the credit information but collects and distributes it in order to improve the quality of credit.

The regular reporting of new credits and the periodic update of the existing credits is compulsory for all credit providing institutions.

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**Pay on time, improve
your Credit Report**



What is a Credit Report?

A Credit Report is an important document that shows information about your credits. Credit providers use this information when they consider your application for credit.

What does the Credit Report contain?

The Credit Report contains your personal information, your credit information, and information about any credit where you are the guarantor, or any other connected role.

The information is both positive and negative. Positive information shows debts that you paid on time. Negative information shows your late payments.

How is the Credit Report compiled?

Information presented in your Credit Report comes from credit providers:

- Commercial Banks
- Microfinance Institutions and
- Non-bank Financial Institutions

These data from credit providers are received on the information system at the "Credit Registry of Kosovo" (CRK) that is maintained within the Central Bank of the Republic of Kosovo. This reporting is done based on the laws and rules in force.

Who can access the Credit Report?

With your authorization, officials of credit providing institutions can have your credit report in a summary form.

How safe is the information in the Credit Report?

Your information is secure and treated as confidential based on legislation in force in the Republic of Kosovo.

How long does the information appear in the Credit Report?

Information about every credit of yours and every other credit where you are the guarantor, or any other connected role will remain in your credit report for at least five years from the moment you repaid your credit.

Is the Credit Report the only factor that credit providers take into consideration?

While evaluating your credit application, credit providers consider other factors such as your financial standing, your capacity to pay on time, and your ability to ensure your credit through collateral.

What should I do if I am uncertain about the content of the Credit Report?

Your Credit Report will be accompanied with a list of definitions of terms used in the Credit Report.

How can I get my Credit Report?

Your credit report in a detailed form can be obtained by completing a requests form at your bank's branch or the Central Bank of Republic of Kosovo. Your request will be forwarded to the Credit Registry of Kosovo's Central Bank, and after preparation your credit report will be sent to your branch ready for you to collect. Credit reports must be collected in the same place where the request was made.

Natural persons can obtain their credit report for free once a year, meaning that any additional report request within the year must be paid 3€, whereas legal persons must pay 3€ for each credit report. In these cases payment of 3€ shall be made to this CBK account number 1000700010000136 at any commercial bank with description "Individual Credit Report from CRK".

You must attach a copy of identification document to your credit report request. Your credit report will be ready within 5 days.

Now, you can also get your Credit Report online by visiting web site: www.raportikreditor.org. Registration and service through web site is offered free of charge.

What should I do if I have a complaint regarding the content of the Credit Report?

The credit provider is identified in your Credit Report. For every complaint that you might have regarding the content of the Credit Report, you may contact the respective credit provider.