Credit Review
Athbhreithniú Creidmheasa

STATEMENT OF STRATEGY

creditreview.ie

OUR MISSION

The mission of the Credit Review Service is to encourage and increase the supply of credit to viable borrowers for business purposes.

OUR VALUES

We are Independent, Straight Talking Lending Experts, who support viable SMEs and Farms seeking credit.

OUR VISION

We provide a Simple, Transparent, Accessible, Tenacious, and Solution Focussed service for viable or potentially viable borrowers who have been refused credit.

OUR OBJECTIVES

The strategic objectives of the Credit Review Service are defined by the Credit Review Act 2026. This Act defines the role of the Credit Review Service and gives two powers:

> a) To review decisions of participating institutions to refuse new credit facilities or reduce, withdraw or refuse a restructure of existing facilities of up to €3m to SME and Farm borrowers who consider themselves viable, and apply for a credit appeal to the Credit Review Service. The participating Institutions are AIB and BoI; with PTSB as a voluntary participant in this scheme.
>
> b) To review the lending policies of each participating institution, in particular SME and Farm sectors, and report to the Minister for Finance on whether their needs are being met.

Our 3 ongoing key objectives are to:

- Continue to support viable SMEs and Farms to access appropriate bank credit.
- Monitor/Report/Provide Feedback on the bank credit landscape for SME's/Farmers in Ireland.
- Operate appropriate and effective corporate governance regime.

OBJECTIVE 1

Support viable SMEs and Farms accessing Credit

The Credit Review Service will

a) Provide SMEs and Farms that have been refused credit by their bank, or had existing facilities reduced/withdrawn or sought a restructure, and consider themselves viable, with a review of the banks' lending decision by a panel of experienced independent credit experts.

b) Ensure the Appeals service will be easily accessible and applicants will be dealt with expeditiously by staff and reviewers (a team of solution-seeking credit/lending experts).

c) Make the application process more visible and continually improve the access to Credit Information and Updates for SMEs and Farms on the website.

d) Make information on the Credit Review Service more visible and accessible online and offline using digital and traditional media.

e) Provide helpline and online supports, including quality information and clear documentation. This will include publishing Credit Information and Updates for SMEs and Farms and contributing to SME and farm trade journals.

f) Work to enhance the ability of SME's and farms to make successful credit applications via workshops, conferences, presentations and advertorials.

OBJECTIVE 2

Monitor/Report/ Provide Feedback on the Banking Credit landscape for SME's/Farmers in Ireland:

The Credit Review Service

a) Issues regular Market Commentary reports which highlight current and emerging trends in the credit market for SMEs and Farms.

b) Receives lending approval figures, and monitors lending to SMEs and Farms each month, reporting to the Minister for Finance.

c) Together with Department of Finance officials, meets quarterly with the participating banks (AIB, BOI and PTSB) to discuss their lending performance, and their views on the economy and any other matters which may affect SME/Farm lending.

d) From time to time, recommends specific actions to address challenges in the SME credit market.

e) Liaises with other Government Agencies including SBCI, MicroFinance Ireland, ESRI, IBCB, and the Central Bank of Ireland to share market intelligence.

f) Liaises with the Banking and Payments Federation of Ireland as the trade body for the Banking Industry.

g) From time to time, will respond to requests for assistance on banking matters from the Department of Finance, or the Department of Enterprise Tourism and Employment.

OBJECTIVE 3

Operate Appropriate and Effective Corporate Governance Regime

a) The Credit Review Service voluntarily seeks to comply with the Code of Practice for the Governance of State Bodies.

b) The Credit Review Service complies with a range of other statutory (national and EU) and administrative requirements including Freedom of Information Act, 2014; Safety, Health and Welfare at Work Act, 2005; Prompt Payment of Accounts; Prompt Payment to Suppliers; Ethics in Public Office Act, 1995; Data Protection Acts, (DPA) 1988, 2003 & 2018; Protected Disclosures Act, 2014 & 2022 and Employment Equality Acts, 1998 & 2004. Disclosures required under the Code are provided in the Annual Report.

c) The Credit Review Service undertakes to keep all personal data secure and private and maintain compliance with data protection regulations.

d) The Credit Review Service is committed to providing excellent customer service (detailed in the Client Charter).

e) The Credit Review Service is committed to efficient and effective operations, and continuously improving processes to maintain quality and minimise delays, while seeking value for money across all expenditures, complying with public procurement procedures.

f) The Credit Review Service commits to transparency in its operations, publishing reports and statistics on its website. The service is subject to examination of complaints by the Office of the Ombudsman, and the Ombudsman for Children’s Office.

g) The Credit Review Service operates a system of internal control, and a risk and control framework, details of which can be found in the Annual Report.

COMMITMENT TO EQUALITY AND HUMAN RIGHTS

The Credit Review Service is dedicated to delivering our Public Sector Equality and Human Rights duty to eliminate discrimination, to promote equality of opportunity and to protect the human rights of customers and the people who work here. We are dedicated to ensuring that our team members and those that use our services are treated with dignity and respect, and we recognise and celebrate the enrichment brought by diversity.

We will balance our requirement to be impartial, independent and fair with providing an accessible and inclusive service to our users, acknowledging that our customers come from diverse backgrounds. We will implement the three-step approach to Public Sector Duty - we will assess, address and report on our learnings.

Actions in 2025-2027

- Raise awareness and encourage all staff to complete the Irish Human Rights and Equality Commission (IHREC) Equality and Human Rights eLearning Module
- Carry out training in Unconscious Bias, Intercultural Awareness and Respectful Communication