

March 2024

CREDIT AND FINANCIAL LITERACY

An updated collection of best
practices from the credit
referencing industry



ABOUT ACCIS

ACCIS is the voice of organisations responsibly managing data to assess the financial credibility of consumers and businesses. Established as an association in 1990, ACCIS brings together more than 50 members from countries all over Europe as well as associates and affiliates across the globe.

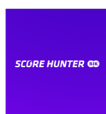
EU Transparency Register: [**21868711871-63**](#)

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FOREWORD



The growing importance of financial and credit literacy in our industry has sparked innovative initiatives in the credit information market. In 2022, ACCIS initiated the compilation of groundbreaking efforts, subsequently updated this year, 2024. This second edition builds upon the pioneering contributions of our members, offering a refreshed perspective on the evolving landscape of credit literacy initiatives within the European credit referencing industry.

The initiatives outlined in this document encompass a range of activities, such as online quizzes, mentor training, third-party program sponsorships, bespoke material creation, and social media campaigns. This diversity vividly illustrates the varied landscape of ACCIS members and their adaptability to the needs of the societies in which they operate.

I am pleased to present this second edition, anticipated to be of greater interest and utility to consumers, financial stakeholders, educational institutions, and national and European authorities. Our unwavering commitment to financial education positions our industry as a leader, setting a positive example for others to follow.

Thank you for joining us on this journey, and we hope this second edition proves to be both enlightening and inspiring.



Paweł Szarkowski

Chairman of the Communications Working Committee

ACCIS





INTRODUCTION

Recognised globally as a fundamental life skill in the 21st century, financial literacy is crucial for individual empowerment and the overall well-being of societies (G20, 2021)¹.

Recent developments underscore the ongoing need to enhance financial literacy, particularly in the wake of the COVID-19 pandemic, heightened cost-of-living pressures due to pandemic-related disruptions, geopolitical events like Russia's invasion of Ukraine, and the current challenges posed by elevated inflation and escalating interest rates. The proliferation of digital financial services further emphasises the imperative to equip individuals with the knowledge and skills necessary for the safe utilisation of such products and services.

The Organisation for Economic Co-operation and Development / International Network on Financial Education (OECD INFE) defines financial literacy as 'A combination of awareness, knowledge, skill, attitude, and behavior necessary to make sound financial decisions and ultimately achieve individual financial well-being².' Within this broader spectrum lies credit literacy, a subset sharing the same essential combination of factors, aimed at empowering individuals and businesses to make informed and sound credit-taking decisions.

Credit, an integral part of economies throughout history, possesses the power to create opportunities for consumers. Credit-literate consumers know how to harness those opportunities confidently and also know how to handle the inevitable fluctuations in their financial lives by understanding how to prevent and manage

¹. G20 (2021), "Italian G20 Presidency Third Finance Ministers and Central Bank Governors Meeting Communiqué", <http://www.g20italy.org/wp-content/uploads/2021/07/Communique-Third-G20-FMFCBG-meeting-9-10-July-2021.pdf>

². OECD INFE (2011) Measuring Financial Literacy: Core Questionnaire in Measuring Financial Literacy: Questionnaire and Guidance Notes for conducting an Internationally Comparable Survey of Financial literacy. Paris: OECD



challenges as they arise. This includes grasping their income and expenditure, as well as responsibly repaying and avoiding debt. The ability of individuals to navigate credit effectively and manage their finances successfully stands as a fundamental skill set.

The **OECD/INFE 2023 International Survey of Adult Financial Literacy** provides valuable insights into global financial literacy levels. The average financial literacy score across OECD countries is 63 out of 100 points, with only 39% of adults reaching the minimum target score. Results for Europe, according to a **July 2023 Eurobarometer** survey by the European Commission, reveal that 64% of European citizens have a medium level of financial literacy, while 18% have a low level. This challenge is more acute in certain segments of society, including low-income groups, women, young people, and older individuals, who tend to score lower on financial literacy assessments. Notably, significant variations exist across European countries, with only four member states having more than 25% of the population scoring highly in financial literacy (the Netherlands, Sweden, Denmark, and Slovenia).

While educational institutions and public authorities, including financial regulators, have played a crucial role in preparing consumers for the opportunities and challenges of credit, our association acknowledges the significant role the financial services industry can also play.

As the voice of entities managing data to assess the financial credibility of consumers and businesses, ACCIS stands at the forefront. Most of our members are credit reference agencies (CRAs), providing credit-related information, such as credit reports and credit scores, to lenders and service providers. CRAs play a pivotal role in aiding creditors to assess creditworthiness and make informed decisions about granting credit.

The information held by CRAs has become increasingly important, prompting more individuals to proactively check their data, especially before applying for credit. It is crucial that consumers comprehend the data on their credit reports, the purpose of holding that data, and the processes safeguarding their accuracy and privacy.

Consumers are also keenly interested in understanding products like credit scores. A favorable credit score opens doors to lower interest rates, money-saving credit card advantages, and optimal deals on new financial products. Hence, it is imperative for consumers to learn how to nurture and safeguard their credit score, a vital component of their financial life.

We firmly believe that enhancing consumer literacy about credit and credit data strengthens our social license to operate. This compilation of best practices on credit and financial literacy is curated to highlight the initiatives undertaken by ACCIS members to elevate credit literacy and, consequently, boost self-confidence. This publication serves as a complement to existing reports on credit literacy in Europe, particularly those from our stakeholders in the banking and consumer communities.

Our collective objective is to empower consumers with knowledge, enabling them to make informed decisions and avoid excessive debt or borrowing with undue risk. Together, we are confident that consumers can shape and pursue financial goals that align with their vision for a content and prosperous life.



Enrique Velázquez

Director General

ACCIS

EUROPEAN POLICY CONTEXT

Pursuant to Article 165³ of the Treaty on the Functioning of the European Union, EU Member States

are responsible for legislating on education and have an exclusive competence in this domain. Financial education and financial literacy therefore also fall under Member States' exclusive competence. EU policy in these fields is, therefore, designed to support actions at the national level and to help address common challenges.

In the area of credit, Chapter 2 of the **Mortgage Credit Directive** (MCD) is dedicated to 'financial education' and Article 6 requires that '*Member States shall promote measures that support the education of consumers in relation to responsible borrowing and debt management, in particular in relation to mortgage credit agreements. Clear and general information on the credit granting process is necessary in order to guide consumers, especially those who take out a mortgage credit for the first time. Information regarding the guidance that consumer organisations and national authorities may provide to consumers, is also necessary*'. The initiatives on financial education launched at national level by the relevant authorities should, therefore, reflect those existing provisions. The process to review this Directive has already started and the Commission is considering possible ways to strengthen consumer education.

In its September 2020 **Capital Markets Union Action Plan**, the Commission reaffirmed that sound financial literacy is at the heart of people's financial well-being. In the plan, the European Commission committed to assess the appropriateness of extending the principle enshrined in Article 6 of the MCD to relevant sectoral legislation, the objective being to promote learning measures that support the financial education of consumers.

A first, concrete extension of the principle enshrined in Article 6 of the MCD took place in October 2023, with the adoption of the **final text of the Directive on consumer credits (CDD II)**, that revised and replaced

the Consumer Credit Directive (2008/48/EC). Article 34 of that text mandates Member States to promote measures that support the education of consumers in relation to responsible borrowing and debt management, in particular in relation to consumer credit agreements. Clear and general information on the credit granting process shall be provided to consumers in order to guide them, in particular those

who take out a consumer credit for the first time, and especially on digital tools. The text also mandates Member States to consult relevant stakeholders in creating and promoting consumers' financial education. The Commission plans to assess and publish a report on the financial education available to consumers in the Member States and identify examples of best practices which could be further developed in order to increase the financial awareness of consumers.

A second extension of the principle enshrined in Article 6 of the MCD will be taken in the context of the retail investment strategy, whose **proposal** was published in May 2023 and that it is being discussed by EU co-legislators.

To help all Member States deliver financial and credit education, and as part of its planned CMU actions, the European Commission conducted a feasibility assessment for the development of a European financial competence framework. The assessment was positive and back in in 2022, the joint **EU/OECD-INFE financial competence framework for adults** was published. The framework aims to improve individuals' financial skills so that they can make sound decisions regarding their personal finances. It supports the development of public policies, financial literacy programmes and educational materials by Member States, educational institutions and, importantly, the industry. It will also support the exchange of good practices by policy makers and stakeholders in the EU. In September 2023, and as a continuation of the earlier publication, the same stakeholders adopted the joint **EU/OECD financial competence framework for children and youth**. This second framework is designed to help improve young people's financial literacy so that they are prepared to take well-informed personal finance decisions today and

³ Article 165.1 "The Union shall contribute to the development of quality education by encouraging cooperation between Member States and, if necessary, by supporting and supplementing their action, while fully respecting the responsibility of the Member States for the content of teaching and the organisation of education systems and their cultural and linguistic diversity"



more importantly – later on in life. The objective of the framework is to establish a shared understanding among Member States and practitioners of the essential financial literacy skills that children and youth need. On that basis, the framework can support the development of financial literacy policies, programmes and teaching material by public, private and not-for-profit stakeholders.

The European Commission and OECD will now focus on encouraging and supporting the uptake of these frameworks by national authorities, practitioners and other stakeholders.

In the chapters dedicated to credit within these frameworks, the European Commission and the OECD express the expectation that adults and children should know the positive and negative aspects of credit, when

it is advisable to apply for credit, how to avoid financial hardship related to debt and how to overcome situations of over-indebtedness.

Beyond EU policy, the European institutions have been actively promoting financial and credit literacy through various initiatives, including the **European Money Week (EMW)** and the **European Union Financial Education Platform (EUFIN)**. These initiatives aim to raise awareness, improve financial education, and provide access to reliable information and resources.

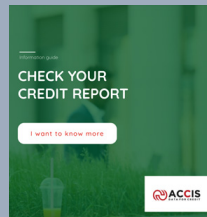
ABOUT THIS COLLECTION

The second edition of the ACCIS collection of best practices in credit and financial literacy is the conclusion of a survey conducted across the organisations that are members of ACCIS. The survey asked respondents to describe their credit literacy and financial education activities. The collection brings together an overview of private-sector financial initiatives being conducted across Europe.

The collection also includes a chapter about an initiative launched by ACCIS itself, the Check your Credit Report website.

ACCIS

ACCIS is the voice of organisations responsibly managing data to assess the financial credibility of consumers and businesses. Established as an association in 1990, ACCIS brings together more than 40 members from countries all over Europe as well as associates and affiliates across the globe. ACCIS members include credit reference agencies, credit registers, business information providers and alternative credit reporting services providers



INITIATIVE

➔ CHECK YOUR CREDIT REPORT

About the initiative

ACCIS launched at the end of 2020 a new website, www.checkyourcreditreport.eu. With this website, ACCIS aims to clarify the role credit reports and credit scores play in the lending process and what consumers can expect from credit reporting agencies. The site has been prepared with European consumers in mind.

So, via the website, consumers have:

- Some basics about credit, credit referencing and credit referencing agencies
- A recap of the benefits that CRAs bring to European consumers
- Detailed information about what a credit report is and the data that is used to determine a credit score. Also, information about how to improve the credit score
- Information about access to credit reports across borders
- Finally, the website includes some valuable additional resources prepared by our members, in other European languages.

Through the website European consumers can also connect to most credit reporting agencies across Europe, to obtain a free copy of their credit report.

MORE INFORMATION

➔ [Check your credit report website](http://www.checkyourcreditreport.eu)

ASIAKASTIETO

Asiakastieto (part of Enento Group) is one of the leading Finnish companies providing corporate, risk management, and sales and marketing information services. We provide digital services integrated into customers' decision-making processes, web services tailored for contractual clients, and company and personal information services accessible for all. We maintain a comprehensive private company information database, which contains up-to-date data on all Finnish companies and their key individuals. We are in real-time contact with many other public and private data sources. We maintain consumer credit information register. Additionally, we provide positive credit information about consumers and companies as a service based on data-sharing among creditors who utilize the service. The main part of our services is available directly on the web. It's also possible to integrate most of them for companies' own systems and processes. Internationally, we are in cooperation with the leading foreign credit information companies. Asiakastieto is a reliable, impartial producer of data, which secures the possibilities of both enterprises and individuals to act in matters relating to credits and trade. We employ approximately 150 sales, company information and IT professionals in Finland (420 Nordic in Enento Group).

CHAPTER CONTRIBUTORS



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Asiakastieto



INITIATIVE

TARKKAFYRKKA

About the initiative

TarkkaFyrkka is Asiakastieto's own financial management development project for the young. The core of the TarkkaFyrkka is workshop model and material bank which can be used in educational institutes. Our goal is that teachers and people working with young can use material individually which would make it possible to scale the TarkkaFyrkka up. Asiakastieto has organized TarkkaFyrkka lessons and events since 2011. The main target group for TarkkaFyrkka is students close to adulthood and people working with them.

TarkkaFyrkka workshops and material encourage and inspire young people to think about their personal finances and raise the importance of credit information in person's life. With the education we believe we can lower the bar to ask for help when person faces financial difficulties. The workshops are built on theory parts and participatory tasks.

In 2023 we held 20 workshops in the educational institutes. We participated to the NUORI2023 fair where we build awareness about the material bank. We kept two webinars' people working with young. Totally we directly reached 426 students and 23 adults in the workshops. Our webinar material was ordered by 67 adults working with young and 39 of those participated our webinars online.

MORE INFORMATION:



The screenshot shows the website interface for TarkkaFyrkka. At the top, there is a navigation bar with the Asiakastieto logo, language options (FI, EN), and search fields. Below the navigation, the main content area features the title "TarkkaFyrkka - Nuorten taloustaitojen kehityshanke" and a brief description of the initiative. To the right, there is a contact information box for Suomen Asiakastieto Oy, including a phone number (09 200 7000) and social media icons for Facebook, Twitter, and LinkedIn. The footer contains the hashtag #TarkkaFyrkka - rahahuolia?



BIK

Biuro Informacji Kredytowe (BIK) collects and provides data on the credit history of customers from the entire credit market in Poland. BIK is the country's largest collection of data on individual clients and entrepreneurs, also in the area of non-bank loans. It has information on 177 million accounts belonging to 25.4 million individual customers and information on the credit history of a total of 5.5 million companies, farmers, and other entities, including 1.8 thousand micro-entrepreneurs.

Through the internet portal www.bik.pl, it enables individual customers to monitor their own credit history, and thanks to BIK Alerts, it helps protect them against loan extortions or delays in repayment. The company uses the highest standards of data collection and processing and operates based on the Banking Law and the Personal Data Protection Act.

CHAPTER CONTRIBUTOR:



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BIK

SCORE HUNTER BIK

INITIATIVE

➔ *ScoreHunter*

About the initiative

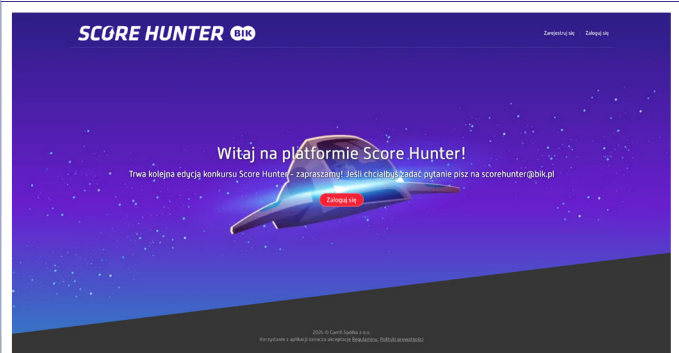
Score Hunter is an educational game. The platform is divided into several thematic sections: BIK in general, creditworthiness, identity theft, alerts, and a knowledge base with video materials. The users have a variety of tools at their disposal: missions, challenges, achievements, rewards, ranking. Using the platform, players can perform tasks related to building a credit history and ensuring the security of personal data and documents. They can also collect points, compete and win prizes.

Knowledge is transferred in the form of videos, articles, expert advice, questions and quizzes. The combination of educational and entertainment aspects allows for the acquisition of knowledge that young people usually do not reach on their own, in an easy and pleasant way.

Score Hunter is mainly for students, and its simpler form for high school students. Score Hunter has been used by nearly 68,000 people.

MORE INFORMATION:

Score Hunter





INITIATIVE

➔ *Academic partnership*

About the initiative

As part of the cooperation with the **SGH Warsaw School of Economics** - the best economic university in Poland – BIK and SGH conducts the course “Application of Business Intelligence in analysis in the financial sector”. The course was created to enable students to acquire theoretical and practical knowledge in the field of advanced business intelligence methods and acquire the ability to use analytical methods in identifying phenomena and trends in the banking and non-banking market.. Some lectures are conducted by BIK experienced business practitioners.



INITIATIVE

➔ *Modern Business Management Program*

About the initiative

Modern Business Management is an economic education program launched in 2011. It is aimed at students and lecturers of over 120 Polish universities. It was established by the Polish Bank Association and BIK with the support of KIR, a key entity of the Polish payment system infrastructure.

From the very beginning, BIK supports the program in terms of content and finances.

The program combines didactic experience with practical knowledge. This allows to prepare students to use the acquired knowledge in life and future professional work. The mission of the program is to educate in the field of building financial credibility, risk management in business and personal life, financial market, entrepreneurship and management. Everything is carried out in cooperation between business entities and universities.

The program has reached over 335,000 students. There had been also about 2,500 lectures (including on-line), over 530 educational stands and active participation in conferences and seminars. During the COVID-19 pandemic, the Program successfully transformed into a remote form of education, not only maintaining existing results, but also increasing its reach.

The Program is coordinated by the Centre for Banking Processes and Information.

MORE INFORMATION:

[Modern Business Management](#)

BKR FOUNDATION

BKR Foundation - Striving for a Financially Healthy World.

BKR Foundation aims for a financially healthy world. Our mission is societal: with our credit databases, we contribute objectively to responsible credit provision, aiming to prevent debt from becoming a problem. BKR Foundation operates on a non-profit basis.

BKR Foundation is also active in various societal projects in the field of early detection and debt counseling. We collaborate with the Ministry of Social Affairs and Employment (SZW), municipalities, and private parties on a Debt Discovery initiative. This partnership aims to reach people in the early stages who seek help in resolving problematic debts.

Founded in 1965 and based in Tiel, BKR Foundation has approximately 250 organizations affiliated with us. With 120 dedicated employees, we work towards a financially healthy world. For more information, visit: www.bkr.nl.

CHAPTER CONTRIBUTOR:



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BKR Foundation



INITIATIVE

➔ *Money Start*

About the initiative

BKR collaborates with **Money Start** on a teaching program that focuses on financial education for students under the age of 18.

Money Start works together with professionals, leading organisations in the field, government agencies and municipalities to prevent problematic debts among young people. Many young people are not yet financially self-sufficient at the age of 18, even though they are legally adults. From that age, debts increase.

One of the main reasons for youth debts is that they do not know exactly what will change when they turn 18. Youth debts counsellors report that they all fall into the same traps as a result.

The Money Smart motto is: if young people all get into debts the same way, we can also teach them not to!

BKR's contribution focuses on what young people should pay attention to when entering into contracts (and therefore credit agreements).

BKR regularly provides lessons and presentations for students on credit registration and the prevention of problematic debts.

MORE INFORMATION:

➔ **Money Start**

CREDITINFO GROUP

Established in 1997 and headquartered in London, UK, Creditinfo is a provider of credit information and risk management solutions worldwide. As one of the fastest-growing companies in its field, Creditinfo facilitates access to finance, through intelligent information, software and analytics solutions.

With more than 30 credit bureaus running today, Creditinfo has the largest global presence in the field of credit risk management, with a significantly greater footprint than competitors. For decades it has provided business information, risk management and credit bureau solutions to some of the largest lenders, governments, and central banks globally – all with the aim of increasing financial inclusion and generating economic growth by allowing credit access for SMEs and individuals.

CHAPTER CONTRIBUTOR:



Phidi Mwatibo

Group Marketing Manager
Creditinfo



INITIATIVE

➔ [#CreditinfoFinancialTips](#)

About the initiative

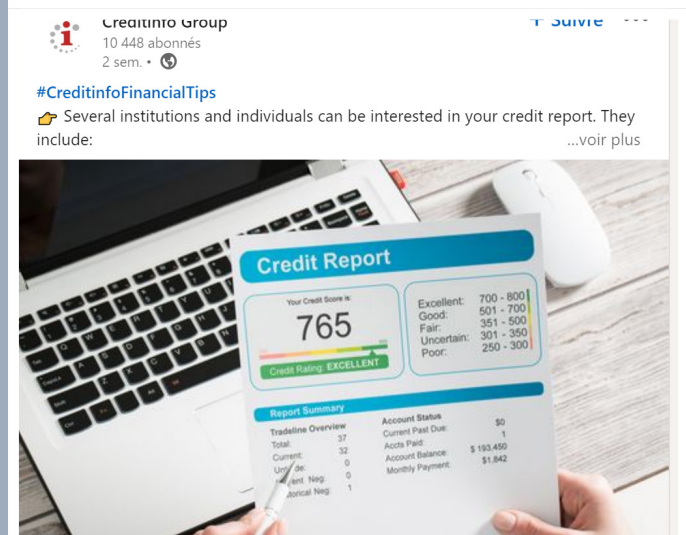
#CreditinfoFinancialTips is an initiative started in 2021 on Creditinfo global channels in English and French with the aim to educate on financial literacy through social media. Every Friday on our social media we release some key insights to empower people to take charge of their financial situation. The initiative is aimed at a younger audience, hence the choice of channel distribution, with the main goal to raise awareness on the importance of financial literacy since young age.

The content spans from the basics terminology of personal finance to budgeting tips for the holidays for people who are new to credit, either getting their first loan, credit card or simply want to have a sustainable approach to credit.

Our local branches are involved in regular seminars with their clients, also delivering financial literacy seminars in Universities in Kenya, Tanzania, West Africa as well as the Nordic region.

MORE INFORMATION:

🌐 [#CreditinfoFinancialTips](#)





INITIATIVE

➔ Academic partnership

About the initiative

Our branches are involved delivering financial literacy seminars in universities in the Nordic region. Creditinfo Estonia has organized a student master's thesis competition across universities in Estonia to recognize students who have addressed research questions in the fields of money laundering and sanctions.



INITIATIVE

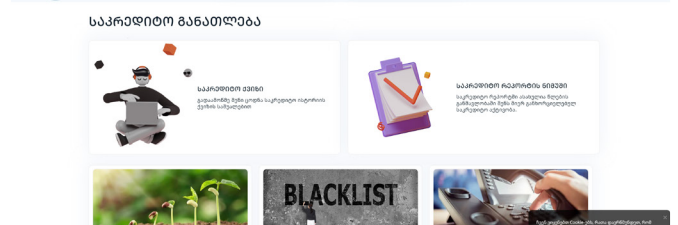
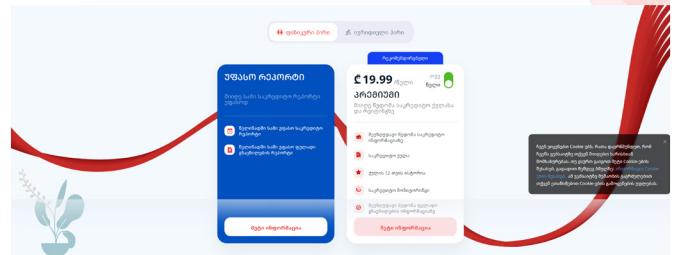
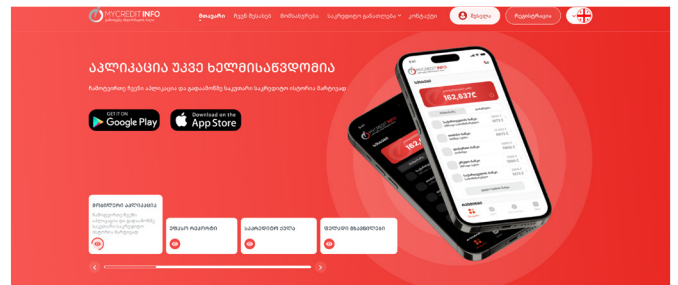
➔ MyCreditinfo

About the initiative

We have also launched the MyCreditinfo Chatbot that gives financial education through WhatsApp in Georgia through the MyCreditinfo App. There are financial tips, quizzes, and other helpful information, from credit reports to personal finance apart from getting services directly such as requesting for credit reports, settling disputes etc.

MORE INFORMATION:

📱 MyCreditinfo Georgia





CRIF

CRIF is a global company specializing in credit and business information systems, analytics, outsourcing and processing services, as well as advanced digital and open banking solutions for business development. CRIF aims to enhance the financial inclusion of consumers and to generate value and new opportunities for businesses and financial institutions by providing information and solutions that enable more powerful decision-making, improve access to credit and accelerate digital innovation. Furthermore, CRIF offers fraud prevention and cybersecurity services to consumers and SMEs. CRIF's commitment to financial education is reflected every year in financial education and promotion initiatives, in its participation in conferences and its presence in numerous journals.

With its unique information assets and its more than 30 years' experience in data analysis and management, CRIF conducts international research, studies and periodic surveys to understand the development of lending to households - both consumer credit and mortgages - and lending to businesses. CRIF also produces magazines and newsletters dedicated to market players, together with the development and promotion of a series of financial education and inclusion projects. CRIF offers its knowledge for the benefit of the community to support professionals in their day-to-day activities, businesses in their strategic planning and citizens to increase their knowledge and make informed choices.

CHAPTER CONTRIBUTOR:



Kerstin Valet

Regional Director Marketing & Communications
CRIF



INITIATIVE

➔ *Faccio Tesoro*

About the initiative

Faccio Tesoro is a multimedia project entirely dedicated to financial education that CRIF developed with the aim of improving financial culture among people who find themselves faced with increasingly complex choices,

The idea behind the project is to provide practical and easy-to-use information to increase awareness about borrowing and managing personal finances, focusing on knowledge of the key concepts, the available tools and their use. The initiative comprises 3 promos, 6 comedy sketches focused on certain important stages in a family's life (birth of a child, starting a job, buying a home or an important item such as a car, management of the household budget, etc.), and 106 explanatory videos on topical issues concerning the home, access to credit, new tools, technologies developed by banks, savings and investments. The videos are published on the YouTube channel dedicated to the initiative and on the website www.facciotesoros.it, where visitors can also test their skills by answering a quick quiz, choosing questions on the topics of greatest interest such as Home and Mortgage, Applying for a Loan, Budgeting and Borrowing, Payment Cards and Valuation Processes. Finally, in the "Ask Faccio Tesoro" section of the website, CRIF uses the skills of its experts to answer specific questions received from consumers. Confirming its mission to continuously offer new insights and content, in 2021 "Faccio Tesoro" also became a podcast, with a campaign divided into 32 issues, which brought a number of important topics to Spotify, Apple and Google Podcasts, as well as to the dedicated section at www.facciotesoros.it/podcast.

MORE INFORMATION:

[Faccio Tesoro](http://www.facciotesoros.it)



INITIATIVE

➔ CRIF CYBER GAME

About the initiative

Phishing is becoming more and more common in the daily lives of young people and adults. That's why CRIF wanted to build a tool to educate internet users about phishing risks and trends. The "Cyberninja" Cyber Game is aimed at increasing knowledge through a quiz that presents players with different types of communications and e-mails, asking them to identify scams and suspicious messages. At the end of the game, players get a score and can download a handy guide to phishing. The game was launched in late October 2022 as part of Cybersecurity Month; CRIF actively promoted it across multiple online channels, and there were over 300,000 views.

MORE INFORMATION:

🎮 [Cyber Game](#)



Congratulations 🎉 **World**
 You are nimble, but you are still a novice. To defeat cybercrime, you must continue on your path.
 Play again JuniorNinja! to stop new phishing attempts!

[DOWNLOAD YOUR BADGE ↓](#)

Final ranking

👉 directly to your ranking position

Ranking	Avatar	Nickname	Time	Points
1*		Nectar	00:32"	100
2*		sidfg	00:36"	100
3*		islam	00:41"	100
4*		islam	00:41"	100
5*		The Pys	00:41"	100

[GET YOUR GUIDE](#)



EQUIFAX

Equifax is a global data, analytics, and technology company. We are a global data, analytics, and technology company. We believe knowledge drives progress. Our unique data assets, technology and analytics transform knowledge into insights to power decisions that move people forward.

We serve as a consumer advocate, steward of financial literacy, and champion of economic advancement. As an innovative global company that enables access to credit, we're part of breakthrough collaborations and innovations that address complex social challenges such as social welfare, community relations and financial education for underprivileged youth. We establish relationships that create economically healthy communities. We help individuals gain financial independence by increasing access to capital for small businesses. And we provide young adults entering college or university with financial education tools.

CHAPTER CONTRIBUTOR:



Stuart Holland

Director of President's Office & External Affairs

Equifax



INITIATIVE

➔ Partnership with Money Helper

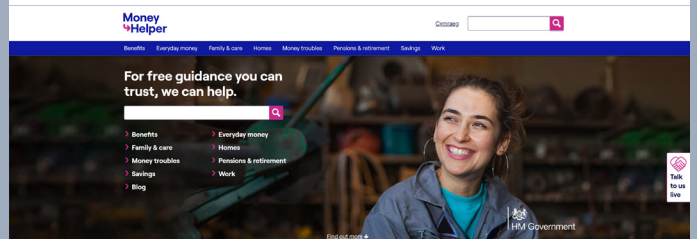
About the initiative

In 2019, there was an estimated 9 million overindebted people in the UK, of which only around 1.1 million got debt advice each year. An additional 0.65 to 2.9 million people would benefit from debt advice but do not seek it. Even those that do seek help often do so at a late stage and sometimes take the quickest, rather than most sustainable, solution.

Equifax started a partnership with the UK government's Money and Pension Service (MaPS) in 2022. Since then, we have directed over 8m people to its Money Helper tool for debt advice to help consumers get control of their debts and the right support to get out of debt. Referrals are made via letters and phone calls - where consumers are called back by a debt advice agent. We will be extending this service in 2024.

MORE INFORMATION:

[Money Helper](#)



Hot topics



Help with the cost of living
If you're wondering how to cover costs, the best thing you can do is take action. Our tools, calculators and guides can help you do this - so you can take control of your money.



We never ask for a fee - watch out for scam emails
If you receive an email from 'MoneyHelper' asking you to pay a fee to access our service, we never charge to use our service. Find out how to recognise scams and what to do.

A guide to DWP Cost of Living Payments 2023-24
Find out if you qualify for payments to help with high energy prices and essential living costs - and when the first payment is being made in February 2024.

Worried about debt? [Get free, confidential help](#)



INITIATIVE

➔ *Equifax UK Knowledge Centre*

About the initiative

Year to date we have had over 530k visits to the Equifax UK Knowledge Centre, our online financial education tool. From the start of 2023, we have prioritised new content on the overall financial wellbeing of consumers, including life skills such as budgeting, supporting vulnerable consumers and promoting financial inclusion. Examples of the new content includes Energy Saving Tips to Reduce Bills, How to Teach Children about Money and What's the 50 30 20 Budget Rule. In 2024, we will be taking this a step further with various campaigns on affordability.

MORE INFORMATION:

📍 [Equifax UK Knowledge Center](#)



INITIATIVE

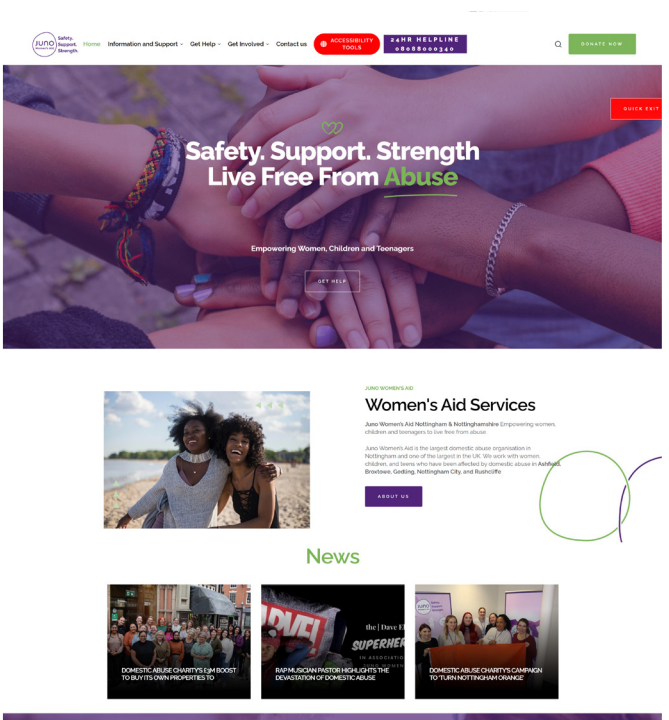
➔ *Partnership with Juno Women's Aid*

About the initiative

Last year, we have also partnered with Juno Women's Aid, an NGO, to understand more about financial abuse and how domestic violence affects consumers. More than a third of survivors have experienced financial abuse resulting in low financial confidence, limited capability and a poor credit score or thin credit file. In November 2023 we trained Juno Service managers to help them support victims of financial abuse. The session covered basics of financial capability such as budgeting and debt management as well as our global Best Credit programme to understand credit scores, how to rebuild a credit file and monitoring for safety. This has been coupled with a year's free access to our Score and Report service for all women in refuges in Nottinghamshire.

MORE INFORMATION:

📍 [Juno Women's Aid](#)





INITIATIVE

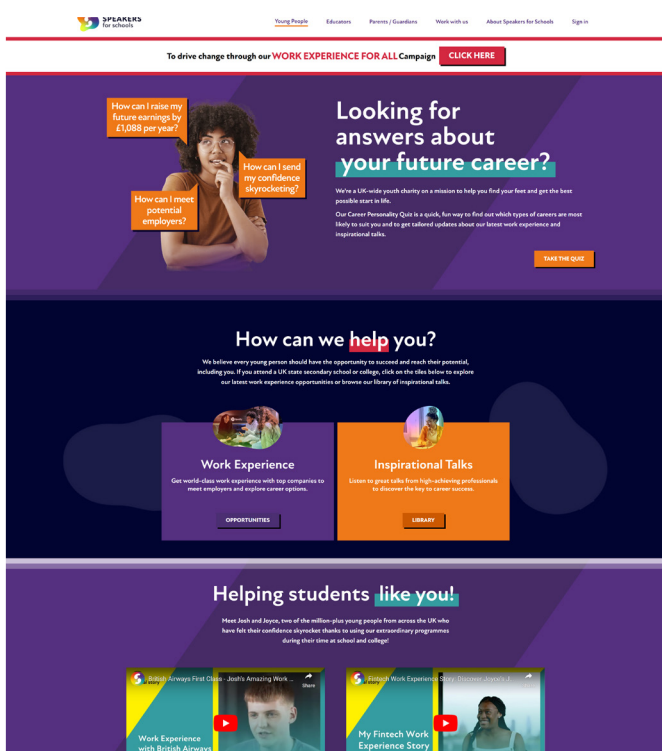
➔ *Partnership with Speakers for Schools*

About the initiative

In 2022 we partnered with Speakers for Schools to deliver financial education to the consumers of tomorrow. Despite being on the UK’s national curriculum for secondary schools, only one in four young people leave education with lessons on money. In the last academic year more than 300 young people aged 16 - 18 had our financial education workshop with a focus on needs and wants, prioritising spending and budgets and scams, security and online safety. This pilot has been extended in the 2023/24 academic year to reach around 1,000 young people in areas of deprivation across Nottingham, Leeds and London.

MORE INFORMATION:

Speakers for Schools



INITIATIVE

➔ *Partnership with local schools / traineeship of primary and secondary teachers*

About the initiative

As part of its UK Strategy for Financial Wellbeing, released in 2020, the UK government’s Money and Pension Service (MaPS) is aiming for two million more children aged 5-17 to receive a meaningful financial education by 2030 and is investing more than £1.1m in educators. Our research showed that 80% of teachers would welcome support to deliver more financial education in their lessons and in 2024 we are partnering local schools to deliver training to 180 trainee primary and secondary teachers to improve confidence and skills in financial education delivery.



EXPERIAN

Experian is the world's leading global information services company. During life's big moments — from buying a home or a car, to sending a child to college, to growing a business by connecting with new customers — we empower consumers and our clients to manage their data with confidence. We help individuals to take financial control and access financial services, businesses to make smarter decisions and thrive, lenders to lend more responsibly, and organizations to prevent identity fraud and crime.

We have 21,700 people operating across 30 countries, and every day we're investing in new technologies, talented people and innovation to help all our clients maximize every opportunity. We are listed on the London Stock Exchange (EXPN) and are a constituent of the FTSE 100 Index.

Learn more at www.experianplc.com or visit our global content hub at our global news blog for the latest news and insights from the Group.

CHAPTER CONTRIBUTOR:



Abigail Lovell
Chief Sustainability Officer
Experian



INITIATIVE

UNITED FOR FINANCIAL HEALTH

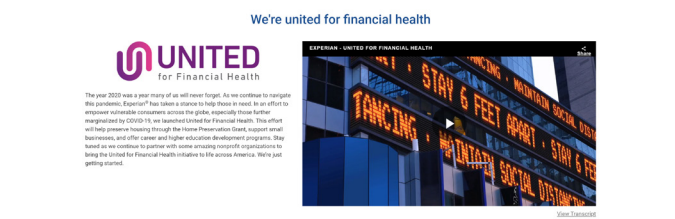
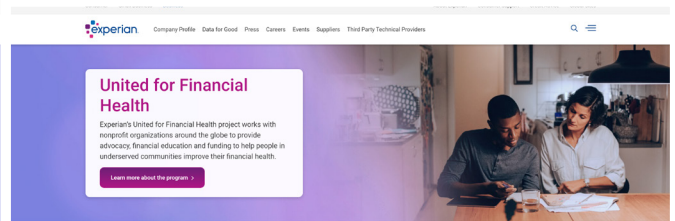
About the initiative

United for Financial Health is a global project aimed at empowering vulnerable consumers to improve their financial health through education and action. We are partnering with non-profit organisations from across the globe, delivering tools and resources to uplift and educate consumers, as well as protect consumers from fraud and identity theft.

We're providing financial education resources, funding, products and volunteers to help our partners reach the communities they have trusted relationships with in ways that are most meaningful and helpful to these communities.

MORE INFORMATION:

[United for Financial Health](#)





INITIATIVE

➔ THE MIX

About the initiative

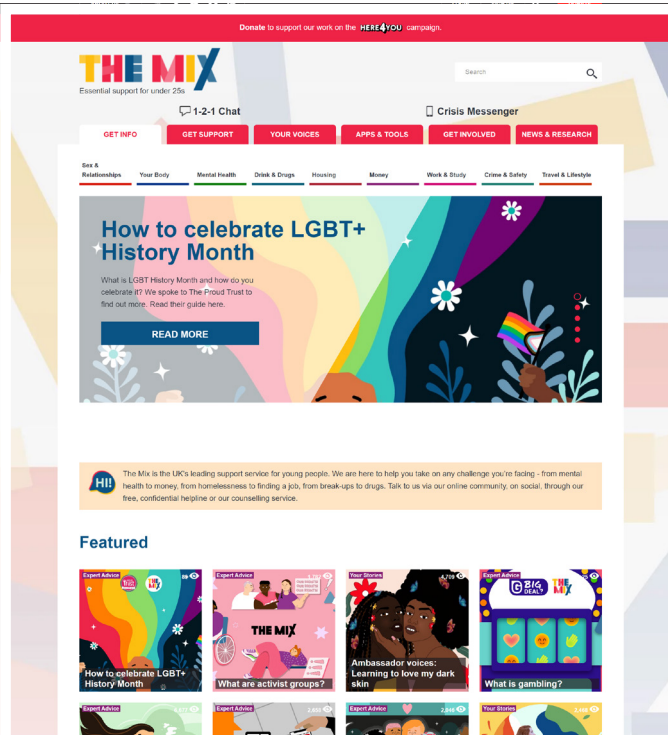
The Mix is the UK's leading digital charity for under 25s, reaching over 6 million young people each year.

In the fourth year of partnership we continue to build on supporting the under-25s by providing them with the knowledge to make informed and appropriate decisions about their finances and about credit.

2024 is focused on training and working with young leaders to create trustworthy online content and educate their peers on finance and credit, in turn growing social media channels and increasing reach. This is done by creating digital e-learning modules and also digitizing Experian tools such as What's the Score, a credit score education tool, for online sharing.

MORE INFORMATION:

[The mix](#)



Change your story

INITIATIVE

➔ NATIONAL LIYERACY TRUST

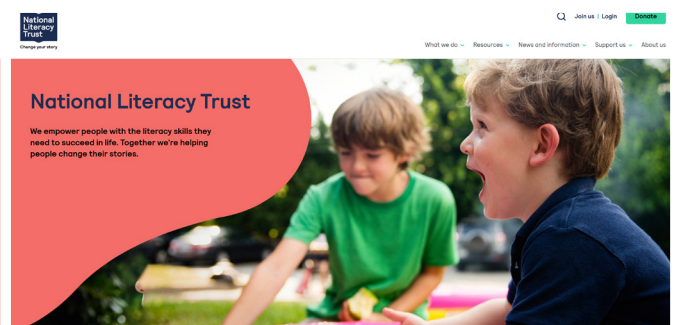
About the initiative

The National Literacy Trust (NLT) is an independent UK charity that empowers children, young people, and adults with the literacy skills they need to succeed. The NLT brings together local partners to tackle literacy issues based on a literacy score which we developed with the NLT in 2017.

The fourth Words that Count campaign runs in 2024, expanding into 10 cities and reaching 750 young people. The NLT will continue to deliver the campaign through selected delivery partners in various youth sports clubs which can bring the greatest impact to the people in these communities. This year includes a digital element with some presenter-led videos to support the in-person sessions and a refresh of the current website content on financial subject matter. A full impact evaluation is included in the partnership this year.

MORE INFORMATION:

[National Literacy Trust](#)



How do we support teachers and practitioners?

Discover [top-quality school resources](#) to help engage and inspire children in early years settings, primary and secondary classes.

Join our [professional development training](#) sessions and continually improve your teaching knowledge and skills. Create a passion for books with our regular [author visits](#) and [creative programmes](#). Together, we are helping children and young people change their stories. Find out about [National Literacy Trust membership](#).



Early years

Resources and tools for early language development and parental engagement.

[Learn more](#)



Primary

Deliver outstanding literacy provision at primary school stage.

[Learn more](#)



Secondary

Help students develop the literacy skills they need to succeed at school and in their future lives.

[Learn more](#)



INITIATIVE

➔ NATIONAL NUMERACY

About the initiative

Experian is once again lead financial management supporter of UK's National Numeracy's key campaigns – Number Confidence Week (**November 2023 Impact Report**) and National Numeracy Day.

Improving numeracy is proven to reduce vulnerability to debt, fraud and financial exclusion. It is closely linked to higher earnings and improved financial behaviour.

Along with the key national campaigns and full support of Experian, National Numeracy is scaling 'Numeracy for Financial Health' volunteering to primary school children, and creating a cohort of Nottingham 'Numeracy Champions' across the region, to speak positively and promote confidence in everyday numbers and maths.

MORE INFORMATION:

🌐 National Numeracy



INITIATIVE

➔ THE BIG ISSUE

About the initiative

The Big Issue is the UK's number one street paper and social enterprise. In this fourth year of partnership with The Big Issue, the focus continues around creative content themes in the magazine that features many current and pertinent challenges faced around finances.

Front line support is envisaged this year for 750+ vendors of The Big Issue, supporting the delivery of financial and digital inclusion information. This includes training sessions to vendors to address an ongoing need to support them in money management and budgeting information during the cost of living crisis, and includes volunteer-led sales coaching sessions with vendors throughout the year.

MORE INFORMATION:

🌐 The Big Issue



INITIATIVE

➔ INCLUDIMI

About the initiative

In 2023, in Italy the “IncludiMi at school” project was launched, enabling high school students to get an assessment of their ability to manage their finances through national gamification to enable financial inclusion of youth. Main assets:

- Digital and in-person financial education program to expand the reach of the program and give more sustainability to the activities;
- gamification and final competition to facilitate learning about financial education
- New financial mentoring program to support/assist target segments in creating their financial identity, accessing sustainable credit, and becoming financially independent to maximize project impact.

The IncludiMi website offers free courses, including a series of webinars on how to manage money. The website also includes an option to seek business mentorship, so people can become economically independent by starting their own business.

We plan to expand the programme to other regions as we work to extend our reach to 100 million people over the next years.

MORE INFORMATION:



Educazione finanziaria?

Un gioco da ragazzi!

Includimi a scuola, progetto realizzato nell'ambito del programma United for Financial Health di Experian, dell'Associazione MicroLab e di FEALF, Fondazione per l'Educazione Finanziaria e al Risparmio, ha l'obiettivo di aiutare gli studenti ad entrare in modo consapevole nel mondo economico-finanziario. Il progetto fornisce a 800 studenti degli Istituti d'Istruzione Superiore delle regioni Piemonte, Lombardia, Lazio, Campania e Puglia una serie di **servizi gratuiti** per acquisire capacità e competenze necessarie per emergere in modo consapevole nel sistema economico. Tra questi: un **percorso di formazione** retribuito del quale è previsto il rimborso del proprio bilancio personale, grazie ad una simulazione che sfida a gestire un budget annuale retribuito, abilitando da zero a passare a Hobart a New York. Gli studenti più meritevoli parteciperanno ad una **competizione nazionale** che prevede per i primi 3 classificati un **premio del valore di 500€**, in occasione della quale gli studenti hanno la **possibilità di essere affiancati da un mentor** esperto in un percorso one-to-one per un orientamento sul come entrare nel mondo del lavoro, sia come dipendenti che lavoratori autonomi.

Cosa prevede il progetto:

Impara a gestire i soldi

Porta in classe il Financial game **Imprendi il tuo viaggio** per imparare a gestire il bilancio personale grazie alla simulazione guidata.

Partecipa alla competizione

I primi 30 classificati parteciperanno alla competizione nazionale che prevede un premio del valore di 500€ per i primi 3 classificati.

Chiedi l'aiuto di un mentor

Trova la tua indipendenza economica entrando nel mondo del lavoro o avviando una tua attività con i suggerimenti e il supporto di un mentor.

Chiedi al mentor

Non sai cosa fare dopo la scuola? Vuoi trovare un lavoro ma non sai da dove partire? Grazie a Includimi a scuola puoi chiedere il **supporto gratuito di un mentor**.

Insieme a lui potrai capire che **percorso di studi** intraprendere dopo il diploma e quali prospettive lavorative avrai a disposizione. Oppure capire come scrivere un **curriculum** e candidarti per una **posizione di lavoro** e anche fare una simulazione di colloquio. O ancora se vuoi **aprire la tua attività** il mentor ti aiuterà a individuare opportunità di business, eventuali criticità, tracciare le tappe del percorso e gli obiettivi da raggiungere.

CHIEDI L'AUTO DI UN MENTOR

Imprendi il tuo viaggio

"Imprendi il tuo viaggio" è un percorso di **4 ore di educazione finanziaria** rivolto agli studenti degli Istituti d'Istruzione superiore.

Il percorso prevede una **parte teorica** e una simulazione guidata della gestione di un budget annuale grazie al Financial game "**Imprendi il tuo viaggio**". Il progetto prevede il coinvolgimento di **800 studenti in 5 regioni** (Lombardia, Campania, Piemonte, Lazio e Puglia) e per le scuole è del tutto gratuito. Per partecipare compila il form che trovi al link.

Ultime news

Dipendente vs Autonomo

La principale differenza tra un lavoratore dipendente e uno autonomo è la...

Chiedi l'aiuto dell'esperto



KKB

Kredi Kayıt Bürosu (KKB) was founded by 9 leading banks in Turkey in 1995. As a highly regarded financial institution, KKB has a total of 186 members, including 57 banks, 49 factoring companies, 21 financial leasing companies, 10 insurance companies, 19 consumer finance companies, 23 asset management companies and 7 from other financial institutions. Pursuant to the Banking Law no. 5411 (art. 73/4), KKB was founded to facilitate the exchange of information and documents between the financial institutions. As per the same article of the relevant Law, the members of KKB have been sharing credit information of consumers and commercial companies since April 1999.

KKB's mission is to offer the information and technology covering the needs of the financial and non-financial industry in the best possible way and to manage the credit risks of the institutions it serves.

CHAPTER CONTRIBUTOR:



Dr. Orkun Deniz

Executive Vice President

Risk Center Services ve Data Management

KREDİ OKURYAZARLIK HAFTASI

INITIATIVE

➔ CREDIT LITERACY WEEK

About the initiative

KKB is organizing Credit Literacy Week every year to help consumers and commercial companies to understand credit products, manage their credibility and learn what it is expected from them when they apply for a credit as a social awareness project. Though the Credit Literacy Week, KKB expects to ensure that individuals and institutions have accurate information about important issues they need to know before, during and after using loans from financial institutions. Other goals are:

- To raise awareness about the importance of accurate information in personal and commercial loan use.
- To help interpret and improve credit scores for individual and business, thus indirectly contributing to Turkey's economic welfare.
- To launch a nationwide survey on credit ratings and credit utilization and, depending on the results, to create of an informative guide that can be used by all individuals and commercials
- To establish Credit Literacy Week as the go-to platform across Turkey on financial management.

Although spearheaded by KKB, Credit Literacy Week has a wide range of stakeholder participation including the public, financial institutions and NGOs. In addition to KKB, the activities to be held within the scope of the week are carried out with the support of many professional chambers, unions, banks, payment institutions, social enterprises, academia and non-governmental organizations. Webinars are broadcast live on the website during the week, and session recordings can be accessed on the website throughout the year.

MORE INFORMATION:

🌐 <https://krediokuryazarlikhaftasi.com/>



KSV1870

KSV1870

The Kreditschutzverband von 1870 (KSV1870) is one of the leading business platforms in Austria. With innovative, digital solutions, the creditor protection association minimizes the economic risks of its customers and contributes significantly to their business success.

The KSV1870 protects businesspeople from financial damage, strengthens their liquidity and identifies new growth opportunities. International credit reports, debt collection services and representation in insolvency proceedings support professional risk management and ensure safe business.

The KSV1870 enables new growth through innovative solutions in the business analytics area. Business information from different data pools, intelligently analyzed and played out in real time, opens the door to new sales potential. The KSV1870 creates knowledge and secures values.

CHAPTER CONTRIBUTOR:



Gerhard Wagner

Managing Director

KSV1870



INITIATIVE

➔ *Teach for Austria*

About the initiative

Teach For Austria was founded in 2011. Since then, the organization has been committed to educational equality and has pursued its Vision 2050: Every child has the chance of a good life - regardless of how much money or education their parents have.

The organization brings committed university graduates from a wide range of disciplines to challenging kindergartens, secondary schools or polytechnic schools as full-time teachers or educators. These teachers are so-called "fellows". Almost 300 Teach For Austria fellows are currently reaching more than 24,000 socio-economically disadvantaged children.

KSV1870 cooperates and sponsors Teach For Austria to make financial education a fixed part of school education at an early stage. The core of the cooperation is the training of Teach for Austria's fellows. Experts from the fields of business information, debt collection and insolvency pass on their knowledge to the fellows. This gives fellow valuable practical information, which they in turn pass on to the young people in order to strengthen their financial education as part of a two-year program.

MORE INFORMATION:

🌐 [Teach for Austria](#)



INITIATIVE

➔ *Cooperation with Universities / Educational Institutions*

About the initiative

In addition to the initiative with Teach for Austria, there are cooperations with the University of Teacher Education of Lower Austria, the Vienna University of Economics and Business Administration and the Vienna Directorate of Education, where both teachers and specific target groups of pupils aged 13-14 and 16-18 are trained on the topic of financial education, avoidance of over-indebtedness and careful handling of household budgets.

Every year, around 25 such training measures are carried out free of charge at schools and universities, reaching around 1,000 trainer, teachers and students.

SCHUFA

We create trust. SCHUFA is the abbreviation for “Protection Association for General Loan Assurance” and our name has stood for seriousness and reliability since our foundation in 1927. As a leading solution provider of credit reporting and information services for companies and consumers, we have data on 68.7 million natural persons and 6.3 million companies. This makes us a reliable source of information for companies and consumers. With our information, we supply an average of 320,000 reports every day to companies, which facilitates quick and uncomplicated business transactions. For example, when financing a car or, paying in instalments for furniture or electronic items, when buying on account in online shops and when concluding a mobile phone contract that allows calls to be made before the invoice arrives.

We also offer consumers transparency about the data that SCHUFA stores about themselves, proof of their creditworthiness (e.g., when renting an apartment), information about companies (e.g., about construction companies or craftsmen) and help with identity theft (e.g., lost ID documents or loss of confidential data on the Internet).

10,000 companies - including banks, savings banks, trading companies, telecommunications companies and many others - have chosen us as a service provider and trust in our information and services. In addition, 2.3 people are already using our special offers for private customers.

CHAPTER CONTRIBUTOR:



Dr. Kai Donau

Head of CSR



INITIATIVE

➔ *WirtschaftsWerkstatt*

About the initiative

For SCHUFA, fulfilling our social responsibility means taking action where we can make the biggest difference with our expertise – such as by providing financial literacy for young people with our educational initiative **“WirtschaftsWerkstatt”** (W²). Focusing on online and social media platforms, we have up to 1 million. visits on our website and social media accounts each year.

W² provides a wealth of tangible everyday information on business, data and financial topics along with interactive exercises and initiatives as well as live lessons and our **interactive board game “Finanz-ABC”** – all aiming at fostering development of key skills.

We also support teachers and educational institutions with free teaching material. **“SCHUFA macht Schule”** offers a broad variety of financial topics such as budget planning and digital payment as well as sustainable consumption and internet security.

A new focus of our initiative is financial inclusion. In 2023, SCHUFA was partner of the Special Olympics World Games in Berlin, where thousands of athletes with intellectual disabilities compete together. To help disadvantaged groups to participate in the financial market, we developed **barrier-free content** and teaching material as well as **customized content for the Special Olympics App.**

MORE INFORMATION:

🌐 **WirtschaftsWerkstatt” (W²)**



INITIATIVE

➔ SCHUFA MACHT SCHULE

About the initiative

Complementing W2, our “SCHUFA macht Schule” initiative provides teachers and schools with free teaching resources which develop core competencies when dealing with financial themes. The materials can be ordered online as hardcopies or **downloaded** digitally. To date, we provide more than 2,000 materials per year on topics such as budget planning, general terms and conditions, establishing a start-up company and social economy.

Additionally, we visit schools to give lessons in financial literacy and discuss about the role of credit information bureaus. And we provide lectures for teachers and other education-related groups in order to impart knowledge about credits and debts.

MORE INFORMATION:

🌐 [SCHUFA macht Schule](#)



INITIATIVE

➔ Special Olympics World Games

About the initiative

The Special Olympics World Games also known as Special Olympiad are an international sporting event for participants with intellectual disabilities, organized by the IOC-recognised Special Olympics organization.

In 2023, SCHUFA was a partner of the Games in Berlin, where thousands of athletes with intellectual disabilities competed together. To help disadvantaged groups to participate in the financial market, we developed **barrier-free content** and teaching material as well as **customized content for the Special Olympics App.**

MORE INFORMATION:

🌐 [SCHUFA at the Special Olympics World Games](#)





UC

UC (part of Enento Group) is Sweden's leading provider of digital business and consumer information services. Since 1977, we have helped ensure that important decisions, such as buying a home or growing a business, can be based on reliable data. Our passion is to transform data into knowledge, which creates trust in the dialogue between people, companies and society.

Our services help both companies and consumers in their daily decision-making processes - both financial processes and sales and marketing processes. Our customers are in all industries, the largest of which are banking and finance, small businesses, retail and the service industry.

Since 2018, UC has been part of the Nordic business information company Enento Group, which has operations in Finland, Sweden, Norway and Denmark.

CHAPTER CONTRIBUTORS:



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Digital Marketing Manager
UC



Frida Kvarnberg
Digital Marketing Manager
UC



INITIATIVE

➔ *UC Business School*

About the initiative

UC Business School offers courses in corporate and consumer credit management, as well as webinars about specific products and services. The credit management courses are also provided as customised trainings for a whole team or company. We also offer diploma courses thanks to a collaboration with the training provider Credma. Our educations are well-liked, and our course participants give us high grades.



INITIATIVE

➔ *The Bill*

About the initiative

The Bill was established during the fall of 2017 with the purpose to reduce over indebtedness by educating young adults in how to handle personal finance. Those educations and seminars are for free, and we are cooperating with different organisations such as Fryshuset Foundation which is a non-profit organization that works to achieve societal change and positive development for all young people. During 2021 we launched two digital courses through a close cooperation with the digital knowledge company Gimi. Those digital courses are used by teachers when educating high school students. In 2023 we held 3 seminars about personal finance for young adults together with a social entrepreneur, Binette Seck.



ACCIS

ACCIS is the voice of organisations responsibly managing data to assess the financial credibility of consumers and businesses. Established as an association in 1990, ACCIS brings together more than 40 members from countries all over Europe as well as associates and affiliates across the globe.

EU Transparency Register: 21868711871-63

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