

Dear Editor

Under existing guidelines of the Monetary Authority of Singapore (MAS), individuals who earn at least \$30,000 annually can qualify for a credit card ('Credit cards: My son who earns less than \$3,000 a month qualified for four credit cards. Do banks not check a customer's creditworthiness?'; by Madam Agnes Chow, Nov 12).

Nonetheless, banks have a rigorous process to assess the creditworthiness of an applicant before issuing a credit card. Each bank has its own guidelines on processing and approving credit card applications. The banks will include a comprehensive check of the applicant's loan repayment history with the Credit Bureau Singapore.

The Association of Banks in Singapore collaborates with various partners, including MoneySENSE and the Consumers Association of Singapore, on the financial education of consumers.

Borrowers who have problems in settling their debts should approach their banks to restructure their obligations. Alternatively, they may contact Credit Counselling Singapore (CCS) on 6338-2663 or e-mail enquiry@ccs.org.sg for advice. CCS assists indebted individuals by putting up debt repayment plans for suitable borrowers.

Should any borrower feel that he has been unfairly treated in the debt recovery process, he may call the Financial Industry Disputes Resolution Centre (FIDReC) on 6327-8878 or e-mail info@fidrec.com.sg for assistance.

Ong-Ang Ai Boon, Mrs
Director
The Association of Banks in Singapore