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NOVEMBER I - 2017 ISSUE

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LATE BREAKING NEWS

Press Conference with the Thai Minister of Digital Economy and Society at the BIIA 2017 Biennial Conference



Press conference with his Excellency Dr. Pichet, Minister for Digital Economy and Society.

Picture on the left: From left to right: Dr. Karndee, C asean; Neil Munroe, BIIA; Joachim C Bartels, BIIA; Dr. Pichet; Khun Thirachai BIIA chairman; Khun Jack, BOL and Khun Surapol, NCB Thailand.

Picture on the right: His Excellency Dr. Pichet, Minister for Digital Economy and Society in fielding questions from the press

Dr. Pichet reiterated the need to bring digital services to Thailand. "We have always looked to embrace innovations as they arise," he said. "This helps to make us competitive in the global market and brings the Thai people many advantages. Services and products can be made more efficient and cost-effective, which benefits everybody involved."

The mission of his ministry is to digitize and link all government institutions in the interest of transparency and to lower cost of government. The Thai government is installing broadband throughout Thailand. There are 75,000 villages. 19,000 have already access to broadband and the rest of the country will have access to broadband by next year. This will permit not only villages to sell to next village, but the world. Thailand intends to become a digital hub in the region. He regarded e-commerce as a key driver to enhance the country's productivity, especially under the internet-based economy, which widens the opportunity for people to access market places worldwide. In this conjunction the minister emphasized first the aspect of income, rather than on e-learning. Providing income for villagers through trade will permit villagers to work in their home towns rather than migrating to metropolitan centers.

Unified Digital Identity planned: The government plans to set up a national single-point identity platform by mid-2018 in an effort to centralize identity verification, to reduce fraud and improve efficiency of financial and e-commerce activities. Crucial information such as civil register and credit status will be gathered for verification purposes. In this conjunction the Ministry of Finance and the Ministry for Digital Economy and Society (DE) was held recently to update the development plan. The meeting included the representatives of the Bank of Thailand, The National Credit Bureau (NCB), the Stock Exchange of Thailand, the Securities and Exchange Commission and the Ministry of Interior.

National Cyber Security planned: To safeguard against cybercrime the Thai government has formed a National Committee on Cyber Security which is chaired by the Prime Minister. In this conjunction Thailand is establishing a cyber security agency. *Dr. Pichet's speech can be viewed on: BlIA Conference Videos*.

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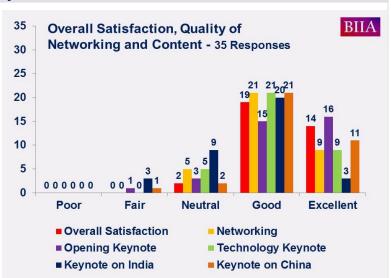
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How Did We Do? Preliminary Survey Results

Here are some comments to the survey question "What did you find most valuable at the BIIA 2017 Conference?"

- · Excellent key note address
- Forward looking perspective for the information industry
- · Content and networking good
- The knowledge sharing between experts
- · No 'death by PowerPoint'
- Great to have people discussing and very brave approach to an industry in dramatic transition
- The presentations were valuable, we gained a lot of ideas and it was very useful to see where the industry is going from so many different perspectives.
- The way you organize things. Just perfect!



Meet The Locals who Made it Happen - and those who Gave the Thank You and Fare Well Note





We have learned a lot from this conference.

We are pleased to say that 34 of 35 respondents said they will be back to attend the next conference

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LATE BREAKING NEWS

How to Triple your Digital Marketing Results?

What metrics do you use to define digital marketing success today? Clicks? Traffic? Followers? Leads? Sales? ROI?

Notice what these metrics have in common: they all require some action on the part of the target, whether it's a prospect or a customer. And how do you motivate an action? You use direct response communications. It's as simple as that. Digital marketing is direct marketing. So why are we still seeing suboptimal digital communications in display, email, SEM, wherever. It's a tragedy. If you follow these four principles, you'll triple your digital communications results—and it doesn't cost you a penny more.

Direct response communications are structured specifically to motivate an immediate response, which is why they are perfect for digital marketing communications. The structure relies on four elements.

Add an offer. The offer is the key motivator that overcomes inertia and stimulates response. A strong offer can improve response rates by 300%. It doesn't necessarily have to do with discounts or deals. In fact, in B2B, the most powerful offer is authoritative, educational information, packaged up in a report, a case study, a chart, a video—something that answers a question or solves a business problem. Make the offer the center of your messaging. Explain why they can't live without it.

Make a strong call-to-action. The CTA is, in sales terminology, the "close": where a rep asks for the order like "Click Here" and "Download Now." Make it prominent, and make it persuasive. No more bland "More Information" buttons. Here's a handy <u>checklist</u> of 75 CTA options to inspire you.

Prepare a dedicated landing page. This is where the real close takes place. Use the landing page to resell the offer, and capture the prospect's information. Design the form to be filled out easily, asking for as little data as possible. If you already know some of the target's data elements, as is likely with email communications, then prepopulate the webform. Whatever you do, don't drive the respondent to your home page.

Test and improve. Continuous split testing is so easy in digital channels; you have no excuse not to take advantage. Test your audience segments, your offers, headlines, calls-to-action, design—everything. And keep testing, for continuous improvement. As <u>Jan Brandt</u>, the digital marketing pioneer who launched <u>AOL</u> practically single-handedly, used to say: "Do more of what works, and less of what doesn't."

After these four, there are plenty of other effective direct response principles you can apply. Improve your audience targeting. Use a friendly, personal tone. Add a sense of urgency. Focus on benefits over features. I could go on. But

you'll get 90% of the way there with the Big Four principles above. Then sit back and watch your digital marketing response rates soar.

About <u>Ruth Stevens</u>: Ruth P. Stevens consults on customer acquisition and retention, and teaches marketing at companies and business schools in the U.S. and abroad. Crain's BtoB magazine named Ruth one of the 100 Most Influential People in Business Marketing. She is the author of Maximizing Lead Generation: The Complete Guide for B2B Marketers, and Trade Show and Event Marketing. Ruth serves as a director of Edmund Optics, Inc., the HIMMS Media Group, and the **Business Information Industry Association**. Learn more at www.ruthstevens.com.

This article was recently published on Biznology

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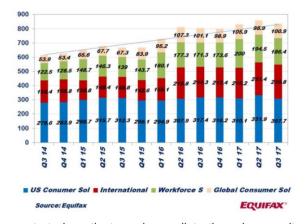
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MEMBER NEWS

Equifax Q3 2017 Revenue Growth Impacted by Data Breach

The investment community awaited with some apprehension the Q3 2017 post data breach results:

- Q3 2017 Consolidated Revenue was Up 4% US Information Solutions Down 3%
- Equifax incurred in the third quarter expenses of US\$27.3 million relating to the data breach
- Equifax estimates contingent liabilities relating to the data breach in the range of US\$56 million to US\$ 110 million



The company reported consolidated revenues of \$834.8 million in the third quarter of 2017, a 4 percent increase compared to the third quarter of 2016 on a reported basis and 3 percent on a local currency basis. Third quarter diluted EPS attributable to Equifax was \$0.79, down 28 percent compared to the third quarter of 2016. Net income attributable to Equifax of \$96.3 million was down 27 percent compared to the third quarter of 2016.

Concerning the Data Breach Equifax recorded \$27.3 million of pretax expenses related to the cybersecurity incident. These expenses are included in Selling, General and Administrative expenses in the accompanying Consolidated Statements of Income for the three and nine months ended September 30, 2017. Expenses include

costs to investigate and remediate the cybersecurity incident and legal and other professional services related thereto, all of which were expensed as incurred.

Additionally, as a result of the cybersecurity incident, we are offering free credit file monitoring and identity theft protection to all U.S. consumers. We have concluded that the costs associated with providing this service are a contingent liability that is probable and estimable. We have therefore recorded an estimate of the expenses necessary to provide this service to those who have signed up or will sign up by the January 31, 2018 deadline. We have incurred \$4.7 million through September 30, 2017 and have **estimated a range of additional costs between \$56 million and \$110 million.** In accordance with Accounting Standards Codification section 450-20-30-1, we have recorded a liability for the low end in the range as we do not believe that any amount within the range is a better estimate than any other amount.

Total US Information Solutions: Total revenue was \$307.7 million in the third quarter of 2017 compared to \$317.4 million in the third quarter of 2016, a decrease of 3 percent.

International third quarter results: Total revenue was \$239.8 million in the third quarter of 2017, up 12 percent compared to the third quarter of 2016 and a 10 percent increase on a local currency basis.

Workforce Solutions third quarter results: Total revenue was \$186.4 million in the third quarter of 2017, a 9 percent increase compared to the third quarter of 2016.

Global Consumer Solutions third quarter results: Revenue was \$100.9 million, flat compared to the third quarter of 2016 and flat on a local currency basis. **Source:** <u>Equifax Earnings Release</u>

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MEMBER NEWS

Dun & Bradstreet Q3 2017 Revenue UP 4%

Dun & Bradstreet (<u>DNB</u>) reported revenue up 4% year over year, after the effect of foreign exchange (up 3% before the effect of foreign exchange). As Adjusted revenue up 4% year over year, both after and before the effect of foreign exchange; and organic revenue up 2% year over year before the effect of foreign exchange.

"I am pleased we achieved another quarter of solid earnings performance by leveraging good cost discipline and reengineering processes to drive efficiencies," said Bob Carrigan, Chairman and CEO of Dun & Bradstreet. "Now that we have made critical investments to accelerate our growth strategy, we are well positioned to continue to improve our cost profile while investing in key areas of our business to achieve profitable growth."

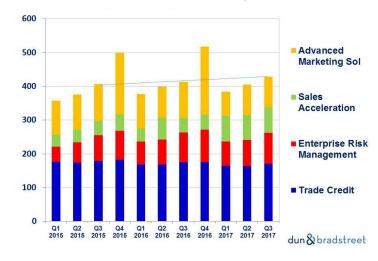
Third Quarter Segment Results

Americas

GAAP revenue of \$352.0 million, up 4% year over year both after and before the effect of foreign exchange;
 As Adjusted revenue of \$353.7 million, up 4% year over year both after and before the effect of foreign exchange;
 GAAP operating income of \$99.7 million, down 1% year over year;
 As Adjusted operating income of \$111.4 million, up 4% year over year.

Non-Americas

GAAP and As Adjusted revenue of \$76.3 million, each up 3% year over year after the effect of foreign
exchange (up 1% before the effect of foreign exchange); GAAP operating income of \$23.4 million, up 16%
year over year. As Adjusted operating income of \$23.7 million, up 18% year over year.



Source: Dun & Bradstreet Earning Release

Total Q3 2017 GAAP Revenue US\$ 428.3 million versus US\$ 412.8 million of prior year period.

Deferred revenue for the Company as of September 30, 2017 was \$608.7 million, up 5% year over year; Americas was \$536.3 million, up 3% year over year and Non-Americas was \$72.4 million, up 20% year over year. After adjusting for the effect of foreign exchange dispositions, total acquisitions and Company deferred revenue was flat, Americas was down 1% and Non-Americas was up 4%, each as compared to September 30 last year.

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MEMBER NEWS

Tinubu Square Wins 'International Digital Company Award 2017'



Tinubu Square, a leading provider of trade credit risk management solutions, has been awarded the 2017 "Trophées de l'International du Numérique" ('International Digital Company Award 2017') by the IE-Club and Business France. This is the second time that the company has been rewarded for its expertise in innovation in the international digital sector.

The award was provided to Tinubu Square at the International Meeting of French Tech (RIFT 2017) on Wednesday, October 25, and organized by the IE-Club and Business France. This marked the 15th ceremony of the 'Trophées de l'International du Numérique' which rewards French companies that have a significant impact on the future economy, particularly from an international perspective, and which already contribute to strengthening the entrepreneurship and innovation of SMEs. Tinubu Square was amongst 16 nominated companies.

Tinubu Square has been able to distinguish itself through its ability to rethink the management of commercial credit risk. It does this through its innovative technological approach and has been instrumental in rolling out its platform to multiple different geographical territories. Tinubu Square, which generates more than 90% of its sales outside France, is one of the French companies that has rapidly exported its know-how to North America, Europe and Asia Pacific by a strategy adapted to the new expectations of these markets.



« Tinubu Square has been looking for growth opportunities internationally and now sees its strategy rewarded. Our ambition is both to increase our international leadership in our market while remaining a company with French roots. This requires us to simultaneously focus on our international development whilst also reinforcing our position in France, which today represents less than 10% of our activity. This Award will help us break down the resistance to SaaS technology amongst credit insurance companies and facilitate their digital transformation and the financing of trade receivables," said Jerome Pezé, CEO & founder of Tinubu Square. "We are proud to once again be recognized by this award, which highlights our contribution to the

promotion of the excellence of French technology abroad. » Source: <u>Tinubu Square Press Release</u>

BIIA Regulatory Newsletter - Just in Case You Missed It or are not Aware of It

October has seen another busy month for policy makers and regulators in Europe. Further work has been taking place on developing guidelines to help with the interpretation of the new General Data Protection Regulation. Expect more on this subject in the coming months as we get closer to the deadline for the implementation (25 May 2018). We have also seen activity on the subjects of Fintech credit institutions, cyberattacks and the handling of non-performing loans. As predicted Brussels (as well as Frankfurt and London) are busy trying to deal with this new digitized data world that we live in.

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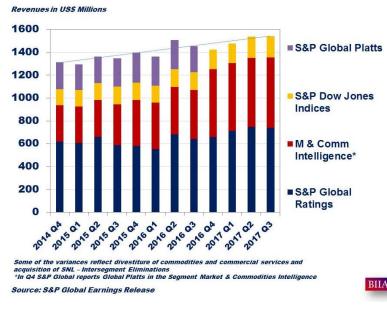
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INDUSTRY NEWS

S&P Global Q3 2017 Revenue Up 5%

S&P Global reported third quarter 2017 results with revenue of \$1,513 million, an increase of 5% compared to the same period last year. On an organic basis, third quarter revenue increased 12% with strong growth in every business segment.



Net income decreased 54% to \$414 million and diluted earnings per share declined 52% to \$1.61 as a result of the prior period benefiting from a pretax gain of \$722 million on the sale of J.D. Power. Adjusted net income increased 16% to \$442 million and adjusted diluted earnings per share increased 19% to \$1.71. The adjustments in the third quarter of 2017 deal-related were for amortization and restructuring. Both net income and adjusted net income benefited from an accounting change associated with the recognition of excess tax benefits from stock-based compensation in 2017.

Ratings: Revenue increased 15% to \$739 million in the third quarter. Transaction revenue increased 24% to \$372 million

primarily from strength in corporate bonds, structured products, and bank loans. Non-transaction revenue increased 7% to \$367 million due to growth in fees associated with surveillance, entity ratings, and short-term debt including commercial paper.

Market and Commodities Intelligence: Revenue decreased 6% to \$615 million in the third quarter of 2017 due to the divestitures of J.D. Power, the SPSE/CMA pricing businesses, Equity and Fund Research in the fall of 2016 as well as QuantHouse earlier this year. Excluding revenue from these divestitures and the acquisition of PIRA, organic revenue grew 7%. Market Intelligence revenue decreased 2% to \$422 million due to divestitures. Excluding divestitures, organic revenue increased 8% with solid gains across the business including Desktop, Data Management Solutions (formerly Enterprise Solutions), and Risk Services. Platts revenue increased 10% to \$193 million aided by the acquisition of PIRA. Excluding this acquisition, Platts organic revenue grew 6% due to increased subscriptions and strong growth in Global Trading Services.

S&P Dow Jones Indices: S&P Dow Jones Indices LLC is a majority owned subsidiary. The consolidated results are included in S&P Global's income statement and the portion related to the 27% noncontrolling interest is removed in net income attributable to noncontrolling interests. **Source: S&P Global**

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INDUSTRY NEWS

Moody's Q3 2017 Revenue Up 16%

- 3Q17 revenue of \$1.1 billion up 16% from 3Q16
- 3Q17 operating income of \$445.4 million up 12% from 3Q16
- 3Q17 diluted EPS of \$1.63 up 24% from 3Q16; adjusted diluted EPS of \$1.52 up 10%
- FY 2017 diluted EPS guidance range is now \$6.18 to \$6.33; adjusted diluted EPS guidance range is now \$5.85 to \$6.00; both ranges up approximately \$0.50 from prior guidance
- Adjusted diluted EPS now also excludes amortization of all acquisition-related intangible assets

MIS Third Quarter Revenue Up 13%

Global revenue for Moody's Investors Service (MIS) for the third quarter of 2017 was \$694.2 million, up 13% from the prior-year period. U.S. revenue was \$427.7 million, up 9%, while non-U.S. revenue was \$266.5 million, up 21%. Foreign currency translation favorably impacted MIS revenue by 1%.

MA Third Quarter Revenue Up 21%

Global revenue for Moody's Analytics (MA) for the third quarter of 2017 was \$368.7 million, up 21% from the third quarter of 2016. U.S. revenue was \$160.7 million, up 4%, while non-U.S. revenue was \$208.0 million, up



Source: Moody's (US\$ millions)

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38%. Foreign currency translation favorably impacted MA revenue by 1%. Excluding Bureau van Dijk, global organic MA revenue for the third quarter of 2017 was \$338.5 million, up 11% from the third quarter of 2016.

Global revenue from research, data and analytics (RD&A) was \$218.4 million, up 30% from the prior-year period. The growth in RD&A revenue was driven by the addition of Bureau van Dijk, as well as strength in the credit research and data feeds businesses. U.S. and non-U.S. RD&A revenues were up 7% and 65%, respectively. Excluding Bureau van Dijk, global organic RD&A revenue was \$188.2 million, up 12% from the third quarter of 2016. Bureau van Dijk's revenue contribution for the third quarter was reduced by \$14 million as a result of a deferred revenue adjustment required as part of acquisition accounting.

Global enterprise risk solutions (ERS) revenue was \$112.6 million, up 11% from the prior-year period. U.S. ERS revenue was down 4%, while non-U.S. revenue was up 21%.

Global revenue from professional services of \$37.7 million was up 6% from the prior-year period. U.S. and non-U.S. professional services revenues were up 5% and 6%, respectively. **Source:** <u>Moody's Earnings Release</u>

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NEWS FROM CHINA

China Expands Privacy Protection

China's New Judicial Interpretation Expands and Clarifies Privacy Protection

The PRC Supreme People's Court and Supreme People's Procuratorate have recently issued the Interpretation of Various Issues Concerning Application of Law in Handling Crimes of Infringing upon Citizen's Personal Information (the "Interpretation"). The Interpretation clarifies several important issues in bringing criminal cases for infringing personal privacy and broadens the definition of personal information. The Interpretation came into effect on 1 June 2017 at the same time as the PRC Cyber Security Law, both of which indicate China's continued focus on privacy protection.

Companies now face greater exposure of privacy infringement and risk of criminal liability. The Interpretation confirms that the infringement of personal information is a unit offence, ie companies, together with in-charge and responsible employees, will be prosecuted under the offence.

The Interpretation also attributes criminal responsibilities to companies if they fail to meet certain administrative requirements of privacy protection. For example, a company will be held liable for repeat violations of illegally obtaining, selling or providing personal information (not considering the quantity of personal information in the following first key feature), if the company has been subject to administrative penalties within two years, or has been subject to criminal penalties for infringement of personal information.

It is also a criminal offence if a network service provider leaks personal information which causes serious consequences. This can take place if the provider refuses to fulfill its management obligation of information network security as required under PRC laws and regulations, and refuses to follow the rectification order from the relevant authority. **Source**: **Global Compliance News**

Ant Financial, Ayala Corp. to Invest in Globe Telecom's Mynt of the Philippines



Ant Financial, parent company of Alipay, and Ayala Corp have signed the definitive documents to enter into an investment via subscription to new shares in Mynt, which operates GCash and Fuse Lending. GCash is an internationally-acclaimed micropayment service which can be used to buy prepaid load, pay bills, send money, make donations, shop online, and purchase goods without the need for cash. F

use Lending offers personal and business loans to unbanked and underserved Filipinos through the use of mobile technology, alternative data, and innovative credit scoring methods. Subject to the closing of the transaction, Ant Financial, will own a substantial minority interest in Mynt while Ayala Corp will acquire a minority interest. GCVHI will hold the remaining equity interest. The fresh capital infusion will help Mynt achieve its vision of becoming a world-class online and offline payment provider as well as scale up its mobile wallet services and quickly expand its digital financial services.

The deal represents Ant Financial's first-ever investment in the Philippines and demonstrates the company's confidence in Mynt and its management team to upgrade digital financial services in the region. With this partnership, Ant Financial, whose suite of digital financial services includes Alipay, will share with Mynt its know-how in using technology to provide equal access to financial services. **Source: Business Inquirer**

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Consumer Credit Information

Reserve Bank of India (RBI) Sets Up Task Force for India Public Credit Registry

The Reserve Bank of India (RBI) has formed a high-level task force on public credit registry (PCR) for India. The task force, chaired by Y M Deosthalee, former CMD of L&T Finance Holdings Ltd will have nine other members. [BIIA has reported about this initiative previously]

The other members of the task force include, Sekar Karnam, DMD and chief credit officer at State Bank of India, Vishaka Mulye, executive director at ICICI Bank, Rashesh Shah, chief executive officer of Edelweiss Group, Sriram Kalyanaraman, MD and CEO at National Housing Bank, Bindisha Ganguly, chief economist of CII, Sharad Sharma, co-founder and chief executive at BrandSigma, iSpirt, Vivek Srivastava, senior VP at ReBIT, Parvathy Sundaram, CGM at RBI and Anujit Mitra, director, DSIM at the RBI.



The terms of reference of the task force include, reviewing the current availability of information on credit in the country, assessing gaps in India that could be filled by a comprehensive public credit registry and suggesting a "roadmap including the priority areas, for developing a transparent, comprehensive and near-real-time" public credit registry for India.

The task force will submit its report by April 4, 2018.

The RBI said the task force will also study the best international practices on public credit registry; decide the structure of the new information system. According to the RBI statement, the task force will "determine the scope/target of the comprehensive PCR" such as the type of information that should be covered along with the cut-off size of credit.

Currently, there are four credit bureaus in India — Credit Information Bureau (India) Limited (CIBIL), Equifax, Experian, and CRIF Highmark. These bureaus provide credit scores and allied reports and services. As of now, their analysis reports are used for issuing credit cards and for taking decisions mainly on retail loans. The bureaus are regulated by the RBI under the Credit Information Companies (Regulation) Act, 2005. **Source:** <u>The Indian Express</u>

Callcredit Helps ShieldPay's Customers Transact with Confidence

Callcredit Information Group is helping payments service firm ShieldPay provide secure online payments to its customers.

ShieldPay's unique and patent pending technology protects both buyer and seller in any payment by verifying both individuals. Using Callcredit's ID and bank verification solutions ShieldPay can verify both party's identity and bank account reducing the chances of peer-to-peer payment fraud. Callcredit's solutions also help ShieldPay to comply with anti-money laundering regulations as well as enable its customers to transfer money with confidence. Source: Callcredit Press Release

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Consumer Credit Information

Experian Leads \$30M Investment in India's BankBazaar



Indian credit marketplace BankBazaar has pulled in \$30 million in fresh funding led by Experian, the Londonheadquartered credit giant with a £14 billion (\$18 billion) market cap.



BankBazaar seems to have a penchant for big name backers. Amazon led its \$60 million Series C funding in 2015 while Experian is the main investor behind this Series D raise. The company didn't specify the other participants in the round, but its existing backers include Sequoia, Eight Roads from Fidelity Growth Partners and Walden International. To date, nine-year-old BankBazaar has raised \$110 million from investors.

The company operates a one-stop portal for a range of financial services in India. It includes information about loans, credit cards, fixed deposits, insurance policies and lets visitors apply for services from more from over 75 financial institutions and insurance firms. In addition to its website, it offers Android and iOS apps and its customer support services span WhatsApp — India's go-to messaging service — and more convenient communications points such as phone and email.

"Experian is a global leader in credit reporting and information management, and we are very excited to have them on board as a part of our investor group," BankBazaar CEO Adhil Shetty said in a statement. "There is a natural synergy between the world's largest information management company and one of the fastest growing fintech companies." **Source:** <u>Tech Crunch</u>

"Data, Data, Everywhere – Big, Smart, Alternate or Simply Different" - To view the BIIA Panel Discussion click here



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