
SENATE BILL 6584

State of Washington 59th Legislature 2006 Regular Session

By Senators Kohl-Welles, Benton, Fairley, Keiser and Kline

Read first time 01/16/2006. Referred to Committee on Financial Institutions, Housing & Consumer Protection.

1 AN ACT Relating to mortgage lenders and credit card issuers; and
2 adding a new chapter to Title 19 RCW.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4 NEW SECTION. **Sec. 1.** Mortgage lenders doing business in
5 Washington state shall prominently display on their statements to
6 consumers:

7 (1) A valid mailing address for consumers to use in contacting the
8 business; and

9 (2) A telephone number that enables a consumer to talk to a live
10 person, in the event that voice mail selections fail to resolve the
11 consumer's issues or adequately answer the consumer's questions. The
12 telephone number that connects to a live person must, at a minimum, be
13 staffed during regular business hours.

14 NEW SECTION. **Sec. 2.** Credit card issuers doing business in
15 Washington state shall prominently display on their statements to
16 consumers:

17 (1) A valid mailing address for consumers to use in contacting the
18 business; and

1 (2) A telephone number that enables a consumer to talk to a live
2 person, in the event that voice mail selections fail to resolve the
3 consumer's issues or adequately answer the consumer's questions. The
4 telephone number that connects to a live person must, at a minimum, be
5 staffed during regular business hours.

6 NEW SECTION. **Sec. 3.** Sections 1 and 2 of this act constitute a
7 new chapter in Title 19 RCW.

--- END ---