

SB 6584 - DIGEST

Declares that mortgage lenders and credit card issuers doing business in Washington state shall prominently display on their statements to consumers: (1) A valid mailing address for consumers to use in contacting the business; and

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