
Business & Financial Services Committee

HB 2670

Brief Description: Concerning licensure of persons providing debt settlement services.

Sponsors: Representative Kirby.

Brief Summary of Bill

- Creates a licensing and enforcement framework for persons and entities who provide debt settlement services.
- Provides that persons and entities licensed as provider of debt settlement services are exempt from the provisions that govern debt adjusters.

Hearing Date: 1/28/14

Staff: Linda Merelle (786-7092).

Background:

"Debt adjusting" is defined as: (1) managing, counseling, settling, adjusting, pro-rating, or liquidating a debtor's indebtedness; or (2) receiving funds for distribution among creditors in payment of a debtor's obligations. A "debt adjuster" is a person who engages in debt adjusting for compensation. It includes debt poolers, debt managers, debt consolidators, debt pro-raters, and credit counselors.

The definition of a "debt adjuster" excludes: attorneys, escrow agents, accountants, and investment advisors while performing services solely incidental to the practice of their professions. It also excludes persons doing business that is permitted by law related to banks, credit unions, trust companies, and insurance companies; employees performing credit services for their employer; public officers and persons acting under court order; persons performing services incidental to the dissolution of a business entity; and certain nonprofit organizations.

After a Washington State Supreme Court ruling that held that an entity that received funds into a custodial account and then distributed such funds to creditors was a debt adjuster, the Legislature

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amended the definition of a debt adjuster to exclude such entities. Under the current definition of a debt adjuster, an independent entity that holds or administers a dedicated bank account for fees and payments to creditors, debt collectors, debt adjusters, or debt adjusting agencies in connection with the renegotiation, settlement, reduction or other alternation of the terms of payment or other terms of a debt is considered a "third party account administrator" and not a debt adjuster.

Debt Adjuster Contracts.

Every contract between the debt adjuster and the debtor must contain various disclosures, including the following:

- a list of every debt to be handled;
- precise terms of payments reasonably within the ability of the debtor to pay;
- precise terms of the rate and amount of all of the debt insurer's charges and fees;
- the approximate number and amount of installments required to pay the debts in full;
- the name and address of the debt adjuster and of the debtor;
- a provision that the debt adjuster must notify the debtor, in writing, within five days of receiving notice that a creditor will not accept payment pursuant to the debtor's contract with the debt adjuster;
- notice to the debtor regarding reading the contract before signing and not accepting blank spaces, that the debtor is entitled to a copy of the contract at the time of signing;
- notice to the debtor that the contract may be canceled within three days of signing by sending notice; and
- other provisions necessary for the protection of the debtor and the proper conduct of business by the debt adjuster.

Debt Adjuster Fees.

The total fee for debt adjusting services is capped at 15 percent of the debtor's total debt. Excess fees, except as a result of an accidental or bona fide error, void the contract.

Before retaining the fee, the debt adjuster must notify all creditors that the debtor has engaged the debt adjuster's services. The debt adjuster must distribute at least 85 percent of the debtor's payments to creditors at least once every 40 days. A debtor's payments to a debt adjuster must be held in a separate trust account.

Prohibited Acts.

A debt adjuster must not do any of the following:

- take a contract which has any blank spaces when signed by a debtor;
- receive or charge any fee in the form of a promissory note to receive or accept any mortgage or other security for a fee, whether regarding real or personal property;
- lend money or credit;
- take a confession of judgment against the debtor or appear as the debtor in any judicial proceedings;
- take a release of any obligation to be performed by the debt adjuster, concurrent with signing the contract with the debtor;
- make false, misleading, or deceptive statements or representations in advertisement;

- offer to pay cash, fees, gifts, premiums, bonuses, or rewards for referrals of customers;
- receive any cash, fee, gift bonus, premium or award, or other compensation in connection with activities as a debt adjuster; or
- disclose to anyone the debtors who have contracted with the debt adjuster, nor disclose the creditors to anyone other than the debtor or another creditor, and then only to the extent necessary to secure the cooperation of the creditor in a debt adjusting plan.

Violation of the Debt Adjusting Act is a misdemeanor offense, and it is an unfair or deceptive act or practice under the Consumer Protection Act (CPA).

Summary of Bill:

A new chapter, to be known as the "Debt Settlement Services Act" (Act) is created in Title 18 RCW.

"Debt settlement services" are services as an intermediary between an individual and one or more unsecured creditors of the individual for the purpose of obtaining concessions involving a reduction in principal or interest of the individual's unsecured debt.

License Application and Renewal.

A person may not engage in or advertise for debt settlement services in Washington before obtaining a debt settlement services license from the Director of the Department of Financial Institutions (Director). The Director must evaluate the applicant's financial responsibility, character, reputation, integrity, and general fitness to determine whether the applicant will act lawfully, honestly, fairly, soundly, and efficiently in the public interest. The license is effective for a period of one year or less, depending upon the date issued. The license expires December 31 each calendar year in which it was issued, and it is not transferable or assignable.

The following persons or entities are exempt from the provisions governing debt settlement services:

- debt settlement services provider's employees;
- judicial officers;
- financial Institutions;
- attorneys licensed to practice law in Washington;
- money transmitters licensed under RCW 19.230;
- creditors who negotiate debt settlement;
- officers or employees of state or federal government who perform debt services for individuals on behalf of a federal, state, county, or municipal government;
- Washington licensed certified public accountants;
- title insurers, escrow agents licensed under RCW 18.44 or other persons that provide bill-paying services, if debt settlement services are incidental; and
- third-party payment processors who do not provide debt settlement services.

Background checks: In connection with an application for a license or periodically upon license renewal for debt settlement services, each applicant, including officers and directors, must furnish information regarding identity. Such information includes fingerprints for submission to the Washington State Patrol and the Federal Bureau of Investigation for state and national

criminal history background checks. Applicants must also provide personal history, experience, business records, and other pertinent facts as the Director may reasonably require.

Renewal: A debt settlement services provider (Provider) must obtain a renewal of its license annually. If a Provider files a timely and complete application for a renewal of license, the license remains effective until the Department of Financial Institutions (Department) notifies the applicant of a denial and states the reasons for the denial.

An applicant or a licensee must notify the Department no later than 10 days after a material change in the information provided in an application for licensure.

Evidence of financial responsibility: If the applicant for a debt settlement services license will receive or hold customer funds, the applicant must provide a fidelity bond providing coverage in the aggregate amount of \$150,000 with a deductible no greater than \$10,000. The applicant must execute a surety bond in the amount of \$10,000 unless the fidelity bond does not have a deductible.

If the applicant will not hold or receive consumer funds, a surety bond in the aggregate amount of \$50,000 is required. The surety bonds required under this provisions of the Act must be conditioned on the basis that the licensee will faithfully conform to and abide by the provisions of the chapter governing debt settlement services and the rules adopted. The Director, within 30 days after a written request, must hold a public hearing to determine whether either the fidelity bond or surety bond, or both, is reasonably available to a substantial number of licensees. If the Director determines, and the Insurance Commissioner concurs, that the bonds are not reasonably available, the Director must waive the requirements for one or both of the bonds for a fixed period of time.

A "fidelity bond" is a primary commercial blanket bond which provides coverage for any fraudulent or dishonest acts committed by one or more officers, partners, sole practitioners, and employees of the applicant.

Annual report: A licensee must pay an annual assessment, as established in rule by the Director and with it must submit an accurate annual report in a form and in a medium prescribed by the Director in rule. As part of the annual report, the Director may require a copy of the licensee's most recent audited annual financial statement or any other information that the Director deems necessary.

Exempt: A person licensed as a provider of debt settlement services is exempt from the provisions of the RCW 18.28, which governs debt adjusters.

Disclosure Requirements.

Before a consumer consents to pay for goods or services offered, a Provider must disclose truthfully, in a clear and conspicuous manner, the following:

- a good faith estimate of the amount of time necessary to achieve the represented results;
- a good faith estimate of the time by which the Provider will start to make bona fide settlement offers to the consumer's creditors;

- a good faith estimate of the amount of money or the percentage of each outstanding debt that the consumer will need to accumulate before a bona fide settlement offer may be made;
- the cost to the consumer for providing debt settlement services;
- the potential adverse effects to the customer's creditworthiness and potential increase in the amount of money owed, where the services offered result in the consumer's failure to make timely payments to creditors or debt collections; and
- that the individual owns any funds placed in an account at a financial institution as a result of debt settlement services.

Prohibitions.

The Provider is prohibited from misrepresenting, directly or by implication, any material aspect of any debt settlement services, including:

- the amount of money or the percentage of the debt amount that a consumer may save by using the service;
- the effect of the service on the consumer's creditworthiness;
- the effect of the service on collection efforts of the consumer's creditors or debt collectors;
- the percentage of the number of consumers who attain the represented results; and
- whether debt settlement services are offered or provided by a nonprofit entity.

A Provider is prohibited from directly or indirectly employing any scheme, device, or artifice to defraud or mislead consumers or to defraud any person, and from engaging in any unfair or deceptive practice toward any person.

Fees and Payment.

A Provider may not receive payment of any fee or consideration for services until and unless:

- the Provider has renegotiated, settled, reduced, or otherwise altered the terms of at least one debt under a debt settlement program;
- the consumer has made at least one payment to a creditor in furtherance of a settlement with that creditor; and
- the fee or consideration for settling each individual debt in a debt settlement plan either bears the same proportional relationship to the total fee for settling the entire debt balance as the individual debt amount bears to the entire debt amount, or is a percent of the amount saved as a result of the settlement.

Statement of Accounting.

A Statement of Accounting (Statement) must be distributed at least once per month on or before the 5th business day after a consumer demands a Statement. Where a Provider permits electronic access to a consumer's account information 24 hours per day and seven days per week, the Provider satisfies the requirements regarding the distribution of the Statement.

A Statement must contain:

- the amount of money that the consumer has paid to the provider since the last statement;
- the amounts, dates, and creditors paid on the consumer's behalf since the last statement;

- the amounts of money collected by the Provider as compensation from the consumer's payments;
- the amount of money that the Provider holds in trust for the consumer and amount of money paid; and
- the amount of the debt satisfied where a creditor has accepted payment from a provider in full or partial satisfaction of a consumer's debt with that creditor.

Secured Debt.

Unless authorized under another chapter of the Revised Code of Washington, a Provider may not provide services for compensation as an intermediary between a customer and one or more secured creditors to obtain a reduction in the principal or interest of a customer's secured debt.

Agreement Voidable.

If a Provider is not licensed as required when a customer enters into an agreement for debt settlement services, the agreement may be voided by the customer.

A Provider must act in good faith in all matters regarding the provision of debt settlement services and the statutory and administrative requirements. If a licensee delegates a duty or obligation under the Act, the licensee is liable for any conduct of the delegate if he or she violates an agreement or legal or administrative requirement.

Examination and Investigation by Director.

The Director may at any time examine and investigate the business and examine the books, accounts, records, and files of any licensee or person who the Director has reason to believe is engaging in the business of providing debt settlement services. The Director may require testimony under oath regarding the business or subject matter of the investigation.

The Director may apply for and obtain a Superior court order approving and authorizing a subpoena in advance of its issuance. The application may be made in the county where the subject of the subpoena resides or in Thurston County and must adequately specify the documents, records, evidence, or testimony sought. The Director or his or her designee must include a declaration under oath that an investigation is being conducted for a lawfully authorized purpose within the Department's authority.

The Director may issue a Statement of Charges upon a licensee if, in the opinion of the Director, the licensee or a director or officer of the licensee is engaging in, has engaged in, or is about to engage in an unsafe or unsound financial practice in conducting a business governed under the Act if the licensee omits material information during a response to an examination, violates any written agreement with the Director, fails to pay a fee required by the Director, or commits fraud or a crime involving moral turpitude, financial misconduct, or dishonest dealings.

Sanctions.

As a sanction, the Director may deny, revoke, suspend, or condition a license. The Director may also order a licensee or person to cease and desist from practices that violate the debt settlement

services provisions; impose a fine not to exceed \$100 per day per violation; order restitution; and remove from office or ban from participation any director, officer, sole proprietor, partner, or employee in the affairs of the licensee.

Upon application by the Director or any other interested party and upon a showing that the interest of creditors or consumers requires it, the Superior court may appoint a receiver to take over, operate, or liquidate any licensee.

Unless prohibited by other statutes, the Director may informally settle complaints or enforcement actions.

Privacy and Confidentiality of Records.

The requirements under any federal law or laws of another state regarding the privacy, confidentiality, or privilege regarding any information or material provided to the Department continues to apply to the information or material after the information or material has been disclosed to the Department.

Adoption of Rules.

The Director must adopt rules for the administration and enforcement of the Act and must establish reasonable fees by rule sufficient to cover the costs of administering the Act.

Consumer Protection Act.

Any violation of this Act is a violation of the CPA.

Public Disclosure Act.

Information obtained by the Department that identifies individuals who have agreements with a provider of debt settlement services is exempt from public inspection and copying.

Appropriation: None.

Fiscal Note: Available.

Effective Date: The bill takes effect 90 days after adjournment of the session in which the bill is passed.