## THE GENERAL ASSEMBLY OF PENNSYLVANIA

## SENATE BILL

No. 622

Session of 2013

INTRODUCED BY WARD, WHITE, BOSCOLA, BROWNE, RAFFERTY, BREWSTER, MENSCH, ERICKSON, SCHWANK, FERLO, HUGHES, SOLOBAY, WAUGH AND BLAKE, MARCH 6, 2013

SENATOR CORMAN, APPROPRIATIONS, RE-REPORTED AS AMENDED, DECEMBER 9, 2013

## AN ACT

- Providing for the licensure of persons providing debt settlement services, for powers and duties of the Department of Banking
  AND SECURITIES and for enforcement; imposing civil penalties; <-- and making a related repeal.
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- 17 Section 2101. Relation to Electronic Signatures in Global and
- 18 National Commerce Act.
- 19 Section 2102. Transitional provisions.
- 20 Section 2103. Repeal.
- 21 Section 2104. Effective date.
- 22 The General Assembly of the Commonwealth of Pennsylvania
- 23 hereby enacts as follows:
- 24 CHAPTER 1
- 25 PRELIMINARY PROVISIONS
- 26 Section 101. Short title.
- 27 This act shall be known and may be cited as the Debt
- 28 Settlement Services Act.
- 29 Section 102. Definitions.
- 30 The following words and phrases when used in this act shall

- 1 have the meanings given to them in this section unless the
- 2 context clearly indicates otherwise:
- 3 "Affiliate." Any of the following:
- 4 (1) A person that directly controls, is controlled by or
- 5 is under common control with the licensee.
- 6 (2) An officer of or individual performing similar
- 7 functions with respect to the licensee.
- 8 (3) A director of or individual performing similar
- 9 functions with respect to the licensee.
- 10 (4) An officer or director of or an individual
- 11 performing similar functions with respect to a person
- described in paragraph (1).
- "Agreement." An agreement between a provider and an
- 14 individual for the performance of debt settlement services.
- 15 "Bank." A financial institution, including a commercial
- 16 bank, savings bank, savings and loan association, credit union,
- 17 mortgage bank and trust company, engaged in the business of
- 18 banking, chartered under Federal or State law and regulated by a
- 19 Federal or State banking regulatory authority.
- Concessions." Assent to repayment of a debt on terms more
- 21 favorable to an individual than the terms of the contract
- 22 between the individual and a creditor.
- "Debt settlement services." Services as an intermediary
- 24 between an individual and one or more unsecured creditors of the
- 25 individual for the purpose of obtaining concessions where the
- 26 contemplated concessions involve a reduction in principal of the
- 27 individual's unsecured debt. The term does not include:
- 28 (1) Legal services provided in an attorney-client
- 29 relationship by an attorney licensed or otherwise authorized
- 30 to practice law in this Commonwealth.

Τ	(2) Accounting services provided in an accountant-client
2	relationship by a certified public accountant licensed to
3	provide accounting services in this Commonwealth.
4	(3) Financial planning services provided in a financial
5	planner-client relationship by a licensed member of a
6	financial planning profession.
7	"Department." The Department of Banking AND SECURITIES of
8	the Commonwealth.
9	"Good faith." Honesty in fact and the observance of
10	reasonable standards of fair dealing.
11	"Payday loan." As follows:
12	(1) A loan or advance of money or credit to a consumer
13	that, for a fee, finance charge or other consideration, does
14	all of the following:
15	(i) Accepts a check or other repayment mechanism
16	from the consumer.
17	(ii) Agrees to hold the check or repayment mechanism
18	for a deferment period.
19	(iii) Pays to the consumer a cash advance, a locally
20	cashable check, debit card or money order or credits to
21	the consumer's account the amount of the check less
22	finance charges permitted.
23	(2) The term includes an arrangement in which a person
24	pays a cash advance to a consumer in return for a repayment
25	mechanism and a fee, finance charge or other consideration.
26	"Person." An individual, corporation, business trust,
27	estate, trust, partnership, limited liability company,
28	association, joint venture or any other legal or commercial
29	entity. The term does not include a public corporation,
30	government or governmental subdivision, agency or

- 1 instrumentality.
- 2 "Program." A program or strategy in which a provider
- 3 furnishes debt settlement services.
- 4 "Provider." A person required to be licensed under this act
- 5 and that provides, offers to provide or agrees to provide debt
- 6 settlement services.
- 7 "Record." Information that is inscribed on a tangible medium
- 8 or that is stored in an electronic or other medium and is
- 9 retrievable in perceivable form.
- 10 "Secretary." The Secretary of Banking AND SECURITIES of the <--
- 11 Commonwealth.
- 12 Section 103. Nonapplicability.
- 13 This act does not apply to the following persons or their
- 14 employees when the person or the employee is engaged in the
- 15 regular course of the person's business or profession:
- 16 (1) A judicial officer, a person acting under an order
- of a court or an administrative agency or an assignee for the
- 18 benefit of creditors.
- 19 (2) A bank, bank holding company or the subsidiary,
- agent or affiliate of either, or a credit union or other
- 21 financial institution licensed under Federal or State law.
- 22 (3) A title insurer, escrow company or other person that
- provides bill-paying services if the provision of debt
- 24 settlement services is incidental to the bill-paying
- 25 services.
- 26 CHAPTER 3
- 27 LICENSURE
- 28 Section 301. Requirements.
- 29 (a) General rule. -- Except as provided under subsection (b)
- 30 and on or after the effective date of this section, a provider

- 1 may not provide debt settlement services to an individual who it
- 2 reasonably should know resides in this Commonwealth at the time
- 3 it agrees to provide the services, unless the provider is
- 4 licensed under this act.
- 5 (b) Nonapplicability. -- If a provider is licensed under this
- 6 act, subsection (a) shall not apply to an employee or agent of
- 7 the provider.
- 8 (c) Listing. -- The department shall maintain and publicize a
- 9 list of the names of all licensed providers.
- 10 Section 302. Application and required documentation.
- 11 (a) Form. -- An application for licensure as a provider must
- 12 be in a form prescribed by the department.
- 13 (b) Fee and documentation. -- An application for licensure as
- 14 a provider must be accompanied by:
- 15 (1) A licensing fee established by the department.
- 16 (2) One of the following:
- 17 (i) Evidence of minimum insurance in an amount of
- 18 \$25,000.
- 19 (ii) A surety bond filed with the department, in a
- form approved by the department, for a term no less than
- 21 the expiration of the license and in the amount of
- 22 \$25,000. The surety bond must run to the Commonwealth for
- 23 the benefit of the Commonwealth and of an individual who
- resides in this Commonwealth that agrees to receive debt
- 25 settlement services from the provider. Payment of surety
- 26 bond must be conditioned upon noncompliance of the
- 27 provider or its agent with this act.
- 28 (3) Proof that the provider is authorized by the laws of
- 29 this Commonwealth to conduct business in this Commonwealth.
- 30 Section 303. Required information for application.

- 1 An application for a license under this act shall be
- 2 submitted to the department in the form required by the
- 3 department and shall include the following:
- 4 (1) The applicant's name, address, telephone number,
- 5 electronic mail address and Internet website.
- 6 (2) The address of each location in this Commonwealth 7 where the applicant will provide debt settlement services.
- 8 (3) The name and address of each owner, officer,
- 9 director or principal of the applicant.
- 10 (4) The name and address of the applicant's agent for 11 service of process in this Commonwealth.
- 12 (5) A description of the ownership interest of an 13 officer, director, agent or employee of the applicant in an
- 14 affiliate or subsidiary of the applicant or in another
- business entity that will provide any service to the
- 16 applicant or to a consumer relating to the applicant's
- 17 provision of debt settlement services.
- 18 (6) A list of other states in which the applicant is
- 19 licensed or registered for the provision of debt settlement
- 20 services, including a relevant license or registration number
- 21 and information regarding whether a license or registration
- in another state has ever been suspended or revoked.
- 23 (7) A copy of a liability or fidelity insurance policy
- that insures against dishonesty, fraud, theft or other
- 25 malfeasance on the part of the applicant's employees,
- officers, directors or principals.
- 27 (8) A copy of the applicant's standard debt settlement
- 28 services agreement.
- 29 (9) A penal bond meeting the requirements of section
- 30 305.

- (10) Except as provided under section 304, a
- 2 nonrefundable fee of \$2,000.

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3 (11) (10) Any other reasonable requests for information <--

- 4 that the department determines to be necessary to its review
- 5 of a license application.
- 6 Section 304. Not-for-profit license fees.
- 7 Notwithstanding any other provision of this act, a domestic
- 8 or foreign not-for-profit corporation or association registered
- 9 under 15 Pa.C.S. Pt. II Subpt. C (relating to nonprofit
- 10 corporations) with the Secretary of the Commonwealth which has
- 11 annual gross revenues from debt settlement services fees and
- 12 charges of less than \$3,000,000 annually shall pay an initial
- 13 license fee of \$500 and an annual renewal fee of \$350.
- 14 Section 305. Penal bond.
- 15 (a) Issuance.--
- 16 (1) The department shall issue a license under this act
- if, prior to the issuance of the license, the applicant
- 18 obtains and maintains a bond that meets all of the following:
- 19 (i) Is from a surety company authorized to do
- 20 business in this Commonwealth.
- 21 (ii) Is in an amount equal to \$25,000.
- 22 (iii) The licensee will hold directly or in trust.
- 23 (iv) Is in a form acceptable to the department.
- 24 (2) The bond shall meet all of the following:
- 25 (i) Be a penal bond conditioned on compliance with
- 26 this act and subject to forfeiture by the department.
- 27 (ii) Run to the Commonwealth for its use.
- 28 (iii) Be for the use of a person against the
- licensee for the benefit of a consumer who is injured by
- a violation of this act or regulation promulgated under

1 this act.

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- 2 (iv) Contains a cancellation provision as provided 3 under subsection (d).
- 4 (b) Right of aggrieved person. --
- 5 (1) If a person is aggrieved, the person may do one of the following:
  - (i) With the written consent of the department, recover fees and costs from a bond by filing a claim with the surety company or maintaining an action on the bond.
  - (ii) Recover fees and costs by filing a formal complaint against the licensee with the department which shall adjudicate the matter. The adjudication shall be binding upon the surety company and enforceable by the department in Commonwealth Court and by an aggrieved person in any court.
  - (2) An aggrieved person seeking to recover from a bond that has already been forfeited by the department or which the department is in the process of forfeiting may recover payment on the bond if, after filing a petition with the department, the department consents to the aggrieved person's requested payment or portion of the payment. The department may pay the aggrieved person from the bond proceeds it recovers.
  - (c) Additional relief.--
- 25 (1) Nothing under this section shall be construed to
  26 limit the ability of a court or magisterial district judge to
  27 award to an aggrieved person other damages, court costs and
  28 attorney fees, except that claims that are not fees or
  29 related costs may not be recovered from the bond.
- 30 (2) The department may consent to or order pro rata or

- 1 other recovery on the bond for an aggrieved person if claims
- 2 against the bond may or shall exceed its full monetary
- 3 amount.
- 4 (d) Cancellation of bonds. -- A bond shall contain a provision
- 5 that it may not be canceled for cause unless notice of intention
- 6 to cancel is given to the department at least 30 days before the
- 7 day upon which cancellation takes effect. Cancellation of the
- 8 bond shall not invalidate the bond regarding the period of time
- 9 it was in effect.
- 10 Section 306. Application information.
- 11 An applicant or licensed provider must notify the department
- 12 within 60 days after a change in the information required under
- 13 section 302(b)(2)(i) or 303(1), (3) or (5).
- 14 Section 307. Public availability of application information.
- 15 Except for the addresses required under section 303(3) and
- 16 the proprietary information required under section 303(5), the
- 17 department shall make the information in an application for
- 18 licensure and renewal of licensure as a provider available to
- 19 the public.
- 20 Section 308. Certificate of licensure.
- 21 (a) Time for issuance. -- The department shall decide whether
- 22 to issue a license to an applicant within 60 days of receiving
- 23 the applicant's completed application. The department may extend
- 24 the time period for 30 days and shall notify the applicant of
- 25 the extended time period, including a final decision date, in
- 26 writing.
- 27 (b) Investigation. -- Upon receipt of a completed application
- 28 the department may conduct an investigation of the applicant,
- 29 including its owners, officers, directors, principals or agents,
- 30 in order to decide whether to issue the license.

- 1 (c) Appeal of denial. -- If the department refuses to issue a
- 2 license, it shall notify the applicant in writing that the
- 3 license has been denied, including the reason for the denial and
- 4 that the applicant has the right to appeal the denial to the
- 5 secretary within 30 days.
- 6 (d) Duration. -- A license shall be issued for a period of one
- 7 year on a schedule determined by the department, except that if
- 8 a license is issued prior to the beginning of a licensing year,
- 9 the license shall only be valid until the end of that licensing
- 10 year, at which time it may be renewed subject to this act. If a
- 11 license is denied, canceled, surrendered, revoked or suspended,
- 12 no part of the license fee or license renewal fee shall be
- 13 subject to rebate.
- 14 (e) Contents. -- The license shall be on a form determined by
- 15 the department and shall contain the name of the licensee, the
- 16 address at which the licensee is conducting business and a
- 17 license number.
- 18 (f) Display. -- The license must be displayed prominently at
- 19 the licensee's business locations.
- 20 (g) Transfer prohibited.--
- 21 (1) Except as provided for under this subsection, the
- license may not be transferred, assigned or pledged.
- 23 (2) A licensee may, upon notice to the department,
- transfer up to 50% of the securities of a licensee to another
- 25 entity without affecting the validity of a license granted
- 26 under this act.
- 27 (h) Conditional licenses. -- The department may impose
- 28 conditions on the issuance of a license under this act. If the
- 29 department determines that conditions imposed upon a license
- 30 have not been fulfilled, the department may take action

- 1 authorized under this act against the licensee. For applicants,
- 2 the department may issue licenses effective immediately upon
- 3 receipt of an application, which shall be conditional licenses
- 4 issued under this subsection.
- 5 (i) Transitional license.--
- 6 (1) A person that is providing debt settlement services
- 7 before the effective date of this section and that seeks to
- 8 continue providing the services after the effective date of
- 9 this section shall submit an application for a license under
- 10 this act <del>not less than ten days prior to</del> WITHIN TEN DAYS OF
- 11 the effective date of this section. The applicant may
- 12 continue to provide debt settlement services, according to
- this act, while the department processes the application for
- 14 licensure.
- 15 (2) A person providing debt settlement services before
- the effective date of this section who does not submit an
- 17 application for a license within ten days of the effective
- 18 date of this section must cease operations until it has met
- 19 the conditions for licensure under this act.
- 20 Section 309. Renewal of license.
- 21 (a) Procedure. -- An application for renewal of a license
- 22 shall be submitted to the department in the manner determined by
- 23 the department. The application for renewal shall be accompanied
- 24 by a fee of \$1,250.
- 25 (b) Required condition. -- The department shall determine the
- 26 information and documentation that shall be provided in the
- 27 application for renewal of a license in a manner sufficient to
- 28 establish that the licensee will continue to conduct its
- 29 business in accordance with this act.
- 30 Section 310. Grounds for denial.

- 1 (a) Reasons. -- The department may deny, suspend, revoke or
- 2 refuse to renew a license if the applicant or one of its owners,
- 3 officers, directors, principals or agents did any of the
- 4 following:
- 5 (1) Made a material misstatement in the license
- 6 application or a submission required under this act or by the
- 7 department.
- 8 (2) Failed to comply with or violated a provision of
- 9 this act or a regulation, order or statement of policy issued
- 10 by the department under this act.
- 11 (3) Engaged in unfair or unethical conduct in connection
- 12 with the debt settlement services business in this
- 13 Commonwealth.
- 14 (4) Does not possess the financial responsibility,
- 15 character, reputation, integrity and general fitness
- sufficient to warrant the belief that the debt settlement
- 17 services business will be conducted lawfully, honestly and in
- 18 the public interest.
- 19 (5) Has been convicted of or pleaded guilty or nolo
- 20 contendere to a crime of moral turpitude or to an offense
- 21 graded as a felony.
- 22 (6) Is currently enjoined by a court of competent
- jurisdiction from engaging in the business of debt settlement
- 24 services in this Commonwealth.
- 25 (7) Has had a license issued by the department denied,
- 26 not renewed, suspended or revoked.
- 27 (8) Has become the subject of a United States Postal
- 28 Service fraud order.
- 29 (9) Has an outstanding debt to the Commonwealth or a
- 30 Commonwealth agency.

- 1 (10) Has failed to maintain the bond required under
- 2 section 305.
- 3 (11) Becomes insolvent.
- 4 (b) Definitions.--As used in this section the following
- 5 words and phrases shall have the meanings given to them in this
- 6 subsection:
- 7 "Insolvent." As follows:
- 8 (1) The liabilities of the applicant or licensee exceed
- 9 the assets of the applicant or licensee.
- 10 (2) The applicant or licensee cannot meet the
- obligations of the applicant or licensee as they mature or is
- in a financial condition that the applicant or licensee
- cannot continue in business in a safe manner to the customers
- of the applicant or licensee.
- 15 Section 311. Payday loans.
- 16 The department shall deny a license under this act to an-
- 17 applicant that offers payday loans at the same location for-
- 18 which the applicant seeks a license under this act. (RESERVED). <--

- 19 Section 312. Reinstatement.
- The department may reinstate a license that was previously
- 21 suspended, revoked or denied renewal, if all of the following
- 22 exist:
- 23 (1) A condition that warranted the original action has
- been corrected to the department's satisfaction.
- 25 (2) The department has reason to believe that the
- 26 condition is not likely to occur again.
- 27 (3) The licensee satisfies all other requirements of
- this act.
- 29 Section 313. Limitations.
- 30 (a) Name or address.--A licensee may not conduct business

- 1 under this act under a name or at an address different from that
- 2 contained on the licensee's license. If a licensee changes its
- 3 name or its business address, it shall notify the department
- 4 within ten days of the change and the department shall issue a
- 5 new license specifying the licensee's new name or address.
- 6 (b) Other businesses.--A licensee may not conduct a business
- 7 other than the debt settlement service business licensed by the
- 8 department under this act unless it notifies the department in
- 9 writing at least 30 days before beginning to conduct that
- 10 business.
- 11 CHAPTER 5
- 12 PROVIDER RESPONSIBILITIES
- 13 Section 501. Good faith.
- 14 A provider must act in good faith in all matters under this
- 15 act.
- 16 Section 502. Prerequisites for providing debt settlement
- 17 services.
- 18 (a) Disclosure. -- Before an individual consents to pay for
- 19 goods or services offered by a provider, the provider must
- 20 disclose truthfully, in a clear and conspicuous manner, the
- 21 following material information:
- 22 (1) All of the following:
- 23 (i) The amount of time necessary to achieve the
- represented results.
- 25 (ii) The extent to which the debt settlement
- 26 services may include a settlement offer to any of the
- 27 individual's creditors or debt collectors, including:
- (A) The time by which the provider will make a
- 29 bona fide settlement offer to each of the-
- 30 <u>individual's creditors or debt collectors.</u>

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SETTLEMENT OFFER TO EACH OF THE INDIVIDUAL'S CREDITORS OR

DEBT COLLECTORS.

- (III) THE COST TO THE INDIVIDUAL FOR PROVIDING DEBT SETTLEMENT SERVICES.
- (2) If the debt settlement service includes a settlement offer to any of the individual's creditors or debt collectors, the amount of money or the percentage of each outstanding debt that the individual shall accumulate before the provider will make a bona fide settlement offer to each of them.
  - (3) If an aspect of the debt settlement services relies upon or results in the individual's failure to make timely payments to creditors or debt collectors, that the use of the debt settlement services will likely adversely affect the individual's creditworthiness, may result in the individual being subject to collection actions or sued by creditors or debt collectors and may increase the amount of money the individual owes due to the accrual of fees and interest.
- (4) If the provider requests or requires the individual to place funds in an account at a bank, that the individual owns the funds held in the account, the individual may withdraw from the debt settlement services at any time without penalty and, if the individual withdraws, that the individual shall receive all funds in the account, other than funds earned by the provider, within seven business days of the individual's request.
- 30 (b) Prohibition.--A provider may not misrepresent, directly

- 1 or by implication, any material aspect of any debt settlement
- 2 services, including:
- 3 (1) The amount of money or the percentage of the debt
- 4 amount that an individual may save by using the service.
- 5 (2) The amount of time necessary to achieve the
- 6 represented result.
- 7 (3) The amount of money or the percentage of each
- 8 outstanding debt that the individual shall accumulate before
- 9 the provider will initiate attempts with the individual's
- 10 creditors or debt collectors or make a bona fide offer to
- 11 negotiate, settle or modify the terms of the individual's
- 12 debt.
- 13 (4) The effect of the service on the individual's
- 14 creditworthiness.
- 15 (5) The effect of the service on collection efforts of
- the individual's creditors or debt collectors.
- 17 (6) The percentage or number of individuals who attain
- 18 the represented results.
- 19 (7) Whether debt settlement services are offered or
- 20 provided by a nonprofit entity.
- 21 (c) Payment or consideration. -- A provider may not receive
- 22 payment of a fee or consideration for debt settlement services
- 23 unless:
- 24 (1) The provider has renegotiated, settled, reduced or
- otherwise altered the terms of at least one debt under a debt
- 26 settlement plan.
- 27 (2) The individual has made at least one payment under
- the debt settlement plan.
- 29 (3) The fee or consideration for settling each
- 30 individual debt enrolled in a debt settlement plan meets one

1 of the following:

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- 2 Bears the same proportional relationship to the 3 total fee for settling the entire debt balance as the individual RENEGOTIATED, SETTLED, REDUCED OR OTHERWISE 4 ALTERED debt amount bears to the entire debt amount. For 5 purposes of this subparagraph, the individual debt amount 6 and the entire debt amount shall be amounts owed at the 7 time the debt was enrolled in the debt settlement 8 9 service.
  - (ii) Is a percentage of the amount saved as a result of the settlement. The percentage charged may not change from one individual RENEGOTIATED, SETTLED, REDUCED OR <-OTHERWISE ALTERED debt to another. For purposes of this subparagraph, the amount saved shall be the difference between the amount owed at the time the debt was enrolled in the debt settlement service and the amount actually paid to satisfy the debt.
- (d) Construction.--Nothing under this section shall prohibit requesting or requiring the individual to place funds in an account to be used for the provider's fees for payments to creditors or debt collectors in connection with the renegotiation, settlement, reduction or other alteration of the terms of payment or other terms of debt, if:
- 24 (1) The funds are held in an account at a bank.
- 25 (2) The individual owns the funds held in the account 26 and is paid any accrued interest on the account, if any is 27 earned.
- 28 (3) If the provider does not administer the account, the 29 entity administering the account is not owned, controlled by 30 or affiliated with the provider.

- 1 (4) The entity administering the account does not give 2 or accept any money or other compensation in exchange for 3 referrals of business by the provider.
- 4 (5) The individual may withdraw from the debt settlement 5 services at any time without penalty and shall receive all 6 funds in the account, other than funds earned by the provider 7 in compliance with this section, within seven days of the 8 individual's request.
- 9 (e) Nonlicensed provider.--If a provider is not licensed as
  10 required under this act when an individual assents to an
  11 agreement, the agreement shall be voidable by the individual.
- 12 CHAPTER 7
- 13 ADMINISTRATION AND ENFORCEMENT
- 14 Section 701. Powers and duties.
- 15 The department shall have the authority to:
- 16 (1) As follows:
- 17 (i) Examine an instrument, document, account, book, record or file of a licensee or a person having a 18 19 connection to the licensee or make other investigations 20 as may be necessary to administer this act. The 21 examination may include documents, accounts, books or 22 records that relate to the operation of the licensee that 23 are in the possession of an affiliate, subsidiary or 24 other business entity.
  - (ii) Under the authority of this paragraph, the department may remove an instrument, document, account, book, record or file of a licensee or person to a location outside of the licensee's or person's office location.
- 30 (iii) The examination may be conducted without prior

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- notice to the licensee or person and the costs of the examination shall be paid by the licensee or person subject to the examination.
  - (2) Conduct administrative hearings on a matter pertaining to this act and issue subpoenas to compel the attendance of witnesses or the production of documents, accounts, books or records at a hearing. A document, account, book or record subject to subpoena may be retained by the department until the proceeding in connection with which it was subpoenaed is completed. A department official may administer oaths or affirmations to a person whose testimony is required.
    - (3) Request and receive information or records, including reports of criminal history record information, from a Federal, State, local or foreign government entity regarding an applicant, a licensee or a person related to the business of debt settlement services. The cost associated with the request shall be paid by the applicant or licensee.
  - (4) Promulgate regulations or issue statements of policy or orders to ensure the proper administration or enforcement of this act and the proper conduct of licensees under this act.
  - (5) Prohibit a person or licensee that violates this act from working in a capacity related to activities regulated by the department.
  - (6) Order a person or licensee to make restitution for actual damages to consumers caused by a violation of this act or to refund fees collected in violation of this act.
- 29 (7) Issue a cease and desist order that takes effect 30 immediately and is subject to a hearing within 14 days of the

- 1 issuance of the order.
- 2 (8) Impose other conditions or take other actions as the
- 3 department deems appropriate to administer or enforce this
- 4 act.
- 5 (9) Provide the following on its Internet website:
- 6 (i) Information for licensees on the provisions of
- 7 this act.
- 8 (ii) Information for consumers regarding the
- 9 protections of this act.
- 10 (iii) Information on filing consumer complaints,
- including a toll-free telephone number.
- 12 (iv) A list of current licensees.
- 13 Section 702. Administrative proceedings.
- 14 (a) Hearings. -- A person aggrieved by a decision of the
- 15 department may appeal the decision to the secretary. The appeal
- 16 shall be conducted under 2 Pa.C.S. Ch. 5 Subch. A (relating to
- 17 practice and procedure of Commonwealth agencies).
- 18 (b) Injunctions. -- The department may maintain an action for
- 19 an injunction or other process against a person to restrain or
- 20 prevent the person from violating this act.
- 21 (c) Final orders.--
- 22 (1) A decision of the secretary shall be a final order
- of the department and shall be enforceable in a court of
- 24 competent jurisdiction.
- 25 (2) The department may publish final adjudications
- issued under this section, subject to redaction or
- 27 modification to preserve confidentiality.
- 28 (d) Appeals.--A person aggrieved by a decision of the
- 29 secretary may appeal the decision under 2 Pa.C.S. Ch. 7 Subch. A
- 30 (relating to judicial review of Commonwealth agency action).

- 1 Section 703. Reports to department.
- 2 (a) Annual report. -- A licensee shall file an annual report
- 3 with the department on a date determined by the department
- 4 setting forth information as the department shall require
- 5 concerning the debt settlement services business conducted by
- 6 the licensee during the preceding calendar year. The report
- 7 shall be on a form provided by the department.
- 8 (b) Report of enforcement action. -- A licensee shall report
- 9 to the department a final, nonappealable order finding a
- 10 licensee guilty or liable in any enforcement action taken
- 11 against the licensee by any Federal or State agency. The report
- 12 must be filed no later than seven days after the licensee is
- 13 made aware of the final order. The licensee shall provide
- 14 updates to the department as to the status of an enforcement
- 15 action as required by the department.
- 16 (c) Penalty. -- A licensee who fails to file an annual report
- 17 with the department as required under subsection (a) may be
- 18 subject to a penalty of \$100 for each day after the date that
- 19 the annual report was required to be filed.
- 20 Section 704. Violations.
- 21 (a) Imposition. -- The department may impose a civil penalty
- 22 of up to \$10,000 for each violation of this act.
- 23 (b) Unfair trade practices. -- A person who is in violation of
- 24 this act shall be in violation of the act of December 17, 1968
- 25 (P.L.1224, No.387), known as the Unfair Trade Practices and
- 26 Consumer Protection Law.
- 27 Section 705. Banking Fund.
- 28 A fee or penalty collected by the department under this act
- 29 shall be deposited into the Banking Fund.
- 30 CHAPTER 21

## 1 MISCELLANEOUS PROVISIONS

- 2 Section 2101. Relation to Electronic Signatures in Global and
- National Commerce Act.
- 4 This act modifies, limits and supersedes the Electronic
- 5 Signatures in Global and National Commerce Act (Public Law 106-
- 6 229, 15 U.S.C. § 7001 et seq.), but does not modify, limit or
- 7 supersede section 101(c) of the Electronic Signatures in Global
- 8 and National Commerce Act or authorize electronic delivery of
- 9 any of the notices described in section 103(b) of the Electronic
- 10 Signatures in Global and National Commerce Act.
- 11 Section 2102. Transitional provisions.
- 12 Transactions entered into before the effective date of this
- 13 section and the rights, duties and interests resulting from the
- 14 transactions may be completed, terminated or enforced as
- 15 required or permitted by a law repealed or modified under this
- 16 act as though the repeal or modification had not occurred.
- 17 Section 2103. Repeal.
- 18 (a) Intent.--The General Assembly declares that the repeal
- 19 under subsection (b) is necessary to effectuate the purposes of
- 20 this act.
- 21 (b) Provision.--The act of October 9, 2008 (P.L.1421,
- 22 No.117), known as the Debt Management Services Act, is repealed
- 23 insofar as it applies to debt settlement services.
- 24 Section 2104. Effective date.
- This act shall take effect in 60 days.