By the Committee on Banking and Insurance; and Senator Argenziano

## 311-2330-04

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A bill to be entitled An act relating to insurance agents and agencies; amending s. 624.318, F.S.; authorizing the electronic reproduction of documents relating to the subject of an investigation; amending s. 624.501, F.S.; clarifying a license fee; amending s. 626.015, F.S.; defining the term "personal lines agent"; amending s. 626.016, F.S.; subjecting insurance agencies to regulation by the Chief Financial Officer; amending s. 626.022, F.S.; providing for application; amending s. 626.112, F.S.; delaying the effective date by which agencies must obtain a license; imposing a fine on any agency that fails to timely apply for licensure; deleting a contingent requirement for insurance agency licensure; amending s. 626.171, F.S.; specifying licensure application requirements for insurance entities other than insurance agencies; deleting a provision applying to insurance agencies; amending s. 626.172, F.S.; revising insurance agency licensure application requirements; amending s. 626.191, F.S.; clarifying repeated application provisions; amending s. 626.201, F.S.; clarifying a department-authorized interrogatories provision; amending s. 626.221, F.S.; deleting provisions that permit certain persons who previously qualified as managing general agents, service or customer representatives, or all-lines adjusters to be

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licensed as general lines agents without an examination; providing for certain adjusters to be relicensed without examination; amending s. 626.241, F.S.; limiting the scope of personal lines agent examinations; amending s. 626.2815, F.S.; revising continuing education requirements; amending s. 626.311, F.S.; limiting the types of business that may be transacted by personal lines agents; amending s. 626.342, F.S.; including insurance agencies under provisions prohibiting furnishing supplies to certain unlicensed agents and imposing civil liability under certain circumstances; amending s. 626.382, F.S.; requiring licensure renewal application forms to be adopted; amending s. 626.451, F.S.; clarifying the effect of appointment; amending s. 626.536, F.S.; including insurance agencies under an action-reporting requirement; amending s. 626.561, F.S.; including insurance agencies under provisions providing funds reporting and accounting requirements and imposing criminal penalties; amending s. 626.572, F.S.; including insurance agencies under provisions prohibiting rebating; amending s. 626.601, F.S.; including insurance agencies under provisions authorizing the department to inquire into improper conduct; creating s. 626.602, F.S.; authorizing the Department of Financial Services to disapprove the use of certain names under certain circumstances; amending s. 626.6115,

1 F.S.; providing an additional ground for the 2 department to take compulsory adverse insurance 3 agency license actions; providing that grounds for adverse action against a licensed agency do 4 5 not necessarily constitute grounds for adverse 6 action against another licensed agency, even if 7 there is common ownership; amending s. 8 626.6215, F.S.; providing an additional ground 9 for the department to take discretionary 10 adverse insurance agency license actions; 11 providing that grounds for adverse action against a licensed agency do not necessarily 12 constitute grounds for adverse action against 13 another licensed agency, even if there is 14 common ownership; amending s. 626.641, F.S.; 15 providing additional criteria for duration of 16 17 license suspensions or revocations; amending s. 626.727, F.S.; providing that certain 18 19 provisions apply to personal lines agents; 20 amending s. 626.732, F.S.; revising certain education and experience requirements for 21 personal lines agents; amending s. 626.7351, 22 F.S.; providing an age requirement for customer 23 24 representatives; amending ss. 626.292 and 626.321, F.S.; correcting cross-references; 25 revising criteria for issuing an agent's 26 27 license for limited classes of business 28 relating to insurance sales incidental to the 29 rental or lease of motor vehicles; providing 30 additional license application requirements; 31 providing that this act does not require the

1 department to begin issuing certain licenses by 2 the effective date of the act, under specified 3 conditions; repealing s. 626.592, F.S., 4 relating to primary agents; providing an 5 effective date. 6 7 Be It Enacted by the Legislature of the State of Florida: 8 9 Section 1. Subsection (7) is added to section 624.318, 10 Florida Statutes, to read: 11 624.318 Conduct of examination or investigation; access to records; correction of accounts; appraisals .--12 (7)(a) The department or office or its examiners or 13 14 investigators may electronically reproduce accounts, records, documents, files, and information relating to the subject of 15 the examination or investigation which are in the possession 16 17 or control of the person being examined or investigated. (b) Notwithstanding subsection (5), a person being 18 19 examined or investigated may not refuse to consent to the removal of any record, account, document, file, or other 20 property of that person from the offices of such person when 21 removal is for the purpose of electronic reproduction unless 22 the person provides reasonable access to electronic 23 24 reproduction facilities at the person's office. 25 (c) The reasonable expense of any such reproduction shall be borne by the person being examined or investigated. 26 27 This subsection applies to all investigations and 28 examinations authorized by the Florida Insurance Code. 29 Section 2. Subsection (20) of section 624.501, Florida 30 Statutes, is amended to read:

1 624.501 Filing, license, appointment, and miscellaneous fees.--The department, commission, or office, as 2 3 appropriate, shall collect in advance, and persons so served 4 shall pay to it in advance, fees, licenses, and miscellaneous 5 charges as follows: 6 (20) Insurance agency or Adjusting firm, original or 7 renewal 3-year license.....\$60.00 8 Section 3. Present subsections (15) through (17) of section 626.015, Florida Statutes, are redesignated as 9 10 subsections (16) through (18), respectively, and a new 11 subsection (15) is added to that section to read: 626.015 Definitions.--As used in this part: 12 (15) "Personal lines agent" means a general lines 13 agent who is limited to transacting business related to 14 15 property and casualty insurance sold to individuals and families for noncommercial purposes. 16 17 Section 4. Subsection (1) of section 626.016, Florida Statutes, is amended to read: 18 19 626.016 Powers and duties of department, commission, and office. --20 21 (1) The powers and duties of the Chief Financial Officer and the department specified in this part apply only 22 with respect to insurance agents, insurance agencies, managing 23 24 general agents, reinsurance intermediaries, viatical 25 settlement brokers, customer representatives, service representatives, and agencies. 26 27 Section 5. Subsection (3) is added to section 626.022, 28 Florida Statutes, to read: 29 626.022 Scope of part.--30 31

1 (3) Provisions of this part that apply to general lines agents and applicants also apply to personal lines 2 3 agents and applicants, except where otherwise provided. Section 6. Subsection (7) of section 626.112, Florida 4 5 Statutes, is amended to read: 6 626.112 License and appointment required; agents, 7 customer representatives, adjusters, insurance agencies, 8 service representatives, managing general agents. --9 (7)(a) Effective October 1, 2005, no individual, firm, 10 partnership, corporation, association, or any other entity 11 shall act in its own name or under a trade name, directly or indirectly, as an insurance agency, when required to be 12 licensed by this subsection, unless it complies with s. 13 626.172 with respect to possessing an insurance agency license 14 for each place of business at which it engages in any activity 15 which may be performed only by a licensed insurance agent. 16 17 Each agency engaged in business before October 1, 2005, shall file an application for licensure by October 1, 2005. If an 18 19 agency fails to file an application for licensure in accordance with this section, the department shall impose on 20 21 the agency an administrative penalty in an amount of up to 22 \$10,000. 23 (b) An insurance agency shall, as a condition 24 precedent to continuing business, obtain an insurance agency 25 license if the department finds that, with respect to any majority owner, partner, manager, director, officer, or other 26 27 person who manages or controls the agency, any person has, 28 subsequent to the effective date of this act: 29 1. Been found quilty of, or has pleaded quilty or nolo

contendere to, a felony in this state or any other state

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agency, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of the cases.

- 2. Employed any individual in a managerial capacity or in a capacity dealing with the public who is under an order of revocation or suspension issued by the department. An insurance agency may request, on forms prescribed by the department, verification of any person's license status. If a request is mailed within 5 working days after an employee is hired, and the employee's license is currently suspended or revoked, the agency shall not be required to obtain a license, if the unlicensed person's employment is immediately terminated.
- 3. Operated the agency or permitted the agency to be operated in violation of s. 626.747.
- 4. With such frequency as to have made the operation of the agency hazardous to the insurance-buying public or other persons:
- a. Solicited or handled controlled business. This subparagraph shall not prohibit the licensing of any lending or financing institution or creditor, with respect to insurance only, under credit life or disability insurance policies of borrowers from the institutions, which policies are subject to part IX of chapter 627.
- b. Misappropriated, converted, or unlawfully withheld moneys belonging to insurers, insureds, beneficiaries, or others and received in the conduct of business under the license.
- c. Unlawfully rebated, attempted to unlawfully rebate, or unlawfully divided or offered to divide commissions with another.

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6. Willfully circumvented the requirements or prohibitions of this code.

- (c) An agency required to be licensed in accordance with paragraph (b) shall remain so licensed for a period of 3 years from the date of licensure unless the license is suspended or revoked in accordance with law. The department may revoke or suspend the agency authority to do business for activities occurring during the time the agency is licensed, regardless of whether the licensing period has terminated.
- (d) Notwithstanding the provisions of this subsection, no insurance agency shall be required to apply for an agency license if such agency can prove to the department that:
- 1. The agency is severing its relationship with each majority owner, partner, manager, director, officer, or other person who managed or controlled such agency and who violated any of the provisions of paragraph (b).
- 2. No such majority owner, partner, manager, director, officer, or other person who managed such agency is to be affiliated with such agency in any capacity for a period of 3 years from the date of such severance.
- Section 7. Section 626.171, Florida Statutes, is amended to read:
- 626.171 Application for license as agent, customer representative, adjuster, service representative, managing general agent, or reinsurance intermediary .--
- (1) The department or office shall not issue a license as agent, customer representative, adjuster, insurance agency, service representative, managing general agent, or reinsurance intermediary to any person except upon written application therefor filed with it, qualification therefor, and payment in 31 advance of all applicable fees. Any such application shall be

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made under the oath of the applicant and be signed by the applicant. Beginning November 1, 2002, The department shall accept the uniform application for nonresident agent licensing. The department may adopt revised versions of the uniform application by rule.

- In the application, the applicant shall set forth:
- (a) His or her full name, age, social security number, residence address, business address, and mailing address.
- Proof that he or she has completed or is in the process of completing any required prelicensing course.
- (c) Whether he or she has been refused or has voluntarily surrendered or has had suspended or revoked a license to solicit insurance by the department or by the supervising officials of any state.
- (d) Whether any insurer or any managing general agent claims the applicant is indebted under any agency contract or otherwise and, if so, the name of the claimant, the nature of the claim, and the applicant's defense thereto, if any.
- (e) Proof that the applicant meets the requirements for the type of license for which he or she is applying.
- (f) Such other or additional information as the department or office may deem proper to enable it to determine the character, experience, ability, and other qualifications of the applicant to hold himself or herself out to the public as an insurance representative.
- (3) An application for an insurance agency license shall be signed by the owner or owners of the agency. If the agency is incorporated, the application shall be signed by the president and secretary of the corporation.
- (3)<del>(4)</del> Each application shall be accompanied by 31 payment of any applicable fee.

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(4)(5) An application for a license as an agent, customer representative, adjuster, insurance agency, service representative, managing general agent, or reinsurance intermediary must be accompanied by a set of the individual applicant's fingerprints, or, if the applicant is not an individual, by a set of the fingerprints of the sole proprietor, majority owner, partners, officers, and directors, on a form adopted by rule of the department or commission and accompanied by the fingerprint processing fee set forth in s. 624.501. Fingerprints shall be used to investigate the applicant's qualifications pursuant to s. 626.201. The fingerprints shall be taken by a law enforcement agency or other department-approved entity.

(5) (6) The application for license filing fee prescribed in s. 624.501 is not subject to refund.

(6)(7) Pursuant to the federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996, each party is required to provide his or her social security number in accordance with this section. Disclosure of social security numbers obtained through this requirement shall be limited to the purpose of administration of the Title IV-D program for child support enforcement.

Section 8. Section 626.172, Florida Statutes, is amended to read:

626.172 Application for insurance agency license.--

agency to any person only after such person files a written application with the department and qualifies for such license. If any majority owner, partner, officer, or director of an insurance agency:

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(a) Has been found guilty of, or has pleaded guilty or nolo contendere to, a felony relating to the business of insurance in this state or any other state or federal court, regardless of whether a judgment of conviction has been entered by the court having jurisdiction of such cases; or

(b) Has been denied a license relating to the business of insurance, or has had his or her license to practice or conduct any regulated profession, business, or vocation relating to the business of insurance revoked or suspended, by this or any other state, any nation, any possession or district of the United States, or any court, or any lawful agency thereof;

the insurance agency and any subsidiary or branch thereof shall obtain a license from the department pursuant to this section.

- An application for an insurance agency license shall be signed by the owner or owners of the agency. If the agency is incorporated, the application shall be signed by the president and secretary of the corporation. The application for an insurance agency license shall include:
- (a) The name of each majority owner, partner, officer, and director of the insurance agency.
- (b) The residence address of each person required to be listed in the application under paragraph (a).
- (c) The name of the insurance agency and its principal business address.
- (d) The location of each agency office and the name under which each agency office conducts or will conduct business.

1 (e) The name of each agent to be in full-time charge 2 of an agency office and specification of which office. 3 Fingerprints for each of the following: (f) 1. A sole proprietor; 4 5 2. Each partner; 6 3. Each owner of an unincorporated agency; 7 4. Each owner of a corporation whose shares are not 8 traded on a securities exchange; 9 5. Each owner of 10 percent or more of the voting 10 shares of a corporation which are traded on a securities 11 exchange who directs or participates in the operation of the agency; 12 13 6. Each officer or director; and 7. Any other person who directs or participates in the 14 operation of the agency, whether through the ownership of 15 voting securities, by contract, or otherwise; 16 17 Fingerprints must be taken by a law enforcement agency or 18 19 other entity approved by the department and must be accompanied by the fingerprint processing fee specified in s. 20 21 624.501. However, fingerprints do not have to be filed for any individual who previously submitted fingerprints to the 22 department and obtained a license under this chapter if the 23 license is currently valid. The name of any person to whom 24 25 subsection (1) applies. 26 (g) Such additional information as the department 27 requires by promulgated rule to ascertain the trustworthiness 28 and competence of persons required to be listed on the 29 application and to ascertain that such persons meet the 30 requirements of this code.

 Section 9. Section 626.191, Florida Statutes, is amended to read:

626.191 Repeated applications.--The failure of an applicant to secure a license upon an application shall not preclude the applicant him or her from applying again as many times as desired, but the department or office shall not give consideration to or accept any further application by the same individual for a similar license dated or filed within 30 days subsequent to the date the department or office denied the last application, except as provided in s. 626.281.

Section 10. Subsection (1) of section 626.201, Florida Statutes, is amended to read:

626.201 Investigation.--

(1) The department or office may propound any reasonable interrogatories in addition to those contained in the application, to any applicant for license or appointment, or on any renewal, reinstatement, or continuation thereof, relating to the applicant's his or her qualifications, residence, prospective place of business, and any other matter which, in the opinion of the department or office, is deemed necessary or advisable for the protection of the public and to ascertain the applicant's qualifications.

Section 11. Section 626.221, Florida Statutes, is amended to read:

626.221 Examination requirement; exemptions.--

(1) The department or office shall not issue any license as agent, customer representative, or adjuster to any individual who has not qualified for, taken, and passed to the satisfaction of the department or office a written examination of the scope prescribed in s. 626.241.

- (2) However, no such examination shall be necessary in any of the following cases:
- (a) An applicant for renewal of appointment as an agent, customer representative, or adjuster, unless the department or office determines that an examination is necessary to establish the competence or trustworthiness of such applicant.
- (b) An applicant for limited license as agent for personal accident insurance, baggage and motor vehicle excess liability insurance, credit life or disability insurance, credit insurance, credit property insurance, in-transit and storage personal property insurance, or communications equipment property insurance or communication equipment inland marine insurance.
- (c) In the discretion of the department or office, an applicant for reinstatement of license or appointment as an agent, customer representative, or adjuster whose license has been suspended within 2 years prior to the date of application or written request for reinstatement.
- (d) An applicant who, within 2 years prior to application for license and appointment as an agent, customer representative, or adjuster, was a full-time salaried employee of the department or office and had continuously been such an employee with responsible insurance duties for not less than 2 years and who had been a licensee within 2 years prior to employment by the department or office with the same class of license as that being applied for.
- (e) An individual who qualified as a managing general agent, service representative, customer representative, or all-lines adjuster by passing a general lines agent's examination and subsequently was licensed and appointed and

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has been actively engaged in all lines of property and casualty insurance may, upon filing an application for appointment, be licensed and appointed as a general lines agent for the same kinds of business without taking another examination if he or she holds any such currently effective license referred to in this paragraph or held the license within 48 months prior to the date of filing the application with the department.

(e)(f) A person who has been licensed and appointed as a public adjuster, or independent adjuster, or licensed and appointed either as an agent or company adjuster as to all property, casualty, and surety insurances, may be licensed and appointed as a company adjuster as to any of such insurances, or as an independent, adjuster or public adjuster, for these types of insurance without additional written examination if an application for licensure appointment is filed with the office within 48 months following the date of cancellation or expiration of the prior appointment.

(f) (g) A person who has been licensed as an adjuster for motor vehicle, property and casualty, workers' compensation, and health insurance may be licensed as such an adjuster without additional written examination if his or her application for licensure appointment is filed with the office within 48 months after cancellation or expiration of the prior license.

(g)(h) An applicant for temporary license, except as provided in this code.

(h)(i) An applicant for a life or health license who has received the designation of chartered life underwriter (CLU) from the American College of Life Underwriters and who 31 has been engaged in the insurance business within the past 4

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years, except that such an individual may be examined on pertinent provisions of this code.

(i)(j) An applicant for license as a general lines agent, customer representative, or adjuster who has received the designation of chartered property and casualty underwriter (CPCU) from the American Institute for Property and Liability Underwriters and who has been engaged in the insurance business within the past 4 years, except that such an individual may be examined on pertinent provisions of this code.

(j) (k) An applicant for license as a customer representative who has the designation of Accredited Advisor in Insurance (AAI) from the Insurance Institute of America, the designation of Certified Insurance Counselor (CIC) from the Society of Certified Insurance Service Counselors, the designation of Accredited Customer Service Representative (ACSR) from the Independent Insurance Agents of America, the designation of Certified Professional Service Representative (CPSR) from the National Foundation for Certified Professional Service Representatives, the designation of Certified Insurance Service Representative (CISR) from the Society of Certified Insurance Service Representatives. Also, an applicant for license as a customer representative who has the designation of Certified Customer Service Representative (CCSR) from the Florida Association of Insurance Agents, or the designation of Registered Customer Service Representative (RCSR) from a regionally accredited postsecondary institution in this state, or the designation of Professional Customer Service Representative (PCSR) from the Professional Career Institute, whose curriculum has been approved by the department and whose curriculum includes comprehensive

 analysis of basic property and casualty lines of insurance and testing at least equal to that of standard department testing for the customer representative license. The department shall adopt rules establishing standards for the approval of curriculum.

(k) (1) An applicant for license as an adjuster who has the designation of Accredited Claims Adjuster (ACA) from a regionally accredited postsecondary institution in this state, or the designation of Professional Claims Adjuster (PCA) from the Professional Career Institute, whose curriculum has been approved by the office and whose curriculum includes comprehensive analysis of basic property and casualty lines of insurance and testing at least equal to that of standard office testing for the all-lines adjuster license. The commission shall adopt rules establishing standards for the approval of curriculum.

 $\underline{\text{(1)}}$  An applicant qualifying for a license transfer under s. 626.292, if the applicant:

- 1. Has successfully completed the prelicensing examination requirements in the applicant's previous state which are substantially equivalent to the examination requirements in this state, as determined by the department;
- 2. Has received the designation of chartered property and casualty underwriter (CPCU) from the American Institute for Property and Liability Underwriters and has been engaged in the insurance business within the past 4 years if applying to transfer a general lines agent license; or
- 3. Has received the designation of chartered life underwriter (CLU) from the American College of Life Underwriters and has been engaged in the insurance business

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within the past 4 years, if applying to transfer a life or health agent license.

- (n) An applicant for a nonresident agent license, if the applicant:
- 1. Has successfully completed prelicensing examination requirements in the applicant's home state which are substantially equivalent to the examination requirements in this state, as determined by the department, as a requirement for obtaining a resident license in his or her home state;
- 2. Held a general lines agent license, life agent license, or health agent license prior to the time a written examination was required;
- 3. Has received the designation of chartered property and casualty underwriter (CPCU) from the American Institute for Property and Liability Underwriters and has been engaged in the insurance business within the past 4 years, if an applicant for a nonresident license as a general lines agent; or
- 4. Has received the designation of chartered life underwriter (CLU) from the American College of Life Underwriters and has been in the insurance business within the past 4 years, if an applicant for a nonresident license as a life agent or health agent.
- (3) An individual who is already licensed as a customer representative shall not be licensed as a general lines agent without application and examination for such license.

Section 12. Subsection (8) is added to section 626.241, Florida Statutes, to read:

626.241 Scope of examination. --

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(8) An examination for licensure as a personal lines agent shall be limited in scope to the kinds of business transacted under such license.

Section 13. Paragraphs (a), (b), (c), and (d) of subsection (3) of section 626.2815, Florida Statutes, are amended to read:

626.2815 Continuing education required; application; exceptions; requirements; penalties. --

(3)(a) Each person subject to the provisions of this section must, except as set forth in paragraphs (b), and (c), and (d), complete a minimum of 24 hours of continuing education courses every 2 years in basic or higher-level courses prescribed by this section or in other courses approved by the department. Each person subject to the provisions of this section must complete, as part of his or her required number of continuing education hours, 3 hours of continuing education, approved by the department, every 2 years on the subject matter of ethics and a minimum of 2 hours of continuing education, approved by the department, every 2 years on the subject matter of unauthorized entities engaging in the business of insurance. The scope of the topic of unauthorized entities shall include the Florida Nonprofit Multiple Employer Welfare Arrangement Act and the Employee Retirement Income Security Act, 29 U.S.C. ss. 1001 et seq., as it relates to the provision of health insurance by employers to their employees and the regulation thereof.

(b) For compliance periods beginning on January 1, 1998, A person who has been licensed for a period of 6 or more years must complete 20 hours every 2 years in intermediate or advanced-level courses prescribed by this section or in other 31 courses approved by the department.

- (c) A licensee who has been licensed for 25 years or more and is a CLU or a CPCU or has a Bachelor of Science degree in risk management or insurance with evidence of 18 or more semester hours in upper-level insurance-related courses must complete 10 12 hours of continuing education courses every 2 years in courses prescribed by this section or in other courses approved by the department, except, for compliance periods beginning January 1, 1998, the licensees described in this paragraph shall be required to complete 10 hours of continuing education courses every 2 years.
- (d) Any person who holds a license as a customer representative, limited customer representative, title agent, motor vehicle physical damage and mechanical breakdown insurance agent, crop or hail and multiple-peril crop insurance agent, or as an industrial fire insurance or burglary insurance agent and who is not a licensed life or health insurance agent, shall be required to complete 10 12 hours of continuing education courses every 2 years, except, for compliance periods beginning on January 1, 1998, each licensee subject to this paragraph shall be required to complete 10 hours of continuing education courses every 2 years.

Section 14. Subsection (1) of section 626.311, Florida Statutes, is amended to read:

626.311 Scope of license.--

(1) Except as to <u>personal lines agents and</u> limited licenses, the applicant for license as a general lines agent or customer representative shall qualify for all property, marine, casualty, and surety lines except bail bonds which require a separate license under chapter 648. The license of a general lines agent may also cover health insurance if

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health insurance is included in the agent's appointment by an insurer as to which the licensee is also appointed as agent for property or casualty or surety insurance. The license of a customer representative shall provide, in substance, that it covers all of such classes of insurance that his or her appointing general lines agent or agency is currently so authorized to transact under the general lines agent's license and appointments. No such license shall be issued limited to particular classes of insurance except for bail bonds which require a separate license under chapter 648 or for personal lines agents. Personal lines agents are limited to transacting business related to property and casualty insurance sold to individuals and families for noncommercial purposes.

Section 15. Subsections (1) and (2) of section 626.342, Florida Statutes, are amended to read:

626.342 Furnishing supplies to unlicensed life, health, or general lines agent prohibited; civil liability.--

- (1) An insurer, a managing general agent, an insurance agency, or an agent, directly or through any representative, may not furnish to any agent any blank forms, applications, stationery, or other supplies to be used in soliciting, negotiating, or effecting contracts of insurance on its behalf unless such blank forms, applications, stationery, or other supplies relate to a class of business with respect to which the agent is licensed and appointed, whether for that insurer or another insurer.
- (2) Any insurer, general agent, <u>insurance agency</u>, or agent who furnishes any of the supplies specified in subsection (1) to any agent or prospective agent not appointed to represent the insurer and who accepts from or writes any insurance business for such agent or agency is subject to

civil liability to any insured of such insurer to the same extent and in the same manner as if such agent or prospective agent had been appointed or authorized by the insurer or such agent to act in its or his or her behalf. The provisions of this subsection do not apply to insurance risk apportionment plans under s. 627.351.

Section 16. Section 626.382, Florida Statutes, is amended to read:

626.382 Continuation, expiration of license; insurance agencies.—The license of any insurance agency shall be issued for a period of 3 years, subject to the payment of the original and renewal fees prescribed in s. 624.501, and shall continue in force until canceled, suspended, revoked, or otherwise terminated. Renewal requests shall be made by submitting to the department a form adopted by departmental rule.

Section 17. Subsection (3) of section 626.451, Florida Statutes, is amended to read:

626.451 Appointment of agent or other representative.--

(3) By authorizing the effectuation of the appointment of an agent, adjuster, service representative, customer representative, or managing general agent the appointing entity is thereby certifying to the department that it is willing to be bound by the acts of the agent, adjuster, service representative, customer representative, or managing general agent, within the scope of the licensee's employment or appointment.

Section 18. Section 626.536, Florida Statutes, is amended to read:

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626.536 Reporting of actions. -- Each Am agent and insurance agency shall submit to the department, within 30 days after the final disposition of any administrative action taken against the agent by a governmental agency in this or any other state or jurisdiction relating to the business of insurance, the sale of securities, or activity involving fraud, dishonesty, trustworthiness, or breach of a fiduciary duty, a copy of the order, consent to order, or other relevant legal documents. The department may adopt rules implementing the provisions of this section.

Section 19. Subsections (1) and (3) of section 626.561, Florida Statutes, are amended to read:

626.561 Reporting and accounting for funds.--

- (1) All premiums, return premiums, or other funds belonging to insurers or others received by an insurance agency, agent, customer representative, or adjuster in transactions under the his or her license are trust funds received by the licensee in a fiduciary capacity. An agent or insurance agency shall keep the funds belonging to each insurer for which an agent he or she is not appointed, other than a surplus lines insurer, in a separate account so as to allow the department or office to properly audit such funds. The licensee in the applicable regular course of business shall account for and pay the same to the insurer, insured, or other person entitled thereto.
- (3) Any insurance agency, agent, customer representative, or adjuster who, not being lawfully entitled thereto, either temporarily or permanently diverts or misappropriates such funds or any portion thereof or deprives the other person of a benefit therefrom commits the offense 31 | specified below:

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- 1 (a) If the funds diverted or misappropriated are \$300 2 or less, a misdemeanor of the first degree, punishable as 3 provided in s. 775.082 or s. 775.083. 4 (b) If the funds diverted or misappropriated are more
  - (b) If the funds diverted or misappropriated are more than \$300, but less than \$20,000, a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.
  - (c) If the funds diverted or misappropriated are \$20,000 or more, but less than \$100,000, a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.
  - (d) If the funds diverted or misappropriated are \$100,000 or more, a felony of the first degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

Section 20. Subsections (1) and (2) of section 626.572, Florida Statutes, are amended to read:

626.572 Rebating; when allowed.--

- (1) No  $\underline{\text{insurance agency or}}$  agent shall rebate any portion of a  $\underline{\text{his or her}}$  commission except as follows:
- (a) The rebate shall be available to all insureds in the same actuarial class.
- (b) The rebate shall be in accordance with a rebating schedule filed by the agent with the insurer issuing the policy to which the rebate applies.
- (c) The rebating schedule shall be uniformly applied in that all insureds who purchase the same policy through the agent for the same amount of insurance receive the same percentage rebate.
- 29 (d) Rebates shall not be given to an insured with 30 respect to a policy purchased from an insurer that prohibits 31 its agents from rebating commissions.

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- (e) The rebate schedule is prominently displayed in public view in the agent's place of doing business and a copy is available to insureds on request at no charge.
- (f) The age, sex, place of residence, race, nationality, ethnic origin, marital status, or occupation of the insured or location of the risk is not utilized in determining the percentage of the rebate or whether a rebate is available.
- (2) The <u>insurance agency or</u> agent shall maintain a copy of all rebate schedules for the most recent 5 years and their effective dates.
- Section 21. Subsection (1) of section 626.601, Florida Statutes, is amended to read:
  - 626.601 Improper conduct; inquiry; fingerprinting.--
- (1) The department or office may, upon its own motion or upon a written complaint signed by any interested person and filed with the department or office, inquire into any alleged improper conduct of any licensed insurance agency, agent, adjuster, service representative, managing general agent, customer representative, title insurance agent, title insurance agency, continuing education course provider, instructor, school official, or monitor group under this code. The department or office may thereafter initiate an investigation of any such licensee if it has reasonable cause to believe that the licensee has violated any provision of the insurance code. During the course of its investigation, the department or office shall contact the licensee being investigated unless it determines that contacting such person could jeopardize the successful completion of the investigation or cause injury to the public.

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1 Section 22. Section 626.602, Florida Statutes, is 2 created to read: 3 626.602 Insurance agency names; disapproval. -- The department may disapprove the use of any true or fictitious 4 5 name, other than the bona fide natural name of an individual, 6 by any insurance agency on any of the following grounds: 7 The name is an interference with or is too similar (1)8 to a name already filed and in use by another agency or 9 insurer; 10 (2) The use of the name may mislead the public in any 11 respect; The name states or implies that the agency is an 12 insurer, motor club, hospital service plan, state or federal 13 14 agency, charitable organization, or entity that primarily 15 provides advice and counsel rather than sells or solicits insurance, or is entitled to engage in insurance activities 16 not permitted under licenses held or applied for; or 17 The name states or implies that the agency is an 18 19 underwriter. This subsection does not prevent a natural person who is a life agent from describing himself or herself as an 20 underwriter or from using the designation "chartered life 21 underwriter" or who is a general lines agent from using the 22 designation "chartered property and casualty underwriter," if 23 the person is entitled to use such terms to describe himself 24 25 or herself. Section 23. Section 626.6115, Florida Statutes, is 26 27 amended to read: 626.6115 Grounds for compulsory refusal, suspension, 28

shall deny, suspend, revoke, or refuse to continue the license

or revocation of insurance agency license. -- The department

31 of any insurance agency if it finds, as to any insurance

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agency or as to any majority owner, partner, manager, director, officer, or other person who manages or controls such agency, that <u>any either one or both</u> of the following applicable grounds exist:

- (1) Lack by the agency of one or more of the qualifications for the license as specified in this code:
- (2) Material misstatement, misrepresentation, or fraud in obtaining the license or in attempting to obtain the license; or
- (3) Denial, suspension, or revocation of a license to practice or conduct any regulated profession, business, or vocation relating to the business of insurance by this state, any other state, any nation, any possession or district of the United States, any court, or any lawful agency thereof.

  However, grounds for administrative action against a licensed agency do not in and of themselves constitute grounds for action against any other licensed agency, including an agency that owns, is under common ownership with, or is owned by, in whole or in part, the agency for which grounds for administrative action exist.

Section 24. Subsection (6) is added to section 626.6215, Florida Statutes, to read:

626.6215 Grounds for discretionary refusal, suspension, or revocation of insurance agency license.—The department may, in its discretion, deny, suspend, revoke, or refuse to continue the license of any insurance agency if it finds, as to any insurance agency or as to any majority owner, partner, manager, director, officer, or other person who manages or controls such insurance agency, that any one or more of the following applicable grounds exist:

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626.621, or s. 626.6215.

(6) Failure to take corrective action or report a violation to the department within 30 days after an individual licensee's violation is known or should have been known by one or more of the partners, officers, or managers acting on behalf of the agency. However, grounds for administrative action against a licensed agency do not in and of themselves constitute grounds for action against any other licensed agency, including an agency that owns, is under common ownership with, or is owned by, in whole or in part, the agency for which grounds for administrative action exist. Section 25. Subsections (1) and (2) of section 626.641, Florida Statutes, are amended to read: 626.641 Duration of suspension or revocation.--(1) The department or office shall, in its order suspending a license or appointment or in its order suspending the eligibility of a person to hold or apply for such license or appointment, specify the period during which the suspension is to be in effect; but such period shall not exceed 2 years. The license, appointment, or eligibility shall remain suspended during the period so specified, subject, however, to any rescission or modification of the order by the department or office, or modification or reversal thereof by the court, prior to expiration of the suspension period. A license, appointment, or eligibility which has been suspended shall not be reinstated except upon request for such reinstatement; but the department or office shall not grant such reinstatement if it finds that the circumstance or circumstances for which the license, appointment, or eligibility was suspended still exist or are likely to recur or if grounds exist to deny the license or appointment pursuant to s. 626.611, s. 626.6115, s.

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No person or appointee under any license or appointment revoked by the department or office, nor any person whose eligibility to hold same has been revoked by the department or office, shall have the right to apply for another license or appointment under this code within 2 years from the effective date of such revocation or, if judicial review of such revocation is sought, within 2 years from the date of final court order or decree affirming the revocation. An applicant for another license or appointment pursuant to this subsection must qualify for licensure in the same manner as a first-time applicant and is subject to denial of the application pursuant to s. 626.611, s. 626.6115, s. 626.621, or s. 626.6215. The department or office shall not, however, grant a new license or appointment or reinstate eligibility to hold such license or appointment if it finds that the circumstance or circumstances for which the eligibility was revoked or for which the previous license or appointment was revoked still exist or are likely to recur; if an individual's license as agent or customer representative or eligibility to hold same has been revoked upon the ground specified in s. 626.611(12), the department or office shall refuse to grant or issue any new license or appointment so applied for. Section 26. Section 626.727, Florida Statutes, is amended to read: 626.727 Scope of this part.--This part applies only to general lines agents, customer representatives, service representatives, and managing general agents, all as defined in s. 626.015. Provisions of this part which apply to general

lines agents and applicants also apply to personal lines

agents and applicants, except where otherwise provided.

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Section 27. Subsection (1) of section 626.732, Florida Statutes, is amended to read:

626.732 Requirement as to knowledge, experience, or instruction.--

- (1) Except as provided in subsection (3), no applicant for a license as a general lines agent or personal lines agent, except for a chartered property and casualty underwriter (CPCU), other than as to a limited license as to baggage and motor vehicle excess liability insurance, credit property insurance, credit insurance, in-transit and storage personal property insurance, or communications equipment property insurance or communication equipment inland marine insurance, shall be qualified or licensed unless within the 4 years immediately preceding the date the application for license is filed with the department the applicant has:
- (a) Taught or successfully completed classroom courses in insurance, 3 hours of which shall be on the subject matter of ethics, satisfactory to the department at a school, college, or extension division thereof, approved by the department;
- (b) Completed a correspondence course in insurance, 3 hours of which shall be on the subject matter of ethics, satisfactory to the department and regularly offered by accredited institutions of higher learning in this state and, except if he or she is applying for a limited license under s. 626.321, for licensure as a general lines agent, has had at least 6 months of responsible insurance duties as a substantially full-time bona fide employee in all lines of property and casualty insurance set forth in the definition of general lines agent under s. 626.015 or, for licensure as a personal lines agent, has completed at least 3 months in

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 responsible insurance duties as a substantially full-time employee in property and casualty insurance sold to individuals and families for noncommercial purposes;

- at least 1 year in responsible insurance duties as a substantially full-time bona fide employee in all lines of property and casualty insurance, exclusive of aviation and wet marine and transportation insurances but not exclusive of boats of less than 36 feet in length or aircraft not held out for hire, as set forth in the definition of a general lines agent under s. 626.015, without the education requirement mentioned in paragraph (a) or paragraph (b) or, for licensure as a personal lines agent, has completed at least 6 months in responsible insurance duties as a substantially full-time employee in property and casualty insurance sold to individuals and families for noncommercial purposes without the education requirement in paragraph (a) or paragraph (b);
- (d)1. For licensure as a general lines agent, completed at least 1 year of responsible insurance duties as a licensed and appointed customer representative or limited customer representative in commercial or personal lines of property and casualty insurance and 40 hours of classroom courses approved by the department covering the areas of property, casualty, surety, health, and marine insurance; or
- 2. For licensure as a personal lines agent, completed at least 6 months of responsible duties as a licensed and appointed customer representative or limited customer representative in property and casualty insurance sold to individuals and families for noncommercial purposes and 20 hours of classroom courses approved by the department which

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1 are related to property and casualty insurance sold to individuals and families for noncommercial purposes; or 2 3 (e)1.2. For licensure as a general lines agent, completed at least 1 year of responsible insurance duties as a 4 5 licensed and appointed service representative in either 6 commercial or personal lines of property and casualty 7 insurance and 80 hours of classroom courses approved by the 8 department covering the areas of property, casualty, surety, 9 health, and marine insurance; or-10 2. For licensure as a personal lines agent, completed 11 at least 6 months of responsible insurance duties as a licensed and appointed service representative in property and 12 13 casualty insurance sold to individuals and families for 14 noncommercial purposes and 40 hours of classroom courses 15 approved by the department related to property and casualty insurance sold to individuals and families for noncommercial 16 17 purposes. Section 28. Subsection (1) of section 626.7351, 18 19 Florida Statutes, is amended to read: 20 626.7351 Qualifications for customer representative's 21 license.--The department shall not grant or issue a license as customer representative to any individual found by it to be 22 untrustworthy or incompetent, or who does not meet each of the 23 24 following qualifications: 25 (1) The applicant is a natural person 18 years of age 26 or older. 27 Section 29. Paragraph (c) of subsection (2) of section 28 626.292, Florida Statutes, is amended to read:

626.292 Transfer of license from another state.--

(2) To qualify for a license transfer, an individual

31 applicant must meet the following requirements:

- (c) The individual shall submit a completed application for this state which is received by the department within 90 days after the date the individual became a resident of this state, along with payment of the applicable fees set forth in s. 624.501 and submission of the following documents:
- 1. A certification issued by the appropriate official of the applicant's home state identifying the type of license and lines of authority under the license and stating that, at the time the license from the home state was canceled, the applicant was in good standing in that state or that the state's Producer Database records, maintained by the National Association of Insurance Commissioners, its affiliates, or subsidiaries, indicate that the agent is or was licensed in good standing for the line of authority requested.
- 2. A set of the individual applicant's fingerprints in accordance with s. 626.171(4)(5).

Section 30. Paragraph (d) of subsection (1) and paragraph (a) of subsection (2) of section 626.321, Florida Statutes, are amended to read:

626.321 Limited licenses.--

- (1) The department shall issue to a qualified individual, or a qualified individual or entity under paragraphs (c), (d), (e), and (i), a license as agent authorized to transact a limited class of business in any of the following categories:
- (d) Baggage and motor vehicle excess liability insurance.--
- 1. License covering only insurance of personal effects except as provided in subparagraph 2. The license may be issued only:

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- a. To a full-time salaried employee of a common carrier or a full-time salaried employee or owner of a transportation ticket agency, which person is engaged in the sale or handling of transportation of baggage and personal effects of travelers, and may authorize the sale of such insurance only in connection with such transportation; or
- b. To the full-time salaried employee of a licensed general lines agent or to, a full-time salaried employee of a business which offers motor vehicles for rent or lease, or to a business office of a business entity that which offers motor vehicles for rent or lease if insurance sales activities authorized by the license are in connection with and incidental to the rental of a motor vehicle limited to full-time salaried employees. An entity applying for a license under this subsection:
- (I) Is required to submit only one application for a license under s. 626.171. The requirements of s. 626.171(5) shall apply only to the officers and directors of the entity submitting the application.
- (II) Is required to obtain a license for each office, branch office, or place of business making use of the entity's business name by applying to the department for the license on a simplified application form developed by rule of the department for this purpose.
- (III) Is required to pay the applicable fees for a license as prescribed in s. 624.501, be appointed under s. 626.112, and pay the prescribed appointment fee under s. 624.501. A licensed and appointed entity shall be directly responsible and accountable for all acts of the licensee's employees.

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The purchaser of baggage insurance shall be provided written information disclosing that the insured's homeowner's policy may provide coverage for loss of personal effects and that the purchase of such insurance is not required in connection with the purchase of tickets or in connection with the lease or rental of a motor vehicle.

- 2. A business entity that office licensed pursuant to subparagraph 1., or a person licensed pursuant to subparagraph 1. who is a full-time salaried employee of a business which offers motor vehicles for rent or lease, may include lessees under a master contract providing coverage to the lessor or may transact excess motor vehicle liability insurance providing coverage in excess of the standard liability limits provided by the lessor in its lease to a person renting or leasing a motor vehicle from the licensee's employer for liability arising in connection with the negligent operation of the leased or rented motor vehicle, provided that the lease or rental agreement is for not more than 30 days; that the lessee is not provided coverage for more than 30 consecutive days per lease period, and, if the lease is extended beyond 30 days, the coverage may be extended one time only for a period not to exceed an additional 30 days; that the lessee is given written notice that his or her personal insurance policy providing coverage on an owned motor vehicle may provide additional excess coverage; and that the purchase of the insurance is not required in connection with the lease or rental of a motor vehicle. The excess liability insurance may be provided to the lessee as an additional insured on a policy issued to the licensee's employer.
- 3. A business entity that office licensed pursuant to 31 subparagraph 1., or a person licensed pursuant to subparagraph

1. who is a full-time salaried employee of a business which offers motor vehicles for rent or lease, may, as an agent of an insurer, transact insurance that provides coverage for the liability of the lessee to the lessor for damage to the leased or rented motor vehicle if:

- a. The lease or rental agreement is for not more than 30 days; or the lessee is not provided coverage for more than 30 consecutive days per lease period, but, if the lease is extended beyond 30 days, the coverage may be extended one time only for a period not to exceed an additional 30 days;
- b. The lessee is given written notice that his or her personal insurance policy that provides coverage on an owned motor vehicle may provide such coverage with or without a deductible; and
- c. The purchase of the insurance is not required in connection with the lease or rental of a motor vehicle.
- (2) An entity applying for a license under this section is required to:
- (a) Submit only one application for a license under s. 626.171. The requirements of s.  $626.171 \cdot (4) \cdot (5)$  shall only apply to the officers and directors of the entity submitting the application.

Section 31. This act does not require the Department of Financial Services to begin issuing licenses to personal lines agents on the effective date of this act if the department has not completed the process of incorporating necessary procedures for issuing personal lines licenses into its licensing systems.

Section 32. <u>Section 626.592</u>, Florida Statutes, is repealed.

	<b>.</b>
1	Section 33. This act shall take effect October 1,
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4	STATEMENT OF SUBSTANTIAL CHANGES CONTAINED IN COMMITTEE SUBSTITUTE FOR
5	Senate Bill 2800
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7	Provides a delayed effective date to October 1, 2005, for insurance agencies to obtain a license and imposes a fine of
8	up to \$10,000 on agencies that fail to timely apply for
9	licensure.
10 11	Eliminates the requirement that continuing education classes for insurance agents include instruction on the subject of unauthorized entities that sell insurance.
	Removes language that would have limited the number of
12 13	different agency names that could be used by agencies under the same ownership.
14	Clarifies that grounds for disciplinary action against one licensed agency do not necessarily constitute grounds for
15	actions against related agencies.
	Provides that the Department of Financial Services cannot be
16 17	required to issue personal lines insurance agent licenses on the effective date of this law if its licensing systems have not been changed to accommodate the new license.
18	Clarifies that a business entity offering baggage and motor vehicle excess liability insurance that offers motor vehicles
19	for rent or lease may use part-time employees to offer such insurance.
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