

Bill No. SB 660

Barcode 094520

CHAMBER ACTION

Senate

House

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The Committee on Commerce and Consumer Services (Lynn)  
recommended the following amendment:

**Senate Amendment (with directory and title amendments)**

On page 7, between lines 24 and 25,

insert:

(3) In addition to the powers, duties, and  
responsibilities authorized by this or any other chapter, the  
Division of Consumer Services shall serve as the state's a  
clearinghouse for matters relating to consumer protection,  
consumer information, and consumer services generally. It  
shall receive complaints and grievances from consumers and  
promptly transmit them to that agency most directly concerned  
in order that the complaint or grievance may be expeditiously  
handled in the best interests of the complaining consumer. If  
no agency exists, the Division of Consumer Services shall seek  
a settlement of the complaint using formal or informal methods  
of mediation and conciliation and may seek any other  
resolution of the matter in accordance with its jurisdiction.

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1 ===== D I R E C T O R Y   C L A U S E   A M E N D M E N T =====

2 And the directory clause is amended as follows:

3           On page 7, line 21, delete that line

4

5 and insert:

6           Section 8. Subsections (3), (6), and (7) of section

7 570.544,

8

9

10 ===== T I T L E   A M E N D M E N T =====

11 And the title is amended as follows:

12           On page 2, lines 1-4, delete those lines,

13

14 and insert:

15           F.S.; requiring that the Division of Consumer

16 Services within the department act as the

17 state's clearinghouse for matters relating to

18 consumer services; deleting provisions

19 requiring that an office or agency receiving a

20 complaint file progress reports with the

21 division; amending s.

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