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2 An act relating to consumer debt collection; creating
3 s. 559.5556, F.S.; requiring a consumer debt
4 collection agency to maintain records; amending s.
5 559.565, F.S.; increasing the administrative fine
6 imposed against an out-of-state consumer debt
7 collector that fails to register as required; revising
8 provisions relating to authorized activities of the
9 Attorney General; amending s. 559.715, F.S.; revising
10 requirements for providing written notice of the
11 assignment of debt; amending s. 559.72, F.S.; revising
12 prohibited acts with respect to consumer debt
13 collection; revising provisions governing violations
14 of communication procedures; amending s. 559.725,
15 F.S.; revising provisions relating to consumer
16 complaints about a consumer collection agency;
17 authorizing the Attorney General to take action
18 against a person for violations involving debt
19 collection; creating s. 669.726, F.S.; providing for
20 the issuance of subpoenas by the Office of Financial
21 Regulation; creating s. 559.727, F.S.; authorizing the
22 office to issue cease and desist orders; amending s.
23 559.730, F.S.; revising provisions relating to
24 administrative remedies; increasing the maximum
25 penalty; authorizing the Financial Services Commission
26 to adopt rules relating to penalty guidelines;
27 amending s. 559.77, F.S., relating to civil remedies;
28 conforming provisions to federal law; providing an
29 effective date.

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Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 559.5556, Florida Statutes, is created to read:

559.5556 Maintenance of records.—

(1) Each registered consumer collection agency shall maintain, at the principal place of business designated on the registration, all books, accounts, records, and documents necessary to determine the registrant's compliance with this part.

(2) The office may authorize the maintenance of records at a location other than a principal place of business. The office may require books, accounts, and records to be produced and available at a reasonable and convenient location in this state.

(3) The commission may prescribe by rule the minimum information to be shown in the books, accounts, records, and documents of registrants so that such records enable the office to determine the registrant's compliance with this part.

(4) All books, accounts, records, documents, and receipts of any debt collection transaction must be preserved and kept available for inspection by the office for at least 3 years after the date the transaction is completed. The commission may prescribe by rule requirements for the destruction of books, accounts, records, and documents retained by the registrant after the completion of the 3 years.

Section 2. Section 559.565, Florida Statutes, is amended to read:

559.565 Enforcement action against out-of-state consumer

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59 debt collector.— The remedies of this section are cumulative to
60 other sanctions and enforcement provisions of this part for any
61 violation by an out-of-state consumer debt collector, as defined
62 in s. 559.55(8).

63 (1) An ~~Any~~ out-of-state consumer debt collector who
64 collects or attempts to collect consumer debts in this state
65 without first registering in accordance with this part is ~~shall~~
66 ~~be~~ subject to an administrative fine of up to \$10,000 ~~not to~~
67 ~~exceed \$1,000~~ together with reasonable attorney fees and court
68 costs in any successful action by the state to collect such
69 fines.

70 (2) Any person, whether or not exempt from registration
71 under this part, who violates ~~the provisions of~~ s. 559.72 is
72 ~~shall be~~ subject to sanctions ~~for such violations~~ the same as
73 any other consumer debt collector, including imposition of an
74 administrative fine. The registration of a duly registered out-
75 of-state consumer debt collector is ~~shall be~~ subject to
76 revocation or suspension in the same manner as the registration
77 of any other registrant under this part.

78 (3) In order to effectuate ~~the provisions of~~ this section
79 and enforce the requirements of this part as it relates to out-
80 of-state consumer debt collectors, the Attorney General is
81 expressly authorized to initiate such action on behalf of the
82 state as he or she deems appropriate in any state or federal
83 ~~district~~ court of competent jurisdiction.

84 Section 3. Section 559.715, Florida Statutes, is amended to
85 read:

86 559.715 Assignment of consumer debts.—This part does not
87 prohibit the assignment, by a creditor, of the right to bill and

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88 collect a consumer debt. However, the assignee must give the
89 debtor written notice of such assignment as soon as practical
90 after the assignment is made, but at least within 30 days before
91 any action to collect the debt after the assignment. The
92 assignee is a real party in interest and may bring an action ~~in~~
93 ~~a court of competent jurisdiction~~ to collect a debt that has
94 been assigned to the ~~such~~ assignee and is in default.

95 Section 4. Section 559.72, Florida Statutes, is amended to
96 read:

97 559.72 Prohibited practices generally.—In collecting
98 consumer debts, no person shall:

99 (1) Simulate in any manner a law enforcement officer or a
100 representative of any governmental agency.~~†~~

101 (2) Use or threaten force or violence.~~†~~

102 (3) Tell a debtor who disputes a consumer debt that she or
103 he or any person employing her or him will disclose to another,
104 orally or in writing, directly or indirectly, information
105 affecting the debtor's reputation for credit worthiness without
106 also informing the debtor that the existence of the dispute will
107 also be disclosed as required by subsection (6).~~†~~

108 (4) Communicate or threaten to communicate with a debtor's
109 employer before ~~prior to~~ obtaining final judgment against the
110 debtor, unless the debtor gives her or his permission in writing
111 to contact her or his employer or acknowledges in writing the
112 existence of the debt after the debt has been placed for
113 collection. However, ~~but~~ this does ~~shall~~ not prohibit a person
114 from telling the debtor that her or his employer will be
115 contacted if a final judgment is obtained.~~†~~

116 (5) Disclose to a person other than the debtor or her or

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117 his family information affecting the debtor's reputation,
118 whether or not for credit worthiness, with knowledge or reason
119 to know that the other person does not have a legitimate
120 business need for the information or that the information is
121 false.†

122 (6) Disclose information concerning the existence of a debt
123 known to be reasonably disputed by the debtor without disclosing
124 that fact. If a disclosure is made before ~~prior to~~ such
125 ~~reasonable~~ dispute has ~~having~~ been asserted and written notice
126 is received from the debtor that any part of the debt is
127 disputed, and if such dispute is reasonable, the person who made
128 the original disclosure must ~~shall~~ reveal upon the request of
129 the debtor within 30 days the details of the dispute to each
130 person to whom disclosure of the debt without notice of the
131 dispute was made within the preceding 90 days.†

132 (7) Willfully communicate with the debtor or any member of
133 her or his family with such frequency as can reasonably be
134 expected to harass the debtor or her or his family, or willfully
135 engage in other conduct which can reasonably be expected to
136 abuse or harass the debtor or any member of her or his family.†

137 (8) Use profane, obscene, vulgar, or willfully abusive
138 language in communicating with the debtor or any member of her
139 or his family.†

140 (9) Claim, attempt, or threaten to enforce a debt when such
141 person knows that the debt is not legitimate, or assert the
142 existence of some other legal right when such person knows that
143 the right does not exist.†

144 (10) Use a communication that ~~which~~ simulates in any manner
145 legal or judicial process or that ~~which~~ gives the appearance of

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146 being authorized, issued, or approved by a government,
147 governmental agency, or attorney at law, when it is not.~~†~~

148 (11) Communicate with a debtor under the guise of an
149 attorney by using the stationery of an attorney or forms or
150 instruments that ~~which~~ only attorneys are authorized to
151 prepare.~~†~~

152 (12) Orally communicate with a debtor in ~~such~~ a manner that
153 gives ~~as to give~~ the false impression or appearance that such
154 person is or is associated with an attorney.~~†~~

155 (13) Advertise or threaten to advertise for sale any debt
156 as a means to enforce payment except under court order or when
157 acting as an assignee for the benefit of a creditor.~~†~~

158 (14) Publish or post, threaten to publish or post, or cause
159 to be published or posted before the general public individual
160 names or any list of names of debtors, commonly known as a
161 deadbeat list, for the purpose of enforcing or attempting to
162 enforce collection of consumer debts.~~†~~

163 (15) Refuse to provide adequate identification of herself
164 or himself or her or his employer or other entity whom she or he
165 represents if ~~when~~ requested to do so by a debtor from whom she
166 or he is collecting or attempting to collect a consumer debt.~~†~~

167 (16) Mail any communication to a debtor in an envelope or
168 postcard with words typed, written, or printed on the outside of
169 the envelope or postcard calculated to embarrass the debtor. An
170 example of this would be an envelope addressed to "Deadbeat,
171 Jane Doe" or "Deadbeat, John Doe."~~†~~

172 (17) Communicate with the debtor between the hours of 9
173 p.m. and 8 a.m. in the debtor's time zone without the prior
174 consent of the debtor.~~†~~

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175 (a) The person may presume that the time a telephone call
176 is received conforms to the local time zone assigned to the area
177 code of the number called, unless the person reasonably believe
178 that the debtor's telephone is located in a different time zone.

179 (b) If, such as with toll-free numbers, an area code is not
180 assigned to a specific geographic area, the person may presume
181 that the time a telephone call is received conforms to the local
182 time zone of the debtor's last known place of residence, unless
183 the person reasonably believes that the debtor's telephone is
184 located in a different time zone.

185 (18) Communicate with a debtor if the person knows that the
186 debtor is represented by an attorney with respect to such debt
187 and has knowledge of, or can readily ascertain, such attorney's
188 name and address, unless the debtor's attorney fails to respond
189 within 30 days ~~a reasonable period of time~~ to a communication
190 from the person, unless the debtor's attorney consents to a
191 direct communication with the debtor, or unless the debtor
192 initiates the communication. ~~;~~ ~~or~~

193 (19) Cause a ~~charges to be made to any debtor~~ to be charged
194 for communications by concealing ~~concealment of~~ the true purpose
195 of the communication, including collect telephone calls and
196 telegram fees.

197 Section 5. Section 559.725, Florida Statutes, is amended to
198 read:

199 559.725 Consumer complaints; administrative duties.—

200 (1) The office ~~Division of Consumer Services of the~~
201 ~~Department of Financial Services~~ shall receive and maintain
202 ~~serve as the registry for receiving and maintaining~~ records of
203 ~~inquiries,~~ correspondence, and complaints from consumers

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204 concerning any and all persons who collect debts, including
205 consumer collection agencies.

206 ~~(2) The division shall classify complaints by type and~~
207 ~~identify the number of written complaints against persons~~
208 ~~collecting or attempting to collect debts in this state,~~
209 ~~including credit grantors collecting their own debts, debt~~
210 ~~collectors generally, and, specifically, consumer collection~~
211 ~~agencies as distinguished from other persons who collect debts~~
212 ~~such as commercial debt collection agencies regulated under part~~
213 ~~V of this chapter. The division shall identify the nature and~~
214 ~~number of various kinds of written complaints, including~~
215 ~~specifically those alleging violations of s. 559.72.~~

216 ~~(2)~~(3) The ~~office~~ division shall inform and furnish
217 relevant information to the appropriate regulatory body of the
218 state or the Federal Government, or The Florida Bar in the case
219 of attorneys, if a person ~~when any consumer debt collector~~
220 ~~exempt from registration under this part~~ has been named in a
221 five or more written consumer complaint pursuant to subsection
222 (3) complaints alleging violations of s. 559.72 ~~within a 12-~~
223 ~~month period.~~ The Attorney General may take action against any
224 person in violation of this part.

225 ~~(4) The division shall furnish a form to each complainant~~
226 ~~whose complaint concerns an alleged violation of s. 559.72 by a~~
227 ~~consumer collection agency. Such form may be filed with the~~
228 ~~office. The form shall identify the accused consumer collection~~
229 ~~agency and provide for the complainant's summary of the nature~~
230 ~~of the alleged violation and facts which allegedly support the~~
231 ~~complaint. The form shall include a provision for the~~
232 ~~complainant to state under oath before a notary public that the~~

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233 ~~allegations therein made are true.~~

234 (3)(5) The complainant, subject to penalty of perjury as
235 provided in s. 837.06, shall certify on a form approved by the
236 Financial Services Commission a summary of the nature of the
237 alleged violation and the facts that allegedly support the
238 complaint, and shall submit the form to the office. Upon receipt
239 ~~of such sworn complaint, the office shall promptly furnish a~~
240 ~~copy of the sworn complaint to the accused consumer collection~~
241 ~~agency.~~

242 (4)(6) The office shall investigate sworn complaints by
243 ~~direct written communication with the complainant and the~~
244 ~~affected consumer collection agency. In addition, the office~~
245 ~~shall attempt to resolve each sworn complaint and shall record~~
246 ~~the resolution of such complaints.~~

247 ~~(7) Periodically, the office shall identify consumer~~
248 ~~collection agencies that have unresolved sworn consumer~~
249 ~~complaints from five or more different consumers within a 12-~~
250 ~~month period under the provisions of this part.~~

251 ~~(8) The office shall issue a written warning notice to the~~
252 ~~accused consumer collection agency if the office is unable to~~
253 ~~resolve all such sworn complaints and fewer than five unresolved~~
254 ~~complaints remain. Such notice shall include a statement that~~
255 ~~the warning may constitute evidence in any future investigation~~
256 ~~of similar complaints against that agency and in any future~~
257 ~~administrative determination of the imposition of other~~
258 ~~administrative remedies available to the office under this part.~~

259 ~~(9) The office may issue a written reprimand when five or~~
260 ~~more such unresolved sworn complaints against a consumer~~
261 ~~collection agency collectively fall short of constituting~~

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262 ~~apparent repeated violations that warrant more serious~~
263 ~~administrative sanctions. Such reprimand shall include a~~
264 ~~statement that the reprimand may constitute evidence in any~~
265 ~~future investigation of similar complaints against that agency~~
266 ~~and in any future administrative determination of the imposition~~
267 ~~of other administrative remedies available to the office.~~

268 ~~(10) The office shall issue a notice of intent either to~~
269 ~~revoke or suspend the registration or to impose an~~
270 ~~administrative fine when the office preliminarily determines~~
271 ~~that repeated violations of s. 559.72 by an accused registrant~~
272 ~~have occurred which would warrant more serious administrative~~
273 ~~sanctions being imposed under this part. The office shall advise~~
274 ~~each registrant of the right to require an administrative~~
275 ~~hearing under chapter 120, prior to the agency's final action on~~
276 ~~the matter as authorized by s. 559.730.~~

277 ~~(5)~~ (11) The office shall advise the appropriate state
278 attorney, ~~or the Attorney General in the case of an out-of-state~~
279 ~~consumer debt collector,~~ of any determination by the office of a
280 violation ~~of the requirements~~ of this part by any consumer
281 collection agency that ~~which~~ is not registered as required by
282 this part. The office shall furnish the state attorney or
283 Attorney General with the office's information concerning the
284 alleged violations of such requirements.

285 (6) A registered consumer collection agency must provide a
286 written response to the office within 45 days after receipt of a
287 written request from the office for information concerning a
288 consumer complaint. The response must address the issues and
289 allegations raised in the complaint. The office may impose an
290 administrative fine of up to \$250 per request per day upon any

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291 registrant that fails to comply with this subsection.

292 Section 6. Section 559.726, Florida Statutes, is created to
293 read:

294 559.726 Subpoenas.—

295 (1) The office may:

296 (a) Issue and serve subpoenas and subpoenas duces tecum to
297 compel the attendance of witnesses and the production of all
298 books, accounts, records, and other documents and materials
299 relevant to an investigation conducted by the office. The
300 office, or its authorized representative, may administer oaths
301 and affirmations to any person.

302 (b) Seek subpoenas or subpoenas duces tecum from any court
303 to command the appearance of witnesses and the production of
304 books, accounts, records, and other documents or materials at a
305 time and place named in the subpoenas, and an authorized
306 representative of the office may serve such subpoenas.

307 (2) If there is substantial noncompliance with a subpoena
308 or subpoena duces tecum issued by the office, the office may
309 petition the court in the county where the person subpoenaed
310 resides or has his or her principal place of business for an
311 order requiring the person to appear, testify, or produce such
312 books, accounts, records, and other documents as are specified
313 in the subpoena or subpoena duces tecum.

314 (3) The office is entitled to the summary procedure
315 provided in s. 51.011, and the court shall advance such cause on
316 its calendar. Attorney's fees and any other costs incurred by
317 the office to obtain an order granting, in whole or in part, a
318 petition for enforcement of a subpoena or subpoena duces tecum
319 shall be taxed against the subpoenaed person, and failure to

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320 comply with such order is a contempt of court.

321 (4) To aid in the enforcement of this part, the office may
322 require or permit a person to file a statement in writing, under
323 oath, or otherwise as the office determines, as to all the facts
324 and circumstances concerning the matter to be investigated.

325 Section 7. Section 559.727, Florida Statutes, is created to
326 read:

327 559.727 Cease and desist orders.—The office may issue and
328 serve upon any person an order to cease and desist and to take
329 corrective action if it has reason to believe the person is
330 violating, has violated, or is about to violate any provision of
331 this part, any rule or order issued under this part, or any
332 written agreement between the person and the office. All
333 procedural matters relating to issuance and enforcement of such
334 order are governed by chapter 120.

335 Section 8. Section 559.730, Florida Statutes, is amended to
336 read:

337 559.730 Administrative remedies.—

338 (1) The office may impose an administrative fine against,
339 or revoke or suspend the registration of, a any registrant under
340 this part who has committed a violation of engaged in repeated
341 violations which establish a clear pattern of abuse of
342 prohibited collection practices under s. 559.72. Final office
343 action to fine, suspend, or revoke or suspend the registration
344 of a any registrant is shall be subject to review in accordance
345 with chapter 120 in the same manner as revocation of a license.
346 The repeated violations of the law by one employee shall not be
347 grounds for revocation or suspension of the registration of the
348 employing consumer collection agency, unless the employee is

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349 ~~also the owner of a majority interest in the collection agency.~~

350 ~~(2) The registration of a registrant shall not be revoked~~
351 ~~or suspended if the registrant shows by a preponderance of the~~
352 ~~evidence that the violations were not intentional and resulted~~
353 ~~from bona fide error notwithstanding the maintenance of~~
354 ~~procedures reasonably adapted to avoid any such error.~~

355 ~~(3) The office shall consider the number of complaints~~
356 ~~against the registrant in relation to the accused registrant's~~
357 ~~volume of business when determining whether suspension or~~
358 ~~revocation is the more appropriate sanction when circumstances~~
359 ~~warrant that one or the other should be imposed upon a~~
360 ~~registrant.~~

361 ~~(2)~~(4) The office ~~may~~ shall impose suspension rather than
362 revocation of a registration if ~~when~~ circumstances warrant that
363 one or the other should be imposed ~~upon a registrant~~ and the
364 ~~accused~~ registrant demonstrates that the registrant has taken
365 affirmative steps that ~~which~~ can be expected to effectively
366 eliminate the ~~repeated~~ violations and that the registrant's
367 registration has never been previously ~~been~~ suspended.

368 ~~(3)~~(5) In addition to, or in lieu of suspension or
369 revocation of a registration, the office may impose an
370 administrative fine of up to \$10,000 per violation ~~\$1,000~~
371 against a ~~the offending~~ registrant ~~as a sanction for repeated~~
372 ~~violations of the provisions of s. 559.72 when violations do not~~
373 ~~rise to the level of misconduct governed by subsection (1).~~ The
374 Financial Services Commission shall adopt rules establishing
375 guidelines for imposing administrative penalties. ~~Final office~~
376 ~~action to impose an administrative fine shall be subject to~~
377 ~~review in accordance with ss. 120.569 and 120.57.~~

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378 ~~(6) Any administrative fine imposed under this part shall~~
379 ~~be payable to the office. The office shall maintain an~~
380 ~~appropriate record and shall deposit such fine into the~~
381 ~~Regulatory Trust Fund of the office.~~

382 ~~(7) An administrative action by the office to impose~~
383 ~~revocation, suspension, or fine shall be brought within 2 years~~
384 ~~after the date of the last violation upon which the action is~~
385 ~~founded.~~

386 ~~(4)(8) Nothing in This part does not shall be construed to~~
387 ~~preclude any person from pursuing remedies available under the~~
388 ~~Federal Fair Debt Collection Practices Act for any violation of~~
389 ~~such act, including specifically against any person who is~~
390 ~~exempt from the registration provisions of this part.~~

391 Section 9. Section 559.77, Florida Statutes, is amended to
392 read:

393 559.77 Civil remedies.—

394 (1) A debtor may bring a civil action against a person
395 violating the provisions of s. 559.72 ~~in a court of competent~~
396 ~~jurisdiction of the county in which the alleged violator resides~~
397 ~~or has his or her principal place of business or in the county~~
398 ~~where wherein the alleged violation occurred.~~

399 (2) Any person who fails to comply with any provision of s.
400 559.72 is ~~Upon adverse adjudication, the defendant shall be~~
401 ~~liable for actual damages and for additional statutory damages~~
402 ~~as the court may allow, but not exceeding of up to \$1,000,~~
403 ~~together with court costs and reasonable attorney's fees~~
404 ~~incurred by the plaintiff. In determining the defendant's~~
405 ~~liability for any additional statutory damages, the court shall~~
406 ~~consider the nature of the defendant's noncompliance with s.~~

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407 559.72, the frequency and persistence of the ~~such~~ noncompliance,
408 and the extent to which the ~~such~~ noncompliance was intentional.
409 In a ~~any~~ class action lawsuit brought under this section, the
410 court may award additional statutory damages of up to \$1,000 for
411 each named plaintiff and an aggregate award of additional
412 statutory damages up not to ~~exceed~~ the lesser of \$500,000 or 1
413 percent of the defendant's net worth for all remaining class
414 members; however, the ~~but in no event may this~~ aggregate award
415 may not provide an individual class member with additional
416 statutory damages in excess of \$1,000. The court may, ~~in its~~
417 ~~discretion,~~ award punitive damages and may provide such
418 equitable relief as it deems necessary or proper, including
419 enjoining the defendant from further violations of this part. If
420 the court finds that the suit fails to raise a justiciable issue
421 of law or fact, the plaintiff is ~~shall be~~ liable for court costs
422 and reasonable attorney's fees incurred by the defendant.

423 (3) A person may ~~shall~~ not be held liable in any action
424 brought under this section if the person shows by a
425 preponderance of the evidence that the violation was not
426 intentional and resulted from a bona fide error, notwithstanding
427 the maintenance of procedures reasonably adapted to avoid ~~any~~
428 such error.

429 (4) An action brought under this section must be commenced
430 within 2 years after the date ~~on which~~ the alleged violation
431 occurred.

432 (5) In applying and construing this section, due
433 consideration and great weight shall be given to the
434 interpretations of the Federal Trade Commission and the federal
435 courts relating to the federal Fair Debt Collection Practices

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436 Act.

437 Section 10. This act shall take effect October 1, 2010.