By Senator Detert

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23-01533C-11 20111916___ A bill to be entitled

An act relating to the Department of Agriculture and Consumer Services; amending ss. 14.26, 20.14, 213.053, 320.275, and 366.85, F.S.; renaming the Division of Consumer Services within the department as the "Division of Consumer Protection"; amending s. 493.6105, F.S.; revising the information that a person must supply in an application for licensure as a private investigator, private security service, or repossession service; deleting a requirement that certain applicants supply photographs along with an application; revising the certificates that a person applying for a class "K" firearms instructor's license must supply along with an application for the license; making technical and grammatical changes; amending s. 493.6106, F.S.; providing that applicants for certain licenses as a private investigator, private security service or repossession service must meet certain citizenship or immigration requirements and not be prohibited by law from purchasing a firearm; making grammatical and technical changes; amending s. 493.6107, F.S.; authorizing a Class "M," Class "G,"

and Class "K" licensee or applicant to pay examination

fees and license fees by personal check or, if

authorized by the department, by electronic funds

transfer; amending s. 493.6108, F.S.; requiring the

department to investigate the mental fitness of an

applicant of a Class "K" firearms instructor license;

amending s. 493.6111, F.S.; providing that Class "K"

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firearms instructor licenses are valid for 3 years; requiring an applicant for a recovery school or security officer school to receive approval from the department before operating under a fictitious name; making technical and grammatical changes; amending s. 493.6113, F.S.; deleting a requirement that Class "A" private investigative agency licensees and Class "R" recovery agency licensees provide evidence of certain insurance coverage with an application to renew a license; requiring a Class "K" firearms instructor licensee to submit proof of certification to provide firearms instruction; amending s. 493.6115, F.S.; conforming cross-references to changes made by the act; making technical and grammatical changes; amending s. 493.6118, F.S.; authorizing the department to take disciplinary action against a Class "G" statewide firearms licensee or applicant or a Class "K" firearms instructor licensee or applicant if the person is prohibited from purchasing a firearm by law; amending s. 493.6121, F.S.; deleting a provision authorizing the department to have access to certain criminal history information of a purchaser of a firearm; amending s. 493.6202, F.S.; authorizing a Class "A," Class "AA," Class "MA," Class "C," or Class "CC" licensee or applicant to pay examination fees and license fees by personal check or, if authorized by the department, by electronic funds transfer; amending s. 493.6203, F.S.; providing that experience as a bodyquard does not qualify as experience or training

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for purposes of a Class "MA" or Class "C" license; requiring an initial applicant for a Class "CC" license to complete specified training courses; making technical and grammatical changes and conforming a cross-reference; amending s. 493.6302, F.S.; authorizing a Class "B," Class "BB," Class "MB," Class "D," Class "DS," or Class "DI" licensee or applicant to pay examination fees and license fees by personal check or, if authorized by the department, by electronic funds transfer; amending s. 493.6303, F.S.; requiring an applicant for an initial Class "D" license to complete specified training courses; making technical and grammatical changes; amending s. 493.6304, F.S.; requiring an application for a security officer school or training facility to be verified under oath; amending ss. 493.6401 and 493.6402, F.S.; renaming reposessors as "recovery agents"; authorizing a Class "R," Class "RR," Class "MR," Class "E," Class "EE," Class "RS," or Class "RI" licensee or applicant to pay examination fees and license fees by personal check or, if authorized by the department, by electronic funds transfer; amending s. 493.6406, F.S.; requiring recovery agent schools or instructors to be licensed by the department to offer training to Class "E" licensees and applicants; amending ss. 496.404, 496.411, and 496.412, F.S.; renaming the Division of Consumer Services as the "Division of Consumer Protection"; amending s. 496.419, F.S.; deleting authorization for the

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department to enter an order; amending s. 501.015, F.S.; correcting a reference to a local business tax receipt; amending s. 501.017, F.S.; specifying the minimum type size for requiring certain disclosures in contracts between a consumer and a health studio; amending s. 501.145, F.S.; deleting a reference to the department in the Bedding Label Act; amending s. 501.160, F.S.; deleting authorization for the department to enforce certain prohibitions against unconscionable practices during a declared state of emergency; amending s. 501.605, F.S.; deleting a requirement that a person supply his or her social security number on an application as a commercial telephone seller; amending s. 501.607, F.S.; deleting a requirement that a person supply his or her social security number on an application as a salesperson; amending s. 539.001, F.S.; correcting a reference to a local business tax receipt; amending s. 559.805, F.S.; deleting a requirement that a seller of a business opportunity provide the social security numbers of the seller's agents to the department; amending s. 559.904, F.S.; correcting a reference to a local business tax receipt; amending s. 570.544, F.S.; renaming the Division of Consumer Services as the "Division of Consumer Protection"; amending s. 681.102, F.S.; deleting a reference to the division in the Motor Vehicle Warranty Enforcement Act; amending ss. 681.103, 681.108, and 681.109, F.S.; transferring certain responsibilities under the Lemon Law to the

department from the Division of Consumer Services; amending s. 681.1095, F.S.; transferring certain responsibilities relating to the New Motor Vehicle Arbitration Board to the department from the Division of Consumer Services; authorizing the board to send its decisions by any method providing a delivery confirmation; authorizing the department to adopt rules; amending s. 681.1096, F.S.; conforming a crossreference to changes made by the act; amending s. 681.112, F.S.; transferring certain responsibilities relating to the Lemon Law to the department from the Division of Consumer Services; amending s. 681.117, F.S.; deleting a provision requiring the Department of Legal Affairs to contract with the Division of Consumer Services for services relating to dispute settlement procedures and the New Motor Vehicle Arbitration Board; amending s. 849.0915, F.S.; renaming the Division of Consumer Services as the "Division of Consumer Protection"; providing an effective date.

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

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Section 1. Subsection (4) of section 14.26, Florida Statutes, is amended to read:

14.26 Citizen's Assistance Office.-

(4) The Citizen's Assistance Office shall refer consumeroriented complaints to the Division of Consumer <u>Protection</u> Services of the Department of Agriculture and Consumer Services.

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Section 2. Paragraph (e) of subsection (2) of section 20.14, Florida Statutes, is amended to read:

- 20.14 Department of Agriculture and Consumer Services.—
 There is created a Department of Agriculture and Consumer
 Services.
- (2) The following divisions of the Department of Agriculture and Consumer Services are established:
 - (e) Consumer Protection Services.
- Section 3. Paragraph (q) of subsection (8) of section 213.053, Florida Statutes, as amended by chapter 2010-280, Laws of Florida, is amended to read:
 - 213.053 Confidentiality and information sharing.-
- (8) Notwithstanding any other provision of this section, the department may provide:
- (q) Names, addresses, and sales tax registration information to the Division of Consumer <u>Protection</u> Services of the Department of Agriculture and Consumer Services in the conduct of its official duties.

Disclosure of information under this subsection shall be pursuant to a written agreement between the executive director and the agency. Such agencies, governmental or nongovernmental, shall be bound by the same requirements of confidentiality as the Department of Revenue. Breach of confidentiality is a misdemeanor of the first degree, punishable as provided by s. 775.082 or s. 775.083.

Section 4. Paragraphs (a) and (b) of subsection (2) of section 320.275, Florida Statutes, are amended to read:

320.275 Automobile Dealers Industry Advisory Board.-

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- (2) MEMBERSHIP, TERMS, MEETINGS.-
- (a) The board shall be composed of 12 members. The executive director of the Department of Highway Safety and Motor Vehicles shall appoint the members from names submitted by the entities for the designated categories the member will represent. The executive director shall appoint one representative of the Department of Highway Safety and Motor Vehicles, who must represent the Division of Motor Vehicles; two representatives of the independent motor vehicle industry as recommended by the Florida Independent Automobile Dealers Association; two representatives of the franchise motor vehicle industry as recommended by the Florida Automobile Dealers Association; one representative of the auction motor vehicle industry who is from an auction chain and is recommended by a group affiliated with the National Auto Auction Association; one representative of the auction motor vehicle industry who is from an independent auction and is recommended by a group affiliated with the National Auto Auction Association; one representative from the Department of Revenue; a Florida tax collector representative recommended by the Florida Tax Collectors Association; one representative from the Better Business Bureau; one representative from the Department of Agriculture and Consumer Services, who must represent the Division of Consumer Protection Services; and one representative of the insurance industry who writes motor vehicle dealer surety bonds.
 - (b)1. The executive director shall appoint the following initial members to 1-year terms: one representative from the motor vehicle auction industry who represents an auction chain, one representative from the independent motor vehicle industry,

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one representative from the franchise motor vehicle industry, one representative from the Department of Revenue, one Florida tax collector, and one representative from the Better Business Bureau.

- 2. The executive director shall appoint the following initial members to 2-year terms: one representative from the motor vehicle auction industry who represents an independent auction, one representative from the independent motor vehicle industry, one representative from the franchise motor vehicle industry, one representative from the Division of Consumer Protection Services, one representative from the insurance industry, and one representative from the Division of Motor Vehicles.
- 3. As the initial terms expire, the executive director shall appoint successors from the same designated category for terms of 2 years. If renominated, a member may succeed himself or herself.
- 4. The board shall appoint a chair and vice chair at its initial meeting and every 2 years thereafter.
- Section 5. Section 366.85, Florida Statutes, is amended to read:
- 366.85 Responsibilities of Division of Consumer <u>Protection</u> Services.—The Division of Consumer <u>Protection</u> Services of the Department of Agriculture and Consumer Services <u>is shall be</u> the agency responsible for consumer conciliatory conferences, if such conferences are required pursuant to federal law. The division shall also be the agency responsible for preparing lists of sources for energy conservation products or services and of financial institutions offering energy conservation

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loans, if such lists are required pursuant to federal law. Notwithstanding any provision of federal law to the contrary, the division shall not require any manufacturer's warranty exceeding 1 year in order for a source of conservation products or services to be included on the appropriate list. The lists shall be prepared for the service area of each utility and shall be furnished to each utility for distribution to its customers. The division shall update the lists on a systematic basis and shall remove from any list any person who has been disciplined by any state agency or who has otherwise exhibited a pattern of unsatisfactory work and any person who requests removal from such lists. The division may is authorized to adopt rules to implement the provisions of this section.

Section 6. Section 493.6105, Florida Statutes, is amended to read:

493.6105 Initial application for license.-

- (1) Each individual, partner, or principal officer in a corporation, shall file with the department a complete application accompanied by an application fee not to exceed \$60, except that the applicant for a Class "D" or Class "G" license is shall not be required to submit an application fee. The application fee is shall not be refundable.
- (a) The application submitted by any individual, partner, or corporate officer <u>must shall</u> be approved by the department <u>before the prior to that</u> individual, partner, or corporate officer <u>assumes</u> <u>assuming</u> his or her duties.
- (b) Individuals who invest in the ownership of a licensed agency, but do not participate in, direct, or control the operations of the agency <u>are shall</u> not be required to file an

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- (2) Each application <u>must shall</u> be signed <u>and verified</u> by the individual under oath <u>as provided in s. 92.525</u> and shall be notarized.
- (3) The application $\underline{\text{must}}$ shall contain the following information concerning the individual signing $\underline{\text{the application}}$ same:
 - (a) Name and any aliases.
 - (b) Age and date of birth.
 - (c) Place of birth.
- (d) Social security number or alien registration number, whichever is applicable.
- (e) <u>Current Present</u> residence address and <u>mailing address</u> his or her residence addresses within the 5 years immediately preceding the submission of the application.
- (f) Occupations held presently and within the 5 years immediately preceding the submission of the application.
- (f)(g) A statement of all criminal convictions, findings of quilt, and pleas of quilty or nolo contendere, regardless of adjudication of quilt. An applicant for a Class "G" or Class "K" license who is younger than 24 years of age shall also include a statement regarding any finding of having committed a delinquent act in any state, territory, or country which would be a felony if committed by an adult and which is punishable by imprisonment for a term exceeding 1 year.
- (g) One passport-type color photograph taken within the 6 months immediately preceding submission of the application.
- (h) A statement whether he or she has ever been adjudicated incompetent under chapter 744.

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(i) A statement whether he or she has ever been committed to a mental institution under chapter 394.

- (j) A full set of fingerprints on a card provided by the department and a fingerprint fee to be established by rule of the department based upon costs determined by state and federal agency charges and department processing costs. An applicant who has, within the immediately preceding 6 months, submitted a fingerprint card and fee for licensing purposes under this chapter <u>is shall</u> not be required to submit another fingerprint card or fee.
- (k) A personal inquiry waiver $\underline{\text{that}}$ which allows the department to conduct necessary investigations to satisfy the requirements of this chapter.
- (1) Such further facts as may be required by the department to show that the individual signing the application is of good moral character and qualified by experience and training to satisfy the requirements of this chapter.
- (4) In addition to the application requirements outlined in subsection (3), the applicant for a Class "C," Class "CC," Class "E," Class "EE," or Class "G" license shall submit two color photographs taken within the 6 months immediately preceding the submission of the application, which meet specifications prescribed by rule of the department. All other applicants shall submit one photograph taken within the 6 months immediately preceding the submission of the application.
- (4)(5) In addition to the application requirements outlined under subsection (3), the applicant for a Class "C," Class "E," Class "M," Class "MA," Class "MB," or Class "MR" license <u>must</u> shall include a statement on a form provided by the department

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of the experience that which he or she believes will qualify him or her for such license.

(5)(6) In addition to the requirements outlined in subsection (3), an applicant for a Class "G" license <u>must shall</u> satisfy minimum training criteria for firearms established by rule of the department, which training criteria <u>includes shall</u> include, but is not limited to, 28 hours of range and classroom training taught and administered by a Class "K" licensee; however, no more than 8 hours of such training shall consist of range training. If the applicant <u>submits can show</u> proof that he or she is an active law enforcement officer currently certified under the Criminal Justice Standards and Training Commission or has completed the training required for that certification within the last 12 months, or if the applicant submits one of the certificates specified in paragraph (6)(a) (7)(a), the department may waive the foregoing firearms training requirement.

- (6) (7) In addition to the requirements under subsection (3), an applicant for a Class "K" license must shall:
 - (a) Submit one of the following certificates:
- 1. The Florida Criminal Justice Standards and Training Commission <u>Instructor Firearms Instructor's</u> Certificate <u>and written confirmation by the commission that the applicant possesses an active firearms certification</u>.
- 2. The National Rifle Association Police Firearms
 Instructor's Certificate.
- 2.3. The National Rifle Association <u>Private</u> Security <u>Firearm Instructor</u> Firearms Instructor's Certificate.
 - 3.4. A firearms <u>instructor</u> instructor's certificate issued

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by from a federal <u>law enforcement agency</u>, state, county, or municipal police academy in this state recognized as such by the Criminal Justice Standards and Training Commission or by the Department of Education.

- (b) Pay the fee for and pass an examination administered by the department which shall be based upon, but is not necessarily limited to, a firearms instruction manual provided by the department.
- (7) (8) In addition to the application requirements for individuals, partners, or officers outlined under subsection (3), the application for an agency license <u>must shall</u> contain the following information:
- (a) The proposed name under which the agency intends to operate.
- (b) The street address, mailing address, and telephone numbers of the principal location at which business is to be conducted in this state.
- (c) The street address, mailing address, and telephone numbers of all branch offices within this state.
- (d) The names and titles of all partners or, in the case of a corporation, the names and titles of its principal officers.
- (8) (9) Upon submission of a complete application, a Class "CC," Class "C," Class "D," Class "EE," Class "E," Class "M," Class "MB," or Class "MR" applicant may commence employment or appropriate duties for a licensed agency or branch office. However, the Class "C" or Class "E" applicant must work under the direction and control of a sponsoring licensee while his or her application is being processed. If the department denies application for licensure, the employment of the

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applicant must be terminated immediately, unless he or she performs only unregulated duties.

Section 7. Paragraph (f) of subsection (1) and paragraph (a) of subsection (2) of section 493.6106, Florida Statutes, are amended, and paragraph (g) is added to subsection (1) of that section, to read:

493.6106 License requirements; posting.-

- (1) Each individual licensed by the department must:
- (f) Be a citizen or <u>permanent</u> legal resident alien of the United States or have <u>appropriate</u> been granted authorization <u>issued</u> to seek employment in this country by the United States <u>Bureau of Citizenship and Immigration Services of the United States Department of Homeland Security.</u>
- 1. An applicant for a Class "C," Class "CC," Class "D,"

 Class "DI," Class "E," Class "EE," Class "M," Class "MA," Class

 "MB," Class "MR," or Class "RI" license who is not a United

 States citizen must submit proof of current employment

 authorization issued by the United States Citizenship and

 Immigration Services or proof that she or he is deemed a

 permanent legal resident alien by the United States Citizenship

 and Immigration Services.
- 2. An applicant for a Class "G" or Class "K" license who is not a United States citizen must submit proof that she or he is deemed a permanent legal resident alien by the United States Citizenship and Immigration Services, together with additional documentation establishing that she or he has resided in the state of residence shown on the application for at least 90 consecutive days before the date that the application is submitted.

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3. An applicant for an agency or school license who is not a United States citizen or permanent legal resident alien must submit documentation issued by the United States Citizenship and Immigration Services stating that she or he is lawfully in the United States and is authorized to own and operate the type of agency or school for which she or he is applying. An employment authorization card issued by the United States Citizenship and Immigration Services is not sufficient documentation.

- (q) Not be prohibited from purchasing or possessing a firearm by state or federal law if the individual is applying for a Class "G" license or a Class "K" license.
- (2) Each agency shall have a minimum of one physical location within this state from which the normal business of the agency is conducted, and this location shall be considered the primary office for that agency in this state.
- (a) If an agency <u>or branch office</u> desires to change the physical location of the business, as it appears on the agency license, the department must be notified within 10 days of the change, and, except upon renewal, the fee prescribed in s. 493.6107 must be submitted for each license requiring revision. Each license requiring revision must be returned with such notification.

Section 8. Subsection (3) of section 493.6107, Florida Statutes, is amended to read:

493.6107 Fees.-

(3) The fees set forth in this section must be paid by certified check or money order or, at the discretion of the department, by electronic funds transfer agency check at the time the application is approved, except that the applicant for

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a Class "G" or Class "M" license must pay the license fee at the time the application is made. If a license is revoked or denied or if the application is withdrawn, the license fee <u>is</u> nonrefundable shall not be refunded.

Section 9. Subsections (1) and (3) of section 493.6108, Florida Statutes, are amended to read:

- 493.6108 Investigation of applicants by Department of Agriculture and Consumer Services.—
- (1) Except as otherwise provided, prior to the issuance of a license under this chapter, the department must investigate an shall make an investigation of the applicant for a license under this chapter before it may issue the license. The investigation must shall include:
- (a)1. An examination of fingerprint records and police records. If When a criminal history record check analysis of any applicant under this chapter is performed by means of fingerprint card identification, the time limitations prescribed by s. 120.60(1) shall be tolled during the time the applicant's fingerprint card is under review by the Department of Law Enforcement or the United States Department of Justice, Federal Bureau of Investigation.
- 2. If a legible set of fingerprints, as determined by the Department of Law Enforcement or the Federal Bureau of Investigation, cannot be obtained after two attempts, the Department of Agriculture and Consumer Services may determine the applicant's eligibility based upon a criminal history record check under the applicant's name conducted by the Department of Law Enforcement if the and the Federal Bureau of Investigation. A set of fingerprints are taken by a law enforcement agency or

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the department and the applicant submits a written statement signed by the fingerprint technician or a licensed physician stating that there is a physical condition that precludes obtaining a legible set of fingerprints or that the fingerprints taken are the best that can be obtained is sufficient to meet this requirement.

- (b) An inquiry to determine if the applicant has been adjudicated incompetent under chapter 744 or has been committed to a mental institution under chapter 394.
- (c) Such other investigation of the individual as the department may deem necessary.
- (3) The department <u>must shall</u> also investigate the mental history and current mental and emotional fitness of any Class "G" <u>or Class "K"</u> applicant, and may deny a Class "G" <u>or Class "K"</u> license to anyone who has a history of mental illness or drug or alcohol abuse.

Section 10. Subsections (2) and (4) of section 493.6111, Florida Statutes, are amended to read:

- 493.6111 License; contents; identification card.-
- (2) Licenses shall be valid for a period of 2 years, except for <u>Class "K" firearms instructor licenses and</u> Class "A," Class "B," Class "AB," Class "R," and branch agency licenses, which shall be valid for a period of 3 years.
- (4) Notwithstanding the existence of a valid Florida corporate registration, an no agency or school licensee may not conduct activities regulated under this chapter under any fictitious name without prior written authorization from the department to use that name in the conduct of activities regulated under this chapter. The department may not authorize

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the use of a name that which is so similar to that of a public officer or agency, or of that used by another licensee, that the public may be confused or misled thereby. The authorization for the use of a fictitious name must shall require, as a condition precedent to the use of such name, the filing of a certificate of engaging in business under a fictitious name under s. 865.09. A No licensee may not shall be permitted to conduct business under more than one name except as separately licensed nor shall the license be valid to protect any licensee who is engaged in the business under any name other than that specified in the license. An agency desiring to change its licensed name must shall notify the department and, except upon renewal, pay a fee not to exceed \$30 for each license requiring revision including those of all licensed employees except Class "D" or Class "G" licensees. Upon the return of such licenses to the department, revised licenses shall be provided.

Section 11. Subsections (2) and (3) of section 493.6113, Florida Statutes, are amended to read:

493.6113 Renewal application for licensure.-

- (2) At least No less than 90 days before prior to the expiration date of the license, the department shall mail a written notice to the last known mailing residence address of the licensee for individual licensees and to the last known agency address for agencies.
- (3) Each licensee <u>is</u> shall be responsible for renewing his or her license on or before its expiration by filing with the department an application for renewal accompanied by payment of the prescribed license fee.
 - (a) Each Class "B" Class "A," Class "B," or Class "R"

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licensee shall additionally submit on a form prescribed by the department a certification of insurance that which evidences that the licensee maintains coverage as required under s.

493.6110.

- (b) Each Class "G" licensee shall additionally submit proof that he or she has received during each year of the license period a minimum of 4 hours of firearms recertification training taught by a Class "K" licensee and has complied with such other health and training requirements which the department may adopt by rule. If proof of a minimum of 4 hours of annual firearms recertification training cannot be provided, the renewal applicant shall complete the minimum number of hours of range and classroom training required at the time of initial licensure.
- (c) Each Class "DS" or Class "RS" licensee shall additionally submit the current curriculum, examination, and list of instructors.
- (d) Each Class "K" firearms instructor licensee shall additionally submit one of the certificates specified under s.

 493.6105(6) as proof that he or she remains certified to provide firearms instruction.
- Section 12. Subsection (8), paragraph (d) of subsection (12), and subsection (16) of section 493.6115, Florida Statutes, are amended to read:
 - 493.6115 Weapons and firearms.-
- (8) A Class "G" applicant must satisfy the minimum training criteria as set forth in s. $\underline{493.6105(5)}$ $\underline{493.6105(6)}$ and as established by rule of the department.
 - (12) The department may issue a temporary Class "G"

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license, on a case-by-case basis, if:

- (d) The applicant has received approval from the department subsequent to its conduct of a criminal history record check as authorized in s. 493.6108(1) 493.6121(6).
- (16) If the criminal history record check program referenced in s. 493.6108(1) 493.6121(6) is inoperable, the department may issue a temporary "G" license on a case-by-case basis, provided that the applicant has met all statutory requirements for the issuance of a temporary "G" license as specified in subsection (12), excepting the criminal history record check stipulated there; provided, that the department requires that the licensed employer of the applicant conduct a criminal history record check of the applicant pursuant to standards set forth in rule by the department, and provide to the department an affidavit containing such information and statements as required by the department, including a statement that the criminal history record check did not indicate the existence of any criminal history that would prohibit licensure. Failure to properly conduct such a check, or knowingly providing incorrect or misleading information or statements in the affidavit constitutes shall constitute grounds for disciplinary action against the licensed agency, including revocation of license.
- Section 13. Present paragraph (u) of subsection (1) of section 493.6118, Florida Statutes, is redesignated as paragraph (v), and a new paragraph (u) is added to that subsection to read:
 - 493.6118 Grounds for disciplinary action.
 - (1) The following constitute grounds for which disciplinary

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action specified in subsection (2) may be taken by the department against any licensee, agency, or applicant regulated by this chapter, or any unlicensed person engaged in activities regulated under this chapter.

(u) For a Class "G" or a Class "K" applicant or licensee, being prohibited from purchasing or possessing a firearm by state or federal law.

Section 14. Present subsections (7) and (8) of section 493.6121, Florida Statutes, are renumbered as subsections (6) and (7), respectively, and subsection (6) of that section is amended, to read:

493.6121 Enforcement; investigation.-

(6) The department shall be provided access to the program that is operated by the Department of Law Enforcement, pursuant to s. 790.065, for providing criminal history record information to licensed gun dealers, manufacturers, and exporters. The department may make inquiries, and shall receive responses in the same fashion as provided under s. 790.065. The department shall be responsible for payment to the Department of Law Enforcement of the same fees as charged to others afforded access to the program.

Section 15. Subsection (3) of section 493.6202, Florida Statutes, is amended to read:

493.6202 Fees.-

(3) The fees set forth in this section must be paid by certified check or money order or, at the discretion of the department, by electronic funds transfer agency check at the time the application is approved, except that the applicant for a Class "G," Class "C," Class "C," Class "M," or Class "MA"

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license must pay the license fee at the time the application is made. If a license is revoked or denied or if the application is withdrawn, the license fee <u>is nonrefundable</u> shall not be refunded.

Section 16. Subsections (2), (4), and (6) of section 493.6203, Florida Statutes, are amended to read:

- 493.6203 License requirements.—In addition to the license requirements set forth elsewhere in this chapter, each individual or agency shall comply with the following additional requirements:
- (2) An applicant for a Class "MA" license <u>must</u> shall have 2 years of lawfully gained, verifiable, full-time experience, or training in:
- (a) Private investigative work or related fields of work that provided equivalent experience or training;
 - (b) Work as a Class "CC" licensed intern;
 - (c) Any combination of paragraphs (a) and (b);
- (d) Experience described in paragraph (a) for 1 year and experience described in paragraph (e) for 1 year;
 - (e) No more than 1 year using:
- 1. College coursework related to criminal justice, criminology, or law enforcement administration; or
- 2. Successfully completed law enforcement-related training received from any federal, state, county, or municipal agency; or
- (f) Experience described in paragraph (a) for 1 year and work in a managerial or supervisory capacity for 1 year.

However, experience in performing bodyquard services is not

creditable toward the requirements of this subsection.

- (4) An applicant for a Class "C" license shall have 2 years of lawfully gained, verifiable, full-time experience, or training in one, or a combination of more than one, of the following:
- (a) Private investigative work or related fields of work that provided equivalent experience or training.
- (b) College coursework related to criminal justice, criminology, or law enforcement administration, or successful completion of any law enforcement-related training received from any federal, state, county, or municipal agency, except that no more than 1 year may be used from this category.
 - (c) Work as a Class "CC" licensed intern.

However, experience in performing bodyquard services is not creditable toward the requirements of this subsection.

- (6) (a) A Class "CC" licensee <u>must shall</u> serve an internship under the direction and control of a designated sponsor, who is a Class "C," Class "MA," or Class "M" licensee.
- (b) Effective January 1, 2012 September 1, 2008, before submission of an application to the department, the an applicant for a Class "CC" license must have completed a minimum of 40 at least 24 hours of professional training a 40-hour course pertaining to general investigative techniques and this chapter, which course is offered by a state university or by a school, community college, college, or university under the purview of the Department of Education, and the applicant must pass an examination. The training must be provided in two parts, one 24-hour course and one 16-hour course. The certificate evidencing

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satisfactory completion of the 40 at least 24 hours of professional training a 40-hour course must be submitted with the application for a Class "CC" license. The remaining 16 hours must be completed and an examination passed within 180 days. If documentation of completion of the required training is not submitted within the specified timeframe, the individual's license is automatically suspended or his or her authority to work as a Class "CC" pursuant to s. 493.6105(9) is rescinded until such time as proof of certificate of completion is provided to the department. The training course specified in this paragraph may be provided by face-to-face presentation, online technology, or a home study course in accordance with rules and procedures of the Department of Education. The administrator of the examination must verify the identity of each applicant taking the examination.

- 1. Upon an applicant's successful completion of each part of the approved <u>training</u> course and passage of any required examination, the school, community college, college, or university shall issue a certificate of completion to the applicant. The certificates must be on a form established by rule of the department.
- 2. The department shall establish by rule the general content of the <u>professional</u> training course and the examination criteria.
- 3. If the license of an applicant for relicensure \underline{is} has been invalid for more than 1 year, the applicant must complete the required training and pass any required examination.
- (c) An individual who submits an application for a Class
 "CC" license on or after September 1, 2008, through December 31,

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2011, who has not completed the 16-hour course must submit proof of successful completion of the course within 180 days after the date the application is submitted. If documentation of completion of the required training is not submitted by that date, the individual's license shall be automatically suspended until proof of the required training is submitted to the department. An individual licensed on or before August 31, 2008, is not required to complete additional training hours in order to renew an active license beyond the total required hours, and the timeframe for completion in effect at the time he or she was licensed applies.

Section 17. Subsection (3) of section 493.6302, Florida Statutes, is amended to read:

493.6302 Fees.-

(3) The fees set forth in this section must be paid by certified check or money order or, at the discretion of the department, by electronic funds transfer agency check at the time the application is approved, except that the applicant for a Class "D," Class "G," Class "M," or Class "MB" license must pay the license fee at the time the application is made. If a license is revoked or denied or if the application is withdrawn, the license fee is nonrefundable shall not be refunded.

Section 18. Subsection (4) of section 493.6303, Florida Statutes, is amended to read:

493.6303 License requirements.—In addition to the license requirements set forth elsewhere in this chapter, each individual or agency <u>must shall</u> comply with the following additional requirements:

(4) (a) Effective January 1, 2012, an applicant for a Class

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"D" license must <u>submit proof of successful completion of</u> complete a minimum of 40 hours of professional training at a school or training facility licensed by the department. <u>The training must be provided in two parts</u>, one 24-hour course and <u>one 16-hour course</u>. The department shall by rule establish the general content and number of hours of each subject area to be taught.

- (b) An individual who submits an application for a Class
 "D" license on or after January 1, 2007, through December 31,
 2011, who has not completed the 16-hour course must submit proof
 of successful completion of the course within 180 days after the
 date the application is submitted. If documentation of
 completion of the required training is not submitted by that
 date, the individual's license shall be automatically suspended
 until proof of the required training is submitted to the
 department. A person licensed before January 1, 2007, is not
 required to complete additional training hours in order to renew
 an active license beyond the total required hours, and the
 timeframe for completion in effect at the time he or she was
 licensed applies. An applicant may fulfill the training
 requirement prescribed in paragraph (a) by submitting proof of:
- 1. Successful completion of the total number of required hours of training before initial application for a Class "D" license; or
- 2. Successful completion of 24 hours of training before initial application for a Class "D" license and successful completion of the remaining 16 hours of training within 180 days after the date that the application is submitted. If documentation of completion of the required training is not

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submitted within the specified timeframe, the individual's license is automatically suspended until such time as proof of the required training is provided to the department.

(c) An individual However, any person whose license is suspended or has been revoked, suspended pursuant to paragraph (b) subparagraph 2., or is expired for at least 1 year, or longer is considered, upon reapplication for a license, an initial applicant and must submit proof of successful completion of 40 hours of professional training at a school or training facility licensed by the department as provided prescribed in paragraph (a) before a license is will be issued. Any person whose license was issued before January 1, 2007, and whose license has been expired for less than 1 year must, upon reapplication for a license, submit documentation of completion of the total number of hours of training prescribed by law at the time her or his initial license was issued before another license will be issued. This subsection does not require an individual licensed before January 1, 2007, to complete additional training hours in order to renew an active license, beyond the required total amount of training within the timeframe prescribed by law at the time she or he was licensed.

Section 19. Subsection (2) of section 493.6304, Florida Statutes, is amended to read:

493.6304 Security officer school or training facility.-

- (2) The application shall be signed and <u>verified by the</u> applicant under oath as provided in s. 92.525 notarized and <u>must shall</u> contain, at a minimum, the following information:
- (a) The name and address of the school or training facility and, if the applicant is an individual, her or his name,

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784 address, and social security or alien registration number.

- (b) The street address of the place at which the training is to be conducted.
- (c) A copy of the training curriculum and final examination to be administered.

Section 20. Subsections (7) and (8) of section 493.6401, Florida Statutes, are amended to read:

493.6401 Classes of licenses.-

- (7) Any person who operates a <u>recovery agent</u> repossessor school or training facility or who conducts an Internet-based training course or a correspondence training course must have a Class "RS" license.
- (8) Any individual who teaches or instructs at a Class "RS" recovery agent repossessor school or training facility shall have a Class "RI" license.

Section 21. Subsections (1) and (3) of section 493.6402, Florida Statutes, are amended to read:

493.6402 Fees.-

- (1) The department shall establish by rule biennial license fees that which shall not exceed the following:
 - (a) Class "R" license-recovery agency: \$450.
 - (b) Class "RR" license-branch office: \$125.
 - (c) Class "MR" license-recovery agency manager: \$75.
 - (d) Class "E" license-recovery agent: \$75.
 - (e) Class "EE" license-recovery agent intern: \$60.
- (f) Class "RS" <u>license-recovery agent</u> <u>license-repossessor</u> school or training facility: \$60.
- (g) Class "RI" <u>license-recovery agent license-repossessor</u> school or training facility instructor: \$60.

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(3) The fees set forth in this section must be paid by certified check or money order, or, at the discretion of the department, by or electronic funds transfer agency check at the time the application is approved, except that the applicant for a Class "E," Class "EE," or Class "MR" license must pay the license fee at the time the application is made. If a license is revoked or denied, or if an application is withdrawn, the license fee is nonrefundable shall not be refunded.

Section 22. Section 493.6406, Florida Statutes, is amended to read:

493.6406 <u>Recovery agent</u> <u>Repossession services</u> school or training facility.—

- (1) Any school, training facility, or instructor who offers the training outlined in s. 493.6403(2) for <u>Class "E" or Class "EE" applicants shall</u>, before licensure of such school, training facility, or instructor, file with the department an application accompanied by an application fee in an amount to be determined by rule, not to exceed \$60. The fee shall not be refundable. This training may be offered as face-to-face training, Internetbased training, or correspondence training.
- (2) The application <u>must</u> shall be signed and <u>verified by</u> the applicant under oath as provided in s. 92.525 notarized and shall contain, at a minimum, the following information:
- (a) The name and address of the school or training facility and, if the applicant is an individual, his or her name, address, and social security or alien registration number.
- (b) The street address of the place at which the training is to be conducted or the street address of the Class "RS" school offering Internet-based or correspondence training.

(c) A copy of the training curriculum and final examination to be administered.

(3) The department shall adopt rules establishing the criteria for approval of schools, training facilities, and instructors.

Section 23. Subsection (7) of section 496.404, Florida Statutes, is amended to read:

496.404 Definitions.—As used in ss. 496.401-496.424:

(7) "Division" means the Division of Consumer <u>Protection</u> services of the Department of Agriculture and Consumer Services.

Section 24. Subsection (3) of section 496.411, Florida Statutes, is amended to read:

496.411 Disclosure requirements and duties of charitable organizations and sponsors.—

(3) Every charitable organization or sponsor <u>that</u> which is required to register under s. 496.405 must conspicuously display in capital letters the following statement on every printed solicitation, written confirmation, receipt, or reminder of a contribution:

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"A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER PROTECTION SERVICES BY CALLING TOLL-FREE WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE."

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The statement must include a toll-free number for the division which that can be used to obtain the registration information.

When the solicitation consists of more than one piece, the statement must be displayed prominently in the solicitation materials.

Section 25. Paragraph (c) of subsection (1) of section 496.412, Florida Statutes, is amended to read:

496.412 Disclosure requirements and duties of professional solicitors.—

- (1) A professional solicitor must comply with and be responsible for complying or causing compliance with the following disclosures:
- (c) In addition to the information required by paragraph (a), any written confirmation, receipt, or reminder of contribution made pursuant to an oral solicitation and any written solicitation shall conspicuously state in capital letters:

"A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL
INFORMATION MAY BE OBTAINED FROM THE DIVISION OF
CONSUMER PROTECTION SERVICES BY CALLING TOLL-FREE
WITHIN THE STATE. REGISTRATION DOES NOT IMPLY

ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE

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The statement must include a toll-free number for the division which that can be used to obtain the registration information. When the solicitation consists of more than one piece, the statement must be displayed prominently in the solicitation materials.

Section 26. Subsection (5) of section 496.419, Florida

900 Statutes, is amended to read:

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496.419 Powers of the department.

- (5) Upon a finding as set forth in subsection (4), the department may enter an order doing one or more of the following:
- (a) <u>Issue</u> <u>Issuing</u> a notice of noncompliance pursuant to s. 120.695;
- (b) <u>Issue</u> <u>Issuing</u> a cease and desist order that directs that the person cease and desist specified fundraising activities;
- (c) <u>Refuse</u> Refusing to register or <u>revoke</u> canceling or <u>suspend</u> suspending a registration;
- (d) <u>Place</u> <u>Placing</u> the registrant on probation for a period of time, subject to such conditions as the department may specify;
- (e) Revoke Canceling an exemption granted under s. 496.406; or $\frac{1}{2}$
- (f) Impose Imposing an administrative fine not to exceed \$1,000 for each act or omission that which constitutes a violation of ss. 496.401-496.424 or s. 496.426 or a rule or order.

With respect to a s. 501(c)(3) organization, the penalty imposed pursuant to this subsection \underline{may} shall not exceed \$500 per violation. The penalty shall be the entire amount per violation and is not to be interpreted as a daily penalty.

Section 27. Subsection (7) of section 501.015, Florida Statutes, is amended to read:

501.015 Health studios; registration requirements and

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fees.—Each health studio shall:

(7) Any person applying for or renewing a local occupational license to engage in business as a health studio must Exhibit an active registration certificate from the Department of Agriculture and Consumer Services before the local business tax receipt occupational license may be issued or reissued.

Section 28. Subsection (1) of section 501.017, Florida Statutes, is amended to read:

501.017 Health studios; contracts.-

- (1) Every contract for the sale of future health studio services which is paid for in advance or which the buyer agrees to pay for in future installment payments <u>must shall</u> be in writing and <u>must shall</u> contain, contractual provisions to the contrary notwithstanding, in immediate proximity to the space reserved in the contract for the signature of the buyer, and in <u>at least</u> 10-point boldfaced type, language substantially equivalent to the following:
- (a) A provision for the penalty-free cancellation of the contract within 3 days, exclusive of holidays and weekends, of its making, upon the mailing or delivery of written notice to the health studio, and refund upon such notice of all moneys paid under the contract, except that the health studio may retain an amount computed by dividing the number of complete days in the contract term or, if appropriate, the number of occasions health studio services are to be rendered into the total contract price and multiplying the result by the number of complete days that have passed since the making of the contract or, if appropriate, by the number of occasions that health

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studio services have been rendered. A refund shall be issued within 30 days after receipt of the notice of cancellation made within the 3-day provision.

- (b)1. A provision for the cancellation and refund of the contract if the contracting business location of the health studio goes out of business, or moves its facilities more than 5 driving miles from the business location designated in such contract and fails to provide, within 30 days, a facility of equal quality located within 5 driving miles of the business location designated in such contract at no additional cost to the buyer.
- 2. A provision that notice of intent to cancel by the buyer shall be given in writing to the health studio. Such a notice of cancellation from the consumer shall also terminate automatically the consumer's obligation to any entity to whom the health studio has subrogated or assigned the consumer's contract. If the health studio wishes to enforce such contract after receipt of such showing, it may request the department to determine the sufficiency of the showing.
- 3. A provision that if the department determines that a refund is due the buyer, the refund shall be an amount computed by dividing the contract price by the number of weeks in the contract term and multiplying the result by the number of weeks remaining in the contract term. The business location of a health studio <u>is shall</u> not be deemed out of business when temporarily closed for repair and renovation of the premises:
 - a. Upon sale, for not more than 14 consecutive days; or
- b. During ownership, for not more than 7 consecutive days and not more than two periods of 7 consecutive days in any

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A refund shall be issued within 30 days after receipt of the notice of cancellation made pursuant to this paragraph.

- (c) A provision in the disclosure statement advising the buyer to contact the department for information within 60 days should the health studio go out of business.
- (d) A provision for the cancellation of the contract if the buyer dies or becomes physically unable to avail himself or herself of a substantial portion of those services which he or she used from the commencement of the contract until the time of disability, with refund of funds paid or accepted in payment of the contract in an amount computed by dividing the contract price by the number of weeks in the contract term and multiplying the result by the number of weeks remaining in the contract term. The contract may require a buyer or the buyer's estate seeking relief under this paragraph to provide proof of disability or death. A physical disability sufficient to warrant cancellation of the contract by the buyer shall be established if the buyer furnishes to the health studio a certification of such disability by a physician licensed under chapter 458, chapter 459, chapter 460, or chapter 461 to the extent the diagnosis or treatment of the disability is within the physician's scope of practice. A refund shall be issued within 30 days after receipt of the notice of cancellation made pursuant to this paragraph.
- (e) A provision that the initial contract will not be for a period in excess of 36 months, and thereafter shall only be renewable annually. Such renewal contracts may not be executed

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and the fee therefor paid until 60 days or less before the preceding contract expires.

(f) A provision that if the health studio requires a buyer to furnish identification upon entry to the facility and as a condition of using the services of the health studio, the health studio <u>must shall</u> provide the buyer with the means of such identification.

Section 29. Subsection (2) of section 501.145, Florida Statutes, is amended to read:

501.145 Bedding Label Act.-

- (2) DEFINITIONS.—For the purpose of this section, the term:
- (a) "Bedding" means any mattress, box spring, pillow, or cushion made of leather or any other material which is or can be stuffed or filled in whole or in part with any substance or material, which can be used by any human being for sleeping or reclining purposes.
- (b) "Department" means the Department of Agriculture and Consumer Services.
- (b) (c) "Enforcing authority" means the Department of Agriculture and Consumer Services or the Department of Legal Affairs.
- Section 30. Subsection (8) of section 501.160, Florida Statutes, is amended to read:
- 501.160 Rental or sale of essential commodities during a declared state of emergency; prohibition against unconscionable prices.—
- (8) Any violation of this section may be enforced by the Department of Agriculture and Consumer Services, the office of the state attorney, or the Department of Legal Affairs.

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Section 31. Paragraph (a) of subsection (2) of section 501.605, Florida Statutes, is amended to read:

- 501.605 Licensure of commercial telephone sellers.-
- (2) An applicant for a license as a commercial telephone seller must submit to the department, in such form as it prescribes, a written application for the license. The application must set forth the following information:
- (a) The true name, date of birth, driver's license number, social security number, and home address of the applicant, including each name under which he or she intends to do business.

The application shall be accompanied by a copy of any: Script, outline, or presentation the applicant will require or suggest a salesperson to use when soliciting, or, if no such document is used, a statement to that effect; sales information or literature to be provided by the applicant to a salesperson; and sales information or literature to be provided by the applicant to a purchaser in connection with any solicitation.

Section 32. Paragraph (a) of subsection (1) of section 501.607, Florida Statutes, is amended to read:

501.607 Licensure of salespersons.

- (1) An applicant for a license as a salesperson must submit to the department, in such form as it prescribes, a written application for a license. The application must set forth the following information:
- (a) The true name, date of birth, driver's license number or other valid form of identification, social security number, and home address of the applicant.

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Section 33. Paragraph (f) of subsection (3) of section 539.001, Florida Statutes, is amended to read:

539.001 The Florida Pawnbroking Act.-

- (3) LICENSE REQUIRED.—
- (f) Any person applying for or renewing a local <u>business</u> <u>tax receipt</u> <u>occupational license</u> to engage in business as a pawnbroker must exhibit a current license from the agency before the local <u>business tax receipt</u> <u>occupational license</u> may be issued or reissued.

Section 34. Subsection (1) of section 559.805, Florida Statutes, is amended to read:

559.805 Filings with the department; disclosure of advertisement identification number.—

(1) Every seller of a business opportunity shall annually file with the department a copy of the disclosure statement required by s. 559.803 before prior to placing an advertisement or making any other representation designed to offer to, sell to, or solicit an offer to buy a business opportunity from a prospective purchaser in this state and must shall update this filing by reporting any material change in the required information within 30 days after the material change occurs. An advertisement is not <u>considered to be</u> placed in the state merely because the advertisement is published in a publisher circulates, or there is circulated on his or her behalf in the state, any bona fide newspaper or other publication having a of general, regular, and paid circulation in this state which has had more than two-thirds of its circulation during the past 12 months outside the state or because the advertisement is received in this state from a radio or television program

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originating outside the state is received in the state. If the seller is required by s. 559.807 to provide a bond or establish a trust account or guaranteed letter of credit, the seller he or she shall contemporaneously file with the department a copy of the bond, a copy of the formal notification by the depository that the trust account is established, or a copy of the quaranteed letter of credit. Every seller of a business opportunity <u>must</u> shall file with the department a list of independent agents who will engage in the offer or sale of business opportunities on behalf of the seller in this state. This list must be kept current and must shall include the following information: name, home and business address, telephone number, present employer, social security number, and birth date. A No person may not shall be allowed to offer or sell business opportunities unless the required information has been provided to the department.

Section 35. Subsection (7) of section 559.904, Florida Statutes, is amended to read:

559.904 Motor vehicle repair shop registration; application; exemption.—

(7) Any person applying for or renewing a local <u>business</u> tax receipt occupational license on or after October 1, 1993, to engage in business as a motor vehicle repair shop must exhibit an active registration certificate from the department before the local <u>business</u> tax receipt occupational license may be issued or renewed.

Section 36. Section 570.544, Florida Statutes, is amended to read:

570.544 Division of Consumer Protection Services; director;

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1132 powers; processing of complaints; records.-

- (1) The director of the Division of Consumer <u>Protection</u>

 Services shall be appointed by and serve at the pleasure of the commissioner.
 - (2) The Division of Consumer Protection Services may:
- (a) Conduct studies and make analyses of matters affecting the interests of consumers.
 - (b) Study the operation of laws for consumer protection.
- (c) Advise and make recommendations to the various state agencies concerned with matters affecting consumers.
- (d) Assist, advise, and cooperate with local, state, or federal agencies and officials in order to promote the interests of consumers.
- (e) Make use of the testing and laboratory facilities of the department for the detection of consumer fraud.
- (f) Report to the appropriate law enforcement officers any information concerning violation of consumer protection laws.
- (g) Assist, develop, and conduct programs of consumer education and consumer information through publications and other informational and educational material prepared for dissemination to the public, in order to increase the competence of consumers.
- (h) Organize and hold conferences on problems affecting consumers.
- (i) Recommend programs to encourage business and industry to maintain high standards of honesty, fair business practices, and public responsibility in the production, promotion, and sale of consumer goods and services.
 - (3) In addition to the powers, duties, and responsibilities

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authorized by this or any other chapter, the Division of Consumer <u>Protection</u> Services shall serve as 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 <u>Protection</u> 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.

- (4) If any complaint received by the Division of Consumer <u>Protection</u> Services concerns matters that which involve concurrent jurisdiction in more than one agency, duplicate copies of the complaint shall be referred to those offices deemed to have concurrent jurisdiction.
- (5) (a) Any agency, office, bureau, division, or board of state government receiving a complaint that which deals with consumer fraud or consumer protection and which is not within the jurisdiction of the receiving agency, office, bureau, division, or board originally receiving it, shall immediately refer the complaint to the Division of Consumer Protection Services.
- (b) Upon receipt of such a complaint, the Division of Consumer Protection Services shall make a determination of the proper jurisdiction to which the complaint relates and shall immediately refer the complaint to the agency, office, bureau, division, or board that has which does have the proper

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1190 regulatory or enforcement authority to deal with it.

- (6) The office or agency to which a complaint has been referred shall within 30 days acknowledge receipt of the complaint. If an office or agency receiving a complaint determines that the matter presents a prima facie case for criminal prosecution or if the complaint cannot be settled at the administrative level, the complaint together with all supporting evidence shall be transmitted to the Department of Legal Affairs or other appropriate enforcement agency with a recommendation for civil or criminal action warranted by the evidence.
- (7) The records of the Division of Consumer <u>Protection</u>

 Services are public records. However, customer lists, customer names, and trade secrets are confidential and exempt from the provisions of s. 119.07(1). Disclosure necessary to enforcement procedures <u>does shall</u> not <u>violate</u> <u>be construed as violative of</u> this prohibition <u>on the disclosure of confidential information</u>.
- (8) It shall be the duty of The Division of Consumer Protection shall Services to maintain records and compile summaries and analyses of consumer complaints and their eventual disposition, which data may serve as a basis for recommendations to the Legislature and to state regulatory agencies.
- Section 37. Subsection (7) of section 681.102, Florida Statutes, is amended, and present subsections (8) through (23) of that subsection are renumbered as subsections (7) through (22), respectively, to read:
 - 681.102 Definitions.—As used in this chapter, the term:
- (7) "Division" means the Division of Consumer Services of the Department of Agriculture and Consumer Services.

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Section 38. Subsection (3) of section 681.103, Florida Statutes, is amended to read:

681.103 Duty of manufacturer to conform a motor vehicle to the warranty.—

(3) At the time of acquisition, the manufacturer shall inform the consumer clearly and conspicuously in writing how and where to file a claim with a certified procedure if such procedure has been established by the manufacturer pursuant to s. 681.108. The nameplate manufacturer of a recreational vehicle shall, at the time of vehicle acquisition, inform the consumer clearly and conspicuously in writing how and where to file a claim with a program pursuant to s. 681.1096. The manufacturer shall provide to the dealer and, at the time of acquisition, the dealer shall provide to the consumer a written statement that explains the consumer's rights under this chapter. The written statement shall be prepared by the Department of Legal Affairs and shall contain a toll-free number for the department which division that the consumer can contact to obtain information regarding the consumer's rights and obligations under this chapter or to commence arbitration. If the manufacturer obtains a signed receipt for timely delivery of sufficient quantities of this written statement to meet the dealer's vehicle sales requirements, it shall constitute prima facie evidence of compliance with this subsection by the manufacturer. The consumer's signed acknowledgment of receipt of materials required under this subsection shall constitute prima facie evidence of compliance by the manufacturer and dealer. The form of the acknowledgments shall be approved by the Department of Legal Affairs, and the dealer shall maintain the consumer's

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1248 signed acknowledgment for 3 years.

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Section 39. Section 681.108, Florida Statutes, is amended to read:

681.108 Dispute-settlement procedures.-

- (1) If a manufacturer has established a procedure that τ which the department division has certified as substantially complying with the provisions of 16 C.F.R. part 703, in effect October 1, 1983, and with the provisions of this chapter and the rules adopted under this chapter, and has informed the consumer how and where to file a claim with such procedure pursuant to s. 681.103(3), the provisions of s. 681.104(2) apply to the consumer only if the consumer has first resorted to such procedure. The decisionmakers for a certified procedure shall, in rendering decisions, take into account all legal and equitable factors germane to a fair and just decision, including, but not limited to, the warranty; the rights and remedies conferred under 16 C.F.R. part 703, in effect October 1, 1983; the provisions of this chapter; and any other equitable considerations appropriate under the circumstances. Decisionmakers and staff of a procedure shall be trained in the provisions of this chapter and in 16 C.F.R. part 703, in effect October 1, 1983. In an action brought by a consumer concerning an alleged nonconformity, the decision that results from a certified procedure is admissible in evidence.
- (2) A manufacturer may apply to the <u>department</u> <u>division</u> for certification of its procedure. After receipt and evaluation of the application, the <u>department</u> <u>division</u> shall certify the procedure or notify the manufacturer of any deficiencies in the application or the procedure.

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(3) A certified procedure or a procedure of an applicant seeking certification shall submit to the <u>department</u> division a copy of each settlement approved by the procedure or decision made by a decisionmaker within 30 days after the settlement is reached or the decision is rendered. The decision or settlement must contain at a minimum the:

- (a) Name and address of the consumer;
- (b) Name of the manufacturer and address of the dealership from which the motor vehicle was purchased;
- (c) Date the claim was received and the location of the procedure office that handled the claim;
 - (d) Relief requested by the consumer;
- (e) Name of each decisionmaker rendering the decision or person approving the settlement;
 - (f) Statement of the terms of the settlement or decision;
 - (q) Date of the settlement or decision; and
- (h) Statement of whether the decision was accepted or rejected by the consumer.
- (4) Any manufacturer establishing or applying to establish a certified procedure must file with the <u>department division</u> a copy of the annual audit required under the provisions of 16 C.F.R. part 703, in effect October 1, 1983, together with any additional information required for purposes of certification, including the number of refunds and replacements made in this state pursuant to the provisions of this chapter by the manufacturer during the period audited.
- (5) The <u>department</u> <u>division</u> shall review each certified procedure at least annually, prepare an annual report evaluating the operation of certified procedures established by motor

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vehicle manufacturers and procedures of applicants seeking certification, and, for a period not to exceed 1 year, shall grant certification to, or renew certification for, those manufacturers whose procedures substantially comply with the provisions of 16 C.F.R. part 703, in effect October 1, 1983, and with the provisions of this chapter and rules adopted under this chapter. If certification is revoked or denied, the department division shall state the reasons for such action. The reports and records of actions taken with respect to certification shall be public records.

- (6) A manufacturer whose certification is denied or revoked is entitled to a hearing pursuant to chapter 120.
- (7) If federal preemption of state authority to regulate procedures occurs, the provisions of subsection (1) concerning prior resort do not apply.
- (8) The <u>department may division shall</u> adopt rules to administer implement this section.

Section 40. Section 681.109, Florida Statutes, is amended to read:

- 681.109 Florida New Motor Vehicle Arbitration Board; dispute eligibility.—
- (1) If a manufacturer has a certified procedure, a consumer claim arising during the Lemon Law rights period must be filed with the certified procedure no later than 60 days after the expiration of the Lemon Law rights period. If a decision is not rendered by the certified procedure within 40 days of filing, the consumer may apply to the <u>department</u> division to have the dispute removed to the board for arbitration.
 - (2) If a manufacturer has a certified procedure, a consumer

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claim arising during the Lemon Law rights period must be filed with the certified procedure within no later than 60 days after the expiration of the Lemon Law rights period. If a consumer is not satisfied with the decision or the manufacturer's compliance therewith, the consumer may apply to the department division to have the dispute submitted to the board for arbitration. A manufacturer may not seek review of a decision made under its procedure.

- (3) If a manufacturer <u>does not have a has no</u> certified procedure or if <u>the a certified procedure does not have</u> jurisdiction to resolve the dispute, a consumer may apply directly to the <u>department division</u> to have the dispute submitted to the board for arbitration.
- (4) A consumer must request arbitration before the board with respect to a claim arising during the Lemon Law rights period no later than 60 days after the expiration of the Lemon Law rights period, or within 30 days after the final action of a certified procedure, whichever date occurs later.
- (5) The <u>department</u> <u>division</u> shall screen all requests for arbitration before the board to determine eligibility. The consumer's request for arbitration before the board shall be made on a form prescribed by the department. The <u>department</u> <u>division</u> shall forward to the board all disputes that the <u>department</u> <u>division</u> determines are potentially entitled to relief under this chapter.
- (6) The <u>department</u> <u>division</u> may reject a dispute that it determines to be fraudulent or outside the scope of the board's authority. Any dispute deemed by the <u>department</u> <u>division</u> to be ineligible for arbitration by the board due to insufficient

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evidence may be reconsidered upon the submission of new information regarding the dispute. Following a second review, the <u>department division</u> may reject a dispute if the evidence is clearly insufficient to qualify for relief. <u>If the department rejects a dispute</u>, it must provide notice of the rejection and a <u>brief explanation of the reason for rejection Any dispute rejected by the division shall be forwarded to the department and a copy shall be sent by registered mail to the consumer and to the manufacturer, containing a brief explanation as to the reason for rejection.</u>

- (7) If the <u>department</u> <u>division</u> rejects a dispute, the consumer may file a lawsuit to enforce the remedies provided under this chapter. In any civil action arising under this chapter and relating to a matter considered by the <u>department division</u>, any determination made to reject a dispute is admissible in evidence.
- (8) The department <u>may</u> shall have the authority to adopt reasonable rules to <u>administer</u> carry out the provisions of this section.
- Section 41. Subsections (2), (3), (4), (5), (9), (11), and (12) of section 681.1095, Florida Statutes, are amended, and subsection (17) is added to that section, to read:
- 681.1095 Florida New Motor Vehicle Arbitration Board; creation and function.—
- (2) The <u>board</u> boards shall hear cases in various locations throughout the state so <u>that</u> any consumer whose dispute is approved for arbitration by the <u>department</u> division may attend an arbitration hearing at a reasonably convenient location and present a dispute orally. Hearings shall be conducted by panels

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of three board members assigned by the department. A majority vote of the three-member board panel shall be required to render a decision. Arbitration proceedings under this section shall be open to the public on reasonable and nondiscriminatory terms.

- (3) Each region of the board shall consist of up to eight members. The members of the board shall construe and apply the provisions of this chapter, and rules adopted thereunder, in making their decisions. An administrator and a secretary shall be assigned to the each board by the Department of Legal Affairs. At least one member of the each board in each region must have be a person with expertise in motor vehicle mechanics. A member may must not be employed by a manufacturer or a franchised motor vehicle dealer or be a staff member, a decisionmaker, or a consultant for a procedure. Board members shall be trained in the application of this chapter and any rules adopted under this chapter. Members of the board, shall be reimbursed for travel expenses pursuant to s. 112.061, and shall be compensated at a rate or wage prescribed by the Attorney General and are entitled to reimbursement for per diem and travel expenses pursuant to s. 112.061.
- (4) Before filing a civil action on a matter subject to s. 681.104, the consumer must first submit the dispute to the department division, and to the board if such dispute is deemed eligible for arbitration.
- (5) Manufacturers shall submit to arbitration conducted by the board if such arbitration is requested by a consumer and the dispute is deemed eligible for arbitration by the <u>department</u> division pursuant to s. 681.109.
 - (9) The decision of the board shall be sent by any method

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providing a delivery confirmation registered mail to the consumer and the manufacturer, and shall contain written findings of fact and rationale for the decision. If the decision is in favor of the consumer, the manufacturer must, within 40 days after receipt of the decision, comply with the terms of the decision. Compliance occurs on the date the consumer receives delivery of an acceptable replacement motor vehicle or the refund specified in the arbitration award. In any civil action arising under this chapter and relating to a dispute arbitrated before the board, any decision by the board is admissible in evidence.

- (11) All provisions in This section and s. 681.109 pertaining to compulsory arbitration before the board, the dispute eligibility screening by the <u>department</u> division, the proceedings and decisions of the board, and any appeals thereof, are exempt from the provisions of chapter 120.
- (12) An appeal of a decision by the board to the circuit court by a consumer or a manufacturer shall be by trial de novo. In a written petition to appeal a decision by the board, the appealing party must state the action requested and the grounds relied upon for appeal. Within 15 30 days after of final disposition of the appeal, the appealing party shall furnish the department with notice of such disposition and, upon request, shall furnish the department with a copy of the settlement or the order or judgment of the court.
- (17) The department may adopt rules to administer this section.

Section 42. Subsection (2) of section 681.1096, Florida Statutes, is amended to read:

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681.1096 RV Mediation and Arbitration Program; creation and qualifications.—

(2) Each manufacturer of a recreational vehicle involved in a dispute that is determined eligible under this chapter, including chassis and component manufacturers that which separately warrant the chassis and components and that which otherwise meet the definition of manufacturer set forth in s. 681.102(13) 681.102(14), shall participate in a mediation and arbitration program that is deemed qualified by the department.

Section 43. Subsection (2) of section 681.112, Florida Statutes, is amended to read:

681.112 Consumer remedies.-

(2) An action brought under this chapter must be commenced within 1 year after the expiration of the Lemon Law rights period, or, if a consumer resorts to an informal disputesettlement procedure or submits a dispute to the <u>department</u> division or board, within 1 year after the final action of the procedure, <u>department</u> division, or board.

Section 44. Subsection (1) of section 681.117, Florida Statutes, is amended to read:

681.117 Fee.-

(1) A \$2 fee shall be collected by a motor vehicle dealer, or by a person engaged in the business of leasing motor vehicles, from the consumer at the consummation of the sale of a motor vehicle or at the time of entry into a lease agreement for a motor vehicle. Such fees shall be remitted to the county tax collector or private tag agency acting as agent for the Department of Revenue. If the purchaser or lessee removes the motor vehicle from the state for titling and registration

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outside this state, the fee shall be remitted to the Department of Revenue. All fees, less the cost of administration, shall be transferred monthly to the Department of Legal Affairs for deposit into the Motor Vehicle Warranty Trust Fund. The Department of Legal Affairs shall distribute monthly an amount not exceeding one-fourth of the fees received to the Division of Consumer Protection Services of the Department of Agriculture and Consumer Services to carry out the provisions of ss. 681.108 and 681.109. The Department of Legal Affairs shall contract with the Division of Consumer Services for payment of services performed by the division pursuant to ss. 681.108 and 681.109.

Section 45. Subsection (3) of section 849.0915, Florida Statutes, is amended to read:

849.0915 Referral selling.-

(3) In addition to the penalty provided herein, the Attorney General and her or his assistants, the state attorneys and their assistants, and the Division of Consumer Protection Services of the Department of Agriculture and Consumer Services are authorized to apply to the circuit court within their respective jurisdictions, and the such court has shall have jurisdiction, upon hearing and for cause shown, to grant a temporary or permanent injunction restraining any person from violating the provisions of this section, whether or not there exists an adequate remedy at law, and such injunction shall issue without bond.

Section 46. This act shall take effect July 1, 2011.