By the Committee on Criminal Justice; and Senator Hays

591-03105-14 20141006c1 1 A bill to be entitled 2 An act relating to consumer collection practices; 3 amending s. 559.55, F.S.; defining terms; amending s. 4 559.553, F.S.; removing provisions relating to the 5 revocation or suspension of a professional license 6 which allow the Office of Financial Regulation to 7 reject an applicant for registration; conforming a 8 cross-reference to changes made by the act; creating 9 s. 559.554, F.S.; providing for the powers and duties 10 of the Financial Services Commission and the Office of 11 Financial Regulation; creating s. 559.5541, F.S.; 12 authorizing the office to conduct examinations and 13 investigations; amending s. 559.555, F.S.; revising requirements for registration as a consumer collection 14 15 agency; specifying a registration fee; creating s. 16 559.5551, F.S.; requiring registrants to report, 17 within a specified time period, a conviction of, or 18 plea of nolo contendere to, a crime or an 19 administrative enforcement action; requiring 20 registrants to report, within a specified time period, 21 a change in a control person or the form of the 22 organization, or any other change in the information 23 supplied in the initial application; amending s. 24 559.565, F.S.; conforming a cross-reference to changes 25 made by the act; amending s. 559.730, F.S.; revising the administrative remedies and penalties available to 2.6 27 the office; requiring the commission to adopt 28 guidelines to impose administrative penalties; 29 providing an effective date.

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30										
31	Be It Enacted by the Legislature of the State of Florida:									
32										
33	Section 1. Section 559.55, Florida Statutes, is reordered									
34	and amended to read:									
35	559.55 Definitions.—The following terms shall, unless the									
36	context otherwise indicates, have the following meanings for the									
37	purpose of this part:									
38	(1) "Commission" means the Financial Services Commission.									
39	(6)(1) "Debt" or "consumer debt" means any obligation or									
40	alleged obligation of a consumer to pay money arising out of a									
41	transaction in which the money, property, insurance, or services									
42	that which are the subject of the transaction are primarily for									
43	personal, family, or household purposes, whether or not such									
44	obligation has been reduced to judgment.									
45	(8) <del>(2)</del> "Debtor" or "consumer" means any natural person									
46	obligated or allegedly obligated to pay any debt.									
47	(4) "Control person" means an individual, partnership,									
48	corporation, trust, or organization that possesses the power,									
49	directly or indirectly, to direct the management or policies of									
50	a company, whether through ownership of securities, by contract,									
51	or otherwise. The term includes, but is not limited to:									
52	(a) A company's executive officers, including the									
53	president, chief executive officer, chief financial officer,									
54	chief operations officer, chief legal officer, chief compliance									
55	officer, director, and other individuals having similar status									
56	or functions.									
57	(b) For a corporation, a shareholder who, directly or									
58	indirectly, owns 10 percent or more or that has the power to									

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59	vote 10 percent or more, of a class of voting securities unless							
60	the applicant is a publicly traded company.							
61	(c) For a partnership, all general partners and limited or							
62	special partners who have contributed 10 percent or more or that							
63	have the right to receive, upon dissolution, 10 percent or more							
64	of the partnership's capital.							
65	(d) For a trust, each trustee.							
66	(e) For a limited liability company, all elected managers							
67	and those members who have contributed 10 percent or more or							
68	that have the right to receive, upon dissolution, 10 percent or							
69	more of the partnership's capital.							
70	(5) (3) "Creditor" means <u>a</u> any person who offers or extends							
71	credit creating a debt or to whom a debt is owed. The term <del>, but</del>							
72	does not include $\underline{a}$ any person to the extent that they receive an							
73	assignment or transfer of a debt in default solely for the							
74	purpose of facilitating collection of such debt for another.							
75	(10) (4) "Office" means the Office of Financial Regulation							
76	of the <del>Financial Services</del> commission.							
77	(2)(5) "Communication" means the conveying of information							
78	regarding a debt <u>,</u> directly or indirectly <u>,</u> to <u>a</u> <del>any</del> person							
79	through any medium.							
80	<u>(7)</u> (6) "Debt collector" means <u>a</u> any person who uses <u>an</u> any							
81	instrumentality of commerce within this state, whether initiated							
82	from within or outside this state, in any business the principal							
83	purpose of which is the collection of debts, or who regularly							
84	collects or attempts to collect, directly or indirectly, debts							
85	owed or due or asserted to be owed or due another. The term							
86	"debt collector" includes <u>a</u> any creditor who, in the process of							
87	collecting her or his own debts, uses <u>a</u> any name other than her							

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591-03105-14 20141006c1 88 or his own which would indicate that a third person is 89 collecting or attempting to collect such debts. The term does not include: 90 (a) An Any officer or employee of a creditor while, in the 91 92 name of the creditor, collecting debts for such creditor; 93 (b) A Any person while acting as a debt collector for 94 another person, both of whom are related by common ownership or 95 affiliated by corporate control, if the person acting as a debt collector for persons to whom it is so related or affiliated and 96 97 if the principal business of such persons is not the collection 98 of debts; 99 (c) An Any officer or employee of any federal, state, or 100 local governmental body to the extent that collecting or attempting to collect any debt is in the performance of her or 101 his official duties; 102 103 (d) A Any person while serving or attempting to serve legal 104 process on another any other person in connection with the 105 judicial enforcement of a any debt; 106 (e) A Any not-for-profit organization which, at the request of consumers, performs bona fide consumer credit counseling and

107 of consumers, performs bona fide consumer credit counseling and 108 assists consumers in the liquidation of their debts by receiving 109 payments from such consumers and distributing such amounts to 110 creditors; or

(f) <u>A</u> Any person collecting or attempting to collect any debt owed or due or asserted to be owed or due another to the extent that such activity is incidental to a bona fide fiduciary obligation or a bona fide escrow arrangement; concerns a debt which was originated by such person; concerns a debt which was not in default at the time it was obtained by such person; or

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591-03105-14 20141006c1 117 concerns a debt obtained by such person as a secured party in a 118 commercial credit transaction involving the creditor. 119 (3) (7) "Consumer collection agency" means a any debt 120 collector or business entity engaged in the business of 121 soliciting consumer debts for collection or of collecting 122 consumer debts, which debt collector or business is not 123 expressly exempted as specified in s. 559.553(3) set forth in s. 124 559.553(4). 125 (11) (8) "Out-of-state consumer debt collector" means a any 126 person whose business activities in this state involve both 127 collecting or attempting to collect consumer debt from debtors 128 located in this state by means of interstate communication 129 originating from outside this state and soliciting consumer debt accounts for collection from creditors who have a business 130 131 presence in this state. For purposes of this subsection, a 132 creditor has a business presence in this state if either the 133 creditor or an affiliate or subsidiary of the creditor has an 134 office in this state. 135 (9) "Federal Fair Debt Collection Practices Act" or 136 "Federal Act" means the federal legislation regulating fair debt 137 collection practices, as specified set forth in Pub. L. No. 95-138 109, as amended and published in 15 U.S.C. ss. 1692 et seq. 139 Section 2. Section 559.553, Florida Statutes, is amended to 140 read: 559.553 Registration of consumer collection agencies 141 required; exemptions.-142 143 (1) A After January 1, 1994, no person may not shall engage 144 in business in this state as a consumer collection agency or 145 continue to do business in this state as a consumer collection

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146	agency without first registering in accordance with this part,									
147	and thereafter maintaining a valid registration.									
148	(2) Each consumer collection agency doing business in this									
149	state shall register with the office and renew such registration									
150	annually as set forth in s. 559.555.									
151	(3) A prospective registrant shall be entitled to be									
152	registered when registration information is complete on its face									
153	and the applicable registration fee has been paid; however, the									
154	office may reject a registration submitted by a prospective									
155	registrant if the registrant or any principal of the registrant									
156	previously has held any professional license or state									
157	registration which was the subject of any suspension or									
158	revocation which has not been explained by the prospective									
159	registrant to the satisfaction of the office either in the									
160	registration information submitted initially or upon the									
161	subsequent written request of the office. In the event that an									
162	attempted registration is rejected by the office the prospective									
163	registrant shall be informed of the basis for rejection.									
164	(3)-(4) This section does shall not apply to:									
165	(a) <u>An</u> Any original creditor.									
166	(b) <u>A</u> <del>Any</del> member of The Florida Bar.									
167	(c) <u>A</u> Any financial institution authorized to do business									
168	in this state and any wholly owned subsidiary and affiliate									
169	thereof.									
170	(d) <u>A</u> Any licensed real estate broker.									
171	(e) <u>An</u> Any insurance company authorized to do business in									
172	this state.									
173	(f) <u>A</u> Any consumer finance company and any wholly owned									
174	subsidiary and affiliate thereof.									

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175	(g) <u>A</u> Any person licensed pursuant to chapter 520.								
176	– (h) <u>An</u> <del>Any</del> out-of-state consumer debt collector who does								
177	not solicit consumer debt accounts for collection from credit								
178	grantors who have a business presence in this state.								
179	(i) <u>An</u> Any FDIC-insured institution or subsidiary or								
180	affiliate thereof.								
181	(4)(5) An Any out-of-state consumer debt collector as								
182	defined in <u>s. 559.55(11)</u> <del>s. 559.55(8)</del> who is not exempt from								
183	registration by application of subsection $(3)$ (4) and who fails								
184	to register in accordance with this part shall be subject to an								
185	enforcement action by the state as specified in s. 559.565.								
186	Section 3. Section 559.554, Florida Statutes, is created to								
187	read:								
188	559.554 Powers and duties of the commission and office								
189	(1) The office is responsible for the administration and								
190	enforcement of this part.								
191	(2) The commission may adopt rules to administer this part,								
192	including rules:								
193	(a) Requiring electronic submission of forms, documents,								
194	and fees required by this part.								
195	(b) Establishing time periods during which a consumer								
196	collection agency is barred from registration due to prior								
197	criminal convictions of, or guilty or nolo contendere pleas by,								
198	an applicant's control persons, regardless of adjudication.								
199	1. The rules must provide:								
200	a. A 15-year disqualifying period for felonies involving								
201	fraud, dishonesty, breach of trust, money laundering, or other								
202	acts of moral turpitude.								
203	b. A 7-year disqualifying period for felonies not specified								

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204	in sub-subparagraph a.									
205	c. A 5-year disqualifying period for misdemeanors involving									
206	fraud, dishonesty, or other acts of moral turpitude.									
207	2. The rules must provide for an additional waiting period									
208	due to dates of imprisonment or community supervision, the									
209	commitment of multiple crimes, and other factors reasonably									
210	related to the applicant's criminal history.									
211	3. The rules must provide for mitigating factors for crimes									
212	identified in sub-subparagraphs 1.ac.									
213	4. An applicant is not eligible for registration until									
214	expiration of the disqualifying period set by rule.									
215	5. Section 112.011 does not apply to eligibility for									
216	registration under this part.									
217	(3) All fees, charges, and fines collected pursuant to this									
218	part shall be deposited into the Regulatory Trust Fund of the									
219	office.									
220	Section 4. Section 559.5541, Florida Statutes, is created									
221	to read:									
222	559.5541 Examinations and investigations									
223	(1) Notwithstanding s. 559.725(4), the office may, without									
224	advance notice, conduct examinations and investigations, within									
225	or outside this state, to determine whether a person has									
226	violated this part or related rules. For purposes of this									
227	section, the office may examine the books, accounts, records,									
228	and other documents or matters of any person subject to this									
229	part. The office may compel the production of all relevant									
230	books, records, and other documents and materials relative to an									
231	examination or investigation. Examinations may not be made more									
232	often than once during a 48-month period unless the office has									

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233	reason to believe a person has violated or will violate this								
234	part or related rules.								
235	(2) In order to reduce the burden on persons subject to								
236	this part, the office may conduct a joint or concurrent								
237	examination with a state or federal regulatory agency and may								
238	furnish a copy of all examinations to an appropriate regulator								
239	if the regulator agrees to abide by the confidentiality								
240	provisions in chapter 119 and this part. The office may also								
241	accept an examination from any appropriate regulator.								
242	Section 5. Section 559.555, Florida Statutes, is amended to								
243	read:								
244	559.555 Registration of consumer collection agencies;								
245	procedure								
246	(1) A Any person who acts required to register as a								
247	consumer collection agency must be registered in accordance with								
248	this section. shall furnish to the office the registration fee								
249	and information as follows:								
250	(2) In order to apply for a consumer collection agency								
251	registration, an applicant must:								
252	(a) Submit a completed application form as prescribed by								
253	rule of the commission.								
254	(b) Submit a nonrefundable application fee of \$200.								
255	Application fees may not be prorated for partial years of								
256	registration.								
257	(c) Submit fingerprints for each of the applicant's control								
258	persons in accordance with rules adopted by the commission.								
259	1. The fingerprints may be submitted through a third-party								
260	vendor authorized by the Department of Law Enforcement to								
261	provide live-scan fingerprinting.								

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591-03105-14 20141006c1 262 2. A state criminal history background check must be 263 conducted through the Department of Law Enforcement, and a 264 national criminal history background check must be conducted 265 through the Federal Bureau of Investigation. 266 3. All fingerprints submitted to the Department of Law 267 Enforcement must be submitted electronically and entered into 268 the statewide automated biometric identification system 269 established in s. 943.05(2)(b) and available for use in 270 accordance with s. 943.05(2)(g) and (h). The office shall pay an 271 annual fee to the Department of Law Enforcement to participate 272 in the system and inform the Department of Law Enforcement of 273 any person whose fingerprints are no longer required to be 274 retained. 4. The costs of fingerprint processing, including the cost 275 276 of retaining the fingerprints, shall be borne by the person 277 subject to the background check. 278 5. The office is responsible for reviewing the results of 279 the state and national criminal history background checks and 280 determining whether the applicant meets registration 281 requirements. 282 (3) The office shall issue a consumer collection agency 283 registration to each person who is not otherwise ineligible and 284 who meets the requirements of this section. However, it is a 285 ground for denial of registration if the applicant or one of the 286 applicant's control persons has committed any violation 287 specified in this part, or is the subject of a pending felony 288 criminal prosecution or a prosecution or an administrative 289 enforcement action, in any jurisdiction, which involves fraud, 290 dishonesty, breach of trust, money laundering, or any other act

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591-03105-14 20141006c1 291 of moral turpitude. 292 (4) A registration issued under this part is not 293 transferable or assignable. 294 (5) A consumer collection agency shall report, on a form 295 prescribed by rule of the commission, any change in the 296 information contained in an initial application form, or an 297 amendment thereto, within 30 days after the change is effective. 298 (1) The registrant shall pay to the office a registration 299 fee in the amount of \$200. All amounts collected shall be 300 deposited by the office to the credit of the Regulatory Trust 301 Fund of the office. 302 (2) Each registrant shall provide to the office the 303 business name or trade name, the current mailing address, the 304 current business location which constitutes its principal place 305 of business, and the full name of each individual who is a principal of the registrant. "Principal of a registrant" means 306 307 the registrant's owners if a partnership or sole proprietorship, corporate officers, corporate directors other than directors of 308 309 a not-for-profit corporation organized pursuant to chapter 617 310 and Florida resident agent if a corporate registrant. The 311 registration information shall include a statement clearly 312 identifying and explaining any occasion on which any 313 professional license or state registration held by the 314 registrant, by any principal of the registrant, or by any 315 business entity in which any principal of the registrant was the 316 owner of 10 percent or more of such business, was the subject of 317 any suspension or revocation. 318 (6) (3) Renewal of registration shall be made between October 1 and December 31 of each year. There shall be no 319

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320	proration of the fee for any registration. In order to renew a									
321	consumer collection agency registration, a registrant must									
322	submit a nonrefundable renewal fee equal to the registration fee									
323	and a nonrefundable fee to cover the costs of further									
324	fingerprint processing and retention as set forth by commission									
325	<u>rule.</u>									
326	(7) A consumer collection agency registrant whose initial									
327	registration is approved and issued by the office pursuant to									
328	this section before October 1, 2014, who seeks renewal of the									
329	registration must submit fingerprints for each control person									
330	for live-scan processing pursuant to paragraph (2)(c). Such									
331	fingerprints must be submitted before renewing a registration									
332	that is scheduled to expire December 31, 2014.									
333	Section 6. Section 559.5551, Florida Statutes, is created									
334	to read:									
335	559.5551 Requirements of registrants.—A registrant under									
336	this part shall report to the office in a manner prescribed by									
337	rule of the commission:									
338	(1) A conviction of, or plea of nolo contendere to,									
339	regardless of adjudication, a crime or administrative violation									
340	that involves fraud, dishonesty, breach of trust, money									
341	laundering, or any other act of moral turpitude, in any									
342	jurisdiction, by the registrant or any control person within 30									
343	days after the date of conviction, entry of a plea of nolo									
344	contendere, or final administrative action.									
345	(2) A conviction of, or plea of nolo contendere to,									
346	regardless of adjudication, a felony committed by the registrant									
347	or any control person within 30 days after the date of									
348	conviction or the date the plea of nolo contendere is entered.									

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591-03105-14 20141006c1 349 (3) A change to the information contained in an initial 350 application form or an amendment to the application within 30 351 days after the change is effective. 352 (4) An addition or subtraction of a control person or a 353 change in the form of business organization. A control person 354 added by a registrant is subject to this part and must submit 355 fingerprints in accordance with s. 559.555 and the rules of the 356 commission. The office may bring an administrative action in 357 accordance with s. 559.730 to enforce this part if the added 358 control person fails to meet registration requirements or comply 359 with any other provision of this part. 360 Section 7. Section 559.565, Florida Statutes, is amended to 361 read: 362 559.565 Enforcement action against out-of-state consumer debt collector. - The remedies of this section are cumulative to 363 364 other sanctions and enforcement provisions of this part for any 365 violation by an out-of-state consumer debt collector, as defined 366 in s. 559.55(11) <del>s. 559.55(8)</del>. 367 (1) An out-of-state consumer debt collector who collects or 368 attempts to collect consumer debts in this state without first 369 registering in accordance with this part is subject to an 370 administrative fine of up to \$10,000 together with reasonable 371 attorney fees and court costs in any successful action by the state to collect such fines. 372 (2) A Any person, whether or not exempt from registration 373 374 under this part, who violates s. 559.72 is subject to sanctions 375 the same as any other consumer debt collector, including 376 imposition of an administrative fine. The registration of a duly registered out-of-state consumer debt collector is subject to 377

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378	revocation or suspension in the same manner as the registration									
379	of any other registrant under this part.									
380	(3) In order to effectuate this section and enforce the									
381	requirements of this part as it relates to out-of-state consumer									
382	debt collectors, the Attorney General is expressly authorized to									
383	initiate such action on behalf of the state as he or she deems									
384	appropriate in any state or federal court of competent									
385	jurisdiction.									
386	Section 8. Section 559.730, Florida Statutes, is amended to									
387	read:									
388	559.730 Grounds for disciplinary action; administrative									
389	remedies									
390	(1) Each of the following acts constitutes a ground for									
391	which the disciplinary actions specified in subsection (2) may									
392	be taken against a person registered or required to be									
393	registered under this part:									
394	(a) Failure to disburse funds in accordance with									
395	agreements.									
396	(b) Fraud, misrepresentation, deceit, negligence, or									
397	incompetence in a collection transaction.									
398	(c) Commission of fraud, misrepresentation, concealment, or									
399	dishonest dealing by trick, scheme, or device; culpable									
400	negligence; breach of trust in a business transaction in any									
401	state, nation, or territory; or aiding, assisting, or conspiring									
402	with another person engaged in such misconduct and in									
403	furtherance thereof.									
404	(d) Being convicted of, or entering a plea of guilty or									
405	nolo contendere to, regardless of adjudication, a felony or									
406	crime involving fraud, dishonesty, breach of trust, money									

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591-03105-14 20141006c1 407 laundering, or act of moral turpitude. 408 (e) Having a final judgment entered against the registrant 409 in a civil action upon grounds of fraud, embezzlement, 410 misrepresentation, or deceit. 411 (f) Being the subject of a decision, finding, injunction, 412 suspension, prohibition, revocation, denial, judgment, or 413 administrative order by a court of competent jurisdiction or an administrative law judge, or by a state or federal agency, 414 415 involving a violation of a federal or state law relating to debt 416 collection or a rule or regulation adopted under such law. 417 (g) Having a license or registration, or the equivalent, to 418 practice a profession or occupation denied, suspended, or 419 revoked, or otherwise acted against, including the denial of a 420 registration or license by a registration or licensing authority 421 of this state or another state, territory, or country. 422 (h) Acting as a consumer collection agency without a current registration issued under this part. 423 424 (i) A material misstatement or omission of fact on an 425 initial or amended registration application. 426 (j) Payment to the office for a registration or permit with 427 a check or electronic transmission of funds, which is dishonored 428 by the applicant's or registrant's financial institution. 429 (k) Failure to comply with, or a violation of, any provision of this part, or any rule or order made or issued 430 431 pursuant to this part. 4.32 (1) Failure to maintain, preserve, and keep available for 433 examination all books, accounts, or other documents required by 434 this part and the rules of the commission. 435 (m) Refusal to permit an investigation or examination of

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591-03105-14 20141006c1 436 books and records, or refusal to comply with an office subpoena 437 or subpoena duces tecum. 438 (n) Failure to timely pay a fee, charge, or fine imposed or 439 assessed pursuant to this part and the rules of the commission. 440 (2) If the office finds a person in violation of any act 441 specified in this section, it may enter an order imposing one or 442 more of the following penalties: 443 (a) Issuance of a reprimand. 444 (b) Suspension of a registration, subject to reinstatement 445 upon satisfying all reasonable conditions imposed by the office. 446 (c) Revocation of a registration. 447 (d) Denial of a registration. 448 (e) Imposition of a fine of up to \$10,000 for each count or 449 separate offense. 450 (f) An administrative fine of up to \$1,000 per day for each 451 day that a person engages as a consumer collection agency 452 without a valid registration issued under this part. (1) The office may impose an administrative fine against, 453 454 or revoke or suspend the registration of, a registrant under 455 this part who has committed a violation of s. 559.72. Final 456 action to fine, suspend, or revoke the registration of a 457 registrant is subject to review in accordance with chapter 120. 458 (3) (2) The office may impose suspension rather than 459 revocation of a registration if circumstances warrant that one 460 or the other should be imposed and the registrant demonstrates 461 that the registrant has taken affirmative steps that can be 462 expected to effectively eliminate the violations and that the 463 registrant's registration has never been previously suspended.

(4) A consumer collection agency is subject to the

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491 (8) (4) This part does not preclude any person from pursuing
492 remedies available under the Federal Fair Debt Collection
493 Practices Act for any violation of such act.

imposing administrative penalties.

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494	Section	9.	This	act	shall	take	effect	October	1,	2014.

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