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2014 Legislature

1	
2	An act relating to the Division of Insurance Agents
3	and Agency Services; amending s. 20.121, F.S.;
4	revising the name of the division; amending s.
5	624.310, F.S.; revising service delivery methods;
6	amending s. 624.318, F.S.; prohibiting the removal of
7	specified original documents under certain conditions;
8	amending s. 624.501, F.S.; revising original
9	appointment and renewal fees related to certain
10	insurance representatives; amending s. 626.015, F.S.;
11	prohibiting new limited customer representative
12	licenses from being issued after a specified date;
13	defining the term "unaffiliated insurance agent";
14	amending s. 626.0428, F.S.; revising prohibitions
15	relating to binding insurance and soliciting
16	insurance; requiring a branch place of business to
17	have an agent in charge; authorizing an agent to be in
18	charge of more than one branch office under certain
19	circumstances; providing requirements relating to the
20	designation of an agent in charge; providing that the
21	agent in charge is accountable for misconduct and
22	violations committed by the licensee and any person
23	under his or her supervision; prohibiting an insurance
24	agency from conducting insurance business at a
25	location without a designated agent in charge;

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26 providing for expiration of an agency license under 27 specified circumstances; amending s. 626.112, F.S.; providing licensure exemptions that allow specified 28 29 individuals or entities to conduct insurance business 30 at specified locations under certain circumstances; 31 revising licensure requirements and penalties with respect to registered insurance agencies; providing 32 33 that the registration of an approved registered 34 insurance agency automatically converts to an 35 insurance agency license on a specified date; amending 36 s. 626.171, F.S.; providing an exemption from certain licensure application fees; amending s. 626.172, F.S.; 37 revising requirements relating to applications for 38 insurance agency licenses; amending s. 626.207, F.S.; 39 40 conforming a cross-reference; amending s. 626.241, 41 F.S.; revising the scope of the examination for a 42 limited agent; amending s. 626.261, F.S.; deleting a provision requiring certain costs to be paid by 43 44 applicants who request licensure examinations in 45 Spanish; amending s. 626.311, F.S.; limiting the types of business that may be transacted by certain agents; 46 amending s. 626.321, F.S.; providing that a limited 47 license to offer motor vehicle rental insurance issued 48 49 to a business that rents or leases motor vehicles 50 encompasses employees and authorized representatives

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51	of such business; amending s. 626.382, F.S.; providing
52	that an insurance agency license continues in force
53	until canceled, suspended, revoked, terminated, or
54	expired; amending s. 626.601, F.S.; revising
55	terminology relating to investigations conducted by
56	the Department of Financial Services and the Office of
57	Insurance Regulation with respect to individuals and
58	entities involved in the insurance industry; amending
59	s. 626.611, F.S.; requiring the department to suspend
60	certain licenses and appointments; amending s.
61	626.641, F.S.; conforming a cross-reference; amending
62	s. 626.733, F.S.; revising applicability of certain
63	appointment provisions; amending s. 626.7355, F.S.;
64	revising qualifications for a temporary customer
65	representative's license; repealing s. 626.747, F.S.,
66	relating to branch agencies, agents in charge, and the
67	payment of additional county tax under certain
68	circumstances on a specified date; amending s.
69	626.7845, F.S.; revising a prohibition against
70	unlicensed transaction of life insurance; amending ss.
71	626.8411, 626.861, and 626.862, F.S.; conforming
72	cross-references; amending s. 626.9272, F.S.; revising
73	requirements for the licensure of nonresident surplus
74	lines agents; creating s. 627.4553, F.S.; requiring an
75	insurance agent who recommends the surrender of

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76 certain annuity or life insurance to provide certain 77 information to the department; amending s. 627.7015, F.S.; revising the rulemaking authority of the 78 79 department with respect to qualifications and 80 specified types of penalties covered under the 81 property insurance mediation program; amending s. 627.706, F.S.; revising definitions; amending s. 82 627.7074, F.S.; providing grounds for the department 83 84 to deny an application, or suspend or revoke approval 85 of certification, of a neutral evaluator; requiring 86 the department to adopt rules; amending s. 627.745, F.S.; revising qualifications for approval as a 87 mediator by the department; providing grounds for the 88 department to deny an application, or suspend or 89 90 revoke approval, of a mediator; authorizing the 91 department to adopt rules; amending s. 627.952, F.S.; 92 providing that certain persons who are not residents 93 of this state must be licensed and appointed as 94 nonresident surplus lines agents in this state in order to engage in specified activities with respect 95 96 to servicing insurance contracts, certificates, or 97 agreements for purchasing or risk retention groups; deleting a fidelity bond requirement applicable to 98 99 certain nonresident agents who are licensed as surplus lines agents in another state; amending s. 648.43, 100

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101	F.S.; revising requirements for the submission of a
102	power of attorney; amending s. 648.49, F.S.; revising
103	provisions relating to the duration of suspension or
104	revocation of a license; amending ss. 943.0585 and
105	943.059, F.S.; prohibiting persons seeking to be
106	licensed by the Division of Insurance Agent and Agency
107	Services from denying or failing to acknowledge
108	certain expunged or sealed records; conforming cross-
109	references; providing an effective date.
110	
111	Be It Enacted by the Legislature of the State of Florida:
112	
113	Section 1. Paragraph (g) of subsection (2) of section
114	20.121, Florida Statutes, is amended to read:
115	20.121 Department of Financial ServicesThere is created
116	a Department of Financial Services.
117	(2) DIVISIONSThe Department of Financial Services shall
118	consist of the following divisions:
119	(g) The Division of Insurance <u>Agent</u> Agents and Agency
120	Services.
121	Section 2. Subsection (6) of section 624.310, Florida
122	Statutes, is amended to read:
123	624.310 Enforcement; cease and desist orders; removal of
124	certain persons; fines
125	(6) ADMINISTRATIVE PROCEDURESAll administrative

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126	proceedings under subsections (3), (4), and (5) shall be
127	conducted in accordance with chapter 120. Any service required
128	or authorized to be made by the department or office under this
129	code shall be made <u>:</u>
130	(a)1. By certified mail, return receipt requested,
131	delivered to the addressee only; <u>or</u>
132	2. If service by certified mail cannot be obtained at the
133	last address provided to the department by the recipient, then
134	by e-mail, delivery receipt required, sent to the most recent e-
135	mail address provided to the department by the applicant or
136	licensee in accordance with s. 626.171, s. 626.551, s. 648.34,
137	<u>or s. 648.421;</u>
138	(b) By personal delivery, including hand delivery by a
139	department investigator;
140	(c) By publication in accordance with s. 120.60; or
141	(d) In accordance with chapter 48.
142	
143	The service provided for <u>in this subsection</u> <del>herein</del> shall be
144	effective from the date of delivery.
145	Section 3. Subsection (5) of section 624.318, Florida
146	Statutes, is amended to read:
147	624.318 Conduct of examination or investigation; access to
148	records; correction of accounts; appraisals
149	(5) <del>Neither</del> The department, the office, <u>or an</u> <del>nor any</del>
150	examiner <u>may not</u> <del>shall</del> remove any <u>original</u> record, account,

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151	document, file, or other property of the person being examined
152	from the offices of such person except with the written consent
153	of such person given in advance of such removal or pursuant to
154	an order of court duly obtained.
155	Section 4. Paragraphs (a) and (c) of subsection (6) and
156	subsections (7) and (8) of section 624.501, Florida Statutes,
157	are amended to read:
158	624.501 Filing, license, appointment, and miscellaneous
159	feesThe department, commission, or office, as appropriate,
160	shall collect in advance, and persons so served shall pay to it
161	in advance, fees, licenses, and miscellaneous charges as
162	follows:
163	(6) Insurance representatives, property, marine, casualty,
164	and surety insurance.
165	(a) Agent's original appointment and biennial renewal or
166	continuation thereof, each insurer or unaffiliated agent making
167	an appointment:
168	Appointment fee\$42.00
169	State tax
170	County tax
171	Total\$60.00
172	(c) Nonresident agent's original appointment and biennial
173	renewal or continuation thereof, appointment fee, each insurer
174	or unaffiliated agent making an appointment\$60.00
175	(7) Life insurance agents.

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176	(a) Agent's original appointment and biennial renewal or
177	continuation thereof, each insurer or <u>unaffiliated</u> agent making
178	an appointment:
179	Appointment fee\$42.00
180	State tax
181	County tax
182	Total\$60.00
183	(b) Nonresident agent's original appointment and biennial
184	renewal or continuation thereof, appointment fee, each insurer
185	or unaffiliated agent making an appointment\$60.00
186	(8) Health insurance agents.
187	(a) Agent's original appointment and biennial renewal or
188	continuation thereof, each insurer or unaffiliated agent making
189	an appointment:
190	Appointment fee\$42.00
191	State tax
192	County tax
193	Total\$60.00
194	(b) Nonresident agent's original appointment and biennial
195	renewal or continuation thereof, appointment fee, each insurer
196	or unaffiliated agent making an appointment\$60.00
197	Section 5. Subsection (11) of section 626.015, Florida
198	Statutes, is amended, subsection (18) of that section is
199	renumbered as subsection (19), and a new subsection (18) is
200	added to that section, to read:

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201	626.015 Definitions.—As used in this part:
202	(11) "Limited customer representative" means a customer
203	representative appointed by a general lines agent or agency to
204	assist that agent or agency in transacting only the business of
205	private passenger motor vehicle insurance from the office of
206	that agent or agency. A limited customer representative is
207	subject to the Florida Insurance Code in the same manner as a
208	customer representative, unless otherwise specified. Effective
209	October 1, 2014, a new limited customer representative license
210	may not be issued.
211	(18) "Unaffiliated insurance agent" means a licensed
212	insurance agent, except a limited lines agent, who is self-
213	appointed and who practices as an independent consultant in the
214	business of analyzing or abstracting insurance policies,
215	providing insurance advice or counseling, or making specific
216	recommendations or comparisons of insurance products for a fee
217	established in advance by written contract signed by the
218	parties. An unaffiliated insurance agent may not be affiliated
219	with an insurer, insurer-appointed insurance agent, or insurance
220	agency contracted with or employing insurer-appointed insurance
221	agents.
222	Section 6. Effective January 1, 2015, subsections (2) and
223	(3) of section 626.0428, Florida Statutes, are amended, and
224	subsection (4) is added to that section, to read:
225	626.0428 Agency personnel powers, duties, and

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226 limitations.-

(2) An employee <u>or an authorized representative located at</u>
 <u>a designated branch</u> of an agent or agency may not bind insurance
 coverage unless licensed and appointed as an agent or customer
 representative.

231 (3) An employee or an authorized representative located at 232 a designated branch of an agent or agency may not initiate 233 contact with any person for the purpose of soliciting insurance 234 unless licensed and appointed as an agent or customer 235 representative. As to title insurance, an employee of an agent 236 or agency may not initiate contact with any individual proposed 237 insured for the purpose of soliciting title insurance unless 238 licensed as a title insurance agent or exempt from such 239 licensure pursuant to s. 626.8417(4).

240 (4) (a) Each place of business established by an agent or 241 agency, firm, corporation, or association must be in the active 242 full-time charge of a licensed and appointed agent holding the 243 required agent licenses to transact the lines of insurance being 244 handled at the location.

(b) Notwithstanding paragraph (a), the licensed agent in
 charge of an insurance agency may also be the agent in charge of
 additional branch office locations of the agency if insurance
 activities requiring licensure as an insurance agent do not
 occur at any location when an agent is not physically present
 and unlicensed employees at the location do not engage in

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251 insurance activities requiring licensure as an insurance agent 252 or customer representative. 253 (c) An insurance agency and each branch place of business 254 of an insurance agency shall designate an agent in charge and 255 file the name and license number of the agent in charge and the 256 physical address of the insurance agency location with the 257 department at the department's designated website. The 258 designation of the agent in charge may be changed at the option 259 of the agency. A change of the designated agent in charge is 260 effective upon notification to the department, which shall be 261 provided within 30 days after such change. 262 (d) For the purposes of this subsection, an "agent in 263 charge" is the licensed and appointed agent who is responsible 264 for the supervision of all individuals within an insurance 265 agency location, regardless of whether the agent in charge 266 handles a specific transaction or deals with the general public 267 in the solicitation or negotiation of insurance contracts or the 268 collection or accounting of moneys. (e) An agent in charge of an insurance agency is 269 270 accountable for misconduct or violations of this code committed 271 by the licensee or agent or by any person under his or her 272 supervision while acting on behalf of the agency. This section 273 does not render an agent in charge criminally liable for an act 274 unless the agent in charge personally committed the act or knew or should have known of the act and of the facts constituting a 275

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276 violation of this chapter.

277 (f) An insurance agency location may not conduct the 278 business of insurance unless an agent in charge is designated 279 by, and providing services to, the agency at all times. If the 280 agent in charge designated with the department ends his or her 281 affiliation with the agency for any reason and the agency fails 282 to designate another agent in charge within the 30 days provided 283 for in paragraph (c) and such failure continues for 90 days, the 284 agency license shall automatically expire on the 91st day from the date the designated agent in charge ended his or her 285 286 affiliation with the agency.

287 Section 7. Effective January 1, 2015, subsection (7) of 288 section 626.112, Florida Statutes, is amended to read:

289 626.112 License and appointment required; agents, customer 290 representatives, adjusters, insurance agencies, service 291 representatives, managing general agents.-

(7) (a) An Effective October 1, 2006, no individual, firm, 292 partnership, corporation, association, or any other entity shall 293 294 not act in its own name or under a trade name, directly or 295 indirectly, as an insurance agency, unless it complies with s. 626.172 with respect to possessing an insurance agency license 296 297 for each place of business at which it engages in an any 298 activity that which may be performed only by a licensed 299 insurance agent. However, an insurance agency that is owned and 300 operated by a single licensed agent conducting business in his

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301	or her individual name and not employing or otherwise using the
302	services of or appointing other licensees shall be exempt from
303	the agency licensing requirements of this subsection.
304	(b) A branch place of business that is established by a
305	licensed agency is considered a branch agency and is not
306	required to be licensed so long as it transacts business under
307	the same name and federal tax identification number as the
308	licensed agency and has designated with the department a
309	licensed agent in charge of the branch location as required by
310	s. 626.0428 and the address and telephone number of the branch
311	location have been submitted to the department for inclusion in
312	the licensing record of the licensed agency within 30 days after
313	insurance transactions begin at the branch location Each agency
314	engaged in business in this state before January 1, 2003, which
315	is wholly owned by insurance agents currently licensed and
316	appointed under this chapter, each incorporated agency whose
317	voting shares are traded on a securities exchange, each agency
318	designated and subject to supervision and inspection as a branch
319	office under the rules of the National Association of Securities
320	Dealers, and each agency whose primary function is offering
321	insurance as a service or member benefit to members of a
322	nonprofit corporation may file an application for registration
323	in lieu of licensure in accordance with s. 626.172(3). Each
324	agency engaged in business before October 1, 2006, shall file an
325	application for licensure or registration on or before October
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326 <del>1, 2006</del>.

327 <u>(c)</u>1. If an agency is required to be licensed but fails to 328 file an application for licensure in accordance with this 329 section, the department shall impose on the agency an 330 administrative penalty in an amount of up to \$10,000.

331 2. If an agency is eligible for registration but fails to 332 file an application for registration or an application for 333 licensure in accordance with this section, the department shall 334 impose on the agency an administrative penalty in an amount of 335 up to \$5,000.

336 <u>(d) (b)</u> Effective October 1, 2015, the department must 337 <u>automatically convert the registration of an approved a</u> 338 registered insurance agency <u>to shall</u>, as a condition precedent 339 to continuing business, obtain an insurance agency license <u>if</u> 340 the department finds that, with respect to any majority owner, 341 partner, manager, director, officer, or other person who manages 342 or controls the agency, any person has:

343 1. Been found guilty of, or has pleaded guilty or nolo 344 contendere to, a felony in this state or any other state 345 relating to the business of insurance or to an insurance agency, 346 without regard to whether a judgment of conviction has been 347 entered by the court having jurisdiction of the cases. 348 2. Employed any individual in a managerial capacity or in

349 a capacity dealing with the public who is under an order of 350 revocation or suspension issued by the department. An insurance

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CODING: Words stricken are deletions; words underlined are additions.

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351	agency may request, on forms prescribed by the department,
352	verification of any person's license status. If a request is
353	mailed within 5 working days after an employee is hired, and the
354	employee's license is currently suspended or revoked, the agency
355	shall not be required to obtain a license, if the unlicensed
356	person's employment is immediately terminated.
357	3. Operated the agency or permitted the agency to be
358	operated in violation of s. 626.747.
359	4. With such frequency as to have made the operation of
360	the agency hazardous to the insurance-buying public or other
361	<del>persons:</del>
362	a. Solicited or handled controlled business. This
363	subparagraph shall not prohibit the licensing of any lending or
364	financing institution or creditor, with respect to insurance
365	only, under credit life or disability insurance policies of
366	borrowers from the institutions, which policies are subject to
367	part IX of chapter 627.
368	b. Misappropriated, converted, or unlawfully withheld
369	moneys belonging to insurers, insureds, beneficiaries, or others
370	and received in the conduct of business under the license.
371	c. Unlawfully rebated, attempted to unlawfully rebate, or
372	unlawfully divided or offered to divide commissions with
373	another.
374	d. Misrepresented any insurance policy or annuity
375	contract, or used deception with regard to any policy or
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376	contract, done either in person or by any form of dissemination
377	of information or advertising.
378	e. Violated any provision of this code or any other law
379	applicable to the business of insurance in the course of dealing
380	under the license.
381	f. Violated any lawful order or rule of the department.
382	g. Failed or refused, upon demand, to pay over to any
383	insurer he or she represents or has represented any money coming
384	into his or her hands belonging to the insurer.
385	h. Violated the provision against twisting as defined in
386	<del>s. 626.9541(1)(1).</del>
387	i. In the conduct of business, engaged in unfair methods
388	of competition or in unfair or deceptive acts or practices, as
389	prohibited under part IX of this chapter.
390	j. Willfully overinsured any property insurance risk.
391	k. Engaged in fraudulent or dishonest practices in the
392	conduct of business arising out of activities related to
393	insurance or the insurance agency.
394	1. Demonstrated lack of fitness or trustworthiness to
395	engage in the business of insurance arising out of activities
396	related to insurance or the insurance agency.
397	m. Authorized or knowingly allowed individuals to transact
398	insurance who were not then licensed as required by this code.
399	5. Knowingly employed any person who within the preceding
400	3 years has had his or her relationship with an agency
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401	terminated in accordance with paragraph (d).
402	6. Willfully circumvented the requirements or prohibitions
403	of this code.
404	Section 8. Subsection (6) of section 626.171, Florida
405	Statutes, is renumbered as subsection (7), and a new subsection
406	(6) is added to that section to read:
407	626.171 Application for license as an agent, customer
408	representative, adjuster, service representative, managing
409	general agent, or reinsurance intermediary
410	(6) Members of the United States Armed Forces and their
411	spouses, and veterans of the United States Armed Forces who have
412	retired within 24 months before application for licensure, are
413	exempt from the application filing fee prescribed in s. 624.501.
414	Qualified individuals must provide a copy of a military
415	identification card, military dependent identification card,
416	military service record, military personnel file, veteran
417	record, discharge paper, or separation document, or a separation
418	document that indicates such members of the United States Armed
419	Forces are currently in good standing or were honorably
420	discharged.
421	Section 9. Subsections (2), (3), and (4) of section
422	626.172, Florida Statutes, are amended to read:
423	626.172 Application for insurance agency license
424	(2) An application for an insurance agency license <u>must</u>
425	shall be signed by an individual required to be listed in the

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426	application under paragraph (a) the owner or owners of the
427	agency. If the agency is incorporated, the application shall be
428	signed by the president and secretary of the corporation. An
429	insurance agency may permit a third party to complete, submit,
430	and sign an application on the insurance agency's behalf;
431	however, the insurance agency is responsible for ensuring that
432	the information on the application is true and correct and is
433	accountable for any misstatements or misrepresentations. The
434	application for an insurance agency license <u>must</u> shall include:
435	(a) The name of each <del>majority</del> owner, partner, officer, <del>and</del>
436	director, president, senior vice president, secretary,
437	treasurer, and limited liability company member who directs or
438	participates in the management or control of the insurance
439	agency, whether through ownership of voting securities, by
440	contract, by ownership of any agency bank account, or otherwise.
441	(b) The residence address of each person required to be
442	listed in the application under paragraph (a).
443	(c) The name, principal business street address, and valid
444	e-mail address of the insurance agency and the name, address,
445	and e-mail address of the agency's registered agent or person or
446	company authorized to accept service on behalf of the agency and
447	its principal business address.
448	(d) The physical address location of each branch agency,
449	including its name, e-mail address, and telephone number, and
450	the date that the branch location began transacting insurance
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451	office and the name under which each agency office conducts or
452	will conduct business.
453	(e) The name of <u>the</u> <del>each</del> agent <del>to be</del> in full-time charge
454	of <u>the</u> <del>an</del> agency office, including branch locations, and <u>his or</u>
455	her corresponding location specification of which office.
456	(f) The fingerprints of each of the following:
457	1. A sole proprietor;
458	2. Each individual required to be listed in the
459	application under paragraph (a) partner; and
460	3. Each owner of an unincorporated agency;
461	3.4. Each individual owner who directs or participates in
462	the management or control of an incorporated agency whose shares
463	are not traded on a securities exchange <del>;</del>
464	5. The president, senior vice presidents, treasurer,
465	secretary, and directors of the agency; and
466	6. Any other person who directs or participates in the
467	management or control of the agency, whether through the
468	ownership of voting securities, by contract, or otherwise.
469	
470	Fingerprints must be taken by a law enforcement agency or other
471	entity approved by the department and must be accompanied by the
472	fingerprint processing fee specified in s. 624.501. Fingerprints
473	must shall be processed in accordance with s. 624.34. However,
474	fingerprints need not be filed for <u>an</u> any individual who is
475	currently licensed and appointed under this chapter. This

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476 paragraph does not apply to corporations whose voting shares are 477 traded on a securities exchange.

(g) Such additional information as the department requires by rule to ascertain the trustworthiness and competence of persons required to be listed on the application and to ascertain that such persons meet the requirements of this code. However, the department may not require that credit or character reports be submitted for persons required to be listed on the application.

485 <u>(3) (h) Beginning October 1, 2005,</u> The department <u>must</u> 486 shall accept the uniform application for nonresident agency 487 licensure. The department may adopt by rule revised versions of 488 the uniform application.

489 (3) The department shall issue a registration as an 490 insurance agency to any agency that files a written application 491 with the department and qualifies for registration. The 492 application for registration shall require the agency to provide 493 the same information required for an agency licensed under 494 subsection (2), the agent identification number for each owner 495 who is a licensed agent, proof that the agency qualifies for 496 registration as provided in s. 626.112(7), and any other 497 additional information that the department determines is 498 necessary in order to demonstrate that the agency qualifies for 499 registration. The application must be signed by the owner or owners of the agency. If the agency is incorporated, the 500

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501	application must be signed by the president and the secretary of
502	the corporation. An agent who owns the agency need not file
503	fingerprints with the department if the agent obtained a license
504	under this chapter and the license is currently valid.
505	(a) If an application for registration is denied, the
506	agency must file an application for licensure no later than 30
507	days after the date of the denial of registration.
508	(b) A registered insurance agency must file an application
509	for licensure no later than 30 days after the date that any
510	person who is not a licensed and appointed agent in this state
511	acquires any ownership interest in the agency. If an agency
512	fails to file an application for licensure in compliance with
513	this paragraph, the department shall impose an administrative
514	penalty in an amount of up to \$5,000 on the agency.
515	(c) Sections 626.6115 and 626.6215 do not apply to
516	agencies registered under this subsection.
517	(4) The department <u>must</u> <del>shall</del> issue a license <del>or</del>
518	registration to each agency upon approval of the application,
519	and each agency <u>location must</u> <del>shall</del> display the license <del>or</del>
520	registration prominently in a manner that makes it clearly
521	visible to any customer or potential customer who enters the
522	agency <u>location</u> .
523	Section 10. Subsection (7) of section 626.207, Florida
524	Statutes, is amended to read:
525	626.207 Disqualification of applicants and licensees;
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526	penalties against licensees; rulemaking authority
527	(7) After the disqualifying period has been met, the
528	burden is on the applicant to demonstrate that the applicant has
529	been rehabilitated, does not pose a risk to the insurance-buying
530	public, is fit and trustworthy to engage in the business of
531	insurance pursuant to s. <u>626.611(1)(g)</u>
532	otherwise qualified for licensure.
533	Section 11. Subsection (5) of section 626.241, Florida
534	Statutes, is amended to read:
535	626.241 Scope of examination
536	(5) Examinations given applicants for a limited agent
537	license as agent or as customer representative shall be limited
538	in scope to the kind of business to be transacted under such
539	license.
540	Section 12. Subsection (5) of section 626.261, Florida
541	Statutes, is amended to read:
542	626.261 Conduct of examination
543	(5) The department may provide licensure examinations in
544	Spanish. Applicants requesting examination or reexamination in
545	Spanish must bear the full cost of the department's development,
546	preparation, administration, grading, and evaluation of the
547	Spanish-language examination. When determining whether it is in
548	the public interest to allow the examination to be translated
549	into and administered in Spanish, the department shall consider
550	the percentage of the population who speak Spanish.
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551	Section 13. Subsection (6) of section 626.311, Florida
552	Statutes, is renumbered as subsection (7), and a new subsection
553	(6) is added to that section to read:
554	626.311 Scope of license
555	(6) An agent who appoints his or her license as an
556	unaffiliated insurance agent may not hold an appointment from an
557	insurer for any license he or she holds; transact, solicit, or
558	service an insurance contract on behalf of an insurer; interfere
559	with commissions received or to be received by an insurer-
560	appointed insurance agent or an insurance agency contracted with
561	or employing insurer-appointed insurance agents; or receive
562	compensation or any other thing of value from an insurer, an
563	insurer-appointed insurance agent, or an insurance agency
564	contracted with or employing insurer-appointed insurance agents
565	for any transaction or referral occurring after the date of
566	appointment as an unaffiliated insurance agent. An unaffiliated
567	insurance agent may continue to receive commissions on sales
568	that occurred before the date of appointment as an unaffiliated
569	insurance agent if the receipt of such commissions is disclosed
570	when making recommendations or evaluating products for a client
571	that involve products of the entity from which the commissions
572	are received.
573	Section 14. Paragraph (d) of subsection (1) of section
574	626.321, Florida Statutes, is amended to read:
575	626.321 Limited licenses
1	

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(1) The department shall issue to a qualified applicant a license as agent authorized to transact a limited class of business in any of the following categories of limited lines insurance:

580

(d) Motor vehicle rental insurance.-

1. License covering only insurance of the risks set forth in this paragraph when offered, sold, or solicited with and incidental to the rental or lease of a motor vehicle and which applies only to the motor vehicle that is the subject of the lease or rental agreement and the occupants of the motor vehicle:

a. Excess motor vehicle liability insurance providing
coverage in excess of the standard liability limits provided by
the lessor in the lessor's lease to a person renting or leasing
a motor vehicle from the licensee's employer for liability
arising in connection with the negligent operation of the leased
or rented motor vehicle.

593 b. Insurance covering the liability of the lessee to the 594 lessor for damage to the leased or rented motor vehicle.

595 c. Insurance covering the loss of or damage to baggage, 596 personal effects, or travel documents of a person renting or 597 leasing a motor vehicle.

598 d. Insurance covering accidental personal injury or death 599 of the lessee and any passenger who is riding or driving with 600 the covered lessee in the leased or rented motor vehicle.

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601 Insurance under a motor vehicle rental insurance 2. 602 license may be issued only if the lease or rental agreement is for no more than 60 days, the lessee is not provided coverage 603 604 for more than 60 consecutive days per lease period, and the 605 lessee is given written notice that his or her personal 606 insurance policy providing coverage on an owned motor vehicle 607 may provide coverage of such risks and that the purchase of the insurance is not required in connection with the lease or rental 608 609 of a motor vehicle. If the lease is extended beyond 60 days, the coverage may be extended one time only for a period not to 610 611 exceed an additional 60 days. Insurance may be provided to the 612 lessee as an additional insured on a policy issued to the 613 licensee's employer.

3. The license may be issued only to the full-time salaried employee of a licensed general lines agent or to a business entity that offers motor vehicles for rent or lease if insurance sales activities authorized by the license are in connection with and incidental to the rental or lease of a motor vehicle.

a. A license issued to a business entity that offers motor vehicles for rent or lease encompasses each office, branch office, <u>employee</u>, <u>authorized representative located at a</u> <u>designated branch</u>, or place of business making use of the entity's business name in order to offer, solicit, and sell insurance pursuant to this paragraph.

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626 The application for licensure must list the name, b. 627 address, and phone number for each office, branch office, or place of business that is to be covered by the license. The 628 629 licensee shall notify the department of the name, address, and 630 phone number of any new location that is to be covered by the 631 license before the new office, branch office, or place of 632 business engages in the sale of insurance pursuant to this paragraph. The licensee must notify the department within 30 633 634 days after closing or terminating an office, branch office, or place of business. Upon receipt of the notice, the department 635 636 shall delete the office, branch office, or place of business 637 from the license. 638 c. A licensed and appointed entity is directly responsible 639 and accountable for all acts of the licensee's employees. 640 Section 15. Effective January 1, 2015, section 626.382, 641 Florida Statutes, is amended to read: 626.382 Continuation, expiration of license; insurance 642 643 agencies.-The license of an any insurance agency shall be issued 644 for a period of 3 years and shall continue in force until 645 canceled, suspended, or revoked $_{\overline{r}}$  or until it is otherwise terminated or expires by operation of law. A license may be 646 647 renewed by submitting a renewal request to the department on a 648 form adopted by department rule. Section 16. Section 626.601, Florida Statutes, is amended 649 650 to read:

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651 626.601 Improper conduct; inquiry; fingerprinting.-652 (1)The department or office may, upon its own motion or upon a written complaint signed by any interested person and 653 654 filed with the department or office, inquire into any alleged 655 improper conduct of any licensed, approved, or certified 656 licensee, insurance agency, agent, adjuster, service representative, managing general agent, customer representative, 657 658 title insurance agent, title insurance agency, mediator, neutral 659 evaluator, navigator, continuing education course provider, instructor, school official, or monitor group under this code. 660 661 The department or office may thereafter initiate an 662 investigation of any such individual or entity licensee if it 663 has reasonable cause to believe that the individual or entity 664 licensee has violated any provision of the insurance code. 665 During the course of its investigation, the department or office 666 shall contact the individual or entity licensee being 667 investigated unless it determines that contacting such 668 individual or entity person could jeopardize the successful 669 completion of the investigation or cause injury to the public. 670 In the investigation by the department or office of (2) any the alleged misconduct, an individual or entity the licensee 671

shall, whenever so required by the department or office, cause
<u>the individual's or entity's</u> his or her books and records to be
open for inspection for the purpose of such <u>investigation</u>
<u>inquiries</u>.

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676 The Complaints against an individual or entity any (3) 677 licensee may be informally alleged and are not required to include need not be in any such language as is necessary to 678 679 charge a crime on an indictment or information. 680 The expense for any hearings or investigations (4) 681 conducted under this law, as well as the fees and mileage of 682 witnesses, may be paid out of the appropriate fund. 683 If the department or office, after investigation, has (5) 684 reason to believe that an individual a licensee may have been found guilty of or pleaded guilty or nolo contendere to a felony 685 686 or a crime related to the business of insurance in this or any 687 other state or jurisdiction, the department or office may 688 require the individual licensee to file with the department or 689 office a complete set of his or her fingerprints, which shall be 690 accompanied by the fingerprint processing fee set forth in s. 691 624.501. The fingerprints shall be taken by an authorized law 692 enforcement agency or other department-approved entity. 693 The complaint and any information obtained pursuant to (6) 694 the investigation by the department or office are confidential 695 and are exempt from the provisions of s.  $119.07_{\tau}$  unless the department or office files a formal administrative complaint, 696 697 emergency order, or consent order against the individual or 698 entity licensee. Nothing in This subsection does not shall be

700 the complaint or such information as it deems necessary to

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construed to prevent the department or office from disclosing

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701 conduct the investigation, to update the complainant as to the 702 status and outcome of the complaint, or to share such 703 information with any law enforcement agency <u>or other regulatory</u> 704 <u>body</u>.

705 Section 17. Section 626.611, Florida Statutes, is amended 706 to read:

707 626.611 Grounds for compulsory refusal, suspension, or 708 revocation of agent's, title agency's, adjuster's, customer 709 representative's, service representative's, or managing general 710 agent's license or appointment.-

711 The department shall deny an application for, suspend, (1) 712 revoke, or refuse to renew or continue the license or 713 appointment of any applicant, agent, title agency, adjuster, 714 customer representative, service representative, or managing 715 general agent, and it shall suspend or revoke the eligibility to 716 hold a license or appointment of any such person, if it finds 717 that as to the applicant, licensee, or appointee any one or more of the following applicable grounds exist: 718

719 (a) (1) Lack of one or more of the qualifications for the
 720 license or appointment as specified in this code.

721 (b)(2) Material misstatement, misrepresentation, or fraud 722 in obtaining the license or appointment or in attempting to 723 obtain the license or appointment.

724 <u>(c) (3)</u> Failure to pass to the satisfaction of the 725 department any examination required under this code.

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726 (d) (4) If the license or appointment is willfully used, or 727 to be used, to circumvent any of the requirements or 728 prohibitions of this code. 729 (e) (5) Willful misrepresentation of any insurance policy 730 or annuity contract or willful deception with regard to any such 731 policy or contract, done either in person or by any form of 732 dissemination of information or advertising. (f) (6) If, as an adjuster, or agent licensed and appointed 733 734 to adjust claims under this code, he or she has materially misrepresented to an insured or other interested party the terms 735 736 and coverage of an insurance contract with intent and for the 737 purpose of effecting settlement of claim for loss or damage or 738 benefit under such contract on less favorable terms than those 739 provided in and contemplated by the contract. 740 (q) (7) Demonstrated lack of fitness or trustworthiness to 741 engage in the business of insurance. 742 (h) (8) Demonstrated lack of reasonably adequate knowledge 743 and technical competence to engage in the transactions 744 authorized by the license or appointment. 745 (i) (9) Fraudulent or dishonest practices in the conduct of business under the license or appointment. 746 747 (j) (10) Misappropriation, conversion, or unlawful 748 withholding of moneys belonging to insurers or insureds or 749 beneficiaries or to others and received in conduct of business

750 under the license or appointment.

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751 (k) (11) Unlawfully rebating, attempting to unlawfully
752 rebate, or unlawfully dividing or offering to divide his or her
753 commission with another.

754 <u>(1)(12)</u> Having obtained or attempted to obtain, or having 755 used or using, a license or appointment as agent or customer 756 representative for the purpose of soliciting or handling 757 "controlled business" as defined in s. 626.730 with respect to 758 general lines agents, s. 626.784 with respect to life agents, 759 and s. 626.830 with respect to health agents.

760 (m) (13) Willful failure to comply with, or willful 761 violation of, any proper order or rule of the department or 762 willful violation of any provision of this code.

763 (n) (14) Having been found guilty of or having pleaded 764 guilty or nolo contendere to a felony or a crime punishable by 765 imprisonment of 1 year or more under the law of the United 766 States of America or of any state thereof or under the law of 767 any other country which involves moral turpitude, without regard 768 to whether a judgment of conviction has been entered by the 769 court having jurisdiction of such cases.

770 <u>(0) (15)</u> Fraudulent or dishonest practice in submitting or 771 aiding or abetting any person in the submission of an 772 application for workers' compensation coverage under chapter 440 773 containing false or misleading information as to employee 774 payroll or classification for the purpose of avoiding or 775 reducing the amount of premium due for such coverage.

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776	<u>(p)</u> (16) Sale of an unregistered security that was required
777	to be registered, pursuant to chapter 517.
778	(q) (17) In transactions related to viatical settlement
779	contracts as defined in s. 626.9911:
780	1(a) Commission of a fraudulent or dishonest act.
781	2.(b) No longer meeting the requirements for initial
782	licensure.
783	<u>3.(c)</u> Having received a fee, commission, or other valuable
784	consideration for his or her services with respect to viatical
785	settlements that involved unlicensed viatical settlement
786	providers or persons who offered or attempted to negotiate on
787	behalf of another person a viatical settlement contract as
788	defined in s. 626.9911 and who were not licensed life agents.
789	<u>4.(d)</u> Dealing in bad faith with viators.
789 790	<u>4.(d)</u> Dealing in bad faith with viators. (2) The department shall, upon receipt of information or
790	(2) The department shall, upon receipt of information or
790 791	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or
790 791 792	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is
790 791 792 793	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such
790 791 792 793 794	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such suspension shall continue if the licensee is found guilty of, or
790 791 792 793 794 795	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such suspension shall continue if the licensee is found guilty of, or pleads guilty or nolo contendere to, the crime, regardless of
790 791 792 793 794 795 796	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such suspension shall continue if the licensee is found guilty of, or pleads guilty or nolo contendere to, the crime, regardless of whether a judgment or conviction is entered, during a pending
790 791 792 793 794 795 796 797	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such suspension shall continue if the licensee is found guilty of, or pleads guilty or nolo contendere to, the crime, regardless of whether a judgment or conviction is entered, during a pending appeal. A person may not transact insurance business after
790 791 792 793 794 795 796 797 798	(2) The department shall, upon receipt of information or an indictment, immediately temporarily suspend a license or appointment issued under this chapter when the licensee is charged with a felony enumerated in s. 626.207(3). Such suspension shall continue if the licensee is found guilty of, or pleads guilty or nolo contendere to, the crime, regardless of whether a judgment or conviction is entered, during a pending appeal. A person may not transact insurance business after suspension of his or her license or appointment.

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801 626.641 Duration of suspension or revocation.-802 (2) No person or appointee under any license or appointment revoked by the department, nor any person whose 803 804 eligibility to hold same has been revoked by the department, 805 shall have the right to apply for another license or appointment 806 under this code within 2 years from the effective date of such revocation or, if judicial review of such revocation is sought, 807 within 2 years from the date of final court order or decree 808 809 affirming the revocation. An applicant for another license or appointment pursuant to this subsection must apply and qualify 810 811 for licensure in the same manner as a first-time applicant, and 812 the application may be denied on the same grounds that apply to 813 first-time applicants for licensure pursuant to ss. 626.207, 814 626.611, and 626.621. In addition, the department shall not 815 grant a new license or appointment or reinstate eligibility to 816 hold such license or appointment if it finds that the 817 circumstance or circumstances for which the eligibility was 818 revoked or for which the previous license or appointment was 819 revoked still exist or are likely to recur; if an individual's license as agent or customer representative or eligibility to 820 hold same has been revoked upon the ground specified in s. 821 822 626.611(1)(1) <del>626.611(12)</del>, the department shall refuse to grant 823 or issue any new license or appointment so applied for. 824 Section 19. Section 626.733, Florida Statutes, is amended 825 to read:

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826 626.733 Agency firms and corporations; special 827 requirements.-If a sole proprietorship, partnership, 828 corporation, or association holds an agency contract, all 829 members thereof who solicit, negotiate, or effect insurance 830 contracts, and all officers and stockholders of the corporation 831 who solicit, negotiate, or effect insurance contracts, must are 832 required to qualify and be licensed individually as agents or 833 customer representatives, + and all of such agents must be 834 individually appointed as to each property and casualty insurer 835 entering into an agency contract with such agency. Each such 836 appointing insurer as soon as known to it shall comply with this 837 section and shall determine and require that each agent so 838 associated in or so connected with such agency is likewise 839 appointed as to the same such insurer and for the same type and class of license. However, an <del>no</del> insurer is not required to 840 841 comply with the appointment provisions of this section for an 842 agent within an agency who does not solicit, negotiate, or 843 effect insurance contracts for that insurer if such insurer 844 satisfactorily demonstrates to the department that the insurer 845 has issued an aggregate net written premium, in an agency, amount of \$25,000 or less. 846 847 Section 20. Paragraphs (a) and (g) of subsection (1) of 848 section 626.7355, Florida Statutes, are amended to read: 849 626.7355 Temporary license as customer representative 850 pending examination.-

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851	(1) The department shall issue a temporary customer
852	representative's license with respect to a person who has
853	applied for such license upon finding that the person:
854	(a) Has filed an application for a customer
855	representative's license or a limited customer representative's
856	license and has paid any fees required under s. 624.501(5) in
857	connection with such application for a customer representative's
858	license or limited customer representative's license.
859	(g) Is not disqualified from licensure by the department
860	under s. 626.207. Within the last 5 years, has not been
861	convicted, found guilty or pleaded nolo contendere to a felony
862	or a crime punishable by imprisonment of 1 year or more under
863	the law of any municipality, county, state, territory, or
864	country, whether or not a judgment of conviction has been
865	entered.
866	Section 21. Effective January 1, 2015, section 626.747,
867	Florida Statutes, is repealed.
868	Section 22. Subsection (1) of section 626.7845, Florida
869	Statutes, is amended to read:
870	626.7845 Prohibition against unlicensed transaction of
871	life insurance
872	(1) An individual may not solicit or sell variable life
873	insurance, variable annuity contracts, or any other
874	indeterminate value or variable contract as defined in s.
875	627.8015 $_{ au}$ unless the individual has successfully completed a
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876	licensure examination relating to variable annuity contracts
877	authorized and approved by the department.
878	Section 23. Effective January 1, 2015, subsection (1) of
879	section 626.8411, Florida Statutes, is amended to read:
880	626.8411 Application of Florida Insurance Code provisions
881	to title insurance agents or agencies
882	(1) The following provisions <del>of part II</del> applicable to
883	general lines agents or agencies also apply to title insurance
884	agents or agencies:
885	(a) Section 626.734, relating to liability of certain
886	agents.
887	(b) Section <u>626.0428(4)(a) and (b)</u> <del>626.747</del> , relating to
888	branch agencies.
889	(c) Section 626.749, relating to place of business in
890	residence.
891	(d) Section 626.753, relating to sharing of commissions.
892	(e) Section 626.754, relating to rights of agent following
893	termination of appointment.
894	Section 24. Subsection (2) of section 626.861, Florida
895	Statutes, is amended to read:
896	626.861 Insurer's officers, insurer's employees,
897	reciprocal insurer's representatives; adjustments by
898	(2) If any such officer, employee, attorney, or agent in
899	connection with the adjustment of any such claim, loss, or
900	damage engages in any of the misconduct described in or
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901 contemplated by s.  $626.611(1)(f) = \frac{626.611(6)}{626.611(6)}$ , the office may 902 suspend or revoke the insurer's certificate of authority. 903 Section 25. Section 626.862, Florida Statutes, is amended 904 to read: 905 626.862 Agents; adjustments by.-A licensed and appointed 906 insurance agent may, without being licensed as an adjuster, 907 adjust losses for the insurer represented by him or her as agent if so authorized by the insurer. The license and appointment of 908 909 the agent may be suspended or revoked for violation of or 910 misconduct prohibited by s. 626.611(1)(f) 626.611(6). 911 Section 26. Subsection (2) of section 626.9272, Florida 912 Statutes, is amended to read: 913 626.9272 Licensing of nonresident surplus lines agents.-914 The department may not issue a license unless the (2)915 applicant satisfies the same licensing requirements under s. 916 626.927 as required of a resident surplus lines agent, excluding 917 the required experience or coursework and examination. The department may refuse to issue such license or appointment when 918 it has reason to believe that any of the grounds exist for 919 920 denial, suspension, or revocation of a license as set forth in 921 ss. 626.611 and 626.621. 922 Section 27. Section 627.4553, Florida Statutes, is created 923 to read: 924 627.4553 Recommendations to surrender.-If an insurance 925 agent recommends the surrender of an annuity or life insurance

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CODING: Words stricken are deletions; words underlined are additions.

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926	policy containing a cash value and does not recommend that the
927	proceeds from the surrender be used to fund or purchase another
928	annuity or life insurance policy, before execution of the
929	surrender, the insurance agent, or insurance company if no agent
930	is involved, shall provide, on a form that satisfies the
931	requirements of the rule adopted by the department, information
932	relating to the annuity or policy to be surrendered. Such
933	information shall include, but is not limited to, the amount of
934	any surrender charge, the loss of any minimum interest rate
935	guarantees, the amount of any tax consequences resulting from
936	the transaction, the amount of any forfeited death benefit, and
937	the value of any other investment performance guarantees being
938	forfeited as a result of the transaction. This section also
939	applies to a person performing insurance agent activities
940	pursuant to an exemption from licensure under this part.
941	Section 28. Paragraph (b) of subsection (4) of section
942	627.7015, Florida Statutes, is amended to read:
943	627.7015 Alternative procedure for resolution of disputed
944	property insurance claims
945	(4) The department shall adopt by rule a property
946	insurance mediation program to be administered by the department
947	or its designee. The department may also adopt special rules
948	which are applicable in cases of an emergency within the state.
949	The rules shall be modeled after practices and procedures set
950	forth in mediation rules of procedure adopted by the Supreme
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	<b>.</b>

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951	Court. The rules shall provide for:
952	(b) Qualifications, denial of application, suspension,
953	revocation of approval, and other penalties for <del>of</del> mediators as
954	provided in s. 627.745 and in the Florida Rules of Certified and
955	Court Appointed Mediators, and for such other individuals as are
956	qualified by education, training, or experience as the
957	department determines to be appropriate.
958	Section 29. Paragraphs (c) and (f) of subsection (2) of
959	section 627.706, Florida Statutes, are amended to read:
960	627.706 Sinkhole insurance; catastrophic ground cover
961	collapse; definitions
962	(2) As used in ss. 627.706-627.7074, and as used in
963	connection with any policy providing coverage for a catastrophic
964	ground cover collapse or for sinkhole losses, the term:
965	(c) "Neutral evaluator" means <u>an</u> <del>a professional</del> engineer
966	licensed under chapter 471 with experience and expertise in the
967	identification of sinkhole activity as well as other potential
968	causes of structural damage or a professional geologist. The
969	engineer or professional geologist must have who has completed a
970	course of study in alternative dispute resolution designed or
971	approved by the department for use in the neutral evaluation
972	process, must be <del>and who is</del> determined by the department to be
973	fair and impartial, and must not be otherwise ineligible for
974	certification as provided in s. 627.7074.
975	(f) "Professional engineer" means a person, as defined in

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976 s. 471.005, who has a bachelor's degree or higher in 977 engineering. A professional engineer must also have experience 978 and expertise in the identification of sinkhole activity or as 979 well as other potential causes of structural damage. 980 Section 30. Subsections (7) and (18) of section 627.7074, 981 Florida Statutes, are amended to read: 982 627.7074 Alternative procedure for resolution of disputed 983 sinkhole insurance claims.-984 (7) Upon receipt of a request for neutral evaluation, the 985 department shall provide the parties a list of certified neutral 986 evaluators. The department shall allow the parties to submit 987 requests to disqualify evaluators on the list for cause. 988 (a) The department shall disqualify neutral evaluators for 989 cause based only on any of the following grounds: 990 1. A familial relationship exists between the neutral 991 evaluator and either party or a representative of either party 992 within the third degree. The proposed neutral evaluator has, in a professional 993 2. 994 capacity, previously represented either party or a 995 representative of either party, in the same or a substantially 996 related matter. 997 The proposed neutral evaluator has, in a professional 3. 998 capacity, represented another person in the same or a 999 substantially related matter and that person's interests are 1000 materially adverse to the interests of the parties. The term Page 40 of 56

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1001	"substantially related matter" means participation by the
1002	neutral evaluator on the same claim, property, or adjacent
1003	property.
1004	4. The proposed neutral evaluator has, within the
1005	preceding 5 years, worked as an employer or employee of any
1006	party to the case.
1007	(b) The department shall deny an application, or suspend
1008	or revoke its certification, of a neutral evaluator to serve in
1009	such capacity if the department finds that one or more of the
1010	following grounds exist:
1011	1. Lack of one or more of the qualifications specified in
1012	this section for certification.
1013	2. Material misstatement, misrepresentation, or fraud in
1014	obtaining or attempting to obtain the certification.
1015	3. Demonstrated lack of fitness or trustworthiness to act
1016	as a neutral evaluator.
1017	4. Fraudulent or dishonest practices in the conduct of an
1018	evaluation or in the conduct of financial services business.
1019	5. Violation of any provision of this code or of a lawful
1020	order or rule of the department or aiding, instructing, or
1021	encouraging another party in committing such a violation.
1022	<u>(c)</u> (b) The parties shall appoint a neutral evaluator from
1023	the department list and promptly inform the department. If the
1024	parties cannot agree to a neutral evaluator within 14 business
1025	days, the department shall appoint a neutral evaluator from the

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1026 list of certified neutral evaluators. The department shall allow 1027 each party to disqualify two neutral evaluators without cause. 1028 Upon selection or appointment, the department shall promptly 1029 refer the request to the neutral evaluator.

1030 (d) (c) Within 14 business days after the referral, the 1031 neutral evaluator shall notify the policyholder and the insurer of the date, time, and place of the neutral evaluation 1032 conference. The conference may be held by telephone, if feasible 1033 1034 and desirable. The neutral evaluator shall make reasonable 1035 efforts to hold the conference within 90 days after the receipt 1036 of the request by the department. Failure of the neutral evaluator to hold the conference within 90 days does not 1037 1038 invalidate either party's right to neutral evaluation or to a neutral evaluation conference held outside this timeframe. 1039

1040 (18) The department shall adopt rules of procedure for the 1041 neutral evaluation process <u>and adopt rules for certifying</u>, 1042 <u>denying certification of</u>, <u>suspending certification of</u>, <u>and</u> 1043 revoking certification as a neutral evaluator</u>.

Section 31. Subsection (3) of section 627.745, Florida Statutes, is amended, present subsections (4) and (5) of that section are renumbered as subsections (5) and (6), respectively, and a new subsection (4) is added to that section, to read:

1048

627.745 Mediation of claims.-

1049 (3) (a) The department shall approve mediators to conduct1050 mediations pursuant to this section. All mediators must file an

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1051 application under oath for approval as a mediator. 1052 (b) To qualify for approval as a mediator, an individual <del>a</del> 1053 person must meet one of the following qualifications: 1054 Possess an active certification as a Florida Supreme 1. 1055 Court certified circuit court mediator. A Florida Supreme Court 1056 certified circuit court mediator in a lapsed, suspended, 1057 sanctioned, or decertified status is not eligible to participate 1058 in the mediation program a masters or doctorate degree in 1059 psychology, counseling, business, accounting, or economics, be a 1060 member of The Florida Bar, be licensed as a certified public 1061 accountant, or demonstrate that the applicant for approval has 1062 been actively engaged as a qualified mediator for at least 4 1063 years prior to July 1, 1990. 1064 Be an approved department mediator as of July 1, 2014, 2. 1065 and have conducted at least one mediation on behalf of the 1066 department within 4 years immediately preceding that the date 1067 the application for approval is filed with the department, have completed a minimum of a 40-hour training program approved by 1068 1069 the department and successfully passed a final examination 1070 included in the training program and approved by the department. 1071 The training program shall include and address all of the 1072 following: 1073 a. Mediation theory. 1074 b. Mediation process and techniques. 1075 c. Standards of conduct for mediators.

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1076	d. Conflict management and intervention skills.
1077	e. Insurance nomenclature.
1078	(4) The department shall deny an application, or suspend
1079	or revoke its approval, of a mediator to serve in such capacity
1080	if the department finds that one or more of the following
1081	grounds exist:
1082	(a) Lack of one or more of the qualifications specified in
1083	this section for approval.
1084	(b) Material misstatement, misrepresentation, or fraud in
1085	obtaining or attempting to obtain the approval.
1086	(c) Demonstrated lack of fitness or trustworthiness to act
1087	as a mediator.
1088	(d) Fraudulent or dishonest practices in the conduct of
1089	mediation or in the conduct of business in the financial
1090	services industry.
1091	(e) Violation of any provision of this code or of a lawful
1092	order or rule of the department, violation of the Florida Rules
1093	of Certified and Court Appointed Mediators, or aiding,
1094	instructing, or encouraging another party in committing such a
1095	violation.
1096	
1097	The department may adopt rules to administer this subsection.
1098	Section 32. Paragraph (b) of subsection (1) of section
1099	627.952, Florida Statutes, is amended to read:
1100	627.952 Risk retention and purchasing group agents

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1101 Any person offering, soliciting, selling, purchasing, (1)1102 administering, or otherwise servicing insurance contracts, certificates, or agreements for any purchasing group or risk 1103 1104 retention group to any resident of this state, either directly 1105 or indirectly, by the use of mail, advertising, or other means 1106 of communication, shall obtain a license and appointment to act as a resident general lines agent, if a resident of this state, 1107 or a nonresident general lines agent if not a resident. Any such 1108 1109 person shall be subject to all requirements of the Florida 1110 Insurance Code. 1111 Any person required to be licensed and appointed under (b) this subsection, in order to place business through Florida 1112 1113 eligible surplus lines carriers, must, if a resident of this 1114 state, be licensed and appointed as a surplus lines agent. If 1115 not a resident of this state, such person must be licensed and 1116 appointed as a surplus lines agent in her or his state of 1117 residence and be licensed and appointed as a nonresident surplus lines agent in this state file and maintain a fidelity bond in 1118 1119 favor of the people of the State of Florida executed by a surety 1120 company admitted in this state and payable to the State of 1121 Florida; however, such nonresident is limited to the provision 1122 of insurance for purchasing groups. The bond must be continuous in form and in the amount of not less than \$50,000, aggregate 1123 1124 liability. The bond must remain in force and effect until the 1125 surety is released from liability by the department or until the

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1126	bond is canceled by the surety. The surety may cancel the bond
1127	and be released from further liability upon 30 days' prior
1128	written notice to the department. The cancellation does not
1129	affect any liability incurred or accrued before the termination
1130	of the 30-day period. Upon receipt of a notice of cancellation,
1131	the department shall immediately notify the agent.
1132	Section 33. Subsection (1) of section 648.43, Florida
1133	Statutes, is amended to read:
1134	648.43 Power of attorney; to be approved by department;
1135	filing of copies; notification of transfer bond
1136	(1) Every insurer engaged in the writing of bail bonds
1137	through bail bond agents in this state shall submit <u>to</u> and have
1138	<del>approved by</del> the <u>office for prior approval</u> <del>department</del> a sample
1139	power of attorney, which <u>shall</u> $will$ be the only form of power of
1140	attorney the insurer <u>issues</u> <del>will issue</del> to bail bond agents in
1141	this state.
1142	Section 34. Subsection (3) of section 648.49, Florida
1143	Statutes, is amended to read:
1144	648.49 Duration of suspension or revocation
1145	(3) During the period of suspension $_{ au}$ or <del>after</del> revocation
1146	of the license and until the license is reinstated or a new
1147	license is issued, the former licensee may not engage in or
1148	attempt to profess to engage in any transaction or business for
1149	which a license or appointment is required under this chapter. <u>A</u>
1150	Any person who violates this subsection commits a felony of the
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1151 third degree, punishable as provided in s. 775.082, s. 775.083, 1152 or s. 775.084.

1153 Section 35. Paragraphs (a) and (c) of subsection (4) of 1154 section 943.0585, Florida Statutes, are amended to read:

1155 943.0585 Court-ordered expunction of criminal history 1156 records .- The courts of this state have jurisdiction over their 1157 own procedures, including the maintenance, expunction, and 1158 correction of judicial records containing criminal history 1159 information to the extent such procedures are not inconsistent 1160 with the conditions, responsibilities, and duties established by this section. Any court of competent jurisdiction may order a 1161 criminal justice agency to expunge the criminal history record 1162 of a minor or an adult who complies with the requirements of 1163 this section. The court shall not order a criminal justice 1164 1165 agency to expunge a criminal history record until the person 1166 seeking to expunge a criminal history record has applied for and 1167 received a certificate of eligibility for expunction pursuant to 1168 subsection (2). A criminal history record that relates to a 1169 violation of s. 393.135, s. 394.4593, s. 787.025, chapter 794, s. 796.03, s. 800.04, s. 810.14, s. 817.034, s. 825.1025, s. 1170 827.071, chapter 839, s. 847.0133, s. 847.0135, s. 847.0145, s. 1171 1172 893.135, s. 916.1075, a violation enumerated in s. 907.041, or any violation specified as a predicate offense for registration 1173 1174 as a sexual predator pursuant to s. 775.21, without regard to whether that offense alone is sufficient to require such 1175

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1176 registration, or for registration as a sexual offender pursuant 1177 to s. 943.0435, may not be expunded, without regard to whether adjudication was withheld, if the defendant was found guilty of 1178 1179 or pled guilty or nolo contendere to the offense, or if the 1180 defendant, as a minor, was found to have committed, or pled 1181 guilty or nolo contendere to committing, the offense as a delinquent act. The court may only order expunction of a 1182 criminal history record pertaining to one arrest or one incident 1183 of alleged criminal activity, except as provided in this 1184 1185 section. The court may, at its sole discretion, order the 1186 expunction of a criminal history record pertaining to more than one arrest if the additional arrests directly relate to the 1187 1188 original arrest. If the court intends to order the expunction of 1189 records pertaining to such additional arrests, such intent must 1190 be specified in the order. A criminal justice agency may not 1191 expunge any record pertaining to such additional arrests if the 1192 order to expunge does not articulate the intention of the court 1193 to expunge a record pertaining to more than one arrest. This 1194 section does not prevent the court from ordering the expunction of only a portion of a criminal history record pertaining to one 1195 arrest or one incident of alleged criminal activity. 1196 1197 Notwithstanding any law to the contrary, a criminal justice 1198 agency may comply with laws, court orders, and official requests 1199 of other jurisdictions relating to expunction, correction, or confidential handling of criminal history records or information 1200

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1201 derived therefrom. This section does not confer any right to the 1202 expunction of any criminal history record, and any request for 1203 expunction of a criminal history record may be denied at the 1204 sole discretion of the court.

1205 (4) EFFECT OF CRIMINAL HISTORY RECORD EXPUNCTION.-Any 1206 criminal history record of a minor or an adult which is ordered 1207 expunded by a court of competent jurisdiction pursuant to this section must be physically destroyed or obliterated by any 1208 1209 criminal justice agency having custody of such record; except that any criminal history record in the custody of the 1210 1211 department must be retained in all cases. A criminal history 1212 record ordered expunged that is retained by the department is 1213 confidential and exempt from the provisions of s. 119.07(1) and 1214 s. 24(a), Art. I of the State Constitution and not available to 1215 any person or entity except upon order of a court of competent 1216 jurisdiction. A criminal justice agency may retain a notation 1217 indicating compliance with an order to expunge.

(a) The person who is the subject of a criminal history record that is expunged under this section or under other provisions of law, including former s. 893.14, former s. 901.33, and former s. 943.058, may lawfully deny or fail to acknowledge the arrests covered by the expunged record, except when the subject of the record:

1224 1. Is a candidate for employment with a criminal justice 1225 agency;

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1250	s. 119.07(1) and s. 24(a), Art. I of the State Constitution,
1249	paragraph (a) is confidential and exempt from the provisions of
1248	criminal history record which is provided in accordance with
1247	(c) Information relating to the existence of an expunged
1246	Services.
1245	Agent and Agency Services within the Department of Financial
1244	7. Is seeking to be licensed by the Division of Insurance
1243	care facilities <u>; or</u>
1242	school, or any local governmental entity that licenses child
1241	laboratory school, any charter school, any private or parochial
1240	of Education, any district school board, any university
1239	6. Is seeking to be employed or licensed by the Department
1238	disabled, or the elderly; <del>or</del>
1237	in a sensitive position having direct contact with children, the
1236	Justice or to be employed or used by such contractor or licensee
1235	Department of Elderly Affairs, or the Department of Juvenile
1234	Persons with Disabilities, the Department of Health, the
1233	the Agency for Health Care Administration, the Agency for
1232	Vocational Rehabilitation within the Department of Education,
1231	with the Department of Children and Families, the Division of
1230	5. Is seeking to be employed or licensed by or to contract
1229	4. Is a candidate for admission to The Florida Bar;
1228	this section, s. 943.0583, or s. 943.059;
1227	3. Concurrently or subsequently petitions for relief under

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1251 except that the department shall disclose the existence of a 1252 criminal history record ordered expunged to the entities set 1253 forth in subparagraphs (a)1., 4., 5., 6., and 7. 7. for their 1254 respective licensing, access authorization, and employment 1255 purposes, and to criminal justice agencies for their respective 1256 criminal justice purposes. It is unlawful for any employee of an 1257 entity set forth in subparagraph (a)1., subparagraph (a)4., subparagraph (a)5., subparagraph (a)6., or subparagraph (a)7. 1258 1259 subparagraph (a)7. to disclose information relating to the 1260 existence of an expunged criminal history record of a person 1261 seeking employment, access authorization, or licensure with such 1262 entity or contractor, except to the person to whom the criminal 1263 history record relates or to persons having direct 1264 responsibility for employment, access authorization, or 1265 licensure decisions. Any person who violates this paragraph 1266 commits a misdemeanor of the first degree, punishable as 1267 provided in s. 775.082 or s. 775.083.

1268 Section 36. Paragraphs (a) and (c) of subsection (4) of 1269 section 943.059, Florida Statutes, are amended to read:

1270 943.059 Court-ordered sealing of criminal history 1271 records.—The courts of this state shall continue to have 1272 jurisdiction over their own procedures, including the 1273 maintenance, sealing, and correction of judicial records 1274 containing criminal history information to the extent such 1275 procedures are not inconsistent with the conditions,

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1276 responsibilities, and duties established by this section. Any 1277 court of competent jurisdiction may order a criminal justice agency to seal the criminal history record of a minor or an 1278 1279 adult who complies with the requirements of this section. The 1280 court shall not order a criminal justice agency to seal a 1281 criminal history record until the person seeking to seal a criminal history record has applied for and received a 1282 certificate of eligibility for sealing pursuant to subsection 1283 1284 (2). A criminal history record that relates to a violation of s. 393.135, s. 394.4593, s. 787.025, chapter 794, s. 796.03, s. 1285 1286 800.04, s. 810.14, s. 817.034, s. 825.1025, s. 827.071, chapter 1287 839, s. 847.0133, s. 847.0135, s. 847.0145, s. 893.135, s. 1288 916.1075, a violation enumerated in s. 907.041, or any violation 1289 specified as a predicate offense for registration as a sexual 1290 predator pursuant to s. 775.21, without regard to whether that 1291 offense alone is sufficient to require such registration, or for 1292 registration as a sexual offender pursuant to s. 943.0435, may 1293 not be sealed, without regard to whether adjudication was 1294 withheld, if the defendant was found guilty of or pled guilty or 1295 nolo contendere to the offense, or if the defendant, as a minor, was found to have committed or pled guilty or nolo contendere to 1296 1297 committing the offense as a delinquent act. The court may only 1298 order sealing of a criminal history record pertaining to one 1299 arrest or one incident of alleged criminal activity, except as provided in this section. The court may, at its sole discretion, 1300

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1301 order the sealing of a criminal history record pertaining to 1302 more than one arrest if the additional arrests directly relate to the original arrest. If the court intends to order the 1303 1304 sealing of records pertaining to such additional arrests, such 1305 intent must be specified in the order. A criminal justice agency 1306 may not seal any record pertaining to such additional arrests if 1307 the order to seal does not articulate the intention of the court 1308 to seal records pertaining to more than one arrest. This section 1309 does not prevent the court from ordering the sealing of only a 1310 portion of a criminal history record pertaining to one arrest or one incident of alleged criminal activity. Notwithstanding any 1311 law to the contrary, a criminal justice agency may comply with 1312 1313 laws, court orders, and official requests of other jurisdictions 1314 relating to sealing, correction, or confidential handling of 1315 criminal history records or information derived therefrom. This 1316 section does not confer any right to the sealing of any criminal 1317 history record, and any request for sealing a criminal history 1318 record may be denied at the sole discretion of the court.

(4) EFFECT OF CRIMINAL HISTORY RECORD SEALING.—A criminal history record of a minor or an adult which is ordered sealed by a court of competent jurisdiction pursuant to this section is confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution and is available only to the person who is the subject of the record, to the subject's attorney, to criminal justice agencies for their respective

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1326 criminal justice purposes, which include conducting a criminal 1327 history background check for approval of firearms purchases or transfers as authorized by state or federal law, to judges in 1328 1329 the state courts system for the purpose of assisting them in 1330 their case-related decisionmaking responsibilities, as set forth 1331 in s. 943.053(5), or to those entities set forth in subparagraphs (a)1., 4., 5., 6., and 8. 8. for their respective 1332 licensing, access authorization, and employment purposes. 1333 1334 The subject of a criminal history record sealed under (a) 1335 this section or under other provisions of law, including former s. 893.14, former s. 901.33, and former s. 943.058, may lawfully 1336 deny or fail to acknowledge the arrests covered by the sealed 1337 record, except when the subject of the record: 1338 Is a candidate for employment with a criminal justice 1339 1. 1340 agency; 2. 1341 Is a defendant in a criminal prosecution; 1342 3. Concurrently or subsequently petitions for relief under this section, s. 943.0583, or s. 943.0585; 1343 1344 4. Is a candidate for admission to The Florida Bar; Is seeking to be employed or licensed by or to contract 1345 5. with the Department of Children and Families, the Division of 1346 1347 Vocational Rehabilitation within the Department of Education, the Agency for Health Care Administration, the Agency for 1348 1349 Persons with Disabilities, the Department of Health, the Department of Elderly Affairs, or the Department of Juvenile 1350

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1351 Justice or to be employed or used by such contractor or licensee 1352 in a sensitive position having direct contact with children, the disabled, or the elderly; 1353 1354 6. Is seeking to be employed or licensed by the Department 1355 of Education, any district school board, any university 1356 laboratory school, any charter school, any private or parochial 1357 school, or any local governmental entity that licenses child 1358 care facilities; or 1359 7. Is attempting to purchase a firearm from a licensed 1360 importer, licensed manufacturer, or licensed dealer and is subject to a criminal history check under state or federal law; 1361 1362 or 1363 8. Is seeking to be licensed by the Division of Insurance 1364 Agent and Agency Services within the Department of Financial 1365 Services. Information relating to the existence of a sealed 1366 (C) 1367 criminal record provided in accordance with the provisions of 1368 paragraph (a) is confidential and exempt from the provisions of 1369 s. 119.07(1) and s. 24(a), Art. I of the State Constitution, except that the department shall disclose the sealed criminal 1370 1371 history record to the entities set forth in subparagraphs (a)1., 1372 4., 5., 6., and 8. 8. for their respective licensing, access authorization, and employment purposes. It is unlawful for any 1373 1374 employee of an entity set forth in subparagraph (a)1., subparagraph (a)4., subparagraph (a)5., subparagraph (a)6., or 1375

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1376 subparagraph (a)8. subparagraph (a)8. to disclose information 1377 relating to the existence of a sealed criminal history record of 1378 a person seeking employment, access authorization, or licensure 1379 with such entity or contractor, except to the person to whom the 1380 criminal history record relates or to persons having direct 1381 responsibility for employment, access authorization, or 1382 licensure decisions. Any person who violates the provisions of 1383 this paragraph commits a misdemeanor of the first degree, 1384 punishable as provided in s. 775.082 or s. 775.083. 1385 Section 37. Except as otherwise expressly provided in this 1386 act, this act shall take effect July 1, 2014.

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