

**Senate File 272 - Introduced**

SENATE FILE 272  
BY COMMITTEE ON JUDICIARY

(SUCCESSOR TO SSB 1066)

**A BILL FOR**

1 An Act relating to the provision of debt management services  
2 in connection with educational loans, and making penalties  
3 applicable.

4 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 Section 1. Section 533A.1, subsection 2, Code 2019, is  
2 amended by adding the following new paragraph:

3 NEW PARAGRAPH. e. Serving as an intermediary between a  
4 debtor and one or more creditors or loan servicers of the  
5 debtor for the purpose of seeking modification of the terms of  
6 an educational loan.

7 Sec. 2. Section 533A.1, Code 2019, is amended by adding the  
8 following new subsections:

9 NEW SUBSECTION. 5A. "*Educational loan*" means the same as  
10 defined in section 261F.1.

11 NEW SUBSECTION. 8A. "*Loan servicer*" means a person who is  
12 engaged in the direct collection of payments on a loan from  
13 the debtor or holds the right to undertake direct collection  
14 of payments on a loan from the debtor, including but not  
15 limited to receiving scheduled periodic payments from the  
16 debtor pursuant to the terms of the loan or holding the right  
17 to service the loan, such as by contracting with or otherwise  
18 arranging for another person to service the loan.

19 Sec. 3. NEW SECTION. 533A.8A **Educational loan debt**  
20 **management services — contract requirements — prohibitions —**  
21 **remedies.**

22 1. In addition to any other requirements applicable to a  
23 licensee pursuant to this chapter, a licensee who is engaged  
24 primarily in the business of debt management in connection with  
25 educational loans, as described in section 533A.1, subsection  
26 2, paragraph "e", shall do so in accordance with this section.  
27 The provisions of this section are not exclusive and do not  
28 relieve persons or a contract from compliance with other  
29 applicable law.

30 2. A licensee shall not receive any compensation for  
31 providing educational loan debt management services until after  
32 the licensee has fully performed all services that the licensee  
33 contracted to perform or represented the licensee would  
34 perform, and shall not request any payment from the debtor or  
35 require the debtor to provide payment to any third party prior

1 to fully performing all services.

2 3. *a.* A debtor has an unconditional right to cancel a  
3 contract with a licensee for educational loan debt management  
4 services at any time prior to midnight of the third business  
5 day following the date a contract which complies with this  
6 section is signed and executed.

7 *b.* Cancellation of a contract occurs when the debtor  
8 delivers, by any means, written notice of cancellation to the  
9 address specified in the contract. Notice of cancellation,  
10 if delivered by mail, is effective when deposited in the  
11 mail properly addressed with postage prepaid. Notice of  
12 cancellation delivered by electronic mail is effective upon  
13 transmission. Notice of cancellation delivered personally is  
14 effective upon delivery. Notice of cancellation given by the  
15 debtor need not take the particular form as provided in the  
16 contract and, however expressed, is effective if the notice of  
17 cancellation indicates the intention of the debtor not to be  
18 bound by the contract.

19 4. A contract to provide debt management services in  
20 connection with an educational loan shall be written in clear,  
21 understandable language, shall clearly and conspicuously set  
22 forth any and all terms, restrictions, and conditions governing  
23 the contract, and shall describe fully and in detail all  
24 services that the licensee contracts to perform for the debtor.  
25 The contract shall be dated and signed by the debtor. The  
26 contract shall set forth information required in this section  
27 in at least ten point type. The following shall be included in  
28 the contract:

29 *a.* The licensee's name, the licensee's electronic mail  
30 address, and the physical address of the licensee's place of  
31 business to which the notice of cancellation is to be mailed  
32 or otherwise delivered. A post office box does not constitute  
33 a physical address. A post office box may be designated for  
34 delivery by mail only if it is accompanied by a physical  
35 address at which the notice could be delivered by a method

1 other than mail.

2 *b.* A disclosure statement in substantially the following  
3 form shall appear in at least fourteen point boldface type  
4 immediately above the place where the debtor is to sign:

5 You, the debtor, may cancel this contract at any time prior  
6 to midnight of the third business day after the contract is  
7 signed and executed. See the attached notice of cancellation  
8 form for an explanation of this right.

9 *c.* A completed, easily detachable form in duplicate,  
10 captioned "notice of cancellation", as an attachment, in at  
11 least fourteen point boldface type, containing the following  
12 statement in substantially the following form and language:

13 NOTICE OF CANCELLATION

14 .....

15 (date contract is signed and executed)

16 You, the debtor, may cancel this contract without any  
17 penalty or obligation, within three business days from the  
18 above date.

19 To cancel this contract, you may use any of the following  
20 methods: (1) send by postal mail or otherwise deliver a  
21 signed and dated copy of this cancellation notice, or any  
22 other written notice of cancellation, to (physical address of  
23 licensee's place of business); or (2) send by electronic mail a  
24 notice of cancellation to (licensee's electronic mail address).

25 No later than midnight of (date).

26 I hereby cancel this contract.

27 .....

28 (date)

29 .....

30 (debtor's signature)

31 *d.* A disclosure statement in substantially the following  
32 form shall appear in at least fourteen point boldface type  
33 immediately above the "Notice of Cancellation" form described  
34 in paragraph "c":

35 NOTICE REQUIRED BY IOWA LAW

1 (Insert name of licensee) or anyone working for (insert name  
2 of licensee) CANNOT take payment directly from you or require  
3 you to pay for or finance its services through a third party  
4 until (insert name of licensee) has fully performed each and  
5 every service that (insert name of licensee) contracted to  
6 perform or represented that (insert name of licensee) would  
7 perform.

8 5. A licensee who is engaged primarily in the business of  
9 debt management in connection with educational loans shall not  
10 do any of the following:

11 a. Claim, demand, charge, collect, or receive compensation  
12 until after the licensee has fully performed each and every  
13 service the licensee contracted to perform or represented the  
14 licensee would perform.

15 b. Execute a contract with a debtor for educational loan  
16 debt management services in violation of this section.

17 c. Receive consideration from any third party in connection  
18 with services rendered to a debtor unless the consideration is  
19 first fully disclosed to the debtor.

20 d. Prohibit or impede a debtor from contacting any creditor,  
21 lender, loan servicer, government entity, attorney, counselor,  
22 individual, or company that may seek to help the debtor. Any  
23 such provision is void and unenforceable.

24 e. Access or obtain a debtor's federal student aid  
25 information in violation of federal law.

26 f. Compensate employees, including independent contractors,  
27 based on the number of debtors recruited by the employees or  
28 enrolled in particular programs, or provide compensation to  
29 employees on any other commission-based system.

30 g. Pay or offer to pay any compensation, bonus, gift,  
31 commission, or other consideration to any person for the  
32 referral of a debtor to the licensee's business.

33 h. Accept or receive any compensation, bonus, gift,  
34 commission, or other consideration for service to the  
35 debtor from any person other than the debtor, the debtor's

1 representative, or any third party providing financing that is  
2 otherwise in compliance with the requirements of this section.

3 *i.* Disclose any information regarding a debtor to anyone  
4 other than law enforcement, government entities, loan  
5 servicers, creditors of the debtor, or as required by law.

6 *j.* Disclose any information regarding the creditor of  
7 a debtor to anyone other than the debtor, the debtor's  
8 representative, or as required by law.

9 6. *a.* A violation of this section is an unlawful practice  
10 pursuant to section 714.16, and all remedies of section  
11 714.16 are available for such an action. A private cause of  
12 action brought under this section by a debtor is in the public  
13 interest. A debtor may bring an action against a licensee  
14 for a violation of this section. If the court finds that the  
15 licensee violated this section, the court shall award the  
16 debtor actual damages, appropriate equitable relief, and the  
17 costs of the action, and shall award reasonable fees to the  
18 debtor's attorney.

19 *b.* The rights and remedies provided in paragraph "a" are  
20 cumulative to, and not a limitation of, any other rights and  
21 remedies provided by law. Any action brought by a person other  
22 than the attorney general or the superintendent pursuant to  
23 this section must be commenced within four years from the date  
24 of the alleged violation.

25 *c.* Notwithstanding any other provision of this section,  
26 an action shall not be brought on the basis of a violation of  
27 this section, except by a debtor against whom the violation was  
28 committed or by the attorney general or superintendent. This  
29 limitation does not apply to administrative action by either  
30 the attorney general or the superintendent.

31

EXPLANATION

32 The inclusion of this explanation does not constitute agreement with  
33 the explanation's substance by the members of the general assembly.

34 This bill relates to debt management services in connection  
35 with educational loans.

1 Current law requires persons engaged in the business of debt  
2 management in Iowa, as defined, to be licensed and regulated by  
3 the superintendent of the banking division of the department of  
4 commerce under Code chapter 533A.

5 The bill expands the definition of "debt management"  
6 by including in the definition the act of serving as an  
7 intermediary between a debtor and one or more creditors or loan  
8 servicers of the debtor for the purpose of modifying the terms  
9 of an educational loan. The bill defines "educational loan"  
10 as any loan that is made, insured, or guaranteed under Tit.  
11 IV of the federal Higher Education Act solely for educational  
12 purposes, or any private educational loan.

13 The bill provides that in addition to any other requirements  
14 applicable to a licensed debt management services provider  
15 pursuant to Code chapter 533A, a licensee who is engaged  
16 primarily in the business of debt management services in  
17 connection with educational loans shall do so pursuant to the  
18 bill. The bill specifies that the provisions of the bill are  
19 not exclusive and do not relieve persons or contracts from  
20 compliance with other applicable laws.

21 The bill provides that a licensee shall not receive  
22 any compensation in connection with educational loan debt  
23 management services until after the licensee has fully  
24 performed all services that the licensee contracted to perform  
25 or represented the licensee would perform, and shall not  
26 request any payment or require payment to any third party prior  
27 to fully performing all services.

28 The bill provides that a debtor has an unconditional right  
29 to cancel a contract with a licensee for educational loan debt  
30 management services at any time prior to midnight of the third  
31 business day following the date a contract which complies with  
32 the bill is signed and executed. Cancellation of a contract  
33 occurs when the debtor delivers, by any means, written notice  
34 of cancellation to the specified address. A written notice  
35 delivered by mail is effective when deposited in the mail

1 properly addressed with postage prepaid. A written notice  
2 delivered by electronic mail is effective upon transmission. A  
3 written notice delivered personally is effective upon delivery.  
4 A written notice of cancellation may take any form and is  
5 effective if it indicates the debtor's intent to cancel the  
6 contract.

7 The bill provides that a contract to provide educational  
8 loan debt management services shall be written in clear and  
9 understandable language, clearly set forth all terms and  
10 conditions, and fully describe all services that the licensee  
11 contracts to perform for the debtor. The contract shall be in  
12 at least 10 point type and shall include the following: the  
13 licensee's name, electronic mail address, and physical address  
14 of the licensee's place of business; a disclosure statement  
15 located in the contract regarding the debtor's cancellation  
16 rights, as specified in the bill; an attached "notice of  
17 cancellation" form regarding the debtor's cancellation rights,  
18 as specified in the bill; and a disclosure statement located  
19 on the attached "notice of cancellation" form regarding the  
20 requirement that a licensee fully perform all services prior  
21 to receiving any payment from the debtor, as specified in the  
22 bill.

23 The bill prohibits a licensee from doing any of the  
24 following: requesting or receiving compensation prior to fully  
25 performing all contracted or represented services; executing  
26 a contract in violation of the bill; receiving consideration  
27 from any third party unless the consideration is first fully  
28 disclosed to the debtor; prohibiting or impeding a debtor from  
29 contacting any creditor, lender, loan servicer, as defined in  
30 the bill, government entity, attorney, or other individual  
31 that may seek to help the debtor; accessing or obtaining a  
32 debtor's federal student aid information in violation of  
33 federal law; compensating employees and independent contractors  
34 on a commission-based system; paying or offering to pay any  
35 consideration to any person for referring debtors to the



1 licensee's business; accepting or receiving any consideration  
2 for service to the debtor from any person other than the  
3 debtor, the debtor's representative, or certain third parties;  
4 disclosing any information regarding a debtor to anyone other  
5 than certain specified entities, or as required by law; or  
6 disclosing any information regarding the creditor of a debtor  
7 to anyone other than the debtor, the debtor's representative,  
8 or as required by law.

9 A violation of the bill's provisions constitutes an  
10 unlawful practice under Code section 714.16, which relates  
11 to consumer frauds. Pursuant to that Code section, the  
12 attorney general may investigate, issue subpoenas, and commence  
13 civil proceedings seeking restraining orders or injunctions  
14 prohibiting persons from engaging in unlawful practices  
15 or seeking termination of the business affairs of a person  
16 engaging in unlawful practices. A court may further impose a  
17 civil penalty of up to \$40,000 per violation against a person  
18 found guilty of committing an unlawful practice. The bill also  
19 provides that a debtor may bring an action against a licensee  
20 for a violation of the bill's provisions. The debtor must  
21 bring the action within four years from the date of the alleged  
22 violation. If the court finds that a violation has occurred,  
23 the court shall award actual damages, appropriate equitable  
24 relief, court costs, and reasonable attorney fees.

25 In addition to the remedies provided in the bill, Code  
26 section 533A.16 allows the superintendent to apply for an  
27 injunction in district court upon the belief that a person  
28 has engaged in or is about to engage in an act or practice  
29 in violation of Code chapter 533A. The superintendent may  
30 also investigate or initiate a complaint against a person  
31 not licensed under Code chapter 533A to determine whether a  
32 violation has occurred, issue an order requiring compliance  
33 with Code chapter 533A after providing written notice and the  
34 opportunity for a hearing, impose a penalty of up to \$5,000 for  
35 each violation, and order the person to pay restitution.