

**First Regular Session
Seventy-first General Assembly
STATE OF COLORADO**

PREAMENDED

*This Unofficial Version Includes Committee
Amendments Not Yet Adopted on Second Reading*

LLS NO. 17-0773.03 Thomas Morris x4218

HOUSE BILL 17-1352

HOUSE SPONSORSHIP

Winter,

SENATE SPONSORSHIP

Moreno,

House Committees

Finance
Appropriations

Senate Committees

A BILL FOR AN ACT

101 **CONCERNING THE REGULATION OF STUDENT LOAN SERVICERS.**

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

Section 2 of the bill requires an entity that services a student education loan pursuant to a contract with the federal government to be licensed by the administrator of the "Uniform Consumer Credit Code". "Servicing" means receiving a scheduled periodic payment from a student loan borrower, applying the payments of principal and interest with respect to the amounts received from a student loan borrower, and similar administrative services. **Section 4** makes the bill effective on September 1, 2018.

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
*Capital letters indicate new material to be added to existing statute.
Dashes through the words indicate deletions from existing statute.*

1 *Be it enacted by the General Assembly of the State of Colorado:*

2 **SECTION 1. Legislative declaration.** (1) The general assembly
3 hereby:

4 (a) Finds that:

5 (I) Student loan debt has reached a crisis point. More than
6 44,000,000 individuals in the United States owe some amount of student
7 loan debt. Total student loan debt in the United States currently exceeds
8 \$1.3 trillion, surpassing both the amount of credit card debt and car loans.
9 With tuition and other college costs on the rise, student loan debt
10 continues to rise, with no clear reduction in sight.

11 (II) According to the Institute for College Access and Success,
12 56% of Colorado's students graduate with student loan debt averaging
13 \$25,840. There are approximately 761,000 student loan borrowers in
14 Colorado, and the total student loan debt outstanding for Coloradans is
15 approximately \$19 billion.

16 (III) Student loan debt is a hindrance to the state's economy,
17 preventing borrowers from achieving financial independence, buying
18 property, starting businesses, and otherwise investing in Colorado's
19 economy;

20 (b) Determines that:

21 (I) Student loan servicers administer student loans, serving as a
22 critical link between borrowers and lenders in managing accounts,
23 processing payments, and communicating directly with borrowers.
24 Despite this critical relationship, according to the federal Consumer
25 Financial Protection Bureau (CFPB), there are no consistent, market-wide
26 federal standards for student loan servicing.

1 (II) The CFPB released a report in September of 2015 that found
2 that student loan borrowers encounter servicers that discourage
3 borrower-friendly alternative payment plans, fail to respond to questions
4 and payment processing errors, and fail to provide sufficient information
5 to borrowers regarding payments, benefits, interest rates, and other
6 charges; and

7 (III) A report released in March of 2017 found that Coloradans
8 have complained to the CFPB 124 times about their student loan servicers
9 in 2017 alone, and that nationally, complaints against servicers had
10 increased by 429% compared to data collected in 2016; and

11 (c) Declares that the general assembly intends by the enactment
12 of this act to promote all of the following:

13 (I) Meaningful access to federal affordable repayment and loan
14 forgiveness benefits;

15 (II) Reliable information about student loans and loan repayment
16 options; and

17 (III) Quality customer service and fair treatment.

18 **SECTION 2.** In Colorado Revised Statutes, **add 23-3.1-106.3** as
19 follows:

20 **23-3.1-106.3. Student loan servicers - definitions - rules.**

21 (1) **Definitions.** THE DEFINITIONS CONTAINED IN SECTION 5-1-301 APPLY
22 TO THIS SECTION, AND, IN ADDITION TO THOSE DEFINITIONS, AS USED IN
23 THIS SECTION AND WITH REGARD TO STUDENT EDUCATION LOANS,
24 STUDENT LOAN SERVICERS, AND STUDENT LOAN BORROWERS ONLY:

25 (a) "SERVICING":

26 (I) MEANS:

27 (A) RECEIVING A SCHEDULED PERIODIC PAYMENT FROM A

1 STUDENT LOAN BORROWER PURSUANT TO THE TERMS OF A STUDENT
2 EDUCATION LOAN;

3 (B) APPLYING THE PAYMENTS OF PRINCIPAL, INTEREST, AND SUCH
4 OTHER PAYMENTS WITH RESPECT TO THE AMOUNTS RECEIVED FROM A
5 STUDENT LOAN BORROWER AS MAY BE REQUIRED PURSUANT TO THE
6 TERMS OF A STUDENT EDUCATION LOAN;

7 (C) TAKING ASSIGNMENTS OF AND UNDERTAKING DIRECT
8 COLLECTION OF PAYMENTS FROM OR ENFORCEMENT OF RIGHTS AGAINST
9 CONSUMERS ARISING FROM STUDENT EDUCATION LOANS; AND

10 (D) PERFORMING OTHER ADMINISTRATIVE SERVICES WITH RESPECT
11 TO A STUDENT EDUCATION LOAN;

12 (II) DOES NOT INCLUDE ORIGINATING OR MAKING ANY TYPE OF
13 LOAN.

14 (b) "STUDENT EDUCATION LOAN" MEANS A CONSUMER CREDIT
15 TRANSACTION THAT IS NOT, BUT FOR THIS SECTION, A CONSUMER CREDIT
16 TRANSACTION FOR WHICH A LICENSE IS REQUIRED PURSUANT TO SECTION
17 5-2-301, AND THAT IS USED TO FINANCE EDUCATION OR OTHER
18 SCHOOL-RELATED EXPENSES; EXCEPT THAT, FOR PURPOSES OF
19 IMPLEMENTING THIS SECTION IN CONNECTION WITH OTHER PROVISIONS OF
20 PART 3 OF ARTICLE 2 OF TITLE 5 ONLY, A CONSUMER CREDIT TRANSACTION
21 INCLUDES THOSE TRANSACTIONS IN WHICH THE PRINCIPAL OR THE AMOUNT
22 FINANCED EXCEEDS SEVENTY-FIVE THOUSAND DOLLARS.

23 (c) "STUDENT LOAN BORROWER" MEANS:

24 (I) AN INDIVIDUAL WHO HAS RECEIVED OR AGREED TO PAY A
25 STUDENT EDUCATION LOAN; OR

26 (II) AN INDIVIDUAL WHO SHARES RESPONSIBILITY WITH THE
27 INDIVIDUAL SPECIFIED IN SUBSECTION (1)(c)(I) OF THIS SECTION FOR

1 REPAYING THE STUDENT EDUCATION LOAN.

2 (d) "STUDENT LOAN SERVICER" MEANS A PERSON, WHEREVER
3 LOCATED, RESPONSIBLE PURSUANT TO A CONTRACT WITH THE UNITED
4 STATES SECRETARY OF EDUCATION FOR SERVICING A STUDENT EDUCATION
5 LOAN MADE TO A STUDENT LOAN BORROWER PURSUANT TO THE FEDERAL
6 "ENSURING CONTINUED ACCESS TO STUDENT LOANS ACT OF 2008",
7 PUB.L. 110-227.

8 (e) "SUPERVISED LENDER", FOR THE PURPOSES OF IMPLEMENTING
9 THIS SECTION IN CONNECTION WITH OTHER PROVISIONS OF PART 3 OF
10 ARTICLE 2 OF TITLE 5 ONLY AND WITH REGARD TO THE SERVICING OF A
11 STUDENT EDUCATION LOAN BY A STUDENT LOAN SERVICER ONLY,
12 INCLUDES A STUDENT LOAN SERVICER.

13 (2) **Licensing of student loan servicers.** (a) (I) AN ENTITY SHALL
14 NOT ACT AS A STUDENT LOAN SERVICER, DIRECTLY OR INDIRECTLY,
15 WITHOUT FIRST OBTAINING A LICENSE FROM THE DIRECTOR PURSUANT
16 TO THIS SECTION, UNLESS THE ENTITY IS EXEMPT FROM LICENSURE
17 PURSUANT TO SUBSECTION (2)(a)(II) OF THIS SECTION.

18 (II) THE FOLLOWING ENTITIES ARE EXEMPT FROM SUBSECTION
19 (2)(a)(I) OF THIS SECTION:

20 (A) A STATE OR FEDERALLY CHARTERED BANK, SAVINGS BANK,
21 SAVINGS AND LOAN ASSOCIATION, OR CREDIT UNION;

22 (B) A WHOLLY OWNED SUBSIDIARY OF ANY BANK OR CREDIT
23 UNION; AND

24 (C) AN OPERATING SUBSIDIARY IN WHICH EACH OWNER OF THE
25 OPERATING SUBSIDIARY IS WHOLLY OWNED BY THE SAME BANK OR CREDIT
26 UNION.

27 (b) ALL OF THE PROVISIONS OF PART 3 OF ARTICLE 2 OF TITLE 5

1 THAT APPLY TO THE MAKING OF A SUPERVISED LOAN APPLY EQUALLY TO
2 THE SERVICING OF A STUDENT LOAN BY A STUDENT LOAN SERVICER AS IF
3 THE STUDENT LOAN SERVICER WERE A SUPERVISED LENDER SERVICING A
4 SUPERVISED LOAN.

5 (3) **Rules.** THE DIRECTOR SHALL ADOPT RULES AS NECESSARY TO
6 IMPLEMENT THIS SECTION.

7

8 **SECTION 3. Act subject to petition - effective date -**
9 **applicability.** (1) This act takes effect September 1, 2018; except that,
10 if a referendum petition is filed pursuant to section 1 (3) of article V of
11 the state constitution against this act or an item, section, or part of this act
12 within the ninety-day period after final adjournment of the general
13 assembly, then the act, item, section, or part will not take effect unless
14 approved by the people at the general election to be held in November
15 2018 and, in such case, will take effect on the date of the official
16 declaration of the vote thereon by the governor.

17 (2) This act applies to conduct occurring on or after the applicable
18 effective date of this act.