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SENATE BILL 5869

State of Washington 56th Legislature 1999 Regular Session

By Senators Prentice, Hale and Winsley; by request of Attorney General Read first time 02/15/1999. Referred to Committee on Commerce, Trade, Housing & Financial Institutions.

- AN ACT Relating to regulating service contracts; adding a new section to chapter 42.17 RCW; adding a new chapter to Title 48 RCW; and
- 3 prescribing penalties.
- 4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:
- 5 NEW SECTION. Sec. 1. The legislature finds that increasing numbers of businesses are selling service contracts for repair, 6 7 replacement, and maintenance of appliances, computers, electronic equipment, and other consumer products. There are risks that contract 8 obligors will close or otherwise be unable to fulfill their contract 9 10 obligations that could result in unnecessary and preventable losses to citizens of this state. The legislature declares that it is necessary 11 to establish standards that will safeguard the public from possible 12 13 losses arising from the cessation of business of service contract 14 obligors or the mismanagement of funds paid for service contracts. The 15 purpose of this chapter is to create a legal framework within which service contracts may be sold in this state and set forth requirements 16 17 for conducting a service contract business.

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- 1 <u>NEW SECTION.</u> **Sec. 2.** (1) The following are exempt from this 2 title:
- 3 (a) Warranties;
- 4 (b) Maintenance agreements; and
- 5 (c) Service contracts:
- 6 (i) Paid for with separate and additional consideration;
- 7 (ii) Issued at the point of sale, or within sixty days of the 8 original purchase date of the property; and
- 9 (iii) On tangible property when the tangible property for which the
- 10 service contract is sold has a purchase price of fifty dollars or less,
- 11 exclusive of sales tax.
- 12 (2) This chapter does not apply to:
- 13 (a) Vehicle service contracts which are governed under chapter
- 14 48.96 RCW; and
- 15 (b) Vehicle mechanical breakdown insurance.
- 16 <u>NEW SECTION.</u> **Sec. 3.** The definitions in this section apply 17 throughout this chapter.
- 18 (1) "Administrator" means the person who is responsible for the 19 administration of the service contracts or the service contracts plan.
- 20 (2) "Commissioner" means the insurance commissioner of this state.
- 21 (3) "Consumer" means a person who buys any tangible personal 22 property that is distributed in commerce.
- 23 (4) "Maintenance agreement" means a contract of limited duration 24 that provides for scheduled maintenance only.
- 25 (5) "Person" means an individual, partnership, corporation, 26 incorporated or unincorporated association, joint stock company,
- 27 reciprocal insurer, syndicate, or any similar entity or combination of
- 28 entities acting in concert.
- 29 (6) "Premium" means the consideration paid to an insurer for a 30 reimbursement insurance policy.
- 31 (7) "Provider fee" means the consideration paid by a consumer for 32 a service contract.
- 33 (8) "Reimbursement insurance policy" means a policy of insurance
- 34 that is issued to a service contract provider to provide reimbursement
- 35 to the service contract provider or to pay on behalf of the service
- 36 contract provider all contractual obligations incurred by the service
- 37 contract provider under the terms of the insured service contracts
- 38 issued or sold by the service contract provider.

- (9) "Service contract" means a contract or agreement for a 1 2 separately stated consideration for a specific duration to perform the 3 repair, replacement, or maintenance of property or the indemnification 4 for repair, replacement, or maintenance for operational or structural 5 failure due to a defect in materials or workmanship, or normal wear and Service contracts may provide for the repair, replacement, or 6 maintenance of property for damage resulting from power surges and 7 8 accidental damage from handling, with or without additional provision 9 for indemnity payments for incidental damages to other property 10 directly caused by the failure of the property which is the subject of 11 the service contract, provided the indemnity payment per incident does 12 not exceed the purchase price of the property that is the subject of 13 the service contract.
- 14 (10) "Service contract holder" or "contract holder" means a person 15 who is the purchaser or holder of a service contract.
- 16 (11) "Service contract provider" means a person who is 17 contractually obligated to the service contract holder under the terms 18 of the service contract.
- 19 (12) "Service contract seller" means the person who sells the 20 service contract to the consumer.
- 21 (13) "Warranty" means a warranty made solely by the manufacturer, 22 importer, or seller of property or services without consideration; that 23 is not negotiated or separated from the sale of the product and is 24 incidental to the sale of the product; and that guarantees indemnity 25 for defective parts, mechanical or electrical breakdown, labor, or 26 other remedial measures, such as repair or replacement of the property 27 or repetition of services.
- NEW SECTION. Sec. 4. (1) A person shall not act as, or offer to act as, or hold himself or herself out to be a service contract provider in this state, nor may a service contract be sold to a consumer in this state, unless the service contract provider has a valid registration as a service contract provider issued by the commissioner.
- 34 (2) Applicants to be a service contract provider shall make an 35 application to the commissioner upon a form to be furnished by the 36 commissioner. The application shall include or be accompanied by the 37 following information and documents:

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(a) All basic organizational documents of the service contract provider, including any articles of incorporation, articles of association, partnership agreement, trade name certificate, trust agreement, shareholder agreement, bylaws, and other applicable documents, and all amendments to those documents;

- 6 (b) The identities of the service contract provider's executive officer or officers directly responsible for the service contract provider's service contract business, and, if more than fifty percent of the service contract provider's gross revenue is derived from the sale of service contracts, the identities of the service contract provider's directors and stockholders having beneficial ownership of ten percent or more of any class of securities;
 - (c) Audited annual financial statements or other financial reports acceptable to the commissioner for the two most recent years which prove that the applicant is solvent and any information the commissioner may require in order to review the current financial condition of the applicant. If the service contract provider is relying on section 6(2) (a) or (c) of this act to assure the faithful performance of its obligations to service contract holders, then the audited financial statements of the service contract provider's parent company may be substituted for the audited financial statements of the service contract provider;
- (d) An application fee of two hundred fifty dollars, which shall be deposited into the insurance commissioner's regulatory account under RCW 48.02.190; and
 - (e) Any other pertinent information required by the commissioner.
 - (3) The applicant shall appoint the commissioner as its attorney to receive service of legal process in any action, suit, or proceeding in any court. This appointment is irrevocable and shall bind the service contract provider or any successor in interest, shall remain in effect as long as there is in force in this state any contract or any obligation arising therefrom related to residents of this state, and shall be processed in accordance with RCW 48.05.210.
- (4) The commissioner may refuse to issue a registration if the commissioner determines that the service contract provider, or any individual responsible for the conduct of the affairs of the service contract provider under subsection (2)(b) of this section, is not competent, trustworthy, financially responsible, or has had a license

as a service contract provider or similar license denied or revoked for cause by any state.

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- (5) A registration issued under this section is valid, unless surrendered, suspended, or revoked by the commissioner, or not renewed for so long as the service contract provider continues in business in this state and remains in compliance with this chapter. A registration is subject to renewal annually on the first day of July upon application of the service contract provider and payment of a fee of two hundred dollars, which shall be deposited into the insurance commissioner's regulatory account under RCW 48.02.190. If not so renewed, the registration expires on the June 30th next preceding.
- 12 (6) A service contract provider shall keep current the information 13 required to be disclosed in its registration under this section by 14 reporting all material changes or additions within thirty days after 15 the end of the month in which the change or addition occurs.
- 16 Sec. 5. (1) Every registered service contract NEW SECTION. provider that is assuring its faithful performance of its obligations 17 18 to its service contract holders by complying with section 6(2)(b) of 19 this act shall file an annual report for the preceding calendar year with the commissioner on or before March 1st of each year, or within 20 any extension of time the commissioner for good cause may grant. 21 report shall be in the form and contain those matters as 22 23 commissioner prescribes and shall be verified by at least two officers 24 of the service contract provider.
 - (2) At the time of filing the report, the service contract provider shall pay a filing fee of twenty dollars which shall be deposited into the insurance commissioner's regulatory account under RCW 48.02.190.
 - (3) As part of any investigation by the commissioner, the commissioner may require a service contract provider to file monthly financial reports whenever, in the commissioner's discretion, there is a need to more closely monitor the financial activities of the service contract provider. Monthly financial statements shall be filed in the commissioner's office no later than the twenty-fifth day of the month following the month for which the financial report is being filed. These monthly financial reports shall be the internal financial statements of the service contract provider. The monthly financial reports that are filed with the commissioner constitute information that might be damaging to the service contract provider if made

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- 1 available to its competitors, and therefore shall be kept confidential
- 2 by the commissioner. This information shall not be made public or be
- 3 subject to subpoena, other than by the commissioner and then only for
- 4 the purpose of enforcement actions taken by the commissioner.
- NEW SECTION. Sec. 6. (1) Service contracts shall not be issued, sold, or offered for sale in this state or sold to consumers in this state unless the service contract provider has:
- 8 (a) Provided a receipt for, or other written evidence of, the 9 purchase of the service contract to the contract holder; and
- 10 (b) Provided a copy of the service contract to the service contract 11 holder within a reasonable period of time from the date of purchase.
- 12 (2) In order to assure the faithful performance of a service 13 contract provider's obligations to its service contract holders, every 14 service contract provider shall be responsible for complying with the 15 requirements of one of the following:
- 16 (a) Insure all service contracts under a reimbursement insurance 17 policy issued by an insurer holding a certificate of authority from the 18 commissioner;
- (b)(i) Maintain a funded reserve account for its obligations under its service contracts issued and outstanding in this state. The reserves shall not be less than forty percent of the gross consideration received, less claims paid, on the sale of the service contract for all in-force contracts. The reserve account shall be subject to examination and review by the commissioner; and
- (ii) Place in trust with the commissioner a financial security deposit, having a value of not less than five percent of the gross consideration received, less claims paid, on the sale of the service contract for all service contracts issued and in force, but not less than twenty-five thousand dollars, consisting of one of the following:
- 30 (A) A surety bond issued by an insurer holding a certificate of 31 authority from the commissioner;
- 32 (B) Securities of the type eligible for deposit by authorized 33 insurers in this state;
- 34 (C) Cash;
- 35 (D) An evergreen letter of credit issued by a qualified financial 36 institution; or
- 37 (E) Another form of security prescribed by rule by the 38 commissioner; or

(c)(i) Maintain, or its parent company maintain, a net worth or stockholder's equity of at least one hundred million dollars; and

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- 3 (ii) Upon request, provide the commissioner with a copy of the 4 service contract provider's or the service contract provider's parent company's most recent form 10-K or form 20-F filed with the securities 5 and exchange commission within the last calendar year, or if the 6 7 company does not file with the securities and exchange commission, a 8 copy of the service contract provider's or the service contract 9 provider's parent company's audited financial statements, which shows 10 a net worth of the service contract provider or its parent company of at least one hundred million dollars. If the service contract 11 provider's parent company's form 10-K, form 20-F, or audited financial 12 statements are filed with the commissioner to meet the service contract 13 provider's financial stability requirement, then the parent company 14 15 shall agree to guarantee the obligations of the service contract 16 provider relating to service contracts sold by the service contract 17 provider in this state. A copy of the guarantee shall be filed with the commissioner. The quarantee shall be irrevocable as long as there 18 19 is in force in this state any contract or any obligation arising from 20 service contracts guaranteed, unless the parent company has made arrangements approved by the commissioner to satisfy its obligations 21 22 under the guarantee.
 - (3) Service contracts shall require the service contract provider to permit the service contract holder to return the service contract within twenty days of the date the service contract was mailed to the service contract holder or within ten days of delivery if the service contract is delivered to the service contract holder at the time of sale, or within a longer time period permitted under the service contract. Upon return of the service contract to the service contract provider within the applicable period, if no claim has been made under the service contract prior to the return to the service contract provider, the service contract is void and the service contract provider shall refund to the service contract holder, or credit the account of the service contract holder with the full purchase price of the service contract. The right to void the service contract provided in this subsection is not transferable and shall apply only to the original service contract purchaser. A ten percent penalty per month shall be added to a refund of the purchase price that is not paid or

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- 1 credited within thirty days after return of the service contract to the 2 service contract provider.
- 3 (4) Except for service contract providers, persons marketing, 4 selling, or offering to sell service contracts for providers are exempt 5 from the registration requirements of section 4 of this act.
- (5) The marketing, sale, offering for sale, issuance, making, 6 7 proposing to make, and administration of service contracts by service 8 providers and related service contract contract administrators, and other persons complying with this chapter are 9 10 exempt from the other provisions of this title, except chapter 48.04 11 RCW and as otherwise provided in this chapter.
- 12 Sec. 7. (1) Reimbursement insurance policies NEW SECTION. insuring service contracts issued, sold, or offered for sale in this 13 14 state or sold to consumers in this state shall state that the insurer 15 that issued the reimbursement insurance policy shall reimburse or pay 16 on behalf of the service contract provider all sums the service contract provider is legally obligated to pay, including but not 17 18 limited to the refund of the full purchase price of the service 19 contract to the service contract holder or shall provide the service which the service contract provider is legally obligated to perform 20 21 according to the service contract provider's contractual obligations 22 under the service contracts issued or sold by the service contract 23 provider.
- (2) The reimbursement insurance policy shall fully insure the obligations of the service contract provider, rather than partially insure, or insure only in the event of service contract provider default.
- 28 (3) The reimbursement insurance policy shall state that the service 29 contract holder is entitled to apply directly to the reimbursement 30 insurance company.
- NEW SECTION. Sec. 8. (1) Service contracts marketed, sold, offered for sale, issued, made, proposed to be made, or administered in this state or sold to residents of this state shall be written, printed, or typed in clear, understandable language that is easy to read, and disclose the requirements set forth in this section, as applicable.

(2) Service contracts insured under a reimbursement insurance policy under sections 6(2)(a) and 7 of this act shall not be issued, sold, or offered for sale in this state or sold to residents of this state unless the service contract conspicuously contains a statement in substantially the following form: "Obligations of the service contract provider under this service contract are insured under a service contract reimbursement insurance policy." The service contract shall also conspicuously state the name and address of the issuer of the reimbursement policy and state that the service contract holder is entitled to apply directly to the reimbursement insurance company.

- (3) Service contracts not insured under a reimbursement insurance policy under sections 6(2)(a) and 7 of this act shall contain a statement in substantially the following form: "Obligations of the service contract provider under this contract are backed by the full faith and credit of the service contract provider."
- (4) Service contracts shall state the name and address of the service contract provider and shall identify any administrator if different from the service contract provider, the service contract seller, and the service contract holder to the extent that the name of the service contract holder has been furnished by the service contract holder. The identities of such parties are not required to be preprinted on the service contract and may be added to the service contract at the time of sale.
- (5) Service contracts shall state the purchase price of the service contract and the terms under which the service contract is sold. The purchase price is not required to be preprinted on the service contract and may be negotiated at the time of sale.
- (6) Service contracts shall state the procedure to obtain service or to file a claim, including but not limited to the procedures for obtaining prior approval for repair work, the toll-free telephone number if prior approval is necessary for service, and the procedure for obtaining emergency repairs performed outside of normal business hours or provide for twenty-four-hour telephone assistance.
- 34 (7) Service contracts shall state the existence of any deductible 35 amount, if applicable.
- 36 (8) Service contracts shall specify the merchandise and services to 37 be provided and any limitations, exceptions, or exclusions.
- 38 (9) Service contracts shall state any restrictions governing the 39 transferability of the service contract, if applicable.

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- (10) Service contracts shall state the terms, restrictions, or 1 conditions governing cancellation of the service contract prior to the 2 termination or expiration date of the service contract by either the 3 4 service contract provider or by the service contract holder, which 5 rights can be no more restrictive than provided in section 6(3) of this act. The service contract provider of the service contract shall mail 6 a written notice to the service contract holder at the last known 7 8 address of the service contract holder contained in the records of the 9 service contract provider at least twenty-one days prior to 10 cancellation by the service contract provider. The notice shall state the effective date of the cancellation and the true and actual reason 11 for the cancellation. 12
- (11) Service contracts shall set forth the obligations and duties of the service contract holder, including but not limited to the duty to protect against any further damage and any requirement to follow owner's manual instructions.
- 17 (12) Service contracts shall state whether or not the service 18 contract provides for or excludes consequential damages or preexisting 19 conditions.
- (13) Service contracts shall not contain a provision which requires that any civil action brought in connection with the service contract must be brought in the courts of a jurisdiction other than this state. Service contracts that authorize binding arbitration to resolve claims or disputes may allow for arbitration proceedings to be held at a location in closest proximity to the service contract holder's permanent residence.
- 27 NEW SECTION. Sec. 9. (1) A service contract provider shall not use in its name the words insurance, casualty, guaranty, surety, 28 29 mutual, or any other words descriptive of the insurance, casualty, guaranty, or surety business; or a name deceptively similar to the name 30 or description of any insurance or surety corporation, or to the name 31 of any other service contract provider. This subsection does not apply 32 to a company that was using any of the prohibited language in its name 33 34 prior to January 1, 1999. However, a company using the prohibited language in its name shall conspicuously disclose in its service 35 36 contracts the following statement: "This agreement is not an insurance 37 contract."

- 1 (2) Every service contract provider shall conduct its business in 2 its own legal name, unless the commissioner has approved the use of 3 another name.
- 4 (3) A service contract provider or its representative shall not in 5 its service contracts or literature make, permit, or cause to be made 6 any false or misleading statement, or deliberately omit any material 7 statement that would be considered misleading if omitted.
- 8 (4) A person, such as a bank, savings and loan association, lending 9 institution, manufacturer, or seller shall not require the purchase of 10 a service contract as a condition of a loan or a condition for the sale 11 of any property.
- NEW SECTION. Sec. 10. (1) The service contract provider shall keep accurate accounts, books, and records concerning transactions regulated under this chapter.
- 15 (2) The service contract provider's accounts, books, and records 16 shall include the following:
- 17 (a) Copies of each type of service contract sold;
- 18 (b) The name and address of each service contract holder, to the 19 extent that the name and address have been furnished by the service 20 contract holder;
- 21 (c) A list of the locations where the service contracts are 22 marketed, sold, or offered for sale; and
- 23 (d) Written claim files that contain at least the dates, amounts, 24 and descriptions of claims related to the service contracts.
- 25 (3) Except as provided in subsection (5) of this section, the 26 service contract provider shall retain all records required to be 27 maintained by subsection (1) of this section for at least six years 28 after the specified coverage has expired.
- 29 (4) The records required under this chapter may be, but are not 30 required to be, maintained on a computer disk or other recordkeeping 31 technology. If the records are maintained in other than hard copy, the 32 records shall be capable of duplication to legible hard copy.
- 33 (5) A service contract provider discontinuing business in this 34 state shall maintain its records until it furnishes the commissioner 35 satisfactory proof that it has discharged all obligations to service 36 contract holders in this state.

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NEW SECTION. Sec. 11. As applicable, an insurer that issued a reimbursement insurance policy shall not terminate the policy until a notice of termination in accordance with RCW 48.18.290 has been given 4 to the service contract provider and has been delivered to the commissioner. The termination of a reimbursement insurance policy does not reduce the issuer's responsibility for service contracts issued by service contract providers prior to the effective date of the termination.

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- 9 NEW SECTION. Sec. 12. (1) Service contract providers are 10 considered to be the agent of the insurer which issued reimbursement insurance policy for purposes of obligating the insurer 11 12 to service contract holders in accordance with the service contract and this chapter. Payment of the provider fee by the consumer to the 13 14 service contract seller, service contract provider, or administrator 15 constitutes payment by the consumer to the service contract provider 16 and to the insurer which issued the reimbursement insurance policy. In cases where a service contract provider is acting as an administrator 17 18 and enlists other service contract providers, the service contract 19 provider acting as the administrator shall notify the insurer of the existence and identities of the other service contract providers. 20
- (2) This act does not prevent or limit the right of an insurer 21 22 which issued a reimbursement insurance policy to seek indemnification 23 or subrogation against a service contract provider if the issuer pays or is obligated to pay the service contract holder sums that the 24 25 service contract provider was obligated to pay under the provisions of 26 the service contract.
- 27 NEW SECTION. 13. (1) The commissioner may conduct Sec. 28 investigations of service contract providers, administrators, service 29 contract sellers, insurers, and other persons to enforce this chapter and protect service contract holders in this state. Upon request of 30 the commissioner, the service contract provider shall make all 31 32 accounts, books, and records concerning service contracts sold by the 33 service contract provider available to the commissioner which are necessary to enable the commissioner to determine compliance or 34 35 noncompliance with this chapter.
- (2) The commissioner may take actions under RCW 48.02.080 or 36 37 48.04.050 which are necessary or appropriate to enforce this chapter

- 1 and the commissioner's rules and orders, and to protect service
- 2 contract holders in this state.
- NEW SECTION. Sec. 14. (1) The commissioner may, subject to 4 chapter 48.04 RCW, deny, suspend, or revoke the registration of a
- 5 service contract provider if the commissioner finds that the service 6 contract provider:
- 7 (a) Has violated this chapter or the commissioner's rules and 8 orders;
- 9 (b) Has refused to be investigated or to produce its accounts, 10 records, and files for investigation, or if any of its officers have 11 refused to give information with respect to its affairs or refused to 12 perform any other legal obligation as to an investigation, when 13 required by the commissioner;
- (c) Has, without just cause, refused to pay proper claims or perform services arising under its contracts or has, without just cause, caused service contract holders to accept less than the amount due them or caused service contract holders to employ attorneys or bring suit against the service contract provider to secure full payment or settlement of claims;
- 20 (d) Is affiliated with or under the same general management or 21 interlocking directorate or ownership as another service contract 22 provider which unlawfully transacts business in this state without 23 having a registration;
- (e) At any time fails to meet any qualification for which issuance of the registration could have been refused had such failure then existed and been known to the commissioner;
- 27 (f) Has been convicted of, or has entered a plea of guilty or nolo 28 contendere to, a felony;
- 29 (g) Is under suspension or revocation in another state with respect 30 to its service contract business;
- 31 (h) Has made a material misstatement in its application for 32 registration;
- (i) Has obtained or attempted to obtain a registration through misrepresentation or fraud;
- (j) Has, in the transaction of business under its registration, used fraudulent, coercive, or dishonest practices; or

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- 1 (k) Has failed to pay any judgment rendered against it in this 2 state regarding a service contract within sixty days after the judgment 3 has become final.
- 4 (2) The commissioner may, without advance notice or hearing 5 thereon, immediately suspend the registration of a service contract 6 provider if the commissioner finds that any of the following 7 circumstances exist:
 - (a) The provider is insolvent;

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- 9 (b) A proceeding for receivership, conservatorship, rehabilitation, 10 or other delinquency proceeding regarding the service contract provider 11 has been commenced in any state; or
- 12 (c) The financial condition or business practices of the service 13 contract provider otherwise pose an imminent threat to the public 14 health, safety, or welfare of the residents of this state.
- 15 (3) If the commissioner finds that grounds exist for the suspension 16 or revocation of a registration issued under this chapter, the 17 commissioner may, in lieu of suspension or revocation, impose a fine 18 upon the service contract provider in an amount not more than two 19 thousand dollars per violation.
- NEW SECTION. Sec. 15. The legislature finds that the practices 20 covered by this chapter are matters vitally affecting the public 21 interest for the purpose of applying the consumer protection act, 22 23 chapter 19.86 RCW. Violations of this chapter are not reasonable in 24 relation to the development and preservation of business. A violation 25 of this chapter is an unfair or deceptive act or practice in the conduct of trade or commerce and an unfair method of competition, as 26 specifically contemplated by RCW 19.86.020, and is a violation of the 27 consumer protection act, chapter 19.86 RCW. Any service contract 28 29 holder injured as a result of a violation of a provision of this chapter shall be entitled to maintain an action pursuant to chapter 30 19.86 RCW against the service contract provider and the insurer issuing 31 the applicable service contract reimbursement policy and shall be 32 33 entitled to all of the rights and remedies afforded by that chapter.
- NEW SECTION. **Sec. 16.** The commissioner may adopt rules to implement and administer this chapter.

- 1 <u>NEW SECTION.</u> **Sec. 17.** This chapter applies to all service
- 2 contracts sold or offered for sale ninety or more days after the
- 3 effective date of this act.
- 4 <u>NEW SECTION.</u> **Sec. 18.** A new section is added to chapter 42.17 RCW
- 5 to read as follows:
- 6 Information provided to the insurance commissioner under section
- 7 5(3) of this act is exempt from disclosure under this chapter.
- 8 <u>NEW SECTION.</u> **Sec. 19.** If any provision of this act or its
- 9 application to any person or circumstance is held invalid, the
- 10 remainder of the act or the application of the provision to other
- 11 persons or circumstances is not affected.
- 12 <u>NEW SECTION.</u> **Sec. 20.** Sections 1 through 17 of this act
- 13 constitute a new chapter in Title 48 RCW.

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