H-0176.1

HOUSE BILL 1800

State of Washington 58th Legislature 2003 Regular Session

By Representatives Romero, Mielke, Hunt, Bush, Moeller, Quall and Dickerson

Read first time 02/10/2003. Referred to Committee on Transportation.

AN ACT Relating to parking infractions; amending RCW 46.63.030, 46.63.060, 46.63.070, 46.20.270, 19.16.500, and 19.182.040; reenacting and amending RCW 3.02.045, 19.16.250, 19.16.250, and 19.16.100; creating new sections; providing effective dates; providing an expiration date; and declaring an emergency.

6 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

7 NEW SECTION. Sec. 1. The legislature finds that the current 8 system for issuing notices of certain parking infractions and for 9 collecting penalties for those infractions does not promote due process 10 for vehicle owners. Current law and practices do not require notice to the registered owner of a vehicle when a notice of infraction is issued 11 12 to an unattended vehicle, even though it is the owner who presumptively faces the legal consequences of the infraction. A registered owner may 13 be unaware of infraction notices issued for his or her vehicle until 14 15 the referral of the citations to a collection agency impairs the owner's credit rating, which in turn affects the owner's ability to 16 secure employment, housing, insurance, and health care. Similarly, a 17 registered owner may be unaware of infraction notices until the owner 18 is unable to renew the license for his or her vehicle. Even where the 19

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owner receives notice, the consequences of failing to pay promptly for a relatively minor infraction may have a disproportionate effect on the owner's life and livelihood.

The legislature intends to prevent harm to the financial interests and credit ratings of vehicle owners by requiring further procedural protections as additional steps of the citation and collection processes.

- **Sec. 2.** RCW 46.63.030 and 2002 c 279 s 14 are each amended to read 9 as follows:
- 10 (1) A law enforcement officer has the authority to issue a notice 11 of traffic infraction:
 - (a) When the infraction is committed in the officer's presence;
 - (b) When the officer is acting upon the request of a law enforcement officer in whose presence the traffic infraction was committed; or
 - (c) If an officer investigating at the scene of a motor vehicle accident has reasonable cause to believe that the driver of a motor vehicle involved in the accident has committed a traffic infraction.
 - (2) A court may issue a notice of traffic infraction upon receipt of a written statement of the officer that there is reasonable cause to believe that an infraction was committed.
 - (3) If any motor vehicle without a driver is found parked, standing, or stopped in violation of this title or an equivalent administrative regulation or local law, ordinance, regulation, or resolution, the officer finding the vehicle shall take its registration number and may take any other information displayed on the vehicle which may identify its user, and shall conspicuously affix to the vehicle a notice of traffic infraction. In addition, within two business days of the date the notice of traffic infraction was issued, the issuing law enforcement agency shall send a notice of infraction by first class mail to the registered owner of the vehicle at the address on file with the department of licensing.
 - (4) In the case of failure to redeem an abandoned vehicle under RCW 46.55.120, upon receiving a complaint by a registered tow truck operator that has incurred costs in removing, storing, and disposing of an abandoned vehicle, an officer of the law enforcement agency responsible for directing the removal of the vehicle shall send a

notice of infraction by certified mail to the last known address of the 1 2 person responsible under RCW 46.55.105. The notice must be entitled "Littering--Abandoned Vehicle" and give notice of the monetary penalty. 3 The officer shall append to the notice of infraction, on a form 4 prescribed by the department of licensing, a notice indicating the 5 amount of costs incurred as a result of removing, storing, and 6 7 disposing of the abandoned vehicle, less any amount realized at auction, and a statement that monetary penalties for the infraction 8 will not be considered as having been paid until the monetary penalty 9 10 payable under this chapter has been paid and the court is satisfied that the person has made restitution in the amount of the deficiency 11 12 remaining after disposal of the vehicle.

13 **Sec. 3.** RCW 46.63.060 and 1993 c 501 s 9 are each amended to read 14 as follows:

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- (1) A notice of traffic infraction represents a determination that an infraction has been committed. The determination will be final unless contested as provided in this chapter.
- (2) The form for the notice of traffic infraction shall be prescribed by rule of the supreme court and shall include the following:
- (a) A statement that the notice represents a determination that a traffic infraction has been committed by the person named in the notice and that the determination shall be final unless contested as provided in this chapter;
- (b) A statement that a traffic infraction is a noncriminal offense for which imprisonment may not be imposed as a sanction; that the penalty for a traffic infraction may include sanctions against the person's driver's license including suspension, revocation, or denial; that the penalty for a traffic infraction related to standing, stopping, or parking may include nonrenewal of the vehicle license;
- (c) A statement of the specific traffic infraction for which the notice was issued;
- (d) A statement of the monetary penalty established for the traffic infraction;
- 35 (e) A statement of the options provided in this chapter for 36 responding to the notice and the procedures necessary to exercise these 37 options;

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(f) A statement that at any hearing to contest the determination the state has the burden of proving, by a preponderance of the evidence, that the infraction was committed; and that the person may subpoena witnesses including the officer who issued the notice of infraction;

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- (g) A statement that at any hearing requested for the purpose of explaining mitigating circumstances surrounding the commission of the infraction the person will be deemed to have committed the infraction and may not subpoena witnesses;
- (h) A statement that the person must respond to the notice as provided in this chapter within fifteen days or the person's driver's license or driving privilege will be suspended by the department until any penalties imposed pursuant to this chapter have been satisfied;
- (i) A statement that failure to appear at a hearing requested for the purpose of contesting the determination or for the purpose of explaining mitigating circumstances will result in the suspension of the person's driver's license or driving privilege, or in the case of a standing, stopping, or parking violation, refusal of the department to renew the vehicle license, until any penalties imposed pursuant to this chapter have been satisfied;
- (j) A statement, which the person shall sign, that the person promises to respond to the notice of infraction in one of the ways provided in this chapter:
- 24 <u>(k) A statement that unpaid penalties may be referred to a</u> 25 collection agency and reported to credit reporting bureaus;
- 26 (1) For notices of infractions for standing, stopping, or parking 27 violations issued under RCW 46.63.030(3), a statement that a notice of 28 infraction will be mailed to the registered owner of the vehicle.
- 29 **Sec. 4.** RCW 46.63.070 and 2000 c 110 s 1 are each amended to read 30 as follows:
- (1) Any person who receives a notice of traffic infraction shall respond to such notice as provided in this section within the later of fifteen days of the date of the notice or, in the case of a notice of standing, stopping, or parking infraction issued under RCW 46.63.030(3), fifteen days from the date the notice was mailed pursuant to that subsection.

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(2) If the person determined to have committed the infraction does not contest the determination the person shall respond by completing the appropriate portion of the notice of infraction and submitting it, either by mail or in person, to the court specified on the notice. A check or money order in the amount of the penalty prescribed for the infraction must be submitted with the response. When a response which does not contest the determination is received, an appropriate order shall be entered in the court's records, and a record of the response and order shall be furnished to the department in accordance with RCW 46.20.270.

- (3) If the person determined to have committed the infraction, or, for notices issued under RCW 46.63.030(3), the registered owner of the vehicle, wishes to contest the determination the person shall respond by completing the portion of the notice of infraction requesting a hearing and submitting it, either by mail or in person, to the court specified on the notice. The court shall notify the person in writing of the time, place, and date of the hearing, and that date shall not be sooner than seven days from the date of the notice, except by agreement.
- (4) If the person determined to have committed the infraction, or, for notices issued under RCW 46.63.030(3), the registered owner of the vehicle, does not contest the determination but wishes to explain mitigating circumstances surrounding the infraction the person shall respond by completing the portion of the notice of infraction requesting a hearing for that purpose and submitting it, either by mail or in person, to the court specified on the notice. The court shall notify the person in writing of the time, place, and date of the hearing.
- (5)(a) In hearings conducted pursuant to subsections (3) and (4) of this section, the court may defer findings, or in a hearing to explain mitigating circumstances may defer entry of its order, for up to one year and impose conditions upon the defendant the court deems appropriate. Upon deferring findings, the court may assess costs as the court deems appropriate for administrative processing. If at the end of the deferral period the defendant has met all conditions and has not been determined to have committed another traffic infraction, the court may dismiss the infraction.

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- 1 (b) A person may not receive more than one deferral within a seven-2 year period for traffic infractions for moving violations and more than 3 one deferral within a seven-year period for traffic infractions for 4 nonmoving violations.
 - (6) If any person issued a notice of traffic infraction:

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- 6 (a) Fails to respond to the notice of traffic infraction as 7 provided in subsection (2) of this section; or
- 8 (b) Fails to appear at a hearing requested pursuant to subsection 9 (3) or (4) of this section;
- the court shall enter an appropriate order assessing the monetary penalty prescribed for the traffic infraction and any other penalty authorized by this chapter and shall notify the department in accordance with RCW 46.20.270, and, for notices issued under RCW 46.63.030(3), the registered owner of the vehicle, of the failure to respond to the notice of infraction or to appear at a requested hearing.
 - Sec. 5. RCW 46.20.270 and 1990 2nd ex.s. c 1 s 402 are each amended to read as follows:
 - (1) Whenever any person is convicted of any offense for which this title makes mandatory the suspension or revocation of the driver's license of such person by the department, the privilege of the person to operate a vehicle is suspended until the department takes the action required by this chapter, and the court in which such conviction is had shall forthwith secure the immediate forfeiture of the driver's license of such convicted person and immediately forward such driver's license to the department, and on failure of such convicted person to deliver such driver's license the judge shall cause such person to be confined for the period of such suspension or revocation or until such driver's license is delivered to such judge: PROVIDED, That if the convicted person testifies that he or she does not and at the time of the offense did not have a current and valid vehicle driver's license, the judge shall cause such person to be charged with the operation of a motor vehicle without a current and valid driver's license and on conviction punished as by law provided, and the department may not issue a driver's license to such persons during the period of suspension or PROVIDED, ALSO, That if the driver's license of such convicted person has been lost or destroyed and such convicted person

makes an affidavit to that effect, sworn to before the judge, the convicted person may not be so confined, but the department may not issue or reissue a driver's license for such convicted person during the period of such suspension or revocation: PROVIDED, That perfection of notice of appeal shall stay the execution of sentence including the suspension and/or revocation of the driver's license.

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- (2) Every court having jurisdiction over offenses committed under this chapter, or any other act of this state or municipal ordinance adopted by a local authority regulating the operation of motor vehicles on highways, or any federal authority having jurisdiction over offenses substantially the same as those set forth in Title 46 RCW which occur on federal installations within this state, shall forward to the department within ten days of a forfeiture of bail or collateral deposited to secure the defendant's appearance in court, a payment of a fine or penalty, a plea of guilty or a finding of guilt, or a finding that any person has committed a traffic infraction an abstract of the court record in the form prescribed by rule of the supreme court, showing the conviction of any person or the finding that any person has committed a traffic infraction in said court for a violation of any said laws other than regulations governing standing, stopping, parking, and pedestrian offenses.
- (3) Every municipality having jurisdiction over offenses committed under this chapter, or under any other act of this state or municipal ordinance adopted by a local authority regulating the operation of motor vehicles on highways, may forward to the department within ten days of failure to respond, failure to pay a penalty, failure to appear at a hearing to contest the determination that a violation of any statute, ordinance, or regulation relating to standing, stopping, or parking has been committed, or failure to appear at a hearing to explain mitigating circumstances, an abstract of the citation record in the form prescribed by rule of the department, showing the finding by such municipality that ((two or)) more than two violations of laws governing standing, stopping, and parking have been committed and indicating the nature of the defendant's failure to act. Whenever a municipality forwards such a finding to the department, it must also send a copy of the finding by first class mail to the registered owner of the vehicle at the address on file with the department. violations may not have occurred while the vehicle is stolen from the

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- registered owner or is leased or rented under a bona fide commercial vehicle lease or rental agreement between a lessor engaged in the business of leasing vehicles and a lessee who is not the vehicle's registered owner. The department may enter into agreements of reciprocity with the duly authorized representatives of the states for reporting to each other violations of laws governing standing, stopping, and parking.
 - (4) For the purposes of Title 46 RCW the term "conviction" means a final conviction in a state or municipal court or by any federal authority having jurisdiction over offenses substantially the same as those set forth in Title 46 RCW which occur on federal installations in this state, an unvacated forfeiture of bail or collateral deposited to secure a defendant's appearance in court, the payment of a fine, a plea of guilty, or a finding of guilt on a traffic law violation charge, regardless of whether the imposition of sentence or sanctions are deferred or the penalty is suspended, but not including entry into a deferred prosecution agreement under chapter 10.05 RCW.
- 18 (5) For the purposes of Title 46 RCW the term "finding that a traffic infraction has been committed" means a failure to respond to a notice of infraction or a determination made by a court pursuant to this chapter. Payment of a monetary penalty made pursuant to RCW 46.63.070(2) is deemed equivalent to such a finding.
 - Sec. 6. RCW 3.02.045 and 1995 c 291 s 1 and 1995 c 38 s 1 are each reenacted and amended to read as follows:
 - (1) Courts of limited jurisdiction may use collection agencies under chapter 19.16 RCW for purposes of collecting unpaid penalties on infractions, criminal fines, costs, assessments, civil judgments, or forfeitures that have been imposed by the courts. Courts of limited jurisdiction may enter into agreements with one or more attorneys or collection agencies for collection of outstanding penalties, fines, costs, assessments, and forfeitures. These agreements may specify the scope of work, remuneration for services, and other charges deemed appropriate. Such agreements may authorize collection agencies to retain all or any portion of the interest collected on these accounts.
 - (2) Courts of limited jurisdiction may use credit cards or debit cards for purposes of billing and collecting unpaid penalties, fines, costs, assessments, and forfeitures so imposed. Courts of limited

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jurisdiction may enter into agreements with one or more financial institutions for the purpose of the collection of penalties, fines, costs, assessments, and forfeitures. The agreements may specify conditions, remuneration for services, and other charges deemed appropriate.

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- (3) Servicing of delinquencies by collection agencies or by collecting attorneys in which the court retains control of its delinquencies shall not constitute assignment of debt.
- 9 (4) For purposes of this section, the term debt shall include 10 penalties, fines, costs, assessments, or forfeitures imposed by the 11 courts.
- 12 (5) The court may assess as court costs the moneys paid for 13 remuneration for services or charges paid to collecting attorneys, to 14 collection agencies, or, in the case of credit cards, to financial 15 institutions.
- (6) For public debts that arise from a notice of infraction issued
 for standing, stopping, or parking violations under RCW 46.63.030(3),
 the court may not assign the debt to a collection agency unless:
- 19 (a) The debt in that jurisdiction arises from either: (i) More
 20 than two notices of infraction; or (ii) the total original monetary
 21 penalty or penalties for the infraction or infractions, exclusive of
 22 additional penalties and surcharges, exceeds seventy-five dollars. The
 23 assignment must state the number of infractions and the original
 24 monetary penalty for each; and
- (b)(i) The court sends notice by first class mail to the address of 25 26 the registered owner on file with the department of licensing informing 27 the owner of the existence of the debt; (ii) the court sends notice by first class mail to the address of the registered owner on file with 28 the department of licensing informing the owner that the debt may be 29 assigned to a collection agency for collection if the debt is not paid; 30 and (iii) at least thirty days have elapsed from the date the notice of 31 infraction was mailed. 32
- 33 **Sec. 7.** RCW 19.16.500 and 1997 c 387 s 1 are each amended to read as follows:
- 35 (1)(a) Agencies, departments, taxing districts, political subdivisions of the state, counties, and cities may retain, by written

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contract, collection agencies licensed under this chapter for the purpose of collecting public debts owed by any person, including any restitution that is being collected on behalf of a crime victim.

- (b) Any governmental entity as described in (a) of this subsection using a collection agency may add a reasonable fee, payable by the debtor, to the outstanding debt for the collection agency fee incurred or to be incurred. The amount to be paid for collection services shall be left to the agreement of the governmental entity and its collection agency or agencies, but a contingent fee of up to fifty percent of the first one hundred thousand dollars of the unpaid debt per account and up to thirty-five percent of the unpaid debt over one hundred thousand dollars per account is reasonable, and a minimum fee of the full amount of the debt up to one hundred dollars per account is reasonable. Any fee agreement entered into by a governmental entity is presumptively reasonable.
- (2) Except as provided in subsection (5) of this section, no debt may be assigned to a collection agency unless (a) there has been an attempt to advise the debtor (i) of the existence of the debt and (ii) that the debt may be assigned to a collection agency for collection if the debt is not paid, and (b) at least thirty days have elapsed from the time notice was attempted.
- (3) Collection agencies assigned debts under this section shall have only those remedies and powers which would be available to them as assignees of private creditors.
- (4) For purposes of this section, the term debt shall include fines and other debts, including the fee required under subsection (1)(b) of this section.
- (5) For public debts that arise from a notice of infraction issued for standing, stopping, or parking violations under RCW 46.63.030(3), the debt may not be assigned to a collection agency unless:
- (a) The debt in that jurisdiction arises from either: (i) More than two notices of infraction; or (ii) the total original monetary penalty or penalties for the infraction or infractions, exclusive of additional penalties and surcharges, exceeds seventy-five dollars. The assignment must state the number of infractions and the original monetary penalty for each; and
- 37 (b)(i) The governmental entity sends notice by first class mail to 38 the address of the registered owner on file with the department of

- 1 licensing informing the owner of the existence of the debt; (ii) the
- 2 governmental entity sends notice by first class mail to the address of
- 3 the registered owner on file with the department of licensing informing
- 4 the owner that the debt may be assigned to a collection agency for
- 5 <u>collection if the debt is not paid; and (iii) at least thirty days have</u>
- 6 <u>elapsed from the date the notice of infraction was mailed.</u>
- 7 Sec. 8. RCW 19.16.250 and 2001 c 217 s 4 and 2001 c 47 s 2 are 8 each reenacted and amended to read as follows:
 - No licensee or employee of a licensee shall:

- (1) Directly or indirectly aid or abet any unlicensed person to engage in business as a collection agency in this state or receive compensation from such unlicensed person: PROVIDED, That nothing in this chapter shall prevent a licensee from accepting, as forwardee, claims for collection from a collection agency or attorney whose place of business is outside the state.
- (2) Collect or attempt to collect a claim by the use of any means contrary to the postal laws and regulations of the United States postal department.
- (3) Publish or post or cause to be published or posted, any list of debtors commonly known as "bad debt lists" or threaten to do so. For purposes of this chapter, a "bad debt list" means any list of natural persons alleged to fail to honor their lawful debts. However, nothing herein shall be construed to prohibit a licensee from communicating to its customers or clients by means of a coded list, the existence of a check dishonored because of insufficient funds, not sufficient funds or closed account by the financial institution servicing the debtor's checking account: PROVIDED, That the debtor's identity is not readily apparent: PROVIDED FURTHER, That the licensee complies with the requirements of subsection (9)(e) of this section.
- (4) Have in his <u>or her</u> possession or make use of any badge, use a uniform of any law enforcement agency or any simulation thereof, or make any statements which might be construed as indicating an official connection with any federal, state, county, or city law enforcement agency, or any other governmental agency, while engaged in collection agency business.
- 36 (5) Perform any act or acts, either directly or indirectly, 37 constituting the practice of law.

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(6) Advertise for sale or threaten to advertise for sale any claim as a means of endeavoring to enforce payment thereof or agreeing to do so for the purpose of soliciting claims, except where the licensee has acquired claims as an assignee for the benefit of creditors or where the licensee is acting under court order.

- (7) Use any name while engaged in the making of a demand for any claim other than the name set forth on his, her, or its current license issued hereunder.
- 9 (8) Give or send to any debtor or cause to be given or sent to any 10 debtor, any notice, letter, message, or form which represents or 11 implies that a claim exists unless it shall indicate in clear and 12 legible type:
- 13 (a) The name of the licensee and the city, street, and number at which he is licensed to do business;
 - (b) The name of the original creditor to whom the debtor owed the claim if such name is known to the licensee or employee: PROVIDED, That upon written request of the debtor, the licensee shall make a reasonable effort to obtain the name of such person and provide this name to the debtor;
 - (c) If the notice, letter, message, or form is the first notice to the debtor or if the licensee is attempting to collect a different amount than indicated in his or its first notice to the debtor, an itemization of the claim asserted must be made including:
 - (i) Amount owing on the original obligation at the time it was received by the licensee for collection or by assignment;
 - (ii) Interest or service charge, collection costs, or late payment charges, if any, added to the original obligation by the original creditor, customer or assignor before it was received by the licensee for collection, if such information is known by the licensee or employee: PROVIDED, That upon written request of the debtor, the licensee shall make a reasonable effort to obtain information on such items and provide this information to the debtor;
 - (iii) Interest or service charge, if any, added by the licensee or customer or assignor after the obligation was received by the licensee for collection;
- 36 (iv) Collection costs, if any, that the licensee is attempting to 37 collect;

1 (v) Attorneys' fees, if any, that the licensee is attempting to collect on his, her, or its behalf or on the behalf of a customer or assignor;

- (vi) Any other charge or fee that the licensee is attempting to collect on his, her, or its own behalf or on the behalf of a customer or assignor.
- (9) Communicate or threaten to communicate, the existence of a claim to a person other than one who might be reasonably expected to be liable on the claim in any manner other than through proper legal action, process, or proceedings except under the following conditions:
- (a) A licensee or employee of a licensee may inform a credit reporting bureau of the existence of a claim: PROVIDED, That if the licensee or employee of a licensee reports a claim to a credit reporting bureau, the licensee shall upon receipt of written notice from the debtor that any part of the claim is disputed, forward a copy of such written notice to the credit reporting bureau. If the claim arises from a notice of infraction issued under RCW 46.63.030(3) and referred to the licensee under RCW 3.02.045(6) and 19.16.500(5), the licensee may not inform a credit reporting bureau of the existence of a claim unless the claim referred arises from more than two notices of infraction, or the total original monetary penalty or penalties for the infraction or infractions, exclusive of additional penalties and surcharges, exceeds seventy-five dollars;
- (b) A licensee or employee in collecting or attempting to collect a claim may communicate the existence of a claim to a debtor's employer if the claim has been reduced to a judgment;
- (c) A licensee or employee in collecting or attempting to collect a claim that has not been reduced to judgment, may communicate the existence of a claim to a debtor's employer if:
- (i) The licensee or employee has notified or attempted to notify the debtor in writing at his <u>or her</u> last known address or place of employment concerning the claim and the debtor after a reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and
- (ii) The debtor has not in writing to the licensee disputed any part of the claim: PROVIDED, That the licensee or employee may only communicate the existence of a claim which has not been reduced to

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judgment to the debtor's employer once unless the debtor's employer has agreed to additional communications.

- (d) A licensee may for the purpose of locating the debtor or locating assets of the debtor communicate the existence of a claim to any person who might reasonably be expected to have knowledge of the whereabouts of a debtor or the location of assets of the debtor if the claim is reduced to judgment, or if not reduced to judgment, when:
- (i) The licensee or employee has notified or attempted to notify the debtor in writing at his <u>or her</u> last known address or last known place of employment concerning the claim and the debtor after a reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and
 - (ii) The debtor has not in writing disputed any part of the claim.
- (e) A licensee may communicate the existence of a claim to its customers or clients if the claim is reduced to judgment, or if not reduced to judgment, when:
- (i) The licensee has notified or attempted to notify the debtor in writing at his <u>or her</u> last known address or last known place of employment concerning the claim and the debtor after a reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and
 - (ii) The debtor has not in writing disputed any part of the claim.
- (10) Threaten the debtor with impairment of his or her credit rating if a claim is not paid.
 - (11) Communicate with the debtor after notification in writing from an attorney representing such debtor that all further communications relative to a claim should be addressed to the attorney: PROVIDED, That if a licensee requests in writing information from an attorney regarding such claim and the attorney does not respond within a reasonable time, the licensee may communicate directly with the debtor until he, she, or it again receives notification in writing that an attorney is representing the debtor.
 - (12) Communicate with a debtor or anyone else in such a manner as to harass, intimidate, threaten, or embarrass a debtor, including but not limited to communication at an unreasonable hour, with unreasonable frequency, by threats of force or violence, by threats of criminal prosecution, and by use of offensive language. A communication shall be presumed to have been made for the purposes of harassment if:

1 (a) It is made with a debtor or spouse in any form, manner, or place, more than three times in a single week;

- (b) It is made with a debtor at his or her place of employment more than one time in a single week;
- (c) It is made with the debtor or spouse at his or her place of residence between the hours of 9:00 p.m. and 7:30 a.m.
- (13) Communicate with the debtor through use of forms or instruments that simulate the form or appearance of judicial process, the form or appearance of government documents, or the simulation of a form or appearance of a telegraphic or emergency message.
- (14) Communicate with the debtor and represent or imply that the existing obligation of the debtor may be or has been increased by the addition of attorneys' fees, investigation fees, service fees, or any other fees or charges when in fact such fees or charges may not legally be added to the existing obligation of such debtor.
- (15) Threaten to take any action against the debtor which the licensee cannot legally take at the time the threat is made.
- (16) Send any telegram or make any telephone calls to a debtor or concerning a debt or for the purpose of demanding payment of a claim or seeking information about a debtor, for which the charges are payable by the addressee or by the person to whom the call is made.
- (17) In any manner convey the impression that the licensee is vouched for, bonded to or by, or is an instrumentality of the state of Washington or any agency or department thereof.
- (18) Collect or attempt to collect in addition to the principal amount of a claim any sum other than allowable interest, collection costs or handling fees expressly authorized by statute, and, in the case of suit, ((attorney's)) attorneys' fees and taxable court costs. A licensee may collect or attempt to collect collection costs and fees, including contingent collection fees, as authorized by a written agreement or contract, between the licensee's client and the debtor, in the collection of a commercial claim. The amount charged to the debtor for collection services shall not exceed thirty-five percent of the commercial claim.
- (19) Procure from a debtor or collect or attempt to collect on any written note, contract, stipulation, promise or acknowledgment under which a debtor may be required to pay any sum other than principal,

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allowable interest, except as noted in subsection (18) of this section, and, in the case of suit, ((attorney's)) attorneys' fees and taxable court costs.

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(20) Upon notification by a debtor that the debtor disputes all debts arising from a series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, initiate oral contact with a debtor more than one time in an attempt to collect from the debtor debts arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments when: (a) Within the previous one hundred eighty days, in response to the licensee's attempt to collect the initial debt assigned to the licensee and arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, the debtor in writing notified the licensee that the debtor's checkbook or other series of preprinted written instruments was stolen or fraudulently created; (b) the licensee has received from the debtor a certified copy of a police report referencing the theft or the checkbook, automated clearinghouse fraudulent creation of transactions on a demand deposit account, or series of preprinted written instruments; (c) in the written notification to the licensee or in the police report, the debtor identified the financial institution where the account was maintained, the account number, the magnetic ink character recognition number, the full bank routing and transit number, and the check numbers of the stolen checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, which check numbers included the number of the check that is the subject of the licensee's collection efforts; (d) the debtor provides, or within the previous one hundred eighty days provided, to licensee a legible copy of a government-issued identification, which contains the debtor's signature and which was issued prior to the date of the theft or fraud identified in the police report; (e) the debtor advised the licensee that the subject debt is identified check, automated clearinghouse disputed because the transaction on a demand deposit account, or other preprinted written instrument underlying the debt is a stolen or fraudulently created check or instrument; and (f) information on the checks, automated

clearinghouse transactions on a demand deposit account, or other preprinted written instruments are currently in the licensee's files that identically match the information provided by the debtor in (c) of this subsection.

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The licensee is not in violation of this subsection if the licensee 5 initiates oral contact with the debtor more than one time in an attempt 6 7 to collect debts arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit 8 account, or other preprinted written instruments when: 9 10 licensee acted in good faith and relied on their established practices and procedures for batching, recording, or packeting debtor accounts, 11 and the licensee inadvertently initiates oral contact with the debtor 12 13 in an attempt to collect debts in the identified series subsequent to 14 the initial debt assigned to the licensee; (ii) the licensee is following up on collection of a debt assigned to the licensee, and the 15 debtor has previously requested more information from the licensee 16 17 regarding the subject debt; (iii) the debtor has notified the licensee that the debtor disputes only some, but not all the debts arising from 18 the identified series of dishonored checks, automated clearinghouse 19 transactions on a demand deposit account, or other preprinted written 20 21 instruments, in which case the licensee shall be allowed to initiate 22 oral contact with the debtor one time for each debt arising from the series of identified checks, automated clearinghouse transactions on a 23 24 demand deposit account, or written instruments and initiate additional 25 oral contact for those debts that the debtor acknowledges do not arise from stolen or fraudulently created checks or written instruments; (iv) 26 27 the oral contact is in the context of a judicial, administrative, arbitration, mediation, or similar proceeding; or (v) the oral contact 28 is made for the purpose of investigating, confirming, or authenticating 29 the information received from the debtor, to provide additional 30 information to the debtor, or to request additional information from 31 32 the debtor needed by the licensee to accurately record the debtor's information in the licensee's records. 33

34 **Sec. 9.** RCW 19.16.250 and 2001 c 217 s 5 and 2001 c 47 s 2 are 35 each reenacted and amended to read as follows:

No licensee or employee of a licensee shall:

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(1) Directly or indirectly aid or abet any unlicensed person to engage in business as a collection agency in this state or receive compensation from such unlicensed person: PROVIDED, That nothing in this chapter shall prevent a licensee from accepting, as forwardee, claims for collection from a collection agency or attorney whose place of business is outside the state.

- (2) Collect or attempt to collect a claim by the use of any means contrary to the postal laws and regulations of the United States postal department.
- (3) Publish or post or cause to be published or posted, any list of debtors commonly known as "bad debt lists" or threaten to do so. For purposes of this chapter, a "bad debt list" means any list of natural persons alleged to fail to honor their lawful debts. However, nothing herein shall be construed to prohibit a licensee from communicating to its customers or clients by means of a coded list, the existence of a check dishonored because of insufficient funds, not sufficient funds or closed account by the financial institution servicing the debtor's checking account: PROVIDED, That the debtor's identity is not readily apparent: PROVIDED FURTHER, That the licensee complies with the requirements of subsection (9)(e) of this section.
- (4) Have in his <u>or her</u> possession or make use of any badge, use a uniform of any law enforcement agency or any simulation thereof, or make any statements which might be construed as indicating an official connection with any federal, state, county, or city law enforcement agency, or any other governmental agency, while engaged in collection agency business.
- (5) Perform any act or acts, either directly or indirectly, constituting the practice of law.
- (6) Advertise for sale or threaten to advertise for sale any claim as a means of endeavoring to enforce payment thereof or agreeing to do so for the purpose of soliciting claims, except where the licensee has acquired claims as an assignee for the benefit of creditors or where the licensee is acting under court order.
- (7) Use any name while engaged in the making of a demand for any claim other than the name set forth on his, her, or its current license issued hereunder.
- 37 (8) Give or send to any debtor or cause to be given or sent to any

debtor, any notice, letter, message, or form which represents or implies that a claim exists unless it shall indicate in clear and legible type:

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- (a) The name of the licensee and the city, street, and number at which he or she is licensed to do business;
- (b) The name of the original creditor to whom the debtor owed the claim if such name is known to the licensee or employee: PROVIDED, That upon written request of the debtor, the licensee shall make a reasonable effort to obtain the name of such person and provide this name to the debtor;
- 11 (c) If the notice, letter, message, or form is the first notice to 12 the debtor or if the licensee is attempting to collect a different 13 amount than indicated in his, her, or its first notice to the debtor, 14 an itemization of the claim asserted must be made including:
- 15 (i) Amount owing on the original obligation at the time it was 16 received by the licensee for collection or by assignment;
 - (ii) Interest or service charge, collection costs, or late payment charges, if any, added to the original obligation by the original creditor, customer or assignor before it was received by the licensee for collection, if such information is known by the licensee or employee: PROVIDED, That upon written request of the debtor, the licensee shall make a reasonable effort to obtain information on such items and provide this information to the debtor;
 - (iii) Interest or service charge, if any, added by the licensee or customer or assignor after the obligation was received by the licensee for collection;
- 27 (iv) Collection costs, if any, that the licensee is attempting to 28 collect;
- (v) Attorneys' fees, if any, that the licensee is attempting to collect on his, her, or its behalf or on the behalf of a customer or assignor;
- (vi) Any other charge or fee that the licensee is attempting to collect on his, her, or its own behalf or on the behalf of a customer or assignor.
 - (9) Communicate or threaten to communicate, the existence of a claim to a person other than one who might be reasonably expected to be liable on the claim in any manner other than through proper legal action, process, or proceedings except under the following conditions:

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(a) A licensee or employee of a licensee may inform a credit reporting bureau of the existence of a claim: PROVIDED, That if the licensee or employee of a licensee reports a claim to a credit reporting bureau, the licensee shall upon receipt of written notice from the debtor that any part of the claim is disputed, forward a copy of such written notice to the credit reporting bureau. If the claim arises from a notice of infraction issued under RCW 46.63.030(3) and referred to the licensee under RCW 3.02.045(6) and 19.16.500(5), the licensee may not inform a credit reporting bureau of the existence of a claim unless the claim referred arises from more than two notices of infraction, or the total original monetary penalty or penalties for the infraction or infractions, exclusive of additional penalties and surcharges, exceeds seventy-five dollars;

- (b) A licensee or employee in collecting or attempting to collect a claim may communicate the existence of a claim to a debtor's employer if the claim has been reduced to a judgment;
- (c) A licensee or employee in collecting or attempting to collect a claim that has not been reduced to judgment, may communicate the existence of a claim to a debtor's employer if:
- (i) The licensee or employee has notified or attempted to notify the debtor in writing at his <u>or her</u> last known address or place of employment concerning the claim and the debtor after a reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and
- (ii) The debtor has not in writing to the licensee disputed any part of the claim: PROVIDED, That the licensee or employee may only communicate the existence of a claim which has not been reduced to judgment to the debtor's employer once unless the debtor's employer has agreed to additional communications.
- (d) A licensee may for the purpose of locating the debtor or locating assets of the debtor communicate the existence of a claim to any person who might reasonably be expected to have knowledge of the whereabouts of a debtor or the location of assets of the debtor if the claim is reduced to judgment, or if not reduced to judgment, when:
- (i) The licensee or employee has notified or attempted to notify the debtor in writing at his <u>or her</u> last known address or last known place of employment concerning the claim and the debtor after a

reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and

- (ii) The debtor has not in writing disputed any part of the claim.
- (e) A licensee may communicate the existence of a claim to its customers or clients if the claim is reduced to judgment, or if not reduced to judgment, when:
- (i) The licensee has notified or attempted to notify the debtor in writing at his last known address or last known place of employment concerning the claim and the debtor after a reasonable time has failed to pay the claim or has failed to agree to make payments on the claim in a manner acceptable to the licensee, and
 - (ii) The debtor has not in writing disputed any part of the claim.
- 13 (10) Threaten the debtor with impairment of his <u>or her</u> credit 14 rating if a claim is not paid.
 - (11) Communicate with the debtor after notification in writing from an attorney representing such debtor that all further communications relative to a claim should be addressed to the attorney: PROVIDED, That if a licensee requests in writing information from an attorney regarding such claim and the attorney does not respond within a reasonable time, the licensee may communicate directly with the debtor until he or it again receives notification in writing that an attorney is representing the debtor.
 - (12) Communicate with a debtor or anyone else in such a manner as to harass, intimidate, threaten, or embarrass a debtor, including but not limited to communication at an unreasonable hour, with unreasonable frequency, by threats of force or violence, by threats of criminal prosecution, and by use of offensive language. A communication shall be presumed to have been made for the purposes of harassment if:
- 29 (a) It is made with a debtor or spouse in any form, manner, or 30 place, more than three times in a single week;
 - (b) It is made with a debtor at his or her place of employment more than one time in a single week;
 - (c) It is made with the debtor or spouse at his or her place of residence between the hours of 9:00 p.m. and 7:30 a.m.
 - (13) Communicate with the debtor through use of forms or instruments that simulate the form or appearance of judicial process, the form or appearance of government documents, or the simulation of a form or appearance of a telegraphic or emergency message.

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(14) Communicate with the debtor and represent or imply that the existing obligation of the debtor may be or has been increased by the addition of attorneys' fees, investigation fees, service fees, or any other fees or charges when in fact such fees or charges may not legally be added to the existing obligation of such debtor.

- (15) Threaten to take any action against the debtor which the licensee cannot legally take at the time the threat is made.
- (16) Send any telegram or make any telephone calls to a debtor or concerning a debt or for the purpose of demanding payment of a claim or seeking information about a debtor, for which the charges are payable by the addressee or by the person to whom the call is made.
- (17) In any manner convey the impression that the licensee is vouched for, bonded to or by, or is an instrumentality of the state of Washington or any agency or department thereof.
- (18) Collect or attempt to collect in addition to the principal amount of a claim any sum other than allowable interest, collection costs or handling fees expressly authorized by statute, and, in the case of suit, ((attorney's)) attorneys' fees and taxable court costs. A licensee may collect or attempt to collect collection costs and fees, including contingent collection fees, as authorized by a written agreement or contract, between the licensee's client and the debtor, in the collection of a commercial claim. The amount charged to the debtor for collection services shall not exceed thirty-five percent of the commercial claim.
- (19) Procure from a debtor or collect or attempt to collect on any written note, contract, stipulation, promise or acknowledgment under which a debtor may be required to pay any sum other than principal, allowable interest, except as noted in subsection (18) of this section, and, in the case of suit, ((attorney's)) attorneys' fees and taxable court costs.
- (20) Upon notification by a debtor that the debtor disputes all debts arising from a series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, initiate oral contact with a debtor more than one time in an attempt to collect from the debtor debts arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments when: (a) Within the previous one

hundred eighty days, in response to the licensee's attempt to collect the initial debt assigned to the licensee and arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, the debtor in writing notified the licensee that the debtor's checkbook or other series of preprinted written instruments was stolen or fraudulently created; (b) the licensee has received from the debtor a certified copy of a police report referencing the theft or fraudulent creation of the checkbook, automated clearinghouse transactions on a demand deposit account, or series of preprinted written instruments; (c) in the written notification to the licensee or in the police report, the debtor identified the financial institution where the account was maintained, the account number, the magnetic ink character recognition number, the full bank routing and transit number, and the check numbers of the stolen checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments, which check numbers included the number of the check that is the subject of the licensee's collection efforts; (d) the debtor provides, or within the previous one hundred eighty days provided, to the licensee а legible copy of a government-issued identification, which contains the debtor's signature and which was issued prior to the date of the theft or fraud identified in the police report; and (e) the debtor advised the licensee that the subject debt is disputed because the identified check, automated clearinghouse transaction on a demand deposit account, or other preprinted written instrument underlying the debt is a stolen or fraudulently created check or instrument.

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The licensee is not in violation of this subsection if the licensee initiates oral contact with the debtor more than one time in an attempt to collect debts arising from the identified series of dishonored checks, automated clearinghouse transactions on a demand deposit account, or other preprinted written instruments when: (i) The licensee acted in good faith and relied on their established practices and procedures for batching, recording, or packeting debtor accounts, and the licensee inadvertently initiates oral contact with the debtor in an attempt to collect debts in the identified series subsequent to the initial debt assigned to the licensee; (ii) the licensee is following up on collection of a debt assigned to the licensee, and the

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debtor has previously requested more information from the licensee 1 regarding the subject debt; (iii) the debtor has notified the licensee 2 that the debtor disputes only some, but not all the debts arising from 3 the identified series of dishonored checks, automated clearinghouse 4 transactions on a demand deposit account, or other preprinted written 5 instruments, in which case the licensee shall be allowed to initiate 6 7 oral contact with the debtor one time for each debt arising from the series of identified checks, automated clearinghouse transactions on a 8 9 demand deposit account, or written instruments and initiate additional 10 oral contact for those debts that the debtor acknowledges do not arise from stolen or fraudulently created checks or written instruments; (iv) 11 the oral contact is in the context of a judicial, administrative, 12 arbitration, mediation, or similar proceeding; or (v) the oral contact 13 is made for the purpose of investigating, confirming, or authenticating 14 the information received from the debtor, to provide additional 15 16 information to the debtor, or to request additional information from 17 the debtor needed by the licensee to accurately record the debtor's information in the licensee's records. 18

19 **Sec. 10.** RCW 19.16.100 and 2001 c 47 s 1 and 2001 c 43 s 1 are 20 each reenacted and amended to read as follows:

Unless a different meaning is plainly required by the context, the following words and phrases as hereinafter used in this chapter shall have the following meanings:

- (1) "Person" includes individual, firm, partnership, trust, joint venture, association, or corporation.
 - (2) "Collection agency" means and includes:

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- 27 (a) Any person directly or indirectly engaged in soliciting claims 28 for collection, or collecting or attempting to collect claims owed or 29 due or asserted to be owed or due another person;
 - (b) Any person who directly or indirectly furnishes or attempts to furnish, sells, or offers to sell forms represented to be a collection system or scheme intended or calculated to be used to collect claims even though the forms direct the debtor to make payment to the creditor and even though the forms may be or are actually used by the creditor himself or herself in his or her own name;
 - (c) Any person who in attempting to collect or in collecting his or

her own claim uses a fictitious name or any name other than his or her own which would indicate to the debtor that a third person is collecting or attempting to collect such claim.

- (3) "Collection agency" does not mean and does not include:
- (a) Any individual engaged in soliciting claims for collection, or collecting or attempting to collect claims on behalf of a licensee under this chapter, if said individual is an employee of the licensee;
- (b) Any individual collecting or attempting to collect claims for not more than one employer, if all the collection efforts are carried on in the name of the employer and if the individual is an employee of the employer;
- (c) Any person whose collection activities are carried on in his, her, or its true name and are confined and are directly related to the operation of a business other than that of a collection agency, such as but not limited to trust companies, savings and loan associations, building and loan associations, abstract companies doing an escrow business, real estate brokers, public officers acting in their official capacities, persons acting under court order, lawyers, insurance companies, credit unions, loan or finance companies, mortgage banks, and banks;
- (d) Any person who on behalf of another person prepares or mails monthly or periodic statements of accounts due if all payments are made to that other person and no other collection efforts are made by the person preparing the statements of account;
- (e) An "out-of-state collection agency" as defined in this chapter;
 or
- (f) Any person while acting as a debt collector for another person, both of whom are related by common ownership or affiliated by corporate control, if the person acting as a debt collector does so only for persons to whom it is so related or affiliated and if the principal business of the person is not the collection of debts.
- (4) "Out-of-state collection agency" means a person whose activities within this state are limited to collecting debts from debtors located in this state by means of interstate communications, including telephone, mail, or facsimile transmission, from the person's location in another state on behalf of clients located outside of this state, but does not include any person who is excluded from the

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- definition of the term "debt collector" under the federal fair debt collection practices act (15 U.S.C. Sec. 1692a(6)).
 - (5) "Claim" means any obligation for the payment of money or thing of value arising out of any agreement or contract, express or implied, and also includes public debts arising from a notice of infraction issued under RCW 46.63.030(3) and referred to collection agencies under RCW 19.16.500(5) and 3.02.045(6).
- 8 (6) "Statement of account" means a report setting forth only 9 amounts billed, invoices, credits allowed, or aged balance due.
 - (7) "Director" means the director of licensing.

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- 11 (8) "Client" or "customer" means any person authorizing or 12 employing a collection agency to collect a claim.
 - (9) "Licensee" means any person licensed under this chapter.
 - (10) "Board" means the Washington state collection agency board.
 - (11) "Debtor" means any person owing or alleged to owe a claim.
- 16 (12) "Commercial claim" means any obligation for payment of money 17 or thing of value arising out of any agreement or contract, express or 18 implied, where the transaction which is the subject of the agreement or 19 contract is not primarily for personal, family, or household purposes.
- 20 **Sec. 11.** RCW 19.182.040 and 1993 c 476 s 6 are each amended to 21 read as follows:
 - (1) Except as authorized under subsection (2) of this section, no consumer reporting agency may make a consumer report containing any of the following items of information:
 - (a) Bankruptcies that, from date of adjudication of the most recent bankruptcy, antedate the report by more than ten years;
 - (b) Suits and judgments that, from date of entry, antedate the report by more than seven years or until the governing statute of limitations has expired, whichever is the longer period;
- 30 (c) Paid tax liens that, from date of payment, antedate the report 31 by more than seven years;
- (d) Accounts placed for collection or charged to profit and loss that antedate the report by more than seven years;
- (e) Records of arrest, indictment, or conviction of crime that, from date of disposition, release, or parole, antedate the report by more than seven years;

- (f) Any other adverse item of information that antedates the report 1 2 by more than seven years:
- (g) Any debt that arises from a notice of infraction for standing, 3 stopping, or parking violations issued under RCW 46.63.030(3), unless 4
- the debt arises from more than two notices of infraction, or the total 5
- original monetary penalty or penalties for the infraction or 6
- 7 infractions, exclusive of additional penalties and surcharges, exceeds
- seventy-five dollars. 8

more;

- (2) Subsection (1) of this section is not applicable in the case of 9 a consumer report to be used in connection with: 10
- (a) A credit transaction involving, or that may reasonably be 11 expected to involve, a principal amount of fifty thousand dollars or 12 13
- (b) The underwriting of life insurance involving, or that may 14 reasonably be expected to involve, a face amount of fifty thousand 15 16 dollars or more; or
- 17 (c) The employment of an individual at an annual salary that equals, or that may reasonably be expected to equal, twenty thousand 18 19 dollars or more.
- 20 NEW SECTION. Sec. 12. This act applies to a notice of infraction 21 issued on or after July 1, 2003.
- NEW SECTION. Sec. 13. If any provision of this act or its 22 application to any person or circumstance is held invalid, the 23 remainder of the act or the application of the provision to other 24 25 persons or circumstances is not affected.
- NEW SECTION. Sec. 14. Section 8 of this act expires April 1, 26 27 2004.
- 28 NEW SECTION. Sec. 15. Section 9 of this act takes effect April 1, 2004. 29
- NEW SECTION. Sec. 16. Except for section 9 of this act, this act 30
- is necessary for the immediate preservation of the public peace, 31
- 32 health, or safety, or support of the state government and its existing
- 33 public institutions, and takes effect July 1, 2003.

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