CERTIFICATION OF ENROLLMENT

HOUSE BILL 2608

Chapter 35, Laws of 2010

61st Legislature 2010 Regular Session

RESIDENTIAL LOAN MODIFICATIONS--LICENSURE

EFFECTIVE DATE: 07/01/10

Passed by the House February 12, 2010 Yeas 77 Nays 20

FRANK CHOPP

Speaker of the House of Representatives

Passed by the Senate March 2, 2010 Yeas 40 Nays 6 CERTIFICATE

I, Barbara Baker, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **HOUSE BILL 2608** as passed by the House of Representatives and the Senate on the dates hereon set forth.

BARBARA BAKER

Chief Clerk

BRAD OWEN

President of the Senate

Approved March 12, 2010, 2:20 p.m.

FILED

March 12, 2010

CHRISTINE GREGOIRE

Governor of the State of Washington

Secretary of State State of Washington

HOUSE BILL 2608

Passed Legislature - 2010 Regular Session

State of Washington 61st Legislature 2010 Regular Session

By Representatives Nelson, Kirby, Chase, Simpson, Morrell, Maxwell, and Moeller; by request of Department of Financial Institutions

Prefiled 01/08/10. Read first time 01/11/10. Referred to Committee on Financial Institutions & Insurance.

AN ACT Relating to licensing residential mortgage loan servicers 1 2 through the national mortgage licensing service and clarifying the 3 existing authority of the department of financial institutions to regulate residential mortgage loan modification services under the 4 5 consumer loan act and mortgage broker practices act; amending RCW 31.04.035, 31.04.045, 31.04.055, 31.04.085, 31.04.093, 6 31.04.165, 7 31.04.277, 19.144.080, 19.146.010, 19.146.210, and 19.146.310; 8 reenacting and amending RCW 31.04.015; adding new sections to chapter 9 31.04 RCW; adding new sections to chapter 19.146 RCW; repealing RCW 10 31.04.2211; and providing an effective date.

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

Sec. 1. RCW 31.04.015 and 2009 c 149 s 12 and 2009 c 120 s 2 are each reenacted and amended to read as follows:

14 The definitions set forth in this section apply throughout this 15 chapter unless the context clearly requires a different meaning.

16 (1) "Add-on method" means the method of precomputing interest 17 payable on a loan whereby the interest to be earned is added to the 18 principal balance and the total plus any charges allowed under this 19 chapter is stated as the loan amount, without further provision for the payment of interest except for failure to pay according to loan terms.
 The director may adopt by rule a more detailed explanation of the
 meaning and use of this method.

4 (2) "Applicant" means a person applying for a license under this 5 chapter.

6 (3) "Borrower" means any person who consults with or retains a 7 licensee or person subject to this chapter in an effort to obtain or 8 seek information about obtaining a loan, regardless of whether that 9 person actually obtains such a loan.

10 (4) "Depository institution" has the same meaning as in section 3 11 of the federal deposit insurance act on July 26, 2009, and includes 12 credit unions.

13 (5) "Director" means the director of financial institutions.

14 (6) "Federal banking agencies" means the board of governors of the 15 federal reserve system, comptroller of the currency, director of the 16 office of thrift supervision, national credit union administration, and 17 federal deposit insurance corporation.

(7) "Individual servicing a mortgage loan" means a person on behalf 18 of a lender or servicer licensed by this state, who collects or 19 receives payments including payments of principal, interest, escrow 20 21 amounts, and other amounts due, on existing obligations due and owing 22 to the licensed lender or servicer for a residential mortgage loan when the borrower is in default, or in reasonably foreseeable likelihood of 23 24 default, working with the borrower and the licensed lender or servicer, 25 collects data and makes decisions necessary to modify either temporarily or permanently certain terms of those obligations, or 26 27 otherwise finalizing collection through the foreclosure process.

(8) "Insurance" means life insurance, disability insurance,
 property insurance, involuntary unemployment insurance, and such other
 insurance as may be authorized by the insurance commissioner.

(9) "License" means a single license issued under the authority ofthis chapter with respect to a single place of business.

33 (10) "Licensee" means a person to whom one or more licenses have 34 been issued.

35 (11) "Loan" means a sum of money lent at interest or for a fee or 36 other charge and includes both open-end and closed-end loan 37 transactions.

1 (12) "Loan processor" means an individual who performs clerical or 2 support duties as an employee at the direction of and subject to the 3 supervision and instruction of a person licensed, or exempt from 4 licensing, under chapter 19.146 RCW.

5 (13) "Making a loan" means advancing, offering to advance, or 6 making a commitment to advance funds to a borrower for a loan.

7 (14) "Mortgage broker" means the same as defined in RCW 19.146.010, 8 except that for purposes of this chapter, a licensee or person subject 9 to this chapter cannot receive compensation as both a consumer loan 10 licensee making the loan and as a consumer loan licensee acting as the 11 mortgage broker in the same loan transaction.

12 (15)(a) "Mortgage loan originator" means an individual who for 13 compensation or gain (i) takes a residential mortgage loan application, 14 or (ii) offers or negotiates terms of a residential mortgage loan. "Mortgage loan originator" does not include any individual who performs 15 purely administrative or clerical tasks; and does not include a person 16 or entity solely involved in extensions of credit relating to timeshare 17 plans, as that term is defined in section 101(53D) of Title 11, United 18 States Code. For the purposes of this definition, administrative or 19 clerical tasks means the receipt, collection, and distribution of 20 21 information common for the processing of a loan in the mortgage 22 industry and communication with a consumer to obtain information necessary for the processing of a residential mortgage loan. 23

(b) <u>"Mortgage loan originator" also includes an individual who for</u> compensation or gain performs residential mortgage loan modification services or holds himself or herself out as being able to perform residential mortgage loan modification services.

(c) "Mortgage loan originator" does not include a person or entity 28 that only performs real estate brokerage activities and is licensed or 29 registered in accordance with applicable state law, unless the person 30 31 or entity is compensated by a lender, a mortgage broker, or other 32 mortgage loan originator or by any agent of such a lender, mortgage broker, or other mortgage loan originator. For the purposes of chapter 33 120, Laws of 2009, the term "real estate brokerage activity" means any 34 activity that involves offering or providing real estate brokerage 35 services to the public, including: 36

37 (i) Acting as a real estate agent or real estate broker for a38 buyer, seller, lessor, or lessee of real property;

(ii) Bringing together parties interested in the sale, purchase,
 lease, rental, or exchange of real property;

3 (iii) Negotiating, on behalf of any party, any portion of a 4 contract relating to the sale, purchase, lease, rental, or exchange of 5 real property, other than in connection with providing financing with 6 respect to such a transaction;

7 (iv) Engaging in any activity for which a person engaged in the 8 activity is required to be registered or licensed as a real estate 9 agent or real estate broker under any applicable law; and

10 (v) Offering to engage in any activity, or act in any capacity, 11 described in ((b))) <u>(c)</u>(i) through (iv) of this subsection.

12 (((c))) <u>(d)</u> This subsection does not apply to an individual 13 servicing a mortgage loan before July 1, 2011.

14 (e) This subsection does not apply to employees of a housing 15 counseling agency approved by the United States department of housing 16 and urban development unless the employees of a housing counseling 17 agency are required under federal law to be individually licensed as 18 mortgage loan originators.

(16) "Nationwide mortgage licensing system and registry" means a mortgage licensing system developed and maintained by the conference of state bank supervisors and the American association of residential mortgage regulators for the licensing and registration of mortgage loan originators.

(17) "Officer" means an official appointed by the company for thepurpose of making business decisions or corporate decisions.

(18) "Person" includes individuals, partnerships, associations,
 limited liability companies, limited liability partnerships, trusts,
 corporations, and all other legal entities.

(19) "Principal" means any person who controls, directly or indirectly through one or more intermediaries, alone or in concert with others, a ten percent or greater interest in a partnership; company; association or corporation; or a limited liability company, and the owner of a sole proprietorship.

34 (20) "Registered mortgage loan originator" means any individual who 35 meets the definition of mortgage loan originator and is an employee of 36 a depository institution; a subsidiary that is owned and controlled by 37 a depository institution and regulated by a federal banking agency; or

an institution regulated by the farm credit administration and is
 registered with, and maintains a unique identifier through, the
 nationwide mortgage licensing system and registry.

4 (21) "Residential mortgage loan" means any loan primarily for 5 personal, family, or household use that is secured by a mortgage, deed 6 of trust, or other equivalent consensual security interest on a 7 dwelling, as defined in section 103(v) of the truth in lending act, or 8 residential real estate upon which is constructed or intended to be 9 constructed a dwelling.

10 (22) "Residential mortgage loan modification" means a change in one 11 or more of a residential mortgage loan's terms or conditions. Changes 12 to a residential mortgage loan's terms or conditions include but are 13 not_limited_to_forbearances; repayment_plans; changes_in_interest 14 rates, loan_terms, or loan_types; capitalizations_of_arrearages; or 15 principal_reductions.

(23) "Residential mortgage loan modification services" includes 16 negotiating, attempting to negotiate, arranging, attempting to arrange, 17 or __otherwise __offering __to __perform __a __residential __mortgage __loan 18 modification. "Residential mortgage loan modification services" also 19 includes the collection of data for submission to an entity performing 20 mortgage loan modification services. "Residential mortgage loan 21 modification services" do not include actions by individuals servicing 22 a mortgage loan before July 1, 2011. 23

(24) "S.A.F.E. act" means the secure and fair enforcement for
 mortgage licensing act of 2008, Title V of the housing and economic
 recovery act of 2008 ("HERA"), P.L. 110-289, effective July 30, 2008.

27 (((23))) (25) "Senior officer" means an officer of a licensee at 28 the vice president level or above.

(((24))) (26) "Service or servicing a loan" means on behalf of the 29 lender or investor of a residential mortgage loan: (a) Collecting or 30 receiving payments on existing obligations due and owing to the lender 31 or investor, including payments of principal, interest, escrow amounts, 32 and other amounts due; (b) collecting fees due to the servicer; (c) 33 working with the borrower and the licensed lender or servicer to 34 35 collect data and make decisions necessary to modify certain terms of 36 those obligations either temporarily or permanently; (d) otherwise finalizing collection through the foreclosure process; or (e) servicing 37 38 a reverse mortgage loan.

1 (27) "Service or servicing a reverse mortgage loan" means, pursuant
2 to an agreement with the owner of a reverse mortgage loan:
3 Calculating, collecting, or receiving payments of interest or other
4 amounts due; administering advances to the borrower; and providing
5 account statements to the borrower or lender.

(28) "Simple interest method" means the method of computing 6 7 interest payable on a loan by applying the annual percentage interest rate or its periodic equivalent to the unpaid balances of the principal 8 of the loan outstanding for the time outstanding with each payment 9 applied first to any unpaid penalties, fees, or charges, then to 10 accumulated interest, and the remainder of the payment applied to the 11 12 unpaid balance of the principal until paid in full. In using such 13 method, interest shall not be payable in advance nor compounded, except 14 that on a loan secured by real estate, a licensee may collect at the time of the loan closing up to but not exceeding forty-five days of 15 16 prepaid interest. The prohibition on compounding interest does not 17 apply to reverse mortgage loans made in accordance with the Washington state reverse mortgage act. The director may adopt by rule a more 18 detailed explanation of the meaning and use of this method. 19

20 (((25))) <u>(29) "Third-party residential mortgage loan modification</u> 21 <u>services" means residential mortgage loan modification services offered</u> 22 <u>or performed by any person other than the owner or servicer of the</u> 23 <u>loan.</u>

24 (30) "Third-party service provider" means any person other than the 25 licensee or a mortgage broker who provides goods or services to the 26 licensee or borrower in connection with the preparation of the 27 borrower's loan and includes, but is not limited to, credit reporting 28 agencies, real estate brokers or salespersons, title insurance 29 companies and agents, appraisers, structural and pest inspectors, or 30 escrow companies.

31 (((26))) <u>(31)</u> "Unique identifier" means a number or other 32 identifier assigned by protocols established by the nationwide mortgage 33 licensing system and registry.

34 **Sec. 2.** RCW 31.04.035 and 2009 c 120 s 4 are each amended to read 35 as follows:

36 No person may engage in the business of making secured or unsecured

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loans of money, credit, or things in action, or servicing residential
 <u>mortgage loans</u>, without first obtaining and maintaining a license in
 accordance with this chapter, except those exempt under RCW 31.04.025.

4 Sec. 3. RCW 31.04.045 and 2009 c 120 s 5 are each amended to read 5 as follows:

6 (1) Application for a license under this chapter must be made to 7 the nationwide mortgage licensing system and registry or in the form 8 prescribed by the director. The application must contain at least the 9 following information:

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(a) The name and the business addresses of the applicant;

(b) If the applicant is a partnership or association, the name of every member;

13 (c) If the applicant is a corporation, the name, residence address,14 and telephone number of each officer and director;

15 (d) The street address, county, and municipality from which 16 business is to be conducted; and

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(e) Such other information as the director may require by rule.

(2) As part of or in connection with an application for any license 18 19 under this section, or periodically upon license renewal, each officer, 20 director, and owner applicant shall furnish information concerning his her identity, including fingerprints for submission to the 21 or Washington state patrol, the federal bureau of investigation, the 22 23 nationwide mortgage licensing system and registry, or any governmental 24 agency or entity authorized to receive this information for a state and criminal history background 25 national check; personal history; 26 experience; business record; purposes; and other pertinent facts, as the director may reasonably require. As part of or in connection with 27 an application for a license under this chapter, or periodically upon 28 license renewal, the director is authorized to receive criminal history 29 record information that includes nonconviction data as defined in RCW 30 31 10.97.030. The department may only disseminate nonconviction data obtained under this section to criminal justice agencies. 32 This section does not apply to financial institutions regulated under chapters 31.12 33 and 31.13 RCW and Titles 30, 32, and 33 RCW. 34

(3) In order to reduce the points of contact which the federalbureau of investigation may have to maintain, the director may use the

nationwide mortgage licensing system and registry as a channeling agent
 for requesting information from and distributing information to the
 department of justice or any governmental agency.

4 (4) In order to reduce the points of contact which the director may 5 have to maintain, the director may use the nationwide mortgage 6 licensing system and registry as a channeling agent for requesting and 7 distributing information to and from any source so directed by the 8 director.

9 (5) At the time of filing an application for a license under this 10 chapter, each applicant shall pay to the director or through the 11 nationwide mortgage licensing system and registry an investigation fee 12 and the license fee in an amount determined by rule of the director to 13 be sufficient to cover the director's costs in administering this 14 chapter.

(6) Each applicant shall file and maintain a surety bond, approved 15 by the director, executed by the applicant as obligor and by a surety 16 17 company authorized to do a surety business in this state as surety, whose liability as such surety shall not exceed in the aggregate the 18 penal sum of the bond. The penal sum of the bond shall be a minimum of 19 thirty thousand dollars and based on the annual dollar amount of loans 20 21 originated or residential mortgage loans serviced. The bond shall run 22 to the state of Washington as obligee for the use and benefit of the state and of any person or persons who may have a cause of action 23 24 against the obligor under this chapter. The bond shall be conditioned 25 that the obligor as licensee will faithfully conform to and abide by this chapter and all the rules adopted under this chapter. The bond 26 27 will pay to the state and any person or persons having a cause of action against the obligor all moneys that may become due and owing to 28 the state and those persons under and by virtue of this chapter. 29 In lieu of a surety bond, if the applicant is a Washington business 30 corporation, the applicant may maintain unimpaired capital, surplus, 31 32 and long-term subordinated debt in an amount that at any time its outstanding promissory notes or other evidences of debt (other than 33 long-term subordinated debt) in an aggregate sum do not exceed three 34 times the aggregate amount of its unimpaired capital, surplus, and 35 36 long-term subordinated debt. The director may define qualifying "long-37 term subordinated debt" for purposes of this section.

1 Sec. 4. RCW 31.04.055 and 2001 c 81 s 5 are each amended to read 2 as follows:

3 (1) The director shall issue and deliver a license to the applicant
4 to make loans in accordance with this chapter at the location specified
5 in the application if, after investigation, the director finds that:

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(a) The applicant has paid all required fees;

7 (b) The applicant has submitted a complete application in 8 compliance with RCW 31.04.045;

9 (c) Neither the applicant nor its officers or principals have had 10 a license issued under this section or any other section, in this state 11 or another state, revoked or suspended within the last five years of 12 the date of filing of the application;

(d) Neither the applicant nor any of its officers or principals have been convicted of a gross misdemeanor involving dishonesty or financial misconduct or a felony or a violation of the banking laws of this state or of the United States within seven years of the filing of an application; ((and))

18 (e) The financial responsibility, experience, character, and 19 general fitness of the applicant are such as to command the confidence 20 of the community and to warrant a belief that the business will be 21 operated honestly, fairly, and efficiently within the purposes of this 22 chapter; and

23 (f) Neither the applicant nor any of its principals have provided 24 unlicensed_residential_mortgage_loan_modification_services_in_this 25 state in the five years prior to the filing of the present application.

(2) If the director does not find the conditions of subsection (1) 26 27 of this section have been met, the director shall not issue the license. The director shall notify the applicant of the denial and 28 return to the applicant the bond posted and the sum paid by the 29 applicant as a license fee, retaining the investigation fee to cover 30 31 the costs of investigating the application. The director shall approve 32 or deny every application for license under this chapter within ninety days from the filing of a complete application with the fees and the 33 approved bond. 34

35 **Sec. 5.** RCW 31.04.085 and 2001 c 81 s 7 are each amended to read 36 as follows:

37 (1) A licensee shall, for each license held by any person, on or

before the first day of each March, pay to the director an annual 1 2 assessment as determined by rule by the director. The licensee shall be responsible for payment of the annual assessment for the previous 3 calendar year if the licensee had a license for any time during the 4 5 preceding calendar year, regardless of whether they surrendered their license during the calendar year or whether their license was suspended 6 7 or revoked. At the same time the licensee shall file with the director the required bond or otherwise demonstrate compliance with RCW 8 31.04.045. 9

10 (2) The director may establish a different yearly assessment fee 11 for persons servicing residential mortgage loans.

12 Sec. 6. RCW 31.04.093 and 2001 c 81 s 8 are each amended to read 13 as follows:

(1) The director shall enforce all laws and rules relating to the
 licensing and regulation of licensees and persons subject to this
 chapter.

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(2) The director may deny applications for licenses for:

(a) Failure of the applicant to demonstrate within its application
for a license that it meets the requirements for licensing in RCW
31.04.045 and 31.04.055;

(b) Violation of an order issued by the director under this chapter another chapter administered by the director, including but not limited to cease and desist orders and temporary cease and desist orders;

(c) Revocation or suspension of a license to conduct lending <u>or</u> <u>residential mortgage loan servicing</u>, or to provide settlement services associated with lending <u>or residential mortgage loan servicing</u>, by this state, another state, or by the federal government within five years of the date of submittal of a complete application for a license; or

30 (d) Filing an incomplete application when that incomplete 31 application has been filed with the department for sixty or more days, 32 provided that the director has given notice to the licensee that the 33 application is incomplete, informed the applicant why the application 34 is incomplete, and allowed at least twenty days for the applicant to 35 complete the application.

36 (3) The director may suspend or revoke a license issued under this 37 chapter if the director finds that: 1 (a) The licensee has failed to pay any fee due the state of 2 Washington, has failed to maintain in effect the bond or permitted 3 substitute required under this chapter, or has failed to comply with 4 any specific order or demand of the director lawfully made and directed 5 to the licensee in accordance with this chapter;

6 (b) The licensee, either knowingly or without the exercise of due 7 care, has violated any provision of this chapter or any rule adopted 8 under this chapter; or

(c) A fact or condition exists that, if it had existed at the time 9 of the original application for the license, clearly would have allowed 10 the director to deny the application for the original license. 11 The director may revoke or suspend only the particular license with respect 12 to which grounds for revocation or suspension may occur or exist unless 13 the director finds that the grounds for revocation or suspension are of 14 general application to all offices or to more than one office operated 15 16 by the licensee, in which case, the director may revoke or suspend all 17 of the licenses issued to the licensee.

18 (4) The director may impose fines of up to one hundred dollars per 19 day upon the licensee, its employee or loan originator, or other person 20 subject to this chapter for:

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(a) Any violation of this chapter; or

(b) Failure to comply with any order or subpoena issued by thedirector under this chapter.

(5) The director may issue an order directing the licensee, its employee or loan originator, or other person subject to this chapter to:

(a) Cease and desist from conducting business in a manner that is
 injurious to the public or violates any provision of this chapter;

(b) Take such affirmative action as is necessary to comply withthis chapter; or

31 (c) Make restitution to a borrower or other person who is damaged32 as a result of a violation of this chapter.

33 (6) The director may issue an order removing from office or 34 prohibiting from participation in the affairs of any licensee, or both, 35 any officer, principal, employee or loan originator, or any person 36 subject to this chapter for:

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(a) False statements or omission of material information from an

application for a license that, if known, would have allowed the
 director to deny the original application for a license;

3 (b) Conviction of a gross misdemeanor involving dishonesty or 4 financial misconduct or a felony;

5 (c) Suspension or revocation of a license to engage in lending <u>or</u> 6 <u>residential mortgage loan servicing</u>, or perform a settlement service 7 related to lending <u>or residential mortgage loan servicing</u>, in this 8 state or another state;

9 (d) Failure to comply with any order or subpoena issued under this 10 chapter; or

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(e) A violation of RCW 31.04.027.

(7) Whenever the director determines that the public is likely to 12 13 be substantially injured by delay in issuing a cease and desist order, the director may immediately issue a temporary cease and desist order. 14 The order may direct the licensee to discontinue any violation of this 15 chapter, to take such affirmative action as is necessary to comply with 16 17 this chapter, and may include a summary suspension of the licensee's license and may order the licensee to immediately cease the conduct of 18 business under this chapter. The order shall become effective at the 19 time specified in the order. Every temporary cease and desist order 20 21 shall include a provision that a hearing will be held upon request to 22 determine whether the order will become permanent. Such hearing shall be held within fourteen days of receipt of a request for a hearing 23 24 unless otherwise specified in chapter 34.05 RCW.

(8) A licensee may surrender a license by delivering to the director written notice of surrender, but the surrender does not affect the licensee's civil or criminal liability, if any, for acts committed before the surrender, including any administrative action initiated by the director to suspend or revoke a license, impose fines, compel the payment of restitution to borrowers or other persons, or exercise any other authority under this chapter.

32 (9) The revocation, suspension, or surrender of a license does not 33 impair or affect the obligation of a preexisting lawful contract 34 between the licensee and a borrower.

35 (10) Every license issued under this chapter remains in force and 36 effect until it has been surrendered, revoked, or suspended in 37 accordance with this chapter. However, the director may on his or her own initiative reinstate suspended licenses or issue new licenses to a licensee whose license or licenses have been revoked if the director finds that the licensee meets all the requirements of this chapter.

4 **Sec. 7.** RCW 31.04.165 and 2009 c 120 s 30 are each amended to read 5 as follows:

6 (1)The director has the power, and broad administrative 7 discretion, to administer and interpret this chapter to facilitate the delivery of financial services to the citizens of this state by 8 consumer loan companies, residential mortgage loan servicers, and 9 mortgage loan originators subject to this chapter. The director shall 10 11 adopt all rules necessary to administer this chapter and to ensure 12 complete and full disclosure by licensees of lending transactions governed by this chapter. 13

14 (2) If it appears to the director that a licensee is conducting 15 business in an injurious manner or is violating any provision of this 16 chapter, the director may order or direct the discontinuance of any 17 such injurious or illegal practice.

18 (3) For purposes of this section, "conducting business in an 19 injurious manner" means conducting business in a manner that violates 20 any provision of this chapter, or that creates the reasonable 21 likelihood of a violation of any provision of this chapter.

(4) The director or designated persons, with or without prior administrative action, may bring an action in superior court to enjoin the acts or practices that constitute violations of this chapter and to enforce compliance with this chapter or any rule or order made under this chapter. Upon proper showing, injunctive relief or a temporary restraining order shall be granted. The director shall not be required to post a bond in any court proceedings.

29 Sec. 8. RCW 31.04.277 and 2009 c 120 s 27 are each amended to read 30 as follows:

Each consumer loan company licensee who makes, <u>services</u>, or brokers a loan secured by real property shall submit to the nationwide mortgage licensing system and registry reports of condition, which must be in the form and must contain the information as the nationwide mortgage licensing system and registry may require.

1 <u>NEW_SECTION.</u> Sec. 9. (1) A residential mortgage loan servicer
2 must comply with the following requirements:

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(a) The requirements of chapter 19.148 RCW;

4 (b) Any fee that is assessed by a servicer must be assessed within 5 forty-five days of the date on which the fee was incurred and must be 6 explained clearly and conspicuously in a statement mailed to the 7 borrower at the borrower's last known address no more than thirty days 8 after assessing the fee;

(c) All amounts received by a servicer on a residential mortgage 9 loan at the address where the borrower has been instructed to make 10 payments must be accepted and credited, or treated as credited, within 11 one business day of the date received, provided that the borrower has 12 provided sufficient information to credit the account. If a servicer 13 uses the scheduled method of accounting, any regularly scheduled 14 payment made prior to the scheduled due date must be credited no later 15 16 than the due date. If any payment is received and not credited, or 17 treated as credited, the borrower must be notified of the disposition of the payment within ten business days by mail at the borrower's last 18 known address. The notification must identify the reason the payment 19 20 was not credited or treated as credited to the account, as well as any 21 actions the borrower must take to make the residential mortgage loan 22 current;

(d) Any servicer that exercises the authority to collect escrow amounts on a residential mortgage loan held for the borrower for payment of insurance, taxes, and other charges with respect to the property shall collect and make all such payments from the escrow account and ensure that no late penalties are assessed or other negative consequences result for the borrower;

(e) The servicer shall make reasonable attempts to comply with a borrower's request for information about the residential mortgage loan account and to respond to any dispute initiated by the borrower about the loan account. The servicer:

33 (i) Must maintain written or electronic records of each written 34 request for information regarding a dispute or error involving the 35 borrower's account until the residential mortgage loan is paid in full, 36 sold, or otherwise satisfied;

37 (ii) Must provide a written statement to the borrower within 38 fifteen business days of receipt of a written request from the

borrower. The borrower's request must include the name and account number, if any, of the borrower, a statement that the account is or may be in error, and sufficient detail regarding the information sought by the borrower to permit the servicer to comply. At a minimum, the servicer's response to the borrower's request must include the following information:

7 (A) Whether the account is current or, if the account is not
8 current, an explanation of the default and the date the account went
9 into default;

10 (B) The current balance due on the residential mortgage loan, 11 including the principal due, the amount of funds, if any, held in a 12 suspense account, the amount of the escrow balance known to the 13 servicer, if any, and whether there are any escrow deficiencies or 14 shortages known to the servicer;

15 (C) The identity, address, and other relevant information about the 16 current holder, owner, or assignee of the residential mortgage loan; 17 and

(D) The telephone number and mailing address of a servicer
 representative with the information and authority to answer questions
 and resolve disputes; and

(iii) May charge a fee for preparing and furnishing the statement (iii) of this subsection not exceeding thirty dollars per statement; and

(f) Promptly correct any errors and refund any fees assessed to theborrower resulting from the servicer's error.

(2) In addition to the statement in subsection (1)(e)(ii) of this 26 27 section, a borrower may request more detailed information from a servicer, and the servicer must provide the information within fifteen 28 business days of receipt of a written request from the borrower. 29 The 30 request must include the name and account number, if any, of the 31 borrower, a statement that the account is or may be in error, and 32 provide sufficient detail to the servicer regarding information sought 33 by the borrower. If requested by the borrower this statement must include: 34

35 (a) A copy of the original note, or if unavailable, an affidavit of36 lost note; and

37 (b) A statement that identifies and itemizes all fees and charges38 assessed under the loan transaction and provides a full payment history

identifying in a clear and conspicuous manner all of the debits, 1 2 credits, application of and disbursement of all payments received from or for the benefit of the borrower, and other activity on the 3 residential mortgage loan including escrow account activity and 4 5 suspense account activity, if any. The period of the account history shall cover at a minimum the two-year period prior to the date of the б 7 receipt of the request for information. If the servicer has not serviced the residential mortgage loan for the entire two-year time 8 period the servicer shall provide the information going back to the 9 date on which the servicer began servicing the home loan, and identify 10 the previous servicer, if known. If the servicer claims that any 11 12 delinquent or outstanding sums are owed on the home loan prior to the 13 two-year period or the period during which the servicer has serviced the residential mortgage loan, the servicer shall provide an account 14 history beginning with the month that the servicer claims any 15 16 outstanding sums are owed on the residential mortgage loan up to the 17 date of the request for the information. The borrower may request annually one statement free of charge. 18

19 <u>NEW SECTION.</u> Sec. 10. (1) In addition to any other requirements 20 under federal or state law, an advance fee may not be collected for 21 residential mortgage loan modification services unless a written 22 disclosure summary of all material terms, in the format adopted by the 23 department under subsection (2) of this section, has been provided to 24 the borrower.

(2) The department shall adopt by rule a model written fee
agreement, and any other rules necessary to implement this section.
This may include, but is not limited to, usual and customary fees for
residential mortgage loan modification services.

29 <u>NEW SECTION.</u> Sec. 11. (1) In addition to complying with all 30 requirements for loan originators under this chapter, third-party 31 residential mortgage loan modification services providers must:

32 (a) Provide a written fee disclosure summary as described in
 33 section 10 of this act before accepting any advance fee;

34 (b) Not receive an advance fee greater than seven hundred fifty 35 dollars; (c) Not charge total fees in excess of usual and customary charges,
 or total fees that are not reasonable in light of the service provided;
 and

(d) Immediately inform the borrower in writing if the owner of the
loan requires additional information from the borrower, or if it
becomes apparent that a residential mortgage loan modification is not
possible.

8 (2) As a condition for providing a loan modification or loan 9 modification services, third-party residential mortgage loan 10 modification services providers and individuals servicing a residential 11 mortgage loan must not require or encourage a borrower to:

(a) Sign a waiver of his or her legal defenses, counterclaims, and
other legal rights against the servicer for future acts;

14 (b) Sign a waiver of his or her right to contest a future 15 foreclosure;

16 (c) Waive his or her right to receive notice before the owner or 17 servicer of the loan initiates foreclosure proceedings;

18 (d) Agree to pay charges not enumerated in any agreement between19 the borrower and the lender, servicer, or owner of the loan; or

20 (e) Cease communication with the lender, investor, or loan 21 servicer.

(3) Failure to comply with subsection (1) of this section is aviolation of RCW 19.144.080.

24 **Sec. 12.** RCW 19.144.080 and 2008 c 108 s 9 are each amended to 25 read as follows:

It is unlawful for any person in connection with making, brokering, ((or)) obtaining, or modifying a residential mortgage loan to directly or indirectly:

(1)(a) Employ any scheme, device, or artifice to defraud or materially mislead any borrower during the lending process; (b) defraud or materially mislead any lender, defraud or materially mislead any person, or engage in any unfair or deceptive practice toward any person in the lending process; or (c) obtain property by fraud or material misrepresentation in the lending process;

(2) Knowingly make any misstatement, misrepresentation, or omission
 during the mortgage lending process knowing that it may be relied on by

1 a mortgage lender, borrower, or any other party to the mortgage lending 2 process;

facilitate the 3 (3) Use or use of any misstatement, 4 misrepresentation, or omission, knowing the same to contain a misstatement, misrepresentation, or omission, during the mortgage 5 lending process with the intention that it be relied on by a mortgage б 7 lender, borrower, or any other party to the mortgage lending process; 8 or

9 (4) Receive any proceeds or anything of value in connection with a 10 residential mortgage closing that such person knew resulted from a 11 violation of subsection (1), (2), or (3) of this section.

12 Sec. 13. RCW 19.146.010 and 2009 c 528 s 1 are each amended to 13 read as follows:

14 Unless the context clearly requires otherwise, the definitions in 15 this section apply throughout this chapter.

(1) "Affiliate" means any person who directly or indirectly through
one or more intermediaries, controls, or is controlled by, or is under
common control with another person.

(2) "Application" means the same as in Regulation X, Real EstateSettlement Procedures, 24 C.F.R. Sec. 3500.

(3) "Borrower" means any person who consults with or retains a mortgage broker or loan originator in an effort to obtain or seek advice or information on obtaining or applying to obtain a residential mortgage loan for himself, herself, or persons including himself or herself, regardless of whether the person actually obtains such a loan.

(4) "Computer loan information systems" or "CLI system" means a real estate mortgage financing information system that facilitates the provision of information to consumers by a mortgage broker, loan originator, lender, real estate agent, or other person regarding interest rates and other loan terms available from different lenders.

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(5) "Department" means the department of financial institutions.

32 (6) "Designated broker" means a natural person designated as the 33 person responsible for activities of the licensed mortgage broker in 34 conducting the business of a mortgage broker under this chapter and who 35 meets the experience and examination requirements set forth in RCW 36 19.146.210(1)(e).

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(7) "Director" means the director of financial institutions.

1 (8) "Employee" means an individual who has an employment 2 relationship with a mortgage broker, and the individual is treated as 3 an employee by the mortgage broker for purposes of compliance with 4 federal income tax laws.

5 (9) "Federal banking agencies" means the board of governors of the 6 federal reserve system, comptroller of the currency, director of the 7 office of thrift supervision, national credit union administration, and 8 federal deposit insurance corporation.

9 (10) "Independent contractor" or "person who independently 10 contracts" means any person that expressly or impliedly contracts to 11 perform mortgage brokering services for another and that with respect 12 to its manner or means of performing the services is not subject to the 13 other's right of control, and that is not treated as an employee by the 14 other for purposes of compliance with federal income tax laws.

(11)(a) "Loan originator" means a natural person who for direct or 15 indirect compensation or gain, or in the expectation of direct or 16 17 indirect compensation or gain (i) takes a residential mortgage loan application for a mortgage broker, or (ii) offers or negotiates terms 18 of a mortgage loan. "Loan originator" also includes a person who holds 19 themselves out to the public as able to perform any of these 20 21 activities. "Loan originator" does not mean persons performing purely 22 administrative or clerical tasks for a mortgage broker. For the purposes of this subsection, "administrative or clerical tasks" means 23 24 the receipt, collection, and distribution of information common for the 25 processing of a loan in the mortgage industry and communication with a 26 borrower to obtain information necessary for the processing of a loan. 27 A person who holds himself or herself out to the public as able to obtain a loan is not performing administrative or clerical tasks. 28

(b) "Loan originator" also includes a natural person who for direct or indirect compensation or gain or in the expectation of direct or indirect compensation or gain performs residential mortgage loan modification services or holds himself or herself out as being able to perform residential mortgage loan modification services.

34 (c) "Loan originator" does not include a person or entity that only 35 performs real estate brokerage activities and is licensed or registered 36 in accordance with applicable state law, unless the person or entity is 37 compensated by a lender, a mortgage broker, or other mortgage loan 38 originator or by any agent of such a lender, mortgage broker, or other 1 mortgage loan originator. For purposes of this chapter, the term "real 2 estate brokerage activity" means any activity that involves offering or 3 providing real estate brokerage services to the public, including:

4 (i) Acting as a real estate agent or real estate broker for a 5 buyer, seller, lessor, or lessee of real property;

6 (ii) Bringing together parties interested in the sale, purchase,
7 lease, rental, or exchange of real property;

8 (iii) Negotiating, on behalf of any party, any portion of a 9 contract relating to the sale, purchase, lease, rental, or exchange of 10 real property, other than in connection with providing financing with 11 respect to such a transaction;

(iv) Engaging in any activity for which a person engaged in the activity is required to be registered or licensed as a real estate agent or real estate broker under any applicable law; and

(v) Offering to engage in any activity, or act in any capacity,
 described in (((b))) <u>(c)</u>(i) through (iv) of this subsection.

17 (((-))) (d) "Loan originator" does not include a person or entity 18 solely involved in extensions of credit relating to timeshare plans, as 19 that term is defined in section 101(53D) of Title 11, United States 20 Code.

(e) This subsection does not apply to employees of a housing counseling agency approved by the United States department of housing and urban development unless the employees of a housing counseling agency are required under federal law to be licensed individually as loan originators.

(12) "Loan processor" means an individual who performs clerical or support duties as an employee at the direction of and subject to the supervision and instruction of a person licensed, or exempt from licensing, under <u>this</u> chapter ((19.146 RCW)).

30 (13) "Lock-in agreement" means an agreement with a borrower made by 31 a mortgage broker or loan originator, in which the mortgage broker or 32 loan originator agrees that, for a period of time, a specific interest 33 rate or other financing terms will be the rate or terms at which it 34 will make a loan available to that borrower.

35 (14) "Mortgage broker" means any person who for compensation or 36 gain, or in the expectation of compensation or gain (a) assists a 37 person in obtaining or applying to obtain a residential mortgage loan or (b) holds himself or herself out as being able to assist a person in
 obtaining or applying to obtain a residential mortgage loan.

3 (15) "Mortgage loan originator" has the same meaning as "loan 4 originator."

5 (16) "Nationwide mortgage licensing system and registry" means a 6 mortgage licensing system developed and maintained by the conference of 7 state bank supervisors and the American association of residential 8 mortgage regulators for the licensing and registration of mortgage loan 9 originators.

10 (17) "Person" means a natural person, corporation, company, limited11 liability corporation, partnership, or association.

12 (18) "Principal" means any person who controls, directly or 13 indirectly through one or more intermediaries, or alone or in concert 14 with others, a ten percent or greater interest in a partnership, 15 company, association, or corporation, and the owner of a sole 16 proprietorship.

(19) "Residential mortgage loan" means any loan primarily for personal, family, or household use secured by a mortgage or deed of trust on residential real estate upon which is constructed or intended to be constructed a single family dwelling or multiple family dwelling of four or less units.

(20) <u>"Residential mortgage loan modification" means a change in one</u> or more of a residential mortgage loan's terms or conditions. Changes to a residential mortgage loan's terms or conditions include but are not_limited_to_forbearances; repayment_plans; changes_in_interest rates, loan_terms, or loan_types; capitalizations_of_arrearages; or principal_reductions.

28 (21) "Residential mortgage loan modification services" includes 29 negotiating, attempting to negotiate, arranging, attempting to arrange, 30 or _otherwise _offering _to _perform _a _residential _mortgage _ loan 31 modification. "Residential mortgage loan modification services" also 32 includes the collection of data for submission to any entity performing 33 mortgage loan modification services.

34 (22) "S.A.F.E. act" means the secure and fair enforcement for 35 mortgage licensing act of 2008, or Title V of the housing and economic 36 recovery act of 2008 ("HERA"), P.L. 110-289, effective July 30, 2008.

37 (((21))) (23) "Third-party provider" means any person other than a 38 mortgage broker or lender who provides goods or services to the mortgage broker in connection with the preparation of the borrower's loan and includes, but is not limited to, credit reporting agencies, title companies, appraisers, structural and pest inspectors, or escrow companies.

5 (((22))) (24) "Third-party residential mortgage loan modification 6 services" means residential mortgage loan modification services offered 7 or performed by any person other than the owner or servicer of the 8 loan.

9 <u>(25)</u> "Unique identifier" means a number or other identifier 10 assigned by protocols established by the nationwide mortgage licensing 11 system and registry.

12 **Sec. 14.** RCW 19.146.210 and 2006 c 19 s 11 are each amended to 13 read as follows:

(1) The director shall issue and deliver a mortgage broker license
 to an applicant if, after investigation, the director makes the
 following findings:

17

(a) The applicant has paid the required license fees;

18 (b) The applicant has complied with RCW 19.146.205;

19 (c) Neither the applicant, any of its principals, or the designated 20 broker have had a license issued under this chapter or any similar 21 state statute suspended or revoked within five years of the filing of 22 the present application;

(d) Neither the applicant, any of its principals, or the designated broker have been convicted of a gross misdemeanor involving dishonesty or financial misconduct or a felony within seven years of the filing of the present application;

27 (e) The designated broker((-)): (i) <u>Has</u> at least two years of 28 experience in the residential mortgage loan industry; and (ii) has 29 passed a written examination whose content shall be established by rule 30 of the director;

(f) The applicant, its principals, and the designated broker have demonstrated financial responsibility, character, and general fitness such as to command the confidence of the community and to warrant a belief that the business will be operated honestly, fairly, and efficiently within the purposes of this chapter; ((and))

(g) Neither the applicant, any of its principals, or the designated
 broker have been found to be in violation of this chapter or rules<u>; and</u>

1 (h) Neither the applicant, any of its principals, nor the 2 designated broker have provided unlicensed residential mortgage loan 3 modification services in this state in the five years prior to the 4 filing of the present application.

5 (2) If the director does not find the conditions of subsection (1) 6 of this section have been met, the director shall not issue the 7 license. The director shall notify the applicant of the denial and 8 return to the applicant the bond or approved alternative and any 9 remaining portion of the license fee that exceeds the department's 10 actual cost to investigate the license.

(3) ((The director shall issue a mortgage broker license under this chapter to any licensee issued a license under chapter 468, Laws of 13 1993, that has a valid license and is otherwise in compliance with the provisions of this chapter.

15 (4)) A license issued pursuant to this section expires on the date 16 one year from the date of issuance which, for license renewal purposes, 17 is also the renewal date. The director shall adopt rules establishing 18 the process for renewal of licenses.

19 (((5))) <u>(4)</u> A licensee may surrender a license by delivering to the 20 director written notice of surrender, but the surrender does not affect 21 the licensee's civil or criminal liability or any administrative 22 actions arising from acts or omissions occurring before such surrender.

(((6))) (5) To prevent undue delay in the issuance of a license and to facilitate the business of a mortgage broker, an interim license with a fixed date of expiration may be issued when the director determines that the mortgage broker has substantially fulfilled the requirements for licensing as defined by rule.

28 **Sec. 15.** RCW 19.146.310 and 2009 c 528 s 10 are each amended to 29 read as follows:

30 (1) The director shall issue and deliver a loan originator license31 if, after investigation, the director makes the following findings:

32 (a) The loan originator applicant has paid the required license33 fees;

34 (b) The loan originator applicant has met the requirements of RCW35 19.146.300;

36 (c) The loan originator applicant has never had a license issued

1 under this chapter or any similar state statute revoked except that, 2 for the purposes of this subsection, a subsequent formal vacation of a 3 revocation is not a revocation;

(d)(i) The loan originator applicant has not been convicted of a
gross misdemeanor involving dishonesty or financial misconduct or has
not been convicted of, or pled guilty or nolo contendere to, a felony
in a domestic, foreign, or military court within seven years of the
filing of the present application; and

9 (ii) The loan originator applicant has not been convicted of, or 10 pled guilty or nolo contendere to, a felony in a domestic, foreign, or 11 military court at any time preceding the date of application if the 12 felony involved an act of fraud, dishonesty, breach of trust, or money 13 laundering;

(e) The loan originator applicant has passed a written examinationwhose content shall be established by rule of the director;

16 (f) The loan originator applicant has not been found to be in 17 violation of this chapter or rules;

(q) The loan originator applicant has demonstrated financial 18 19 responsibility, character, and general fitness such as to command the 20 confidence of the community and to warrant a belief that the business will be operated honestly and fairly within the purposes of this 21 22 chapter. For the purposes of this section, an applicant has not demonstrated financial responsibility when the applicant shows 23 24 disregard in the management of his or her financial condition. Α 25 determination that an individual has shown disregard in the management of his or her financial condition may include, but is not limited to, 26 27 an assessment of: Current outstanding judgments, except judgments solely as a result of medical expenses; current outstanding tax liens 28 or other government liens and filings; foreclosures within the last 29 30 three years; or a pattern of seriously delinquent accounts within the 31 past three years; ((and))

32 (h) The loan originator licensee has completed, during the calendar 33 year preceding a licensee's annual license renewal date, a minimum of 34 eight hours of continuing education as established by rule of the 35 director; and

36 (i) Neither the applicant, any of its principals, nor the 37 designated broker have provided unlicensed residential mortgage loan 1 modification services in this state in the five years prior to the

2 <u>filing of the present application</u>.

3 (2) If the director does not find the conditions of subsection (1) 4 of this section have been met, the director shall not issue the loan 5 originator license. The director shall notify the loan originator 6 applicant of the denial and return to the loan originator applicant any 7 remaining portion of the license fee that exceeds the department's 8 actual cost to investigate the license.

9 (3) The director shall issue a new loan originator license under 10 this chapter to any licensee that has a valid license and is otherwise 11 in compliance with this chapter.

12 (4) A loan originator license issued under this section expires on 13 the date one year from the date of issuance which, for license renewal 14 purposes, is also the renewal date. The director shall establish rules 15 regarding the loan originator license renewal process created under 16 this chapter.

17 (5) A loan originator licensee may surrender a license by 18 delivering to the director written notice of surrender, but the 19 surrender does not affect the loan originator licensee's civil or 20 criminal liability or any administrative actions arising from acts or 21 omissions occurring before such surrender.

(6) To prevent undue delay in the issuance of a loan originator license and to facilitate the business of a loan originator, an interim loan originator license with a fixed date of expiration may be issued when the director determines that the loan originator has substantially fulfilled the requirements for loan originator licensing as defined by rule.

NEW SECTION. Sec. 16. (1) In addition to any other requirements under federal or state law, an advance fee may not be collected for residential mortgage loan modification services unless a written disclosure summary of all material terms, in the format adopted by the department under subsection (2) of this section, has been provided to the borrower.

34 (2) The department shall adopt by rule a model written fee
35 agreement, and any other rules necessary to implement this section.
36 This may include, but is not limited to, usual and customary fees for
37 residential mortgage loan modification services.

<u>NEW_SECTION.</u> Sec. 17. (1) In addition to complying with all
 requirements for loan originators under this chapter, third-party
 residential mortgage loan modification services providers must:

4 (a) Provide a written fee disclosure summary as described in 5 section 16 of this act before accepting any advance fee;

6 (b) Not receive an advance fee greater than seven hundred fifty7 dollars;

8 (c) Not charge total fees in excess of usual and customary charges, 9 or total fees that are not reasonable in light of the service provided; 10 and

(d) Immediately inform the borrower in writing if the owner of the loan requires additional information from the borrower, or if it becomes apparent that a residential mortgage loan modification is not possible.

15 (2) As a condition for providing a loan modification or loan 16 modification services, third-party residential mortgage loan 17 modification services providers and individuals servicing a residential 18 mortgage loan must not require or encourage a borrower to:

(a) Sign a waiver of his or her legal defenses, counterclaims, andother legal rights against the servicer for future acts;

21 (b) Sign a waiver of his or her right to contest a future 22 foreclosure;

(c) Waive his or her right to receive notice before the owner orservicer of the loan initiates foreclosure proceedings;

(d) Agree to pay charges not enumerated in any agreement betweenthe borrower and the lender, servicer, or owner of the loan; or

27 (e) Cease communication with the lender, investor, or loan 28 servicer.

29 (3) Failure to comply with subsection (1) of this section is a 30 violation of RCW 19.144.080.

NEW SECTION. Sec. 18. An individual defined as a mortgage loan originator may not engage in the business of a mortgage loan originator without first obtaining and maintaining annually a license under this chapter. Each licensed mortgage loan originator must register with and maintain a valid unique identifier issued by the nationwide mortgage licensing system and registry.

<u>NEW SECTION.</u> sec. 19. RCW 31.04.2211 (Mortgage loan originator- License required--Unique identifier required) and 2009 c 528 s 14 are
 each repealed.

4 <u>NEW SECTION.</u> **Sec. 20.** Sections 9 through 11 of this act are each 5 added to chapter 31.04 RCW.

6 <u>NEW SECTION.</u> **Sec. 21.** Sections 16 through 18 of this act are each 7 added to chapter 19.146 RCW.

8 <u>NEW SECTION.</u> Sec. 22. This act takes effect July 1, 2010. Passed by the House February 12, 2010. Passed by the Senate March 2, 2010. Approved by the Governor March 12, 2010. Filed in Office of Secretary of State March 12, 2010.