

HB 3779 STAFF MEASURE SUMMARY

House Committee On Commerce and Consumer Protection

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Meeting Dates: 4/1, 4/3

WHAT THE MEASURE DOES:

The measure defines debt resolution service, debt resolution service provider, dedicated accountant, and dedicated account service provider. Requires people that provide debt resolution service to register with the director of the Department of Consumer and Business Services (DCBS) but excludes those that do marketing, account service, who are a judge in Oregon, a creditor, an employee of the federal government, a public accountant, or an attorney from having to register with the director of DCBS. A debt resolution service provider must provide a copy of any agreement with the customer, must maintain a consumer telephone line, and file a report with the director of the department of consumer and business services. A debt resolution service provider can require a customer to deposit funds into a dedicated account, extend credit to a consumer, terminate an agreement with a consumer by written notice, and recover fees earned before a consumer terminates an agreement. The measure requires action by both consumers and a debt resolution service provider before a fee can be requested or charged. The measure outlines responsibilities and prohibited actions a debt resolution service provider may not take. Allows a customer to terminate an agreement at any time. The measure requires customers receive a regular account statement and list what must be a part of that statement. The measure also requires that customers be provided with records when requested until 6 years after the agreement is terminated or expires. The measure requires a debt resolution service provider to keep certain records for two years and the signed agreement for services for five years. The measure applies to agreements after the operative date. The measure becomes operative January 1, 2026, but takes effect on the 91st day following adjournment sine die.

ISSUES DISCUSSED:

EFFECT OF AMENDMENT:

No amendment.

BACKGROUND:

The Division of Financial Regulation within the Department of Consumer and Business Services protects consumers and regulates insurance, depository institutions, trust companies, securities, and consumer financial products and services. It is part of the Department of Consumer and Business Services, Oregon's largest consumer protection agency.