Bill No. CS/CS/SB 2176 (2010)

	Amendment No.
	CHAMBER ACTION
	<u>Senate</u> <u>House</u>
	•
1	Representative Kelly offered the following:
2 3	Amendment (with title amendment)
4	Remove line 200 and insert:
5	Section 4. Effective upon this act becoming a law,
6	-
7	paragraph (b) of subsection (1) of section 628.4615, Florida Statutes, is amended to read:
8	628.4615 Specialty insurers; acquisition of controlling
9	stock, ownership interest, assets, or control; merger or
10	consolidation
11	(1) For the purposes of this section, the term "specialty
12	insurer" means any person holding a license or certificate of
13	authority as:
14	(b) A home warranty association authorized to issue "home
15	warranties" as those terms are defined in s. 634.301(3) and (4);
	040100
	842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 1 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

Section 5. Effective upon this act becoming a law, subsection (8) of section 634.011, Florida Statutes, is amended to read:

19

634.011 Definitions.-As used in this part, the term:

20 (8) "Motor vehicle service agreement" or "service 21 agreement" means any contract or agreement indemnifying the 22 service agreement holder for the motor vehicle listed on the 23 service agreement and arising out of the ownership, operation, and use of the motor vehicle against loss caused by failure of 24 25 any mechanical or other component part, or any mechanical or 26 other component part that does not function as it was originally 27 intended; however, nothing in this part shall prohibit or affect 28 the giving, free of charge, of the usual performance guarantees by manufacturers or dealers in connection with the sale of motor 29 30 vehicles. Transactions exempt under s. 624.125 are expressly excluded from this definition and are exempt from the provisions 31 32 of this part. Service agreements that are sold to persons other 33 than consumers and that cover motor vehicles used for commercial 34 purposes are excluded from this definition and are exempt from 35 regulation under the Florida Insurance Code. The term "motor 36 vehicle service agreement" includes any contract or agreement 37 that provides:

38 (a) For the coverage or protection defined in this 39 subsection and which is issued or provided in conjunction with 40 an additive product applied to the motor vehicle that is the 41 subject of such contract or agreement;

42

(b) For payment of vehicle protection expenses.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 2 of 41

Bill No. CS/CS/SB 2176 (2010)

43 "Vehicle protection expenses" means a preestablished 1.a. 44 flat amount payable for the loss of or damage to a vehicle or 45 expenses incurred by the service agreement holder for loss or 46 damage to a covered vehicle, including, but not limited to, 47 applicable deductibles under a motor vehicle insurance policy; 48 temporary vehicle rental expenses; expenses for a replacement 49 vehicle that is at least the same year, make, and model of the 50 stolen motor vehicle; sales taxes or registration fees for a 51 replacement vehicle that is at least the same year, make, and model of the stolen vehicle; or other incidental expenses 52 53 specified in the agreement.

Amendment No.

54 b. "Vehicle protection product" means a product or system 55 installed or applied to a motor vehicle or designed to prevent 56 the theft of the motor vehicle or assist in the recovery of the 57 stolen motor vehicle.

Vehicle protection expenses shall be payable in the 58 2. 59 event of loss or damage to the vehicle as a result of the 60 failure of the vehicle protection product to prevent the theft 61 of the motor vehicle or to assist in the recovery of the stolen 62 motor vehicle. Vehicle protection expenses covered under the agreement shall be clearly stated in the service agreement form, 63 64 unless the agreement provides for the payment of a 65 preestablished flat amount, in which case the service agreement 66 form shall clearly identify such amount.

67 3. Motor vehicle service agreements providing for the68 payment of vehicle protection expenses shall either:

a. Reimburse a service agreement holder for the following
 expenses, at a minimum: deductibles applicable to comprehensive
 842183
 Approved For Filing: 4/28/2010 6:27:12 AM

Page 3 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 71 coverage under the service agreement holder's motor vehicle 72 insurance policy; temporary vehicle rental expenses; sales taxes 73 and registration fees on a replacement vehicle that is at least 74 the same year, make, and model of the stolen motor vehicle; and 75 the difference between the benefits paid to the service agreement holder for the stolen vehicle under the service 76 77 agreement holder's comprehensive coverage and the actual cost of 78 a replacement vehicle that is at least the same year, make, and 79 model of the stolen motor vehicle; or

80 b. Pay a preestablished flat amount to the service81 agreement holder.

82

83 Payments shall not duplicate any benefits or expenses paid to the service agreement holder by the insurer providing 84 comprehensive coverage under a motor vehicle insurance policy 85 covering the stolen motor vehicle; however, the payment of 86 87 vehicle protection expenses at a preestablished flat amount of 88 \$5,000 or less does not duplicate any benefits or expenses 89 payable under any comprehensive motor vehicle insurance policy; 90 or

91 (c)1. For the payment for paintless dent-removal services 92 provided by a company whose primary business is providing such 93 services.

94 2. "Paintless dent-removal" means the process of removing 95 dents, dings, and creases, including hail damage, from a vehicle 96 without affecting the existing paint finish, but does not 97 include services that involve the replacement of vehicle body 98 panels or sanding, bonding, or painting. 842183 Approved For Filing: 4/28/2010 6:27:12 AM

Page 4 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 99 Section 6. Effective upon this act becoming a law, 100 subsection (7) is added to section 634.031, Florida Statutes, to 101 read: 102 634.031 License required.-(7) Any person who violates this section commits, in 103 104 addition to any other violation, a misdemeanor of the first 105 degree, punishable as provided in s. 775.082 or s. 775.083. 106 Section 7. Effective upon this act becoming a law, 107 paragraph (b) of subsection (8) and paragraph (b) of subsection 108 (11) of section 634.041, Florida Statutes, are amended to read: 109 634.041 Qualifications for license.-To qualify for and 110 hold a license to issue service agreements in this state, a 111 service agreement company must be in compliance with this part, with applicable rules of the commission, with related sections 112 of the Florida Insurance Code, and with its charter powers and 113 must comply with the following: 114 115 (8) A service agreement company does not have to establish 116 (b) 117 and maintain an unearned premium reserve if it purchases and 118 maintains contractual liability insurance in accordance with the 119 following: 120 1. The insurance covers 100 percent of its claim exposure 121 and is obtained from an insurer approved by the office which 122 holds a certificate of authority to do business within this 123 state. If the service agreement company does not meet its 124 2. 125 contractual obligations, the contractual liability insurance 126 policy binds its issuer to pay or cause to be paid to the 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 5 of 41

Bill No. CS/CS/SB 2176 (2010)

127 service agreement holder all legitimate claims and cancellation 128 refunds for all service agreements issued by the service 129 agreement company while the policy was in effect. This 130 requirement also applies to those service agreements for which 131 no premium has been remitted to the insurer.

Amendment No.

147

132 3. If the issuer of the contractual liability policy is 133 fulfilling the service agreements covered by the contractual 134 liability policy and the service agreement holder cancels the 135 service agreement, the issuer must make a full refund of 136 unearned premium to the consumer, subject to the cancellation 137 fee provisions of s. 634.121(3) (5). The sales representative and 138 agent must refund to the contractual liability policy issuer 139 their unearned pro rata commission.

4. The policy may not be canceled, terminated, or
nonrenewed by the insurer or the service agreement company
unless a 90-day written notice thereof has been given to the
office by the insurer before the date of the cancellation,
termination, or nonrenewal.

145 5. The service agreement company must provide the office146 with the claims statistics.

148 All funds or premiums remitted to an insurer by a motor vehicle 149 service agreement company under this part shall remain in the 150 care, custody, and control of the insurer and shall be counted 151 as an asset of the insurer; provided, however, this requirement 152 does not apply when the insurer and the motor vehicle service 153 agreement company are affiliated companies and members of an 154 insurance holding company system. If the motor vehicle service 842183 Approved For Filing: 4/28/2010 6:27:12 AM

Page 6 of 41

Bill No. CS/CS/SB 2176 (2010)

155 agreement company chooses to comply with this paragraph but also 156 maintains a reserve to pay claims, such reserve shall only be 157 considered an asset of the covered motor vehicle service 158 agreement company and may not be simultaneously counted as an 159 asset of any other entity.

160 (11)

Amendment No.

Notwithstanding any other requirement of this part, a 161 (b) 162 service agreement company maintaining an unearned premium 163 reserve on all service agreements in accordance with paragraph (8) (a) may offer service agreements providing vehicle protection 164 165 expenses if it maintains contractual liability insurance only on 166 all service agreements providing vehicle protection expenses and 167 continues to maintain the 50-percent reserve for all service agreements not providing vehicle protection expenses. A service 168 agreement company maintaining contractual liability insurance 169 for all service agreements providing vehicle protection expenses 170 and the 50-percent reserve for all other service agreements 171 172 must, in the service agreement register as required under s. 173 634.136(2)(4), distinguish between insured service agreements 174 providing vehicle protection expenses and service agreements not 175 providing vehicle protection expenses.

Section 8. Effective upon this act becoming a law, paragraph (d) is added to subsection (3) of section 634.095, Florida Statutes, and subsection (7) is added to that section, to read:

180 634.095 Prohibited acts.—Any service agreement company or 181 salesperson that engages in one or more of the following acts 182 is, in addition to any applicable denial, suspension, 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 7 of 41

Bill No. CS/CS/SB 2176 (2010)

183	Amendment No. revocation, or refusal to renew or continue any appointment or
184	license, guilty of a misdemeanor of the second degree,
185	punishable as provided in s. 775.082 or s. 775.083:
186	(3) Issuing or causing to be issued any advertisement
187	which:
188	(d) Is false, deceptive, or misleading with respect to:
189	1. The service agreement company's affiliation with a
190	motor vehicle manufacturer;
191	2. The service agreement company's possession of
192	information regarding a motor vehicle owner's current motor
193	vehicle manufacturer's original equipment warranty;
194	3. The expiration of a motor vehicle owner's current motor
195	vehicle manufacturer's original equipment warranty; or
196	4. Any requirement that the motor vehicle owner register
197	for a new motor vehicle service agreement with the company in
198	order to maintain coverage under the current motor vehicle
199	service agreement or manufacturer's original equipment warranty.
200	(7) Remitting premiums received on motor vehicle service
201	agreements sold to any person other than the licensed service
202	agreement company that is obligated to perform under such
203	agreement, if the agreement between such company and the
204	salesperson requires that premiums be submitted directly to the
205	service agreement company.
206	Section 9. Effective upon this act becoming a law, section
207	634.121, Florida Statutes, is amended to read:
208	634.121 Filing of Forms, required procedures, provisions
209	(1) A service agreement form or related form may not be
210	issued or used in this state unless it has been filed with and
	842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 8 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 211 approved by the office. Upon application for a license, the 212 office shall require the applicant to submit for approval each 213 brochure, pamphlet, circular, form letter, advertisement, or 214 other sales literature or advertising communication addressed or 215 intended for distribution. The office shall disapprove any 216 document which is untrue, deceptive, or misleading or which 217 contains misrepresentations or omissions of material facts. 218 (a) After an application has been approved, a licensee is 219 not required to submit brochures or advertisement to the office 220 for approval; however, a licensee may not have published, and a 221 person may not publish, any brochure or advertisement which is 222 untrue, deceptive, or misleading or which contains 223 misrepresentations or omissions of material fact. 224 (b) For purposes of this section, brochures and 225 advertising includes, but is not limited to, any report, 226 circular, public announcement, certificate, or other printed 227 matter or advertising material which is designed or used to 228 solicit or induce any persons to enter into any motor vehicle 229 service agreement. 230 (c) The office shall disapprove any service agreement form 231 providing vehicle protection expenses which does not clearly indicate either the method for calculating the benefit to be 232 233 paid or provided to the service agreement holder or the 234 preestablished flat amount payable pursuant to the terms of the 235 service agreement. All service agreement forms providing vehicle 236 protection expenses shall clearly indicate the term of the 237 service agreement, whether new or used cars are eligible for the 238 vehicle protection product, and that the service agreement 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 9 of 41

Bill No. CS/CS/SB 2176 (2010)

239 holder may not make any claim against the Florida Insurance 240 Guarantee Association for vehicle protection expenses. The 241 service agreement shall be provided to a service agreement 242 holder on a form that provides only vehicle protection expenses. 243 A service agreement form providing vehicle protection expenses 244 must state that the service agreement holder must have in force 245 at the time of loss comprehensive motor vehicle insurance 246 coverage as a condition precedent to requesting payment of 247 vehicle protection expenses.

Amendment No.

(2) Every filing required under this section must be made 248 249 not less than 30 days in advance of issuance or use. At the 250 expiration of 30 days from the date of filing, a form so filed becomes approved unless prior thereto it has been affirmatively 251 252 disapproved by written notice of the office. The office may 253 extend by not more than an additional 15 days the period within 254 which it may affirmatively approve or disapprove any form by 255 giving notice of extension before the expiration of the initial 256 30-day period. At the expiration of any period as so extended 257 and in the absence of prior affirmative disapproval, the form 258 becomes approved.

259 <u>(1)(3)</u> Before the sale of any service agreement, written 260 notice must be given to the prospective purchaser by the service 261 agreement company or its agent or salesperson, on an office-262 approved form, that purchase of the service agreement is not 263 required in order to purchase or obtain financing for a motor 264 vehicle.

265 (2) (4) All motor vehicle service agreements are assignable 266 in a consumer transaction and must contain a statement in 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 10 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 267 conspicuous, boldfaced type, informing the purchaser of the 268 service agreement of her or his right to assign it to a 269 subsequent retail purchaser of the motor vehicle covered by the 270 service agreement and all conditions on such right of transfer. The assignment must occur within a period of time specified in 271 272 the agreement, which period may not expire earlier than 15 days 273 after the date of the sale or transfer of the motor vehicle. The 274 service agreement company may charge an assignment fee not to 275 exceed \$40.

276 <u>(3)(5)(a)</u> Each service agreement must contain a 277 cancellation provision. Any service agreement is cancelable by 278 the purchaser within 60 days after purchase. The refund must be 279 100 percent of the gross premium paid, less any claims paid on 280 the agreement. A reasonable administrative fee may be charged 281 not to exceed 5 percent of the gross premium paid by the 282 agreement holder.

(b) After the service agreement has been in effect for 60 days, it may not be canceled by the insurer or service agreement company unless:

1. There has been a material misrepresentation or fraud atthe time of sale of the service agreement;

288 2. The agreement holder has failed to maintain the motor289 vehicle as prescribed by the manufacturer;

3. The odometer has been tampered with or disabled and theagreement holder has failed to repair the odometer; or

4. For nonpayment of premium by the agreement holder, in which case the service agreement company shall provide the agreement holder notice of cancellation by certified mail. 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 11 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

295

296 If the service agreement is canceled by the insurer or service 297 agreement company, the return of premium must not be less than 298 100 percent of the paid unearned pro rata premium, less any 299 claims paid on the agreement. If, after 60 days, the service 300 agreement is canceled by the service agreement holder, the 301 insurer or service agreement company shall return directly to 302 the agreement holder not less than 90 percent of the unearned 303 pro rata premium, less any claims paid on the agreement. The service agreement company remains responsible for full refunds 304 305 to the consumer on canceled service agreements. However, the 306 salesperson and agent are responsible for the refund of the 307 unearned pro rata commission. A service agreement company may 308 effectuate refunds through the issuing salesperson or agent.

309 <u>(4)(6)</u> If the service agreement is canceled, pursuant to 310 an order of liquidation, the salesperson or agent is responsible 311 for refunding, and must refund, to the receiver the unearned pro 312 rata commission.

313 <u>(5)(7)</u> If a service agreement company violates any lawful 314 order of the office or fails to meet its contractual obligations 315 under this part, upon notice from the office, the sales 316 representative or agent must refund to the service agreement 317 holder the unearned pro rata commission, unless the sales 318 representative or agent has made other arrangements, 319 satisfactory to the office, with the service agreement holder.

320 <u>(6) (8)</u> Each service agreement, which includes a copy of 321 the application form, must be mailed or delivered to the 322 agreement holder within 45 days after the date of purchase. 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 12 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

323 <u>(7)(9)</u> Each service agreement form must contain in 324 conspicuous, boldfaced type any statement or clause that places 325 restrictions or limitations on the benefits offered or disclose 326 such restrictions or limitations in regular type in a section of 327 the service agreement containing a conspicuous, boldfaced type 328 heading.

329 <u>(8)(10)</u> If an insurer or service agreement company intends 330 to use or require the use of remanufactured or used replacement 331 parts, each service agreement form as well as all service 332 agreement brochures must contain in conspicuous, boldfaced type 333 a statement to that effect.

334 <u>(9)(11)</u> Each service agreement form as well as all service 335 agreement company sales brochures must clearly identify the 336 name, address, and Florida license number of the licensed 337 insurer or service agreement company.

338 <u>(10)(12)</u> If a service agreement contains a rental car 339 provision, it must disclose the terms and conditions of this 340 benefit in conspicuous, boldfaced type or disclose such 341 restrictions or limitations in regular type in a section of the 342 service agreement containing a conspicuous, boldfaced type 343 heading.

344 (11) By July 1, 2011, each service agreement sold in this 345 state must be accompanied by a written disclosure to the 346 consumer that the rate charged for the service agreement is not 347 subject to regulation by the office. A service agreement company 348 may comply with this requirement by including such disclosure in 349 its service agreement form or in a separate written notice 350 provided to the consumer at the time of sale. 842183

Approved For Filing: 4/28/2010 6:27:12 AM Page 13 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

351 Section 10. Effective upon this act becoming a law, 352 section 634.1213, Florida Statutes, is amended to read: 353 634.1213 Noncompliant forms Grounds for disapproval.-The 354 office may order a service agreement company to stop using 355 disapprove any service agreement form that or service agreement 356 company sales brochures filed under s. 634.121, or withdraw any 357 previous approval thereof, if the form or brochure: 358 Is in any respect in violation of or does not comply (1)359 with this part, any applicable provision of the Florida 360 Insurance Code, or any applicable rule of the office commission. 361 Contains or incorporates by reference when such (2) incorporation is otherwise permissible, any inconsistent, 362 363 ambiguous, or misleading clauses, or exceptions and conditions 364 which deceptively affect the risk purported to be assumed in the general coverage of the service agreement. 365 366 Has any title, heading, or other indication of its (3) provisions which is misleading. 367

368 (4) Is printed or otherwise reproduced in such manner as
369 to render any material provision of the form substantially
370 illegible.

(5) Contains any provision which is unfair or inequitableor which encourages misrepresentation.

373 (6) Contains any provision which makes it difficult to
374 determine the actual insurer or service agreement company
375 issuing the form.

376 (7) Contains any provision for reducing claim payments due377 to depreciation of parts, except for marine engines.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 14 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 378 Section 11. Effective upon this act becoming a law, 379 subsection (1) of section 634.137, Florida Statutes, is amended 380 to read: 381 634.137 Financial and statistical reporting requirements.-382 By March 1 of each year, each service agreement (1)383 company shall submit to the office annual financial reports on 384 forms prescribed by the commission and furnished by the office 385 as follows: 386 (a) Reports for a period ending December 31 are due by 387 March 1. 388 (b) Reports for a period ending March 31 are due by May 389 15.390 (c) Reports for a period ending June 30 are due by August 391 $\frac{15}{15}$ (d) Reports for a period ending September 30 are due by 392 393 November 15. 394 Section 12. Effective upon this act becoming a law, 395 section 634.141, Florida Statutes, is amended to read: 396 634.141 Examination of companies.-397 (1) Motor vehicle service agreement companies licensed 398 under this part may shall be subject to periodic examination by 399 the office in the same manner and subject to the same terms and 400 conditions as applies to insurers under part II of chapter 624. 401 The commission may by rule establish provisions whereby a 402 company may be exempted from examination. 403 The office shall determine whether to conduct an (2) 404 examination of a company by considering: 842183

Approved For Filing: 4/28/2010 6:27:12 AM Page 15 of 41

Bill No. CS/CS/SB 2176 (2010)

405	Amendment No.
405	(a) The amount of time that the company has been
408	continuously licensed and operating under the same management
	and control.
408	(b) The company's history of compliance with applicable
409	law.
410	(c) The number of consumer complaints against the company.
411	(d) The financial condition of the company, demonstrated
412	by the financial reports submitted pursuant to s. 634.137.
413	Section 13. Effective upon this act becoming a law,
414	paragraph (b) of subsection (1) of section 634.1815, Florida
415	Statutes, is amended to read:
416	634.1815 Rebating; when allowed
417	(1) No salesperson shall rebate any portion of his or her
418	commission except as follows:
419	(b) The rebate shall be in accordance with a rebating
420	schedule filed <u>with and approved</u> by the salesperson with the
421	service agreement company issuing the service agreement to which
422	the rebate applies. The service agreement company shall maintain
423	a copy of all rebating schedules for a period of 3 years.
424	Section 14. Effective upon this act becoming a law,
425	subsection (13) of section 634.282, Florida Statutes, is
426	amended, and subsection (17) is added to that section, to read:
427	634.282 Unfair methods of competition and unfair or
428	deceptive acts or practices definedThe following methods,
429	acts, or practices are defined as unfair methods of competition
430	and unfair or deceptive acts or practices:
431	(13) ILLEGAL DEALINGS IN PREMIUMS; EXCESS OR REDUCED
432	CHARGES FOR MOTOR VEHICLE SERVICE AGREEMENTS
I	842183
	Approved For Filing: 4/28/2010 6:27:12 AM Page 16 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 433 Knowingly collecting any sum as a premium or charge (a) 434 for a motor vehicle service agreement, which is not then 435 provided, or is not in due course to be provided, subject to 436 acceptance of the risk by a service agreement company or an 437 insurer, by a motor vehicle service agreement issued by a 438 service agreement company or an insurer as permitted by this 439 part. 440 Knowingly collecting as a premium or charge for a (b) motor vehicle service agreement any sum in excess of or less 441 442 than the premium or charge applicable to such motor vehicle

443 service agreement, in accordance with the applicable classifications and rates as filed with the office, and as 444 445 specified in the motor vehicle service agreement. However, there is no violation of this subsection if excess premiums or charges 446 are refunded to the service agreement holder within 45 days 447 after receipt of the agreement by the service agreement company 448 or if the licensed sales representative's commission is reduced 449 450 by the amount of any premium undercharge.

451 (17) FAILURE TO PROVIDE TERMS AND CONDITIONS PRIOR TO 452 SALE.-Failing to provide a consumer with a complete sample copy 453 of the terms and conditions of the service agreement prior to 454 the time of sale upon a request for the same by the consumer. A 455 service agreement company may comply with this subsection by providing the consumer with a sample copy of the terms and 456 457 conditions of the service agreement or by directing the consumer 458 to a website that displays a complete sample of the terms and 459 conditions of the service agreement.

460

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 461 No provision of this section shall be deemed to prohibit a 462 service agreement company or a licensed insurer from giving to 463 service agreement holders, prospective service agreement 464 holders, and others for the purpose of advertising, any article 465 of merchandise having a value of not more than \$25.

Section 15. Effective upon this act becoming a law,
section 634.301, Florida Statutes, as amended by section 1 of
chapter 2007-235, Laws of Florida, is amended to read:

634.301 Definitions.-As used in this part, the term:

469

(1) "Gross written premiums" means the total amount of
premiums, paid for the entire period of the home warranty,
inclusive of commissions, for which the association is obligated
under home warranties issued.

474 (2) "Home improvement" means major remodeling, enclosure
475 of a garage, addition of a room, addition of a pool, and other
476 like items that add value to the residential property. The term
477 does not include normal maintenance for items such as painting,
478 reroofing, and other like items subject to normal wear and tear.

479 <u>(2)-(3)</u> "Home warranty" or "warranty" means any contract or 480 agreement:

481 (a) Offered in connection with the sale of residential 482 property;

(b) Offered in connection with a loan of \$5,000 or more which is secured by residential property that is the subject of the warranty, but not in connection with the sale of such property;

487 (c) Offered in connection with a home improvement of 488 \$7,500 or more for residential property that is the subject of 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 18 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

489 the warranty, but not in connection with the sale of such 490 property; or

491 (d) Offered in connection with a home inspection service 492 as defined under s. 468.8311(4) or a mold assessment as defined 493 under s. 468.8411(3);

494

495 whereby a person undertakes to indemnify the warranty holder 496 against the cost of repair or replacement, or actually furnishes 497 repair or replacement, of any structural component or appliance of a home, necessitated by wear and tear or an inherent defect 498 499 of any such structural component or appliance or necessitated by 500 the failure of an inspection to detect the likelihood of any 501 such loss. However, this part does not prohibit the giving of usual performance guarantees by either the builder of a home or 502 the manufacturer or seller of an appliance, as long as no 503 504 identifiable charge is made for such guarantee. This part does 505 not permit the provision of indemnification against 506 consequential damages arising from the failure of any structural 507 component or appliance of a home, which practice constitutes the 508 transaction of insurance subject to all requirements of the 509 insurance code. This part does not apply to service contracts 510 entered into between consumers and nonprofit organizations or 511 cooperatives the members of which consist of condominium 512 associations and condominium owners and which perform repairs 513 and maintenance for appliances or maintenance of the residential 514 property. This part does not apply to a contract or agreement 515 offered in connection with a sale of residential property by a 516 warranty association in compliance with part III, provided such 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 19 of 41

Bill No. CS/CS/SB 2176 (2010)

517 contract or agreement only relates to the systems and appliances 518 of the covered residential property and does not cover any 519 structural component of the residential property.

Amendment No.

520 <u>(3)(4)</u> "Home warranty association" means any corporation 521 or any other organization, other than an authorized insurer, 522 issuing home warranties.

523 <u>(4)(5)</u> "Impaired" means having liabilities in excess of 524 assets.

525 <u>(5)(6)</u> "Insolvent" means the inability of a corporation to 526 pay its debts as they become due in the usual course of its 527 business.

528 (6) (7) "Insurance code" means the Florida Insurance Code.
 529 (7) (8) "Insurer" means any property or casualty insurer
 530 duly authorized to transact such business in this state.

531 (8)(9) "Listing period" means the period of time 532 residential property is listed for sale with a licensed real 533 estate broker, beginning on the date the residence is first 534 listed for sale and ending on either the date the sale of the 535 residence is closed, the date the residence is taken off the 536 market, or the date the listing contract with the real estate 537 broker expires.

538 <u>(9)(10)</u> "Net assets" means the amount by which the total 539 statutory assets of an association exceed the total liabilities 540 of the association.

541 <u>(10)</u> (11) "Person" includes an individual, company, 542 corporation, association, insurer, agent, and every other legal 543 entity.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 20 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 544 <u>(11)(12)</u> "Premium" means the total consideration received, 545 or to be received, by an insurer or home warranty association 546 for or related to the issuance and delivery of any binder or 547 warranty, including any charges designated as assessments or 548 fees for policies, surveys, inspections, or service or any other 549 charges.

550 <u>(12)(13)</u> "Sales representative" means any person with whom 551 an insurer or home inspection or warranty association has a 552 contract and who is utilized by such insurer or association for 553 the purpose of selling or issuing home warranties. The term 554 includes all employees of an insurer or association engaged 555 directly in the sale or issuance of home warranties.

556 <u>(13)(14)</u> "Structural component" means the roof, plumbing 557 system, electrical system, foundation, basement, walls, 558 ceilings, or floors of a home.

559 Section 16. Effective upon this act becoming a law, 560 subsection (4) is added to section 634.303, Florida Statutes, to 561 read:

562

634.303 License required.-

563 (4) Any person who provides, offers to provide, or holds 564 oneself out as providing or offering to provide home warranties 565 in this state or from this state without holding a subsisting 566 license commits, in addition to any other violation, a 567 misdemeanor of the first degree, punishable as provided in s. 568 775.082 or s. 775.083. Section 17. Effective upon this act becoming a law, 569 570 paragraph (f) of subsection (2) of section 634.308, Florida 571 Statutes, is amended to read: 842183

Approved For Filing: 4/28/2010 6:27:12 AM Page 21 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

572 634.308 Grounds for suspension or revocation of license.573 (2) The license of any home warranty association shall be
574 suspended, revoked, or not renewed if it is determined that such
575 association:

(f) Has issued warranty contracts which renewal contracts provide that the cost of renewal exceeds the then-current cost for new warranty contracts, unless the increase is supported by the claims history or claims cost data, or impose a fee for inspection of the premises.

581Section 18. Effective upon this act becoming a law,582section 634.312, Florida Statutes, is amended to read:

583 634.312 Forms; required provisions and procedures Filing; 584 approval of forms.-

(1) No warranty form or related form shall be issued or 585 586 used in this state unless it has been filed with and approved by 587 the office. Also upon application for a license, the office 588 shall require the applicant to submit for approval each 589 brochure, pamphlet, circular, form letter, advertisement, or 590 other sales literature or advertising communication addressed or 591 intended for distribution. Approval of the application 592 constitutes approval of such documents, unless the applicant has 593 consented otherwise in writing. The office shall disapprove any 594 document which is untrue, deceptive, or misleading or which 595 contains misrepresentations or omissions of material facts. 596 (a) After an application has been approved, a licensee is 597 not required to submit brochures or advertisement to the office

598 for approval; however, a licensee may not have published, and a 599 person may not publish, any brochure or advertisement which is 842183 Approved For Filing: 4/28/2010 6:27:12 AM

Proved For Filing: 4/28/2010 6:2/:12 A Page 22 of 41

Bill No. CS/CS/SB 2176 (2010)

	Amendment No.
600	untrue, deceptive, or misleading or which contains
601	misrepresentations or omissions of material fact.
602	(b) For purposes of this section, brochures and
603	advertising includes, but is not limited to, any report,
604	circular, public announcement, certificate, or other printed
605	matter or advertising material which is designed or used to
606	solicit or induce any persons to enter into any home warranty
607	agreement.
608	(2) Every such filing shall be made not less than 30 days
609	in advance of issuance or use. At the expiration of 30 days from
610	date of filing, a form so filed shall be deemed approved unless
611	prior thereto it has been affirmatively approved or disapproved
612	by written order of the office.
613	(3) The office shall not approve any such form that
614	imposes a fee for inspection of the premises.
615	(1)(4) All home warranty contracts are assignable in a
616	consumer transaction and must contain a statement informing the
617	purchaser of the home warranty of her or his right to assign it,
618	at least within 15 days from the date the home is sold or
619	transferred, to a subsequent retail purchaser of the home
620	covered by the home warranty and all conditions on such right of
621	transfer. The home warranty company may charge an assignment fee
622	not to exceed \$40. Home warranty assignments include, but are
623	not limited to, the assignment from a home builder who purchased
624	the home warranty to a subsequent home purchaser.
625	(2)(5) Subject to the insurer's or home warranty
626	association's requirement as to payment of premium, every home

627 warranty shall be mailed or delivered to the warranty holder not 842183 Approved For Filing: 4/28/2010 6:27:12 AM

Page 23 of 41

Bill No. CS/CS/SB 2176 (2010)

628 later than 45 days after the effectuation of coverage, and the 629 application is part of the warranty contract document.

630 (3) (6) All home warranty contracts must state in
 631 conspicuous, boldfaced type that the home warranty may not
 632 provide listing period coverage free of charge.

Amendment No.

633 (4) (7) All home warranty contracts must disclose any 634 exclusions, restrictions, or limitations on the benefits offered 635 or the coverage provided by the home warranty contract in 636 boldfaced type, and must contain, in boldfaced type, a statement on the front page of the contract substantially similar to the 637 638 following: "Certain items and events are not covered by this 639 contract. Please refer to the exclusions listed on page of this document." 640

(5) (8) Each home warranty contract shall contain a 641 642 cancellation provision. Any home warranty agreement may be canceled by the purchaser within 10 days after purchase. The 643 644 refund must be 100 percent of the gross premium paid, less any claims paid on the agreement. A reasonable administrative fee 645 646 may be charged, not to exceed 5 percent of the gross premium 647 paid by the warranty agreement holder. After the home warranty agreement has been in effect for 10 days, if the contract is 648 649 canceled by the warranty holder, a return of premium shall be 650 based upon 90 percent of unearned pro rata premium less any 651 claims that have been paid. If the contract is canceled by the 652 association for any reason other than for fraud or misrepresentation, a return of premium shall be based upon 100 653 percent of unearned pro rata premium, less any claims paid on 654 655 the agreement.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 24 of 41

Bill No. CS/CS/SB 2176 (2010)

	Amendment No.
656	(6) By July 1, 2011, each home warranty contract sold in
657	this state must be accompanied by a written disclosure to the
658	consumer that the rate charged for the contract is not subject
659	to regulation by the office. A home warranty association may
660	comply with this requirement by including such disclosure in its
661	home warranty contract form or in a separate written notice
662	provided to the consumer at the time of sale.
663	Section 19. Effective upon this act becoming a law,
664	section 634.3123, Florida Statutes, is amended to read:
665	634.3123 <u>Noncompliant</u> Grounds for disapproval of forms
666	The office may order a home warranty association to stop using
667	any contract shall disapprove any form that filed under s.
668	634.312 or withdraw any previous approval if the form:
669	(1) Is in violation of or does not comply with this part.
670	(2) Contains or incorporates by reference, when such
671	incorporation is otherwise permissible, any inconsistent,
672	ambiguous, or misleading clauses or exceptions or conditions
673	which deceptively affect the risk purported to be assumed in the
674	general coverage of the contract.
675	(3) Has any title, heading, or other indication of its
676	provisions which is misleading.
677	(4) Is printed or otherwise reproduced in such a manner as
678	to render any material provision of the form illegible.
679	(5) Provides that the cost of renewal exceeds the then-
680	current cost for new warranty contracts, unless the increase is
681	supported by the claims history or claims cost data, or impose a
682	fee for inspection of the premises.
	842183

Approved For Filing: 4/28/2010 6:27:12 AM Page 25 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 683 Section 20. Effective upon this act becoming a law, 684 section 634.314, Florida Statutes, is amended to read: 634.314 Examination of associations.-685 686 (1) Home warranty associations licensed under this part 687 may shall be subject to periodic examinations by the office, in 688 the same manner and subject to the same terms and conditions as 689 apply to insurers under part II of chapter 624 of the insurance 690 code. 691 The office shall determine whether to conduct an (2) 692 examination of a home warranty association by considering: 693 (a) The amount of time that the association has been 694 continuously licensed and operating under the same management 695 and control. 696 (b) The association's history of compliance with 697 applicable law. 698 The number of consumer complaints against the (C) 699 association. 700 The financial condition of the association, (d) 701 demonstrated by the financial reports submitted pursuant to s. 702 634.313. 703 Section 21. Effective upon this act becoming a law, 704 paragraph (b) of subsection (1) of section 634.3205, Florida 705 Statutes, is amended to read: 706 634.3205 Rebating; when allowed.-707 No sales representative shall rebate any portion of (1)708 his or her commission except as follows: 709 (b) The rebate shall be in accordance with a rebating 710 schedule filed with and approved by the sales representative 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 26 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

711 with the home warranty association issuing the home warranty to 712 which the rebate applies. The home warranty association shall 713 maintain a copy of all rebating schedules for a period of 3 714 years.

Section 22. Effective upon this act becoming a law, subsection (8) of section 634.336, Florida Statutes, is amended, and subsection (9) is added to that section, to read:

718 634.336 Unfair methods of competition and unfair or 719 deceptive acts or practices defined.—The following methods, 720 acts, or practices are defined as unfair methods of competition 721 and unfair or deceptive acts or practices:

(8) COERCION OF DEBTORS.—When a home warranty is sold as
 authorized by s. 634.301(3)(b):

(a) Requiring, as a condition precedent or condition
subsequent to the lending of the money or the extension of the
credit or any renewal thereof, that the person to whom such
credit is extended purchase a home warranty; or

728 Failing to provide the advice required by s. 634.344. (b) 729 (9) FAILURE TO PROVIDE TERMS AND CONDITIONS PRIOR TO 730 SALE.-Failing to provide a consumer with a complete sample copy 731 of the terms and conditions of the home warranty contract prior 732 to the time of sale upon a request for the same by the consumer. 733 A home warranty association may comply with this subsection by providing the consumer with a sample copy of the terms and 734 735 conditions of the home warranty contract or by directing the 736 consumer to a website that displays a complete sample of the 737 terms and conditions of the contract.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 27 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

738 Section 23. Effective upon this act becoming a law, 739 section 634.344, Florida Statutes, is amended to read: 740 634.344 Coercion of debtor prohibited.-741 (1) When a home warranty is sold in connection with the 742 lending of money as authorized by s. 634.301(3)(b), a no person 743 may not require, as a condition precedent or condition 744 subsequent to the lending of the money or the extension of the 745 credit or any renewal thereof, that the person to whom such 746 money or credit is extended purchase a home warranty. 747 When a home warranty is purchased in connection with (2) 748 the lending of money as authorized by s. 634.301(3)(b), the 749 insurer or home warranty association or the sales representative 750 of the insurer or home warranty association shall advise the 751 borrower or purchaser in writing that Florida law prohibits the lender from requiring the purchase of a home warranty as a 752 753 condition precedent or condition subsequent to the making of the 754 loan. 755 Section 24. Effective upon this act becoming a law, 756 subsection (5) of section 634.401, Florida Statutes, is amended 757 to read: 758 634.401 Definitions.-As used in this part, the term: 759 (5) "Indemnify" means to undertake repair or replacement 760 of a consumer product, or pay compensation for such repair or replacement by cash, check, store credit, gift card, or other 761 762 similar means, in return for the payment of a segregated 763 premium, when such consumer product suffers operational failure.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 28 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

764 Section 25. Effective upon this act becoming a law, 765 subsection (5) is added to section 634.403, Florida Statutes, to 766 read:

767

634.403 License required.-

768 (5) Any person who provides, offers to provide, or holds
769 oneself out as providing or offering to provide a service
770 warranty in this state or from this state without holding a
771 subsisting license commits, in addition to any other violation,
772 a misdemeanor of the first degree, punishable as provided in s.
773 775.082 or s. 775.083.

774 Section 26. Effective upon this act becoming a law, 775 paragraph (e) of subsection (3) of section 634.406, Florida 776 Statutes, is amended to read:

777

634.406 Financial requirements.-

778 An association will not be required to establish an (3) 779 unearned premium reserve if it has purchased contractual 780 liability insurance which demonstrates to the satisfaction of 781 the office that 100 percent of its claim exposure is covered by 782 such policy. The contractual liability insurance shall be 783 obtained from an insurer that holds a certificate of authority 784 to do business within the state. For the purposes of this 785 subsection, the contractual liability policy shall contain the 786 following provisions:

(e) In the event the issuer of the contractual liability policy is fulfilling the service warranty covered by policy and in the event the service warranty holder cancels the service warranty, it is the responsibility of the contractual liability policy issuer to effectuate a full refund of unearned premium to 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 29 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

792 the consumer. This refund shall be subject to the cancellation 793 fee provisions of s. 634.414(3). The salesperson or agent shall 794 refund to the contractual liability policy issuer the unearned 795 pro rata commission.

Section 27. Effective upon this act becoming a law,section 634.414, Florida Statutes, is amended to read:

798 634.414 Forms; required provisions Filing; approval of 799 forms.-

800 (1) No service warranty form or related form shall be 801 issued or used in this state unless it has been filed with and 802 approved by the office. Upon application for a license, the 803 office shall require the applicant to submit for approval each 804 brochure, pamphlet, circular, form letter, advertisement, or 805 other sales literature or advertising communication addressed or 806 intended for distribution. The office shall disapprove any 807 document which is untrue, deceptive, or misleading or which 808 contains misrepresentations or omissions of material facts.

809 (a) After an application has been approved, a licensee is 810 not required to submit brochures or advertisement to the office 811 for approval; however, a licensee may not have published, and a 812 person may not publish, any brochure or advertisement which is 813 untrue, deceptive, or misleading or which contains 814 misrepresentations or omissions of material fact.

815 (b) For purposes of this section, brochures and 816 advertising includes, but is not limited to, any report, 817 circular, public announcement, certificate, or other printed 818 matter or advertising material which is designed or used to

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 30 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

819 solicit or induce any persons to enter into any service warranty 820 agreement.

821 (2) Each filing shall be made not less than 30 days in 822 advance of its issuance or use. At the expiration of 30 days 823 from date of filing, a form so filed shall be deemed approved 824 unless prior thereto it has been affirmatively disapproved by 825 written order of the office.

826 (1) Each service warranty contract shall contain a 827 cancellation provision. If In the event the contract is canceled by the warranty holder, return of premium shall be based upon no 828 829 less than 90 percent of unearned pro rata premium less any claims that have been paid or less the cost of repairs made on 830 831 behalf of the warranty holder. If In the event the contract is canceled by the association, return of premium shall be based 832 upon 100 percent of unearned pro rata premium, less any claims 833 834 paid or the cost of repairs made on behalf of the warranty 835 holder.

836 (2) By July 1, 2011, each service warranty contract sold
 837 in this state must be accompanied by a written disclosure to the
 838 consumer that the rate charged for the contract is not subject
 839 to regulation by the office. A service warranty association may
 840 comply with this requirement by including such disclosure in its
 841 service warranty contract form or in a separate written notice
 842 provided to the consumer at the time of sale.

843 (4) The name of the service warranty association issuing
844 the contract must be more prominent than any other company name
845 or program name on the service warranty form or sales brochure.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 31 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 846 Section 28. Effective upon this act becoming a law, 847 section 634.4145, Florida Statutes, is amended to read: 848 634.4145 Noncompliant Grounds for disapproval of forms.-849 The office may order a service warranty association to stop 850 using any contract shall disapprove any form that filed under s. 634.414 if the form: 851 852 (1) Violates this part; 853 (2)Is misleading in any respect; 854 Is reproduced so that any material provision is (3) 855 substantially illegible; or 856 Contains provisions which are unfair or inequitable or (4) 857 which encourage misrepresentation. 858 Section 29. Effective upon this act becoming a law, 859 section 634.415, Florida Statutes, is amended to read: 860 634.415 Tax on premiums; annual statement; reports; 861 quarterly statements.-862 (1) In addition to the license fees provided in this part 863 for service warranty associations and license taxes as provided 864 in the insurance code as to insurers, each such association and 865 insurer shall, annually on or before March 1, file with the 866 office its annual statement, in the form prescribed by the 867 commission, showing all premiums or assessments received by it 868 in connection with the issuance of service warranties in this 869 state during the preceding calendar year and using accounting 870 principles which will enable the office to ascertain whether the 871 financial requirements set forth in s. 634.406 have been 872 satisfied.

842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 32 of 41

Bill No. CS/CS/SB 2176 (2010)

873 (2) The gross amount of premiums and assessments is874 subject to the sales tax imposed by s. 212.0506.

Amendment No.

(3) The office may levy a fine of up to \$100 a day for
each day an association neglects to file the annual statement in
the form and within the time provided by this part. The amount
of the fine shall be established by rules adopted by the
commission. The office shall deposit all sums collected by it
under this section to the credit of the Insurance Regulatory
Trust Fund.

882 (4) In addition to an annual statement, the office may 883 require of licensees, under oath and in the form prescribed by 884 it, quarterly statements or special reports which it deems necessary to the proper supervision of licensees under this 885 part. For manufacturers as defined in s. 634.401, the office 886 shall require only the annual audited financial statements of 887 888 the warranty operations and corporate reports as filed by the 889 manufacturer with the Securities and Exchange Commission, 890 provided that the office may require additional reporting by 891 manufacturers upon a showing by the office that annual reporting 892 is insufficient to protect the interest of purchasers of service warranty agreements in this state or fails to provide sufficient 893 894 proof of the financial status required by this part.

895 <u>(4)(5)</u> The office may suspend or revoke the license of a 896 service warranty association failing to file its annual 897 statement or quarterly report when due.

898 <u>(5)(6)</u> The commission may by rule require each service 899 warranty association to submit to the office, as the commission 900 may designate, all or part of the information contained in the 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 33 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 901 financial statements and reports required by this section in a 902 computer-readable form compatible with the electronic data 903 processing system specified by the office. 904 Section 30. Effective upon this act becoming a law, 905 section 634.416, Florida Statutes, is amended to read: 906 634.416 Examination of associations.-907 (1) (a) Service warranty associations licensed under this part may be are subject to periodic examination by the office, 908 909 in the same manner and subject to the same terms and conditions that apply to insurers under part II of chapter 624. 910 911 (b) The office shall determine whether to conduct an 912 examination of a service warranty association by considering: 913 1. The amount of time that the association has been 914 continuously licensed and operating under the same management 915 and control. 916 The association's history of compliance with applicable 2. 917 law. 918 The number of consumer complaints against the 3. 919 association. 920 4. The financial condition of the association, 921 demonstrated by the financial reports submitted pursuant to s. 922 634.313. 923 However, The rate charged a service warranty (2) 924 association by the office for examination may be adjusted to 925 reflect the amount collected for the Form 10-K filing fee as 926 provided in this section. 927 (3) On or before May 1 of each year, an association may 928 submit to the office the Form 10-K, as filed with the United 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 34 of 41

Bill No. CS/CS/SB 2176 (2010)

929 States Securities and Exchange Commission pursuant to the 930 Securities Exchange Act of 1934, as amended. Upon receipt and review of the most current Form 10-K, the office may waive the 931 932 examination requirement; if the office determines not to waive 933 the examination, such examination will be limited to that 934 examination necessary to ensure compliance with this part. The Form 10-K shall be accompanied by a filing fee of \$2,000 to be 935 936 deposited into the Insurance Regulatory Trust Fund.

937 (4) (2) The office is not required to examine an 938 association that has less than \$20,000 in gross written premiums 939 as reflected in its most recent annual statement. The office may examine such an association if it has reason to believe that the 940 941 association may be in violation of this part or is otherwise in an unsound financial condition. If the office examines an 942 association that has less than \$20,000 in gross written 943 premiums, the examination fee may not exceed 5 percent of the 944 gross written premiums of the association. 945

946 Section 31. Effective upon this act becoming a law, 947 paragraph (b) of subsection (1) of section 634.4225, Florida 948 Statutes, is amended to read:

949

Amendment No.

634.4225 Rebating; when allowed.-

950 (1) No sales representative shall rebate any portion of 951 his or her commission except as follows:

(b) The rebate shall be in accordance with a rebating schedule filed with and approved by the sales representative with the association issuing the service warranty to which the rebate applies. The association shall maintain a copy of all rebating schedules for a period of 3 years. 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 35 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

957 Section 32. Effective upon this act becoming a law, 958 subsection (9) is added to section 634.436, Florida Statutes, to 959 read:

960 634.436 Unfair methods of competition and unfair or
961 deceptive acts or practices defined.—The following methods,
962 acts, or practices are defined as unfair methods of competition
963 and unfair or deceptive acts or practices:

964 (9) FAILURE TO PROVIDE TERMS AND CONDITIONS PRIOR TO 965 SALE.-Failing to provide a consumer with a complete sample copy 966 of the terms and conditions of the service warranty prior to 967 before the time of sale upon a request for the same by the 968 consumer. A service warranty association may comply with this 969 subsection by providing the consumer with a sample copy of the 970 terms and conditions of the warranty contract or by directing 971 the consumer to a website that displays a complete sample of the 972 terms and conditions of the contract.

973 Section 33. Effective upon this act becoming a law, 974 subsections (2), (3), (4), and (5) of section 634.136, Florida 975 Statutes, are amended to read:

976 634.136 Office records required.—Each licensed motor
977 vehicle service contract company, as a minimum requirement for
978 permanent office records, shall maintain:

979 (2) Memorandum journals showing the blank service
 980 agreement forms issued to the company salespersons and recording
 981 the delivery of the forms to the dealer.

982 (3) Memorandum journals showing the service contract forms
 983 received by the motor vehicle dealers and indicating the

984 disposition of the forms by the dealer. 842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 36 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No. 985 (2) (4) A detailed service agreement register, in numerical 986 order by service agreement number, of agreements in force, which 987 register shall include the following information: service agreement number, date of issue, issuing dealer, name of 988 989 agreement holder, whether the agreement is covered by 990 contractual liability insurance or the unearned premium reserve 991 account, description of motor vehicle, service agreement period 992 and mileage, gross premium, commission to salespersons, 993 commission to dealer, and net premium. 994 (3) (5) A detailed claims register, in numerical order by 995 service agreement number, which register shall include the 996 following information: service agreement number, date of issue, 997 date of claim, type of claim, issuing dealer, amount of claim, 998 date claim paid, and, if applicable, disposition other than payment and reason therefor. 999 1000 Section 34. Effective upon this act becoming a law, 1001 subsections (4) and (5) of section 634.313, Florida Statutes, 1002 are amended to read: 1003 634.313 Tax on premiums; annual statement; reports.-1004 (4) In addition to an annual statement, the office may require of licensees, under oath and in the form prescribed by 1005 1006 it, such additional regular or special reports as it may deem 1007 necessary to the proper supervision of licensees under this 1008 part. 1009 (4) (4) (5) The commission may by rule require each home warranty association to submit to the office, as the commission 1010 1011 may designate, all or part of the information contained in the 1012 financial reports required by this section in a computer-842183 Approved For Filing: 4/28/2010 6:27:12 AM Page 37 of 41

Bill No. CS/CS/SB 2176 (2010)

Amendment No.

1013 readable form compatible with the electronic data processing 1014 system specified by the office.

1015

1020 1021

1022

Section 35. Effective upon this act becoming a law,

1016 sections 634.1216 and 634.3126, Florida Statutes, are repealed.

1017 Section 36. Except as otherwise expressly provided in this 1018 act and except for this section, which shall take effect upon 1019 becoming a law, this act shall take effect January 1, 2011.

TITLE AMENDMENT

1023 Remove lines 64-65 and insert:

1024 information at the insurer's expense; amending s. 1025 628.4615, F.S., relating to specialty insurers; conforming 1026 a cross-reference; amending s. 634.011, F.S.; revising the definition of the term "motor vehicle service agreement"; 1027 amending s. 634.031, F.S.; providing penalties for certain 1028 1029 licensure violations; amending s. 634.041, F.S., relating to qualifications for licensure; conforming cross-1030 1031 references; amending s. 634.095, F.S.; prohibiting service 1032 agreement companies from issuing certain deceptive advertisements, operating without a subsisting license, or 1033 1034 remitting premiums to a person other than the obligated 1035 service agreement company; amending s. 634.121, F.S.; 1036 deleting a requirement that certain service agreement 1037 forms be approved by the Office of Insurance Regulation of 1038 the Financial Services Commission; requiring the service 1039 agreements to include certain written disclosures; 1040 amending s. 634.1213, F.S.; authorizing the office to 842183

Approved For Filing: 4/28/2010 6:27:12 AM Page 38 of 41

Bill No. CS/CS/SB 2176 (2010)

1041 order a service agreement company to stop using forms that 1042 do not comply with specified requirements; amending s. 1043 634.137, F.S.; deleting a schedule for the submissions of 1044 certain reports; amending s. 634.141, F.S.; providing guidelines for the office to use in determining whether to 1045 1046 examine a company; amending s. 634.1815, F.S.; requiring certain rebates to be approved by the company issuing a 1047 1048 service agreement; amending s. 634.282, F.S.; clarifying 1049 provisions relating to the refund of excess premiums or charges; requiring that a consumer receive a sample copy 1050 1051 of the service agreement prior to the sale of a service 1052 agreement; amending s. 634.301, F.S.; revising certain 1053 definitions relating home warranties; amending s. 634.303, 1054 F.S.; providing that it is a first-degree misdemeanor for 1055 a person without a subsisting license to provide or offer 1056 to provide home warranties; amending s. 634.308, F.S.; 1057 providing an exception to certain grounds for licensure 1058 suspension or revocation; amending s. 634.312, F.S.; 1059 deleting a requirement that certain home warranty 1060 agreement forms be approved by the office; requiring the 1061 home warranty contracts to include certain written 1062 disclosures; amending s. 634.3123, F.S.; authorizing the 1063 office to order a home warranty association to stop using 1064 forms that do not comply with specified requirements; amending s. 634.314, F.S.; providing guidelines for the 1065 1066 office to use in determining whether to examine an association; amending s. 634.3205, F.S.; requiring certain 1067 1068 rebates to be approved by the association issuing a 842183

Amendment No.

Approved For Filing: 4/28/2010 6:27:12 AM Page 39 of 41

Bill No. CS/CS/SB 2176 (2010)

	Amendment No.
1069	service agreement; amending s. 634.336, F.S.; requiring
1070	that a consumer receive a sample copy of the service
1071	agreement prior to the sale of a service agreement;
1072	amending s. 634.344, F.S.; prohibiting certain coercive
1073	actions relating to the sale of a home warranty in
1074	connection with the lending of money; amending s. 634.401,
1075	F.S.; redefining the term "indemnify"; amending s.
1076	634.403, F.S.; providing that it is a first-degree
1077	misdemeanor for a person without a subsisting license to
1078	provide or offer to provide service warranties; amending
1079	s. 634.406, F.S., relating to financial requirements;
1080	conforming a cross-reference; amending s. 634.414, F.S.;
1081	deleting a requirement that certain service warranty forms
1082	be approved by the office; deleting certain requirements
1083	relating to the display of the issuing association's name
1084	on literature; requiring the service warranty contracts to
1085	include certain written disclosures; amending s. 634.4145,
1086	F.S.; authorizing the office to order a service warranty
1087	association to stop using forms that do not comply with
1088	specified requirements; amending s. 634.415, F.S.;
1089	deleting a requirement that associations file certain
1090	quarterly statements and special reports; amending s.
1091	634.416, F.S.; providing guidelines for the office to use
1092	in determining whether to examine an service warranty
1093	association; amending s. 634.4225, F.S.; requiring certain
1094	rebates to be approved by the association issuing a
1095	service warranty; amending s. 634.436, F.S.; requiring
1096	that a consumer receive a sample copy of the service
Ţ	842183 Approved For Filing: 4/28/2010 6:27:12 AM

Approved For Filing: 4/28/2010 6:27:12 AM Page 40 of 41

Bill No. CS/CS/SB 2176 (2010)

	Allendinence NO.
1097	agreement prior to the sale of a service agreement;
1098	amending s. 634.136, F.S.; deleting certain provisions
1099	requiring records to be maintained by motor vehicle
1100	service contract companies; amending s. 634.313, F.S.;
1101	deleting certain requirements for reports relating to
1102	taxes on premiums; repealing ss. 634.1216 and 634.3126,
1103	F.S., relating to required rate filings; providing
1104	effective dates.