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SENATE BILL NO. 22

Offered January 10, 2018

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A BILL to amend and reenact §§ 59.1-444.2 and 59.1-444.3 of the Code of Virginia, relating to security freezes on credit reports; elimination of fees.

Patrons—Surovell and Lewis; Delegate: Kory

Referred to Committee on Commerce and Labor

Be it enacted by the General Assembly of Virginia:

1. That §§ 59.1-444.2 and 59.1-444.3 of the Code of Virginia are amended and reenacted as follows:

§ 59.1-444.2. Security freezes.

A. As used in this section, "security freeze" means a notice placed in a consumer's credit report, at the request of the consumer and subject to certain exceptions, that prohibits the consumer reporting agency from releasing the consumer's credit report or score relating to the extension of credit.

B. A consumer may request that a security freeze be placed on his or her credit report by sending a request in writing by certified mail, or such other secure method authorized by a consumer reporting agency, to a consumer reporting agency at an address designated by the consumer reporting agency to receive such requests. This subsection does not prevent a consumer reporting agency from advising a third party that a security freeze is in effect with respect to the consumer's credit report.

C. A consumer reporting agency shall place a security freeze on a consumer's credit report no later than three business days after receiving from the consumer:

- 1. A written request described in subsection B; and
2. Proper identification; and
3. Payment of a fee not to exceed \$10, if applicable.

A consumer reporting agency shall place a security freeze on a consumer's credit report no later than one business day after receiving such a request, if such request is made electronically at an address designated by the consumer reporting agency to receive such requests.

D. The consumer reporting agency shall send a written confirmation of the placement of the security freeze to the consumer within 10 business days. Upon placing the security freeze on the consumer's credit report, the consumer reporting agency shall provide the consumer with a unique personal identification number or password, or similar device to be used by the consumer when providing authorization for the release of his credit report for a specific period of time or for a specific party.

E. If the consumer wishes to allow his credit report to be accessed for a specific period of time or for a specific party while a freeze is in place, he shall contact the consumer reporting agency using a point of contact designated by the consumer reporting agency, request that the freeze be temporarily lifted, and provide the following:

- 1. Proper identification;
2. The unique personal identification number or password provided by the consumer reporting agency pursuant to subsection D; and
3. The proper information regarding the time period or the specific party for which the report shall be available to users of the credit report.

F. A consumer reporting agency:

- 1. Shall comply with a request made under subsection E:

a. Within three business days after receiving the request if the request is made at a postal address designated by the agency to receive such requests; or

b. Within 15 minutes after the consumer's request is received by the consumer reporting agency through the electronic contact method chosen by the consumer reporting agency in accordance with this section;

- 2. Is not required to temporarily lift a security freeze within the time provided in subdivision 1 b if:

a. The consumer fails to meet the requirements of subsection E; or

b. The consumer reporting agency's ability to temporarily lift the security freeze within 15 minutes is prevented by:

(1) An act of God, including fire, earthquakes, hurricanes, storms, or similar natural disaster or phenomena;

(2) Unauthorized or illegal acts by a third party, including terrorism, sabotage, riot, vandalism, labor strikes or disputes disrupting operations, or similar occurrence;

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59 (3) Operational interruption, including electrical failure, unanticipated delay in equipment or  
60 replacement part delivery, computer hardware or software failures inhibiting response time, or similar  
61 disruption;

62 (4) Governmental action, including emergency orders or regulations, judicial or law-enforcement  
63 action, or similar directives;

64 (5) Regularly scheduled maintenance, during other than normal business hours, of, or updates to, the  
65 consumer reporting agency's systems; or

66 (6) Commercially reasonable maintenance of, or repair to, the consumer reporting agency's systems  
67 that is unexpected or unscheduled; and

68 3. May develop procedures involving the use of telephone, fax, the Internet, or other electronic media  
69 to receive and process a request from a consumer to temporarily lift a freeze on a credit report pursuant  
70 to subsection E in an expedited manner.

71 G. A consumer reporting agency shall remove or temporarily lift a freeze placed on a consumer's  
72 credit report only in the following cases:

73 1. Upon a consumer request, pursuant to subsection E or subsection J; or

74 2. If the consumer's credit report was frozen due to a material misrepresentation of fact by the  
75 consumer. If a consumer reporting agency intends to remove a freeze upon a consumer's credit report  
76 pursuant to this subdivision, the consumer reporting agency shall notify the consumer in writing prior to  
77 removing the freeze on the consumer's credit report.

78 H. If a third party requests access to a consumer credit report on which a security freeze is in effect,  
79 and this request is in connection with an application for credit or any other use, and the consumer does  
80 not allow his or her credit report to be accessed for that period of time, the third party may treat the  
81 application as incomplete.

82 I. If a consumer requests a security freeze, the consumer reporting agency shall disclose the process  
83 of placing and temporarily lifting a freeze, and the process for allowing access to information from the  
84 consumer's credit report for a period of time while the freeze is in place.

85 J. A security freeze shall remain in place until the consumer requests, using a point of contact  
86 designated by the consumer reporting agency, that the security freeze be removed. A consumer reporting  
87 agency shall remove a security freeze within three business days of receiving a request for removal from  
88 the consumer, who provides:

89 1. Proper identification; and

90 2. The unique personal identification number or password or similar device provided by the  
91 consumer reporting agency pursuant to subsection D.

92 K. A consumer reporting agency shall require proper identification of the person making a request to  
93 place or remove a security freeze.

94 L. The provisions of this section do not apply to the use of a consumer credit report by any of the  
95 following:

96 1. A person or entity, or a subsidiary, affiliate, or agent of that person or entity, or an assignee of a  
97 financial obligation owing by the consumer to that person or entity, or a prospective assignee of a  
98 financial obligation owing by the consumer to that person or entity in conjunction with the proposed  
99 purchase of the financial obligation, with which the consumer has or had prior to assignment an account  
100 or contract, including a demand deposit account, or to whom the consumer issued a negotiable  
101 instrument, for the purposes of reviewing the account or collecting the financial obligation owing for the  
102 account, contract, or negotiable instrument. For purposes of this paragraph, "reviewing the account"  
103 includes activities related to account maintenance, monitoring, credit line increases, and account  
104 upgrades and enhancements;

105 2. A subsidiary, affiliate, agent, assignee, or prospective assignee of a person to whom access has  
106 been granted for purposes of facilitating the extension of credit or other permissible use;

107 3. Any state or local agency, law-enforcement agency, trial court, or private collection agency acting  
108 pursuant to a court order, warrant, or subpoena;

109 4. A child support agency acting pursuant to Title IV-D of the Social Security Act (42 U.S.C. § 654  
110 et seq.);

111 5. The Commonwealth or its agents or assigns acting to investigate fraud or acting to investigate or  
112 collect delinquent taxes or unpaid court orders or to fulfill any of its other statutory responsibilities  
113 provided such responsibilities are consistent with a permissible purpose under 15 U.S.C. § 1681b;

114 6. The use of credit information for the purposes of prescreening or postscreening as provided for by  
115 the federal Fair Credit Reporting Act;

116 7. Any person or entity administering a credit file monitoring subscription or similar service to which  
117 the consumer has subscribed;

118 8. Any person or entity for the purpose of providing a consumer with a copy of his credit report or  
119 score upon the consumer's request;

120 9. Any person or entity for use in setting or adjusting a rate, adjusting a claim, or underwriting for

121 insurance purposes; or

122 10. Any employer in connection with any application for employment with the employer.

123 M. This section does not prevent a consumer reporting agency from charging a fee of no more than  
124 \$10 to a consumer to place each freeze, except that a consumer reporting agency may *shall* not charge  
125 a fee to a victim of identity theft who has submitted a valid police report to the consumer reporting  
126 agency for any service performed under this section.

127 N. If a security freeze is in place, a consumer reporting agency shall not change any of the following  
128 official information in a consumer credit report without sending a written confirmation of the change to  
129 the consumer within 30 days of the change being posted to the consumer's file: name, date of birth,  
130 social security number, and address. Written confirmation is not required for technical modifications of a  
131 consumer's official information, including name and street abbreviations, complete spellings, or  
132 transposition of numbers or letters. In the case of an address change, the written confirmation shall be  
133 sent to both the new address and to the former address.

134 O. The following entities are not required to place a security freeze on a credit report:

135 1. A consumer reporting agency that acts only as a reseller of credit information by assembling and  
136 merging information contained in the database of another consumer reporting agency or multiple  
137 consumer credit reporting agencies, and does not maintain a permanent database of credit information  
138 from which new consumer credit reports are produced. However, a consumer reporting agency acting as  
139 a reseller shall honor any security freeze placed on a consumer credit report by another consumer  
140 reporting agency;

141 2. A check services or fraud prevention services company, which issues reports on incidents of fraud  
142 or authorizations for the purpose of approving or processing negotiable instruments, electronic funds  
143 transfers, or similar methods of payments;

144 3. A deposit account information service company, which issues reports regarding account closures  
145 due to fraud, substantial overdrafts, ATM abuse, or similar negative information regarding a consumer,  
146 to inquiring banks or other financial institutions for use only in reviewing a consumer request for a  
147 deposit account at the inquiring bank or financial institution; and

148 4. A consumer reporting agency's database or file that consists of information concerning, and used  
149 for, one or more of the following: criminal record information, fraud prevention or detection, personal  
150 loss history information, and employment, tenant, or background screening.

151 P. At any time a consumer is required to receive a summary of rights required under 15 U.S.C.  
152 § 1681g (d), the following notice shall be included:

153 "Virginia Consumers Have the Right to Obtain a Security Freeze.

154 You have a right to place a "security freeze" on your credit report, which will prohibit a consumer  
155 reporting agency from releasing information in your credit report without your express authorization. A  
156 security freeze must be requested in writing by certified mail. The security freeze is designed to prevent  
157 credit, loans, and services from being approved in your name without your consent. However, you  
158 should be aware that using a security freeze to take control over who gets access to the personal and  
159 financial information in your credit report may delay, interfere with, or prohibit the timely approval of  
160 any subsequent request or application you make regarding a new loan, credit, mortgage, government  
161 services or payments, rental housing, employment, investment, license, cellular phone, utilities, digital  
162 signature, Internet credit card transaction, or other services, including an extension of credit at point of  
163 sale. When you place a security freeze on your credit report, you will be provided a personal  
164 identification number or password to use if you choose to remove the freeze on your credit report or  
165 authorize the release of your credit report for a period of time or for a specific party after the freeze is  
166 in place. To provide that authorization you must contact the consumer reporting agency and provide all  
167 of the following:

- 168 1. The personal identification number or password;
- 169 2. Proper identification to verify your identity; and
- 170 3. The proper information regarding the period of time or the specific party for which the report  
171 shall be available.

172 A consumer reporting agency must authorize the release of your credit report no later than three  
173 business days after receiving the above information. A consumer credit reporting agency must authorize  
174 the release of your credit report no later than 15 minutes after receiving the request.

175 A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting  
176 on behalf of the person or entity, with which you have an existing account, that requests information in  
177 your credit report for the purposes of reviewing or collecting the account. Reviewing the account  
178 includes activities related to account maintenance, monitoring, credit line increases, and account  
179 upgrades and enhancements.

180 You have a right to bring civil action against anyone, including a consumer reporting agency, who  
181 improperly obtains access to a file, knowingly or willfully misuses file data, or fails to correct inaccurate

182 file data.

183 ~~Unless you are a victim of identity theft with a police report to verify the crimes,~~ a A consumer  
184 reporting agency ~~has~~ *does not have* the right to charge you ~~up to \$10 a fee~~ to place a freeze on your  
185 credit report."

186 Q. Any person who willfully fails to comply with any requirement imposed under this section or  
187 § 59.1-444.3 with respect to any consumer is liable to that consumer in an amount equal to the sum of:

188 1. Any actual damages sustained by the consumer as a result of the failure or damages of not less  
189 than \$100 and not more than \$1,000;

190 2. Such amount of punitive damages as the court may allow; and

191 3. In the case of any successful action to enforce any liability under this section, the costs of the  
192 action together with reasonable attorney fees as determined by the court.

193 R. Any person who obtains a consumer report, requests a security freeze, requests the temporary lift  
194 of a freeze, or *requests* the removal of a security freeze from a consumer reporting agency under false  
195 pretenses or in an attempt to violate federal or state law shall be liable to the consumer reporting agency  
196 for actual damages sustained by the consumer reporting agency or \$1,000, whichever is greater.

197 S. Any person who is negligent in failing to comply with any requirement imposed under this section  
198 with respect to any consumer is liable to that consumer in an amount equal to the sum of:

199 1. Any actual damages sustained by the consumer as a result of the failure; and

200 2. In the case of any successful action to enforce any liability under this section, the costs of the  
201 action together with reasonable attorney fees as determined by the court.

202 T. Upon a finding by the court that an unsuccessful pleading, motion, or other paper filed in  
203 connection with an action under this section was filed in bad faith or for purposes of harassment, the  
204 court shall award to the prevailing party attorney fees reasonable in relation to the work expended in  
205 responding to the pleading, motion, or other paper.

206 U. Notwithstanding any other provision of law:

207 1. The exclusive authority to bring an action for any violation of subdivision F 1 b shall be with the  
208 Attorney General. In any action brought under this subsection, the Attorney General may cause an action  
209 to be brought in the name of the Commonwealth to enjoin the violation and to recover damages for  
210 aggrieved consumers consistent with the limits stated in subsections Q and S for such violations.

211 2. In any action brought under this subsection, if the court finds a willful violation, the court may, in  
212 its discretion, also award a civil penalty of not more than \$1,000 per violation, to be deposited in the  
213 Literary Fund of the Commonwealth.

214 3. In any action brought under this subsection, the Attorney General may recover any costs, the  
215 reasonable expenses incurred in investigating and preparing the case, and attorney fees.

216 **§ 59.1-444.3. Security freezes for protected consumers.**

217 A. As used in this section, unless the context requires a different meaning:

218 "Protected consumer" means a consumer who is either:

219 1. Under the age of 16 years at the time a request for the placement of a security freeze is made; or

220 2. An incapacitated person for whom a guardian or conservator has been appointed in accordance  
221 with Chapter 20 (§ 64.2-2000 et seq.) of Title 64.2.

222 "Record" means a compilation of information regarding a specific identified protected consumer,  
223 which compilation is created by a consumer reporting agency solely for the purpose of complying with  
224 the requirement for a record's establishment set forth in subsection D.

225 "Representative" means a person who provides to a consumer reporting agency sufficient proof of  
226 authority to act on behalf of a protected consumer.

227 "Security freeze" means:

228 1. If a consumer reporting agency does not have a file pertaining to a protected consumer, a  
229 restriction that (i) is placed on the protected consumer's record in accordance with this section and (ii)  
230 prohibits the consumer reporting agency from releasing the protected consumer's record except as  
231 provided in this section; or

232 2. If a consumer reporting agency has a file pertaining to the protected consumer, a restriction that  
233 (i) is placed on the protected consumer's credit report in accordance with this section and (ii) prohibits  
234 the consumer reporting agency from releasing the protected consumer's credit report or any information  
235 derived from the protected consumer's credit report except as provided in this section.

236 "Sufficient proof of authority" means documentation that shows a representative has authority to act  
237 on behalf of a protected consumer. "Sufficient proof of authority" includes (i) an order issued by a court  
238 of law and (ii) a lawfully executed and valid power of attorney.

239 "Sufficient proof of identification" means information or documentation that identifies a protected  
240 consumer or a representative of a protected consumer. "Sufficient proof of identification" includes (i) a  
241 social security number or a copy of a social security card issued by the U.S. Social Security  
242 Administration; (ii) a certified or official copy of a birth certificate issued by the entity authorized to  
243 issue the birth certificate; (iii) a copy of a driver's license, an identification card issued by the

244 Department of Motor Vehicles, or any other government-issued identification; or (iv) a copy of a bill,  
 245 including a bill for telephone, sewer, septic tank, water, electric, oil, or natural gas services, that shows  
 246 a name and home address.

247 B. This section does not apply to the use of a protected consumer's credit report or record by:

248 1. A person administering a credit file monitoring subscription service to which the protected  
 249 consumer has subscribed or the representative of the protected consumer has subscribed on behalf of the  
 250 protected consumer;

251 2. A person providing the protected consumer or the protected consumer's representative with a copy  
 252 of the protected consumer's credit report on request of the protected consumer or the protected  
 253 consumer's representative; or

254 3. An entity listed in subsection O of § 59.1-444.2.

255 C. A consumer reporting agency shall place a security freeze for a protected consumer if:

256 1. The consumer reporting agency receives a request from the protected consumer's representative for  
 257 the placement of the security freeze under this section; and

258 2. The protected consumer's representative:

259 a. Submits the request to the consumer reporting agency at the address or other point of contact and  
 260 in the manner specified by the consumer reporting agency;

261 b. Provides to the consumer reporting agency sufficient proof of identification of the protected  
 262 consumer and the representative; *and*

263 c. Provides to the consumer reporting agency sufficient proof of authority to act on behalf of the  
 264 protected consumer; *and*

265 d. Pays to the consumer reporting agency a fee as provided in subsection J.

266 D. If a consumer reporting agency does not have a file pertaining to a protected consumer when the  
 267 consumer reporting agency receives a request under subsection C from the protected consumer's  
 268 representative for the placement of a security freeze, the consumer reporting agency shall create a record  
 269 for the protected consumer. A record may not be created or used to consider the protected consumer's  
 270 creditworthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or  
 271 mode of living for the purpose of serving as a factor in establishing the consumer's eligibility for (i)  
 272 credit or insurance to be used primarily for personal, family, or household purposes or (ii) employment.

273 E. Within 30 days after receiving a request that meets the requirements of subsection C, a consumer  
 274 reporting agency shall place a security freeze for the protected consumer.

275 F. Unless a security freeze for a protected consumer is removed in accordance with subsection H or  
 276 K, a consumer reporting agency may not release the protected consumer's credit report, any information  
 277 derived from the protected consumer's credit report, or any record created for the protected consumer.

278 G. A security freeze for a protected consumer placed under subsection E shall remain in effect until:

279 1. The protected consumer or the protected consumer's representative requests the consumer reporting  
 280 agency to remove the security freeze in accordance with subsection H; or

281 2. The security freeze is removed in accordance with subsection K.

282 H. If a protected consumer or a protected consumer's representative wishes to remove a security  
 283 freeze for the protected consumer, the protected consumer or the protected consumer's representative  
 284 shall:

285 1. Submit a request for the removal of the security freeze to the consumer reporting agency at the  
 286 address or other point of contact and in the manner specified by the consumer reporting agency; *and*

287 2. Provide to the consumer reporting agency:

288 a. In the case of a request by the protected consumer:

289 (1) Proof that the sufficient proof of authority for the protected consumer's representative to act on  
 290 behalf of the protected consumer is no longer valid; and

291 (2) Sufficient proof of identification of the protected consumer; or

292 b. In the case of a request by the representative of a protected consumer:

293 (1) Sufficient proof of identification of the protected consumer and the representative; and

294 (2) Sufficient proof of authority to act on behalf of the protected consumer; *and*

295 3. Pay to the consumer reporting agency a fee as provided in subsection J.

296 I. Within 30 days after receiving a request that meets the requirements of subsection H, the consumer  
 297 reporting agency shall remove the security freeze for the protected consumer.

298 J. A consumer reporting agency ~~may~~ *shall* not charge a fee for any service performed under this  
 299 section; ~~except for a reasonable fee, not exceeding \$10, for each placement or removal of a security~~  
 300 ~~freeze for a protected consumer. Notwithstanding the foregoing, a consumer reporting agency shall not~~  
 301 ~~charge any fee for the placement or removal of a security freeze for a protected consumer if:~~

302 1. The protected consumer's representative has obtained, and provides to the consumer reporting  
 303 agency, a report of alleged identity fraud against the protected consumer under §- 18.2-186.3:1 or an  
 304 Identity Theft Passport issued for the protected consumer under §-18.2-186.5; or

305 2. A request for the placement or removal of a security freeze is for a protected consumer who is  
306 under the age of 16 years at the time of the request, and the consumer reporting agency has a credit  
307 report pertaining to the protected consumer.

308 K. A consumer reporting agency may remove a security freeze for a protected consumer or delete a  
309 record of a protected consumer if the security freeze was placed or the record was created based on a  
310 material misrepresentation of fact by the protected consumer or the protected consumer's representative.

311 L. Any person who obtains a consumer report, requests a security freeze, requests the temporary lift  
312 of a freeze, or requests the removal of a security freeze from a consumer reporting agency under false  
313 pretenses or in an attempt to violate federal or state law shall be liable to the consumer reporting agency  
314 for damages sustained by the consumer reporting agency as provided in subsection R of § 59.1-444.2.

315 M. Notwithstanding any other provision of law:

316 1. The exclusive authority to bring an action for any violation of subsection E shall be with the  
317 Attorney General. In any action brought under this subsection, the Attorney General may cause an action  
318 to be brought in the name of the Commonwealth to enjoin the violation and to recover damages for  
319 aggrieved protected consumers.

320 2. In any action brought under this subsection, if the court finds a willful violation, the court may, in  
321 its discretion, also award a civil penalty of not more than \$1,000 per violation, to be deposited in the  
322 Literary Fund.

323 3. In any action brought under this subsection, the Attorney General may recover any costs, the  
324 reasonable expenses incurred in investigating and preparing the case, and attorney fees.