I Mina'Trentai Dos Na Liheslaturan Guahan Bill Log Sheet

BILL NO.	SPONSOR	TITLE	DATE INTRODUCED	DATE REFERRED	CMTE REFERRED	PUBLIC HEARING DATE	DATE COMMITTEE REPORT FILED	FISCAL NOTES
	Pangelinan	AN ACT TO ADD A NEW ARTICLE 2 TO CHAPTER 12, DIVISION 2, TITLE 22 OF THE GUAM CODE ANNOTATED, RELATIVE TO THE LICENSING OF SERVICE CONTRACTS SOLD ON GUAM.	08/28/13 9:31 a.m.					Fiscal Note Request 8/28/13

COMMITTEE ON RULES

I Mina'trentai Dos na Liheslaturan Guåhan • The 32nd Guam Legislature 155 Hesler Place, Hagåtña, Guam 96910 • www.guamlegislature.com E-mail: roryforguam@gmail.com • Tel: (671)472-7679 • Fax: (671)472-3547

Senator Rory I. Respicio CHAIRPERSON MAJORITY LEADER

August 28, 2013

Senator Thomas C. Ada VICE CHAIRPERSON Assistant Majority Leader

VIA E-MAIL john.rios@bbmr.guam.gov

John A. Rios

Senator Vicente (Ben) C. Pangelinan Member

Director

Speaker Judith T.P. Won Pat, Ed.D. Member **Bureau of Budget & Management Research** P.O. Box 2950

Hagåtña, Guam 96910

Senator Dennis G. Rodriguez, Jr.

Member

RE: Request for Fiscal Notes-Bill Nos. 172-32(COR), 173-32(LS),174-32(LS), 175-32(COR), and 176-32(COR)

Vice-Speaker Benjamin J.F. Cruz Member Hafa Adai Mr. Rios:

Legislative Secretary Tina Rose Muña Barnes Member Transmitted herewith is a listing of I Mina'trentai Dos na Liheslaturan Guåhan's most recently introduced bills. Pursuant to 2 GCA §9103, I respectfully request the preparation of fiscal notes for the referenced bills.

Senator Frank Blas Aguon, Jr. Member Si Yu'os ma'åse' for your attention to this matter.

Senator Michael F.Q. San Nicolas Member

Senator Rory J. Respicio

Senator

Chairperson, Committee on Rules

Plany J. Respicio

V. Anthony Ada Member MINORITY LEADER

Attachments (1)

Very Truly Yours,

Senator Aline Yamashita Member

Cc: Clerk of the Legislature

Bill Nos.	Sponsor	Title
172-32 (COR)	Brant T. McCreadie, Aline A. Yamashita, Ph.D., T. C. Ada, Tommy Morrison, V. Anthony Ada,Dennis G. Rodriguez,Jr., T. R. Muña Barnes, R.J. Respicio, Chris M. Dueñas	AN ACT TO CREATE A NEW ARTICLE 6 & 7 TO CHAPTER 90 TITLE 9, GUAM CODE ANNOTATED, RELATIVE TO THE CONSTRUCTION AND RENOVATION OF THE DEPARTMENT OF CORRECTIONS ADULT CORRECTIONAL FACILITY TO ENSURE THE SAFETY OF THE PEOPLE OF GUAM; WHICH SHALL COLLECTIVELY BE CITED AS "THE DEPARTMENT OF CORRECTIONS CONSTRUCTION INITIATIVE ACTOF 2013".
173-32 (LS)	T. R. Muña Barnes,	AN ACT TO AMEND SECTION 2 1(G) OF PUBLIC LAW 32-053 RELATIVE TO FLOOD MITIGATION PROJECTS OF THE DEPARTMENT OF PUBLIC WORKS.
174-32 (LS)	Vicente (ben) C. Pangelinan, R.J. Respicio, Michael F. Q. SanNicolas, Judith T. Won Pat, Ed.D., T. R. Muña Barnes, B. J.F. Cruz, T. C. Ada, Frank B. Aguon, Jr.	AN ACT MAKING APPROPRIATIONS FOR MEDICAL AND DENTAL INSURANCE PREMIUMS FOR EMPLOYEES OF THE EXECUTIVE AND LEGISLATIVE BRANCHES AND FOR RETIREES OF THE GOVERNMENT OF GUAM FOR FISCAL YEAR ENDING SEPTEMBER 30, 2014.
175-32 (COR)	Michael F.Q. San Nicolas, Frank B. Aguon,Jr., B.J.F. Cruz, Tommy Morrison	AN ACT TO ALLOW NON-COMMISSIONED OFFICERS TO HAVE THEIR SERVICE RECOGNIZED FOR MANAGEMENT POSITIONS OF THE GOVERNMENT OF GUAM, BY ADDING A NEW §4129 TO ARTICLE 1, CHAPTER 4, TITLE 4, GUAM CODE ANNOTATED.
176-32 (COR)	Vicente (ben) C. Pangelinan	AN ACT TO ADD A NEW ARTICLE 2 TO CHAPTER 12, DIVISION 2, TITLE 22 OF THE GUAM CODE ANNOTATED, RELATIVE TO THE LICENSING OF SERVICE CONTRACTS SOLD ON GUAM.

I MINA'TRENTAI DOS NA LIHESLATURAN GUÅHAN 2013 (FIRST) Regular Session

Bill No. 176.32 (COR)

Introduced by:

V. C. Pangelinan

AN ACT TO ADD A NEW ARTICLE 2 TO CHAPTER 12, DIVISION 2, TITLE 22 OF THE GUAM CODE ANNOTATED, RELATIVE TO THE LICENSING OF SERVICE CONTRACTS SOLD ON GUAM.

BE IT ENACTED BY THE PEOPLE OF GUAM:

Section 1. Legislative Statement and Intent. I Liheslaturan Guåhan finds that under current Guam law, the definition of insurance as interpreted by the Insurance Commissioner classifies service contracts, also known as extended warranties, as an insurance product. However, service contracts are being sold on Guam and are *not* being regulated by the Department of Revenue and Taxation (DRT) regardless of the fact that the DRT has opined that they are insurance products under Guam's definition of insurance.

Thirty-six (36) states have enacted legislation, which expressly provides that service contracts *do not* constitute insurance, or that they are *not* subject to the state's insurance laws. Three (3) state departments of insurance have informally opined that service contracts are *not* insurance contracts. Eleven (11) states have either enacted a framework making it clear that a service contract is *not* subject to regulation as an insurance product in that state, or have informally opined as such.

I Liheslaturan Guåhan finds that service contracts can be a beneficial consumer product and should be made readily available without undue and burdensome regulation.

1	Section 2. Service	Contracts. A new Article 2 is hereby added to	
2	Chapter 12, Division 2 of Ti	tle 22, Guam Code Annotated, to read:	
3	"ARTICLE 2		
4	SERVICE CONTRACTS		
5	§ 12201. Se	rvice Contracts Excepted.	
6	§ 12202. De	efinitions.	
7	§ 12203. Lie	cense Required.	
8	§ 12204. Fir	nancial Responsibility.	
9	§ 12205. Po	wers and Duties.	
10	§ 12206. Re	ecordkeeping.	
11	§ 12207. Fil	ling of Annual Report.	
12	§ 12208. Re	eceipt and Disclosures.	
13	§ 12209. Re	eturns and Refunds.	
14	§ 12210. Pro	ohibited Acts.	
15	§ 12211. Ru	ıles.	
16	§ 12212. En	forcement.	
17	§ 12213. Ef	fective Date.	
18	§ 12214. Se	verability.	
19	§ 12201. Se	rvice Contracts Excepted. The marketing, sale,	
20	offering for sale, issua	ance, making, proposing to make and administration of	
21	a service contract sha	ll not be construed to be the business of insurance, and	
22	shall be exempt from	regulation as insurance under this Division. Express or	
23	implied warranties sha	all be exempt from the requirements under this Article.	
24	§ 12202. De	finitions.	
25	(a) Administr	rator means a person appointed or designated by a	
26	provider who admini	sters service contracts and service contract plans on	
27	behalf of the provider	and subject to the requirements of this Chapter.	

(b) Commissioner means the Insurance and Banking Commissioner.

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- (c) Consumer means an individual who buys any tangible personal goods that is primarily for personal, family, or household use.
- (d) Non-original manufacturer's parts means replacement parts not made for or by the original manufacturer of the goods, commonly referred to as "after-market parts."
- (e) *Person* means an individual, limited liability partnership, partnership, limited liability company, corporation, incorporated or unincorporated association, joint stock company, reciprocal, syndicate, or any similar entity or combination of entities acting in concert.
- Reimbursement insurance policy means a policy of insurance (f) issued to a service contract provider by an authorized insurer. Pursuant to this insurance policy, the insurer agrees, for the benefit of the service contract holders, to discharge all of the obligations and liabilities of the service contract provider under the terms of the issued service contracts or in the event of non-performance by the insured service contract provider. A reimbursement insurance policy insurer shall not terminate the policy until it has issued a notice of termination required by the Commissioner under the insurance laws, rules, or regulations of the government of Guam. The termination of a reimbursement insurance policy shall not reduce the insurer's responsibility for service contracts issued by service contract providers prior to the date or termination. A service contract provider shall be considered the agent of the reimbursement insurance policy insurer for purposes of determining duties owed by the insurer to service contract holders in accordance with the service contract, and this Article. Insurers are deemed to have received the premiums for the insurance upon the payment

of provider fees by consumers for service contracts issued by the insured service contract provider. "All obligations and liabilities" include:

- (1) the failure or inability of the insured service contract provider to perform under the terms and conditions of the provider's issued service contracts; and
- (2) in the event of cancellation, the service contract provider's failure or inability to return the unearned portion of the paid service contract fee to the service contract holder.
- (g) Service contract for the purposes of this Article means a contract or agreement for a separately stated consideration for a specific duration to perform the repair, replacement or maintenance of goods or indemnification for repair, replacement or maintenance, for the operational or structural failure of any motor vehicle or other goods due to a defect in materials, workmanship, accidental damage from handling, or normal wear and tear, with or without additional provisions for incidental payment of indemnity under limited circumstances, including, but not limited to, towing, rental and emergency road service, and road hazard protection. Motor vehicle manufacturer and original equipment manufacturer (OEM)-backed contracts shall be exempt from the requirements in this Article. Service contracts may provide for repair, replacement, or maintenance of goods for damage resulting from power surges or interruption. Service contracts also include a contract or agreement sold for a separately stated consideration for a specific duration that provides for any of the following:
 - (1) the repair or replacement or indemnification for the repair or replacement of a motor vehicle for the operational or structural failure of one or more parts or systems of the motor vehicle

brought about by the failure of an additive product to perform as represented;

- (2) the repair or replacement of tires and/or wheels on a motor vehicle damaged as a result of coming into contact with road hazards, including, but *not* limited to, potholes, rocks, wood debris, metal parts, glass, plastic, curbs, or composite scraps;
- (3) the removal of dents, dings, or creases on a motor vehicle that can be repaired using the process of paint-less dent removal without affecting the existing paint finish and without replacing vehicle body panels, sanding, bonding or painting;
- (4) the repair of small motor vehicle windshield chips or cracks, but which expressly excludes the replacement of the entire windshield; or
- (5) the repair of damage to the interior components of a motor vehicle caused by wear and tear, but which expressly excludes the replacement of any part or component of a motor vehicle's interior.
- (h) Service Contract Provider means a person who is contractually obligated to the service contract holder under the terms of the service contract.
- (i) Service Contract Holder or contract holder means a person who is the purchaser or holder of a service contract.
- (j) Service Contract Seller means the person who sells the service contract to the consumer.
- (k) Warranty means a warranty made without consideration, solely by the manufacturer, importer, or seller of goods or services, that is *not* negotiated or separated from the sale of the product and is incidental to the

sale of the product, that provides repair or replacement for defective parts, mechanical or electrical breakdown, labor, or other remedial measures.

§ 12203. License Required.

It *shall* be unlawful for any person to act as, or offer to act as, or hold himself or herself out to be a service contract provider, nor may a service contract be sold to a consumer, *unless* the service contract provider has a valid license as a service contract provider issued by the Commissioner. A service contract provider *shall* make an application to the Commissioner upon a form prescribed by the Commissioner, and *shall* pay to the Commissioner a fee as provided under this Article. A service contract provider *shall* update the application information and documents annually and furnish such updates to the Commissioner. The application *shall* include or be accompanied by the following information and documents:

- (a) all basic organizational documents of the service contract provider, including any articles of incorporation, articles of association, partnership agreement, trade name certificate, trust agreement, shareholder agreement, bylaws, and other applicable documents, and all amendments to those documents;
- (b) the identities of the service contract provider's executive officers directly responsible for the service contract provider's service contract business, and, if more than fifty percent (50%) of the service contract provider's gross revenue is derived from the sale of service contracts, the identities of the service contract provider's directors and stockholders having beneficial ownership of ten percent (10%) or more of any class of securities;
- (c) audited annual financial statements *or* other financial reports acceptable to the Commissioner for the two most recent years, which prove

that the applicant is solvent, and any information the Commissioner may require in order to review the current financial condition of the applicant;

- (d) an application fee of Two Hundred Fifty Dollars (\$250.00), which *shall* be deposited in the Better Public Service Fund; and
 - (e) any other pertinent information required by the Commissioner.

§ 12204. Financial Responsibility.

- (a) Any service contract provider applying for a license *shall* be solvent and *shall* meet the minimum requirements under this Section. *If* the financial responsibility requirement under this Section is to be maintained by the service contract provider's parent company, the parent company *shall* guarantee the service contract provider's obligations under service contracts sold by the service contract provider licensed under this Article.
- (b) The service contract provider *shall* provide one of the following:

(1) provide both:

- (A) maintain a funded reserve account for all obligations under service contracts issued and in force on Guam. The reserves *shall not* be less than forty percent (40%) of the gross consideration received from the sale of the service contract, less claims paid, for all in force contracts. The reserve account *shall* be subject to examination by the Commissioner; and
- (B) place in trust with the Commissioner, for all service contracts issued and in force on Guam, a financial security deposit having a value that is the larger of Forty Thousand Dollars (\$40,000 or five percent (5%) of the gross consideration received, less claims paid for the sale of the

service contracts. The financial security deposit shall consist of 1 one of the following: 2 a surety bond issued by an authorized 3 (i) 4 surety; securities of the type eligible for deposit by 5 authorized insurers on Guam; 6 7 cash or time certificate of deposit issued by 8 a bank that is licensed in Guam and is insured by the 9 Federal Deposit Insurance Corporation (FDIC) or by the 10 National Credit Union Administration (NCUA); a letter of credit issued by a qualified 11 12 financial institution: or another form of security authorized by the 13 Commissioner by rule, subject to the approval of I 14 Liheslaturan Guåhan. 15 16 Service contracts for those service contract providers that provide the security in Subsections (A) and (B) of § 17 18 12204(b)(1) shall contain a statement in substantially the same 19 format: 20 "The service contract provider's obligations stated in 21 this service contract are backed by the full faith and credit of 22 the service contract provider." insure the performance for all service contracts issued by 23 **(2)** the service contract provider by a reimbursement insurance policy 24 issued by an insurer holding a certificate of authority from the 25 26 Commissioner, and who is in good standing with the Commissioner. 27 Service contracts insured by a reimbursement insurance policy *shall*:

I		(A) conspicuously state the name and either the
2		address or contact information for the insurance company; and
3		(B) contain a statement in substantially the following
4		format:
5		"The service contract provider's obligations stated in
6		this service contract are covered by a reimbursement insurance
7		policy. If your service contract provider fails to pay or provide
8		service on your claim, or a cancellation refund, or any other
9		covered obligation under this service contract within sixty (60)
10		days after that claim or request has been made by you to this
11		service contract provider, you may then directly present your
12		claim or request for service or payment to your service contract
13		provider's insurance company."
14	§ 12:	205. Powers and Duties. The Commissioner shall:
15	(a)	receive applications for certification or license of service
16	contract pro	oviders;
17	(b)	establish the procedure for processing applications made under
18	this Article	· , , ,
19	(c)	retain all applications and other records submitted to him or
20	her;	
21	(d)	maintain a registry of the names and addresses of persons
22	licensed un	der this Article;
23	(e)	establish and collect fees as required by this Article;
24	(f)	approve/disapprove applications for license;
25	(g)	establish, suspend, revoke, or reprimand service contract
26	licenses; ar	nd .
27	(h)	perform the other duties necessary to implement this Article.

§ 12206. Recordkeeping.

- (a) The service contract provider or service contract provider's administrator *shall* keep accurate accounts, books, and records of all transactions regulated under this Article.
- (b) Accounts, books, and records maintained as required by this Section *shall* include the following:
 - (1) copies of each type of service contract sold;
 - (2) the name and address of each service contract holder, to the extent that the name and address have been furnished by the service contract holder;
 - (3) a list of the locations where the service contract provider's service contracts are marketed, sold, or offered for sale; and
 - (4) recorded claims filed which, at a minimum, *shall* contain the date and description of each claim under the service contract provider's service contracts.
- (c) The service contract provider for each service contract *shall* retain records required under this Section for *at least* one year after coverage under the contract has expired. A service contract provider discontinuing business on Guam *shall* maintain records required under this Section until it provides the Commissioner with satisfactory proof that the service contract provider has discharged all contractual obligations to contract holders on Guam.
- (d) The records required under this Section may be, but are *not* required to be, maintained on a computer disk, computer drive or server or other electronic recordkeeping technology. *If* records are maintained in a

form other than hard copy, the records *shall* be in a form allowing duplication as a legible hard copy at the request of the Commissioner.

(e) Upon request of the Commissioner, the service contract provider *shall* make available to the Commissioner all accounts, books, and records concerning service contracts sold by the service contract provider reasonably necessary to enable the Commissioner to determine compliance or noncompliance with this Article.

§ 12207. Filing of Annual Report.

- (a) Every registered service contract provider must file an annual report for the preceding calendar year with the Commissioner on or before July 1st of each year, or within any extension of the time the Commissioner for good cause may grant. The report must be in the form and contain those matters as the Commissioner prescribes, and *shall* be verified by at least two officers of the service contract provider, or for service contract providers with a single officer, the sole officer of service contract providers with a single officer.
- (b) At the time of filing the report, the service contract provider must pay a filing fee of Twenty Five Dollars (\$25.00), which *shall* be deposited in the Better Public Service Fund.
- (c) As part of any investigation by the Commissioner, the Commissioner may require a service contract provider to file monthly financial reports whenever, in the Commissioner's discretion, there is a need to more closely monitor the financial activities of the service contract provider. If the Commissioner requires monthly financial reports, the service contract provider *shall* file monthly financial statements, which *shall* be filed with the Commissioner *no later than* the twenty-fifth (25th) day of the month following the month for which the financial report is being filed. These

monthly financial reports are the internal financial statements of the service contract provider. The monthly financial reports that are filed with the Commissioner constitute information that might be damaging to the service contract provider if made available to its competitors, and therefore *shall* be kept confidential by the Commissioner. This information may not be made public or be subject to subpoena, other than by the Commissioner, and then *only* for the purpose of enforcement actions taken by the Commissioner.

§ 12208. Receipt and Disclosures.

- (a) Service contract providers *shall* provide purchasers of a service contract with:
 - (1) a receipt or other written evidence of the purchase of the service contract that *shall* be provided to the service contract holder;
 - (2) a copy of the service contract that *shall* be provided within a reasonable period of time from the date of purchase; and
 - (3) except for offers or sales of service contracts by telephone, mail, or electronic means, a written copy of the basic terms and conditions of the service contract to be made available to the purchaser where the purchaser is physically present at the point of sale.
- (b) Service contracts *shall* be written in clear, understandable language, and *shall* be printed or typed in a typeface and format that is easy to read.
 - (c) All service contracts *shall*:
 - (1) state the name and address of the service contract provider and the administrator of the service contract, if different from the service contract provider;

1 (2) identify the service contract seller and the service contract holder, to the extent that the service contract holder has 2 furnished the service contract seller, administrator, or service contract 3 provider with that information; 4 the terms of the sale, including the purchase price; 5 (3)6 (4) the procedure the service contract holder must follow to 7 obtain service: 8 any deductible amount that applies: (5)9 the specific merchandise and services to be provided, and **(6)** 10 any limitations, exceptions, or exclusions; where the service contract covers a motor vehicle. 11 (7)12 whether the use of non-original manufacturer's parts is allowed; 13 (8) any restrictions governing the transferability of the 14 service contract that apply; 15 the terms, restrictions, or conditions governing the return or cancellation of the service contract by either the service contract 16 17 provider or service contract holder prior to the service contract's termination or expiration date; 18 (10) the obligations and duties of the service contract holder, 19 such as the duty to protect against any further damage, or to follow the 20 owner's manual instructions: and 21 (11) a provision for, or exclusion of consequential damages or 22 23 pre-existing conditions that applies. 24 The information under Subsections (1) and (2) shall not be required to be preprinted on the service contract and may be added to the service 25

contract at the time of sale. The purchase price under Subsection (3) shall

not be required to be preprinted on the service contract and may be negotiated with the service contract holder at the time of sale.

§ 12209. Returns and Refunds.

- (a) Service contracts *shall* state that the service contract holder may return the contract within:
 - (1) thirty (30) days of the date that the service contract was mailed to the service contract holder;
 - (2) twenty (20) days of the date the service contract was delivered to the service contract holder, if the service contract was delivered at the time of sale; or
 - (3) a longer time period as specified in the service contract.
- (b) Upon return of the service contract to the service contract provider within the applicable time period, and if *no* claim has been made under the service contract prior to its return to the service contract provider, the service contract *shall* be void and the service contract provider *shall* refund to, or credit the account of, the service contract holder with the full purchase price of the service contract. A ten percent (10%) penalty per month *shall* be added to a refund that is *not* paid or credited within sixty (60) days after the return of the service contract to the service contract provider.
- (c) The right to void a service contract under Subsection (b) *shall not* be transferred and *shall* apply *only* to the original service contract purchaser upon the terms and conditions provided in the contract and consistent with this Article.
- (d) Upon cancellation of a service contract by the service contract provider, the service contract provider, *at least* five (5) days prior to cancellation, *shall* mail to the service contract holder at the service contract holder's last known address, a written prior notice of cancellation that states

the effective date of the cancellation; provided, that prior notice under this Subsection *shall not* be required if cancellation is for:

- (1) nonpayment of the service contract provider's fee for the service provided under the service contract;
- (2) a material misrepresentation by the service contract holder to the service contract provider; or
- (3) a substantial breach of duties of the service contract holder under the service contract, relating to a covered product or its use.

§ 12210. Prohibited Acts.

- (a) No service contract provider shall use in its name, the word "insurance," "casualty," "surety," "mutual," "guarantee," or any other word descriptive of the insurance, casualty, or surety business, or a name deceptively similar to the name or description of any insurance or surety corporation, or to the name of any other service contract provider. This Section *shall not* apply to a service contract provider using any language prohibited by this Section in its name prior to July 1, 2013.
- (b) A service contract provider or its representative *shall not* in its service contracts or literature make, permit, or cause to be made, any false or misleading statement, or deliberately omit any material statement that would be considered misleading if omitted.
- (c) No person shall condition a loan or the sale of any goods on the purchase of a service contract.
- § 12211. Rules. The Commissioner *may* adopt rules to implement and administer this Article pursuant to the Administration Adjudication Act.

§ 12212. Enforcement.

(a) The Commissioner *shall* take any action necessary or appropriate to enforce this Article, and the rules adopted and orders issued hereunder. The Commissioner *shall* conduct investigations and examinations of service contract providers and administrators or other persons, upon receipt of a consumer complaint. *If* a service contract provider has violated this Article, or rules or orders under this Article, the Commissioner *shall* issue an order:

- (1) requiring a person to cease and desist from violating this Article or rules or orders under this Article;
- (2) prohibiting a person from selling or offering for sale service contracts in violation of this Article until full remedy is afforded to comply with this Article.
- (3) Imposing a civil penalty, at an amount *not* to exceed fifteen percent (15%) of the recourse afforded in §12204 of this Article for the purpose of affording remedy to comply with the provisions of this Article, on a person or any combination of the foregoing, as applicable.
- § 12213. Effective Date. This Act *shall* take effect upon its enactment and apply prospectively.
- § 12214. Severability. If any provision of this Act or its application to any person or circumstance is held invalid, the invalidity shall not affect other provisions or applications of this Act which can be given effect without the invalid provision or application and to this end the provisions of this Act is severable."