2018 Regular Session

HOUSE BILL NO. 522

BY REPRESENTATIVE DAVIS

INSURANCE/AUTOMOBILE: Provides relative to motor vehicle service contracts

1	AN ACT
2	To amend and reenact R.S. 22:361(5), (9), and (10) and 362(B) and Chapter 57 of Title 51
3	of the Louisiana Revised Statutes of 1950, to be comprised of R.S. 51:3141 through
4	3146, and to repeal R.S. 22:361(3), relative to motor vehicle service contracts; to
5	move the regulation of motor vehicle service contract providers from the Department
6	of Insurance to the secretary of state; to provide for definitions; to provide for
7	exemptions; to establish financial and registration requirements for service contract
8	providers; to require certain disclosures to consumers; and to provide for related
9	matters.
10	Be it enacted by the Legislature of Louisiana:
11	Section 1. R.S. 22:361(5), (9), and (10) and 362(B) are hereby amended and
12	reenacted to read as follows:
13	§361. Definitions
14	As used in this Subpart:
15	* * *
16	(5) "Reinsurer" means a person licensed under this Subpart engaged in the
17	reinsuring of vehicle mechanical reimbursement insurance, residual value insurance,
18	or credit disability insurance policies, or any combination of kinds of insurance.
19	* * *

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CODING: Words in struck through type are deletions from existing law; words <u>underscored</u> are additions.

1	(9) "Vehicle mechanical breakdown insurance policy" means any contract,
2	agreement, or instrument whereby a person other than the owner, seller, or lessor of
3	a vehicle assumes the risk of or the expense or portion thereof for the mechanical
4	breakdown or mechanical failure of a motor vehicle and may include other customer
5	assistance and convenience services, such as vehicle rental assistance, towing
6	assistance, trip interruption, and roadside assistance, and shall include those
7	agreements commonly known as vehicle service agreements or extended warranty
8	agreements where the assumption of risk is made by an entity other than the owner,
9	seller, or lessor of the vehicle. The term "vehicle mechanical breakdown insurance
10	policy" shall not include a service contract covering motor vehicles offered pursuant
11	to R.S. 51:3141 et. seq.
12	(10) "Vehicle mechanical breakdown insurer" means any person or
13	organization, whether domestic, foreign, or alien, issuing or attempting to issue
14	vehicle mechanical breakdown policies or vehicle component coverage contracts as
15	defined herein. The term "vehicle mechanical breakdown insurer" shall not include
16	a provider of service contracts covering motor vehicles offered pursuant to R.S.
17	<u>51:3141 et seq.</u>
18	§362. License required of vehicle mechanical breakdown insurer
19	* * *
20	B. Each vehicle mechanical breakdown insurer may also act as a reinsurer
21	in accordance with regulations adopted by the commissioner. All reserves for credit
22	disability insurance shall be retained and held by the credit disability insurer. Except
23	as otherwise provided in this Subsection, a vehicle mechanical breakdown insurer
24	shall be allowed credit for reinsurance ceded to an assuming insurer that satisfies the
25	requirements of this Subsection, R.S. 22:651 or 652, and the regulations thereunder.
26	* * *
27	Section 2. Chapter 57 of Title 51 of the Louisiana Revised Statutes of 1950,
28	comprised of R.S. 51:3141 through 3146, is hereby amended and reenacted to read as
29	follows:

1	CHAPTER 57. HOME SERVICE CONTRACT PROVIDERS
2	§3141. Scope and purpose; exemptions
3	A. The purposes of this Part are the following:
4	(1) To create a registration and assurance mechanism for home service
5	contract providers in this state.
6	(2) To encourage innovation in the marketing and development of more
7	economical and effective means of providing services under home service contracts
8	while placing the risk of innovation on the providers rather than on consumers.
9	(3) To permit and encourage fair and effective competition among different
10	systems of providing and paying for these services.
11	B. The following shall be exempt from this Chapter:
12	(1) Warranties as defined in this Chapter.
13	(2) Maintenance-only agreements as defined in this Chapter.
14	(3) Service contracts sold or offered for sale to persons other than
15	consumers.
16	(4) Contracts sold or offered for sale on a single new item of property at the
17	time of the sale of the property, or within one year of the date of the sale, which
18	guarantee the performance of the service, repair, replacement, or maintenance of the
19	property or guarantee to indemnify for the service, repair, replacement, or
20	maintenance of a single item of residential property. Service contracts on tangible
21	property if the tangible property has a purchase price of one hundred dollars or less,
22	exclusive of sales tax.
23	(5) A vehicle mechanical breakdown insurance policy or vehicle component
24	coverage contract offered by a vehicle mechanical breakdown insurer in compliance
25	with the applicable provisions of Title 22 of the Louisiana Revised Statutes of 1950.
26	(6) Tire and wheel coverage sold by a retailer as a part of a service package
27	in concert with the sale of one or more tires or one or more wheels in compliance
28	with the applicable provisions of Title 22 of the Louisiana Revised Statutes of 1950.

1	C. The types of agreements referred to in Paragraphs $(B)(1)$ through (4) of
2	this Section are not insurance in this state and shall be exempt from any provision
3	of the Louisiana Insurance Code.
4	§3142. Definitions
5	As used in this Chapter, unless the context otherwise requires, the following
6	words and phrases shall be defined as follows:
7	(1) "Administrator" means the person who is responsible for the
8	administration of the home service contract or the home service contract plan or who
9	is responsible for any submission required by this Chapter.
10	(2) "Consumer" means a natural person who buys, other than for purposes
11	of resale, any corporeal movable property, including a motor vehicle, that is
12	distributed in commerce and that is normally used for personal, family, or household
13	purposes and not for business or research purposes.
14	(3)(a) "Home service Service contract" means a contract or agreement for
15	a separately stated consideration for any duration to perform the service, repair,
16	replacement, or maintenance of property or indemnification for service, repair,
17	replacement, or maintenance, for the operational or structural failure of any
18	residential property due to a defect in materials, workmanship, inherent defect, or
19	normal wear and tear, with or without additional provisions for incidental payment
20	or indemnity under limited circumstances including but not limited to towing, rental,
21	and emergency road service. A home service contract may provide for the service,
22	repair, replacement, or maintenance of property for damage resulting from power
23	surges or interruption and accidental damage from handling and may provide for leak
24	or repair coverage to house roofing systems.
25	(b) The term "service contract" also includes a contract or agreement for a
26	separately stated consideration for any duration that provides for any of the
27	following:

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1	(i) The repair or replacement of tires or wheels on a motor vehicle damaged
2	as a result of coming into contact with road hazards including but not limited to
3	potholes, rocks, wood debris, metal parts, glass, plastic, curbs, or composite scraps.
4	(ii) The removal of dents, dings, or creases on a motor vehicle that can be
5	repaired using the process of paintless dent removal without affecting the existing
6	paint finish and without replacing vehicle body panels, sanding, bonding, or painting.
7	(iii) The repair of chips or cracks in or the replacement of motor vehicle
8	windshields as a result of damage caused by road hazards.
9	(iv) The replacement of a motor vehicle key or key-fob in the event that the
10	key or key-fob becomes inoperable or is lost or stolen.
11	(c) A home service contract is not insurance in this state or otherwise
12	regulated under any provision of the Louisiana Insurance Code.
13	(4) "Maintenance-only agreement" means a contract of limited duration that
14	provides only for scheduled maintenance and does not include repair or replacement.
15	(5) "Motor vehicle manufacturer" means a person who is any of the
16	following:
17	(a) A manufacturer or producer of motor vehicles who sells motor vehicles
18	under the manufacturer's or producer's own name or label.
19	(b) The wholly owned subsidiary of a person who manufactures or produces
20	motor vehicles.
21	(c) A corporation which owns one-hundred percent of a person who
22	manufactures or produces motor vehicles.
23	(d) Not a manufacturer or producer of motor vehicles, but sells motor
24	vehicles under the trade name or label of another person who manufactures or
25	produces motor vehicles.
26	(e) A manufacturer or producer of motor vehicles who sells the motor
27	vehicles under the trade name or label of another person who manufactures or
28	produces motor vehicles.

1	(f) Not a manufacturer or producer of motor vehicles but, pursuant to a
2	written contract, licenses the use of its trade name or label to another person who
3	manufactures or produces motor vehicles that sells motor vehicles under the
4	licensor's trade name or label.
5	(5) (6) "Person" means an individual, partnership, corporation, incorporated
6	or unincorporated association, joint stock company, reciprocal, syndicate, or any
7	similar entity or combination of entities acting in concert.
8	(6) (7) "Provider" means a person who is contractually obligated to provide
9	the services or indemnification under a home service contract.
10	(7) (8) "Provider fee" means the consideration paid for a home service
11	contract.
12	(9) "Reimbursement insurance policy" means a policy of insurance issued
13	to a provider to do either of the following:
14	(a) Provide reimbursement to the provider pursuant to the terms of the
15	insured service contracts issued or sold by the provider.
16	(b) In the event of the provider's nonperformance, pay on behalf of the
17	provider all covered contractual obligations incurred by the provider under the terms
18	of the insured service contracts issued or sold by the provider.
19	(10)(a) "Road hazard" means a hazard that is encountered while driving a
20	motor vehicle and which may include but not be limited to potholes, rocks, wood
21	debris, metal parts, glass, plastic, curbs, or composite scraps.
22	(b) "Road hazard" shall not include any damage caused by collision with
23	another vehicle, vandalism, or other causes usually covered under the comprehensive
24	or collision coverages provided by an automobile physical damage policy.
25	(11) "Solvent" means assets exceed liabilities as calculated in accordance
26	with generally accepted accounting principles.
27	(8) (12) "Service contract holder" or "contract holder" means a person who
28	is the purchaser or holder of a home service contract.

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1	(9) (13) "Warranty" means a warranty made solely by the manufacturer,
2	importer, or seller of property or services, including builders on new home
3	construction, without consideration, that is not negotiated or separated from the sale
4	of the product and is incidental to the sale of the product, that guarantees indemnity
5	for defective parts, mechanical or electrical breakdown, labor, or other remedial
6	measures, such as repair or replacement of the property, or repetition of services.
7	§3143. Requirements for doing business
8	A. Home service Service contracts shall not be issued, sold, or offered for
9	sale in this state unless the provider has done each of the following:
10	(1) Registered with the secretary of state and remains in good standing.
11	(2) Provided a receipt for, or other written evidence of, the purchase of the
12	home service contract to the contract holder.
13	(3) Provided a copy of the home service contract to the service contract
14	holder within a reasonable period of time from the date of purchase.
15	B. Each provider of a home service contract sold in this state shall file an
16	application for an initial registration with the secretary of state consisting of his the
17	provider's name, address, telephone number, and contact person, designating a
18	person in this state for service of process, and providing a listing of all officers, all
19	directors, and all owners of ten percent or more of the business. Additionally, the
20	provider shall file a copy of its basic organizational documents, including articles of
21	incorporation, articles of organization, articles of association, or a partnership
22	agreement. Each application for registration shall be accompanied by a fee of six
23	hundred dollars. All fees shall be paid to the secretary of state.
24	C. A registration shall be effective for two years, unless the registration is
25	denied or revoked. Ninety days prior to the expiration of a registration, a provider
26	shall submit a renewal application on a form prescribed by the secretary of state and
27	a renewal fee of two hundred fifty dollars. All fees shall be paid to the secretary of
28	state. The deadline for complying with all requirements for initial registration as

1	described in this Subsection, and for posting a two-year bond in the amount as
2	described in Subsection E of this Section is January fifteenth.
3	D. Each registrant shall notify the secretary of state of any material change
4	in the registration information within sixty days of the effective date of such change.
5	The notice shall be accompanied by supporting documentation.
6	E. In order to assure the faithful performance of a provider's obligations to
7	its contract holders and to insure its outstanding obligations, each provider shall
8	comply with one of the following as applicable:
9	(1) A provider that issues service contracts that do not cover motor vehicles
10	or their component parts shall obtain and file with the secretary of state a surety bond
11	issued by a company licensed to do business in Louisiana in the amount of fifty
12	thousand dollars. The term of the surety bond shall coincide with the years the
13	registration is effective as provided in Subsection C of this Section.
14	(2)(a) Each service contract that covers motor vehicles or their component
15	parts shall be insured under a reimbursement insurance policy issued by an insurer
16	licensed, registered, or otherwise authorized to transact the business of insurance in
17	this state, and which complies with the provisions of Subsection F of this Section.
18	(b) A provider that issues service contracts that cover motor vehicles or their
19	component parts shall obtain and file with the secretary of state a copy of the
20	reimbursement insurance policy issued to the provider.
21	(c) The issuer of the reimbursement insurance policy required by this
22	Paragraph shall do either of the following:
23	(i) Maintain surplus as to policyholders and paid-in capital of at least fifteen
24	million dollars.
25	(ii) Maintain surplus as to policyholders and paid-in capital of less than
26	fifteen million dollars but at least equal to ten million dollars and maintain a ratio of
27	net written premiums, wherever written, to surplus as to policyholders and paid-in
28	capital of not greater than three to one.

1	F. An insurer issuing a reimbursement insurance policy to a provider for any
2	service contract issued, offered for sale, or sold in this state shall comply with all of
3	the following:
4	(1) Be deemed to have received the premium for the insurance upon the
5	payment of the provider fee by a consumer for a service contract issued by an
6	insured provider.
7	(2) Provide reimbursement to, or payment on behalf of, the provider under
8	the terms of the insured service contracts issued or sold by the provider or, in the
9	event of the provider's nonperformance, provide or pay for, on behalf of the provider,
10	all covered contractual obligations incurred by the provider under the terms of the
11	insured service contracts issued or sold by the provider.
12	(3) Accept a claim arising under the contract directly from a contract holder,
13	if the provider does not comply with any contractual obligation pursuant to the
14	contract within sixty days of presentation of a valid claim by the contract holder.
15	(4)(a) Terminate or not renew the policy covering service contracts issued
16	in this state only after a notice of termination or nonrenewal is presented to the
17	secretary of state and commissioner of insurance, at least ten days prior to the
18	termination or nonrenewal of the policy.
19	(b) The termination or nonrenewal shall not reduce the insurer's
20	responsibility for any insured contract issued or sold prior to the date of termination
21	or nonrenewal.
22	F. G. Except for the registration requirements of this Section, providers,
23	administrators, and persons marketing, selling, or offering to sell home service
24	contracts are exempt from any licensing requirements of this state and shall not be
25	subject to other registration information or security requirements.
26	G. <u>H.</u> The marketing, sale, offering for sale, issuance, making, proposing to
27	make, and administration of home service contracts by providers and related service
28	contract sellers, administrators, and other persons is not insurance and shall be
29	exempt from all provisions of the Louisiana Insurance Code.

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1	I. Motor vehicle manufacturers are exempt from the registration and
2	financial responsibility requirements of this Section.
3	J. Nothing in this Section shall be construed to limit the right of the insurer
4	to seek indemnification or subrogation against the provider if the insurer provides
5	or pays, or is obligated to provide or pay, for any covered contractual obligation
6	incurred by the provider.
7	§3144. Required disclosures; service contracts
8	A. Each home service contract marketed, sold, offered for sale, issued, made,
9	proposed to be made, or administered in this state shall be written, printed, or typed
10	in clear, understandable language that is easy to read and shall disclose the
11	requirements set forth in this Section, as applicable.
12	B. Every home service contract shall contain all the following information:
13	(1) The name and address of the provider and shall identify any
14	administrator if different from the provider.
15	(2)(a) Service contracts insured under a reimbursement insurance policy
16	shall contain a statement in substantially the following form: "Obligations of the
17	provider under this service contract are insured under a service contract
18	reimbursement insurance policy." The service contract shall also state the name and
19	address of the insurer.
20	(b) This paragraph shall not apply to a motor vehicle manufacturer's service
21	contracts on the motor vehicle manufacturer's products.
22	(2) (3) The name of the service contract seller and name of the service
23	contract holder to the extent that the name of the service contract holder has been
24	furnished to the service contract provider. The identities of parties are not required
25	to be preprinted on the service contract and may be added to the service contract at
26	the time of sale.
27	(3) (4) The total purchase price and the terms under which the service
28	contract is sold. The purchase price is not required to be preprinted on the service
29	contract and may be negotiated at the time of sale with the service contract holder.

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(4) (5) The existence of any deductible amount, if applicable.

2 (5) (6) The goods and services to be provided and any limitations,
3 exceptions, or exclusions.

4 (6) (7) Any restrictions governing the transferability of the service contract,
5 if applicable.

6 (7) (8) The terms, restrictions, or conditions governing cancellation of the 7 service contract prior to the termination or expiration date of the service contract by 8 either the provider or the service contract holder. The provider of the service contract 9 shall mail a written notice to the contract holder at the last known address of the 10 service contract holder contained in the records of the provider at least fifteen days 11 prior to cancellation by the provider. Prior notice is not required if the reason for 12 cancellation is nonpayment of the provider fee, a material misrepresentation by the service contract holder to the provider, or a substantial breach of duties by the 13 14 service contract holder relating to the covered product or its use. The notice shall 15 state the effective date of the cancellation and the reason for the cancellation.

16 (8) (9) The obligations and duties of the service contract holder, including
17 but not limited to the duty to protect against any further damage and any requirement
18 to follow an owner's manual.

(9) (10) Whether or not the service contract provides for or excludes
 consequential damages or preexisting conditions, if applicable. Service contracts
 may, but are not required to, cover damage resulting from rust, corrosion, or damage
 caused by a noncovered part or system.

(10) (11) If prior approval of repair work is required, the procedure for
 obtaining prior approval and for making a claim, including a toll-free telephone
 number for claim service and a procedure for obtaining emergency repairs performed
 outside of normal business hours.

27 (12) For a service contract covering a motor vehicle, a statement that the
 28 service contract is not insurance and is not regulated by the Department of Insurance

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and that any concerns regarding the service contract shall be directed to the secretary of state.

§3145. Consumer's right to cancel

4 A home service contract shall require every provider to permit the service 5 contract holder to return the home service contract within twenty days of the date the 6 home service contract was mailed to the service contract holder or within ten days 7 of delivery if the home service contract is delivered to the service contract holder at 8 the time of sale or within a longer time period permitted under the home service 9 contract. Upon return of the home service contract to the provider within the 10 applicable time period, if no claim has been made under the home service contract 11 prior to its return to the provider, the home service contract is void and the provider 12 shall refund to the service contract holder, or credit the account of the service 13 contract holder, with the full purchase price of the home service contract. The right 14 to void the home service contract provided is not transferable and shall apply only 15 to the original service contract holder and only if no claim has been made prior to its 16 return to the provider. A ten percent penalty per month shall be added to a refund 17 that is not paid or credited within forty-five days after return of the home service 18 contract to the provider.

19 §3146. Prohibited acts

A. A provider shall not use in its name the words "insurance", "casualty", "surety", "mutual", or any other words 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 provider. The word "guaranty" or similar word may be used by a provider. A provider shall include in its home service contracts a statement in substantially the following form: "This agreement is not an insurance contract."

B. A provider or its representative shall not in its home service contracts or
literature make, permit, or cause to be made any false or misleading statement, or

- 1 deliberately omit any material statement that would be considered misleading if
- 2 omitted.
- 3 Section 3. R.S. 22:361(3) is hereby repealed in its entirety.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HB 522 Engrossed	2018 Regular Session	Davis
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Abstract: Moves the regulation of motor vehicle service contract providers from the Dept. of Insurance to the secretary of state.

<u>Proposed law</u> defines "reinsurer", "vehicle mechanical breakdown insurance policy", "vehicle mechanical breakdown insurer", "service contract", "motor vehicle manufacturer", and "road hazard".

<u>Present law</u> permits each vehicle mechanical breakdown insurer to also act as a reinsurer in accordance with regulations adopted by the commissioner of insurance. <u>Present law</u> further requires all reserves for credit disability insurance to be retained and held by the credit disability insurer.

<u>Proposed law</u> retains <u>present law</u> and provides that a vehicle mechanical breakdown insurer shall be allowed credit for reinsurance ceded to an assuming insurer that satisfies the requirements of <u>present law</u> and the regulations thereunder.

Present law provides for the regulation of home service contracts by the secretary of state.

<u>Proposed law</u> retains <u>present law</u> and moves the regulation of motor vehicle service contract providers from the Dept. of Insurance to the secretary of state.

Proposed law changes all references of "home service contracts" to "service contracts".

<u>Present law</u> exempts contracts sold or offered for sale on a single new item of property at the time of the sale of the property, or within one year of the date of the sale, which guarantee the performance of the service, repair, replacement, or maintenance of the property or guarantee to indemnify for the service, repair, replacement, or maintenance of a single item of residential property.

<u>Proposed law</u> repeals <u>present law</u> and establishes an exemption for service contracts on tangible property if the tangible property has a purchase price of \$100 or less, exclusive of sales tax. <u>Proposed law</u> further exempts a vehicle mechanical breakdown insurance policy or vehicle component coverage contract offered by a vehicle mechanical breakdown insurer in compliance with the applicable provisions of <u>present law</u>.

<u>Proposed law</u> exempts tire and wheel coverage sold by a retailer as a part of a service package in concert with the sale of one or more tires or one or more wheels in compliance with the applicable provisions of <u>present law</u>.

Present law establishes requirements for doing business as a home service contract provider.

<u>Proposed law</u> retains <u>present law</u> and adds a requirement that each service contract that covers motor vehicles or their component parts be insured under a reimbursement insurance

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policy issued by an insurer licensed, registered, or otherwise authorized to transact the business of insurance in this state. <u>Proposed law</u> further requires the provider to file with the secretary of state a copy of the reimbursement insurance policy issued to the provider.

<u>Proposed law</u> require the issuer of the reimbursement insurance policy to do either of the following:

- (1) Maintain surplus as to policyholders and paid-in capital of at least \$15,000,000.
- (2) Maintain surplus as to policyholders and paid-in capital of less than \$15,000,000 but at least equal to \$10,000,000 and maintain a ratio of net written premiums, wherever written, to surplus as to policyholders and paid-in capital of not greater than three to one.

<u>Proposed law</u> requires an insurer issuing a reimbursement insurance policy to a provider to comply with all of the following:

- (1) Be deemed to have received the premium for the insurance upon the payment of the provider fee by a consumer for a service contract issued by an insured provider.
- (2) Provide reimbursement to, or payment on behalf of, the provider under the terms of the insured service contracts issued or sold by the provider or, in the event of the provider's nonperformance, provide or pay for, on behalf of the provider, all covered contractual obligations incurred by the provider under the terms of the insured service contracts issued or sold by the provider.
- (3) Accept a claim arising under the contract directly from a contract holder, if the provider does not comply with any contractual obligation pursuant to the contract within 60 days of presentation of a valid claim by the contract holder.
- (4) Terminate or not renew the policy covering service contracts issued in this state only after a notice of termination or nonrenewal is presented to the secretary of state and commissioner of insurance, at least 10 days prior to the termination or nonrenewal of the policy.

<u>Present law</u> requires certain disclosures to be included with each home service contract sold in the state.

<u>Proposed law</u> retains <u>present law</u> and adds a requirement that service contracts insured under a reimbursement insurance policy contain a statement that the service contract is insured under a service contract reimbursement insurance policy and state the name and address of the insurer.

<u>Proposed law</u> prohibits an insurer that issues a reimbursement insurance policy from terminating the policy until a notice of termination has been mailed or delivered to the secretary of state. <u>Proposed law</u> further provides that the termination of a reimbursement insurance policy does not reduce the insurer's responsibility for service contracts issued by an insured provider prior to the date of the termination.

Present law defines "mechanical reimbursement insurance".

Proposed law repeals present law.

(Amends R.S. 22:361(5), (9), and (10) and 362(B) and R.S. 51:3141-3146; Repeals R.S. 22:361(3))

Summary of Amendments Adopted by House

- The Committee Amendments Proposed by <u>House Committee on Insurance</u> to the <u>original</u> bill:
- 1. Exempt certain tire and wheel coverage.
- 2. Define "road hazard".
- 3. Require a service contract covering a motor vehicle to contain a statement that the service contract is not insurance regulated by the Dept. of Insurance and that any concerns regarding the service contract shall be directed to the secretary of state.
- 4. Delete <u>proposed law</u> relative to the cancellation of reimbursement insurance policies.
- 5. Make technical changes.