AN ACT

To enact Chapter 22 of Title 6 of the Louisiana Revised Statutes of 1950, to be comprised of R.S. 6:1401 through 1403, relative to student loans; to define terms; to prohibit student loan servicers from engaging in certain activities; to authorize student loan servicers to engage in certain activities; to provide for written inquiries; to provide for complaints; and to provide for related matters.

Be it enacted by the Legislature of Louisiana:

Section 1. Chapter 22 of Title 6 of the Louisiana Revised Statutes of 1950, comprised of R.S. 6:1401 through 1403, is hereby enacted to read as follows:

CHAPTER 22. STUDENT LOAN SERVICERS

§1401. Definitions

As used in this Chapter, the following terms have the following meanings:

(1) "Nonconforming payment" means a payment made by a student loan borrower that is more or less than the required payment for a student education loan account.

(2) "Service" or "servicing" means:

(a) Receiving any scheduled periodic payments from a student loan borrower or notification of such payments and applying payments to the student loan borrower's account pursuant to the terms of the student education loan or a governing contract.
(b) Maintaining account records for the loan and communicating with the
student loan borrower regarding the loan, on behalf of the loan’s holder, during a
period when no payment is required on a student education loan.

(c) Interactions with a student loan borrower, including activities to help
prevent default on obligations arising from student education loans, conducted to
facilitate the activities described in Subparagraphs (a) and (b) of this Paragraph.

(3)(a) "Student education loan" means any of the following:

(i) A loan that is made, insured, or guaranteed under Title IV of the Higher
Education Act of 1965, as amended.

(ii) A loan that is extended to an individual with the express expectation that
the funds extended shall be used in whole or in part to pay expenses that are included
as part of the cost of attendance of a student as defined in 20 U.S.C. 1087, regardless
of whether the loan is provided through the educational institution that the student
loan borrower attends or directly to the student loan borrower from the lender.

(iii) A loan that is extended in order to refinance or consolidate a consumer's
existing student education loan.

(b) The term does not include any of the following, regardless of the purpose
for the loan:

(i) A loan under an open-end credit plan as defined in 12 CFR 1026.2.

(ii) A loan secured by real property.

(4) "Student loan borrower" means a resident of this state who meets either
of the following criteria:

(a) Has received or agreed to pay a student education loan.

(b) Shares repayment responsibility with a resident described in
Subparagraph (a) of this Paragraph.

(5) "Student loan servicer" means a person or entity who is engaged in the
business of servicing a student education loan owed by a student loan borrower.
§1402. Duties of student loan servicers

A. Except as required by a court order or federal law, a student loan servicer shall not do any of the following:

(1) Employ, directly or indirectly, any scheme, device, or artifice to mislead a student loan borrower.

(2) Engage in any unfair, abusive, or deceptive trade practice toward any person.

(3) Misrepresent information or omit any material information in connection with the servicing of a student education loan, including but not limited to the following:

   (a) Any fee owed by a student loan borrower.

   (b) Any payment due by a student loan borrower.

   (c) The appropriateness or availability of a student loan borrower's repayment options.

   (d) The terms and conditions of the student education loan.

   (e) The student loan borrower's obligations pursuant to the student education loan.

(4) Obtain property by misrepresentation of fact or omission of material fact.

(5) Allocate a nonconforming payment in a manner other than as directed by the student loan borrower if, in writing or electronically, the student loan borrower does any of the following:

   (a) Make a one-time direction for the allocation of future payments.

   (b) Direct an allocation of a payment at the time the payment is made.

   (c) Direct an allocation in response to an inquiry by the student loan servicer.

   (d) Change an existing direction for the allocation of future payments.

   (6) Misapply or refuse to correct a misapplication of a payment from a student loan borrower.

   (7) Provide inaccurate information to a consumer reporting agency or refuse to correct inaccurate information provided to a consumer reporting agency.
(8) If a student loan servicer regularly reports information to a consumer reporting agency, fail to report the favorable history of a student loan borrower to a nationally recognized consumer reporting agency at least once a year.

(9) Refuse to communicate with an authorized representative of a student loan borrower who provides a written authorization signed by the student loan borrower, except as provided for in Subsection B of this Section.

(10) Negligently make a false statement or omit a material fact in connections with any informational report filed with, or any investigation conducted by, a state or local government agency.

B. A student loan servicer may adopt procedures to verify that an authorized representative of a student loan borrower is authorized to act on behalf of the student loan borrower.

§1403. Written inquiries and complaints

A. A student loan servicer shall acknowledge receipt of a written inquiry or complaint from a student loan borrower or the authorized representative of a student loan borrower within ten days after receiving the inquiry or complaint.

B. Unless a response to the written inquiry is included in the acknowledgment required pursuant to Subsection A of this Section, a student loan servicer shall provide information responding to a written inquiry or complaint received pursuant to Subsection A of this Section within thirty days after receiving the inquiry or complaint.

C. If a written inquiry or complaint received pursuant to Subsection A of this Section relates to a student loan borrower's account balance, the information provided pursuant to Subsection B of this Section is to include either of the following:

   (1) A statement that the student loan servicer has corrected the account balance.

   (2) An explanation of why the student loan servicer believes that the student loan borrower's account is correct.
D. If a student loan borrower requests a document concerning the account of the student loan borrower that is in the possession or control of a student loan servicer, the student loan servicer shall provide the document within thirty days after receiving the request.

E. If a student loan servicer receives a nonconforming payment, the student loan servicer shall do all of the following:

1. Notify the student loan borrower that the payment is a nonconforming payment within ten days after receiving the payment.

2. Ask the student loan borrower how he would like the student loan servicer to apply the nonconforming payment to the student loan borrower's account.