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A bill to be entitled An act relating to servicers and lenders of residential mortgage loans; amending s. 494.001, F.S.; revising and providing definitions; creating s. 494.00163, F.S.; requiring periodic statements for residential mortgage loans to follow specified laws; providing exceptions to such laws; defining the term "small mortgage servicer"; creating s. 494.00225, F.S.; requiring mortgage servicers and mortgage lenders to assume duties and obligations relating to previously approved first lien loan modifications, foreclosure prevention alternatives, and other loan modifications under certain circumstances; creating s. 494.0027, F.S.; defining terms; prohibiting mortgage servicers and mortgage lenders from commencing certain civil actions, recording specified notices, and conducting foreclosures of sale unless specified conditions are met; requiring mortgage servicers and mortgage lenders to establish single points of contact and provide to borrowers direct means of communication with the single points of contact upon request; providing requirements and duties of single points of contact; requiring mortgage servicers and mortgage lenders to send written acknowledgment of application receipt to foreclosure prevention alternative

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applicants in specified manners within a specified timeframe; providing requirements for statements, documents, and information that mortgage servicers and mortgage lenders must send to applicants under various circumstances; providing timelines for mortgage servicers and mortgage lenders to commence civil actions against residential mortgage loan borrowers; providing that mortgage servicers and mortgage lenders are not required to evaluate foreclosure prevention alternative applications under certain circumstances; providing an exception; prohibiting mortgage servicers and mortgage lenders from charging specified fees; creating ss. 627.4055 and 635.0215, F.S.; defining terms; prohibiting insurers and insurance agents from engaging in certain acts relating to lender-placed insurance for residential mortgage loan quaranty; creating s. 702.013, F.S.; defining terms; prohibiting mortgage servicers and mortgage lenders from commencing certain civil actions, recording specified notices, and conducting foreclosures of sale unless specified conditions are met; requiring mortgage servicers and mortgage lenders to establish single points of contact and to provide to borrowers direct means of communication with the single points of contact upon request; providing requirements and

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duties of single points of contact; requiring mortgage servicers and mortgage lenders to send written acknowledgment of application receipt to foreclosure prevention alternative applicants in specified manners within a specified timeframe; providing requirements for statements, documents, and information that mortgage servicers and mortgage lenders must send to applicants under various circumstances; providing timelines for mortgage servicers and mortgage lenders to commence civil actions against residential mortgage loan borrowers; providing that mortgage servicers and mortgage lenders are not required to evaluate foreclosure prevention alternative applications under certain circumstances; providing an exception; prohibiting mortgage servicers and mortgage lenders from charging specified fees; amending ss. 494.00115 and 494.0025, F.S.; conforming cross-references; providing an effective date.

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Be It Enacted by the Legislature of the State of Florida:

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Section 1. Subsections (12) through (26) and (27) through (38) of section 494.001, Florida Statutes, are renumbered as subsections (13) through (27) and subsections (29) through (40), respectively, subsection (1) of that section is amended, and new

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subsections (12) and (28) are added to that section, to read: 494.001 Definitions.—As used in this chapter, the term:

(1) "Borrower" means:

- (a) A person obligated to repay a mortgage loan and includes, but is not limited to, a coborrower or cosignor; or
- (b) A natural person who is a mortgagor under a residential mortgage loan.
- (12) "Foreclosure prevention alternative" means a modification of a residential mortgage loan term.
- directly services, or is contracted as a subservicing agent to a master servicer to service, a residential mortgage loan or manages a residential mortgage loan, which services or management may include, but is not limited to, the following responsibilities:
- (a) Interacting with the borrower; managing the borrower's loan account daily, including, but not limited to, collecting and crediting loan payments that include principals and interests paid, and generating periodic billing and account statements; and managing the borrower's escrow account, if applicable; or
- (b) Enforcing the note and security instrument as the current owner of the promissory note or as the authorized agent of the current owner of the promissory note.
  - Section 2. Section 494.00163, Florida Statutes, is created

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101 to read:

494.00163 Periodic statements for residential mortgage loans; small mortgage servicers.—Periodic statements for residential mortgage loans in the state must follow all the provisions set forth in 12 C.F.R. s. 1026.41, except that a reverse mortgage or a small mortgage servicer is not exempt from the requirements of 12 C.F.R. s. 1026.41. As used in this section, the term "small mortgage servicer" means a mortgage servicer that, together with any affiliates, services up to 5,000 residential mortgage loans, all of which have the mortgage servicer or its affiliate as the creditor or assignee.

Section 3. Section 494.00225, Florida Statutes, is created to read:

494.00225 Residential mortgage loan modifications to avoid foreclosure; transfers of duties and obligations of mortgage servicers and mortgage lenders.—If a borrower of a residential mortgage loan has been approved in writing for a first lien loan modification, a foreclosure prevention alternative under s.

494.0027, or other loan modification to avoid foreclosure and if the servicing of the borrower's mortgage loan is transferred or sold, the mortgage servicer or mortgage lender to whom the mortgage loan is transferred or sold shall assume all duties and obligations related to such previously approved first lien loan modification, foreclosure prevention alternative, or other loan modification.

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126	Section 4.	Section	494.0027,	Florida	Statutes,	is	created
127	to read:						

- 494.0027 Foreclosure prevention alternatives for residential mortgage loans.—
  - (1) As used in this section, the term:

- (a) "Complete application" means an application for a foreclosure prevention alternative for which the borrower has provided all documents required by the mortgage servicer or mortgage lender within the reasonable timeframe specified by the mortgage servicer or mortgage lender.
- (b) "Single point of contact" means a person who has, or a team of personnel whose each member has, the ability, authority, and responsibility to:
- 1. Communicate the process by which a borrower may apply for an available foreclosure prevention alternative and the deadline for any required submission to be considered for the foreclosure prevention alternative.
- 2. Coordinate receipt of all documents associated with the available foreclosure prevention alternatives and notify the borrower of any missing document necessary to complete an application for a foreclosure prevention alternative.
- 3. Have access to current information and sufficient personnel to timely, accurately, and adequately inform the borrower of the current status of the foreclosure prevention alternative.

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4. Ensure that the borrower is considered for all foreclosure prevention alternatives offered by, or through, the mortgage servicer or mortgage lender and for which the borrower is or may be eligible.

5. Have access to the person who has the ability and authority to stop the foreclosure process when necessary.

- (2) (a) A mortgage servicer or mortgage lender may not commence a civil action for the recovery of any debt, or for the enforcement of any right, under a residential mortgage loan which is not barred by this chapter or chapter 702 or any other provision of law, record a notice of default or a notice of sale, or conduct a foreclosure sale, if a borrower submits an application for a foreclosure prevention alternative offered by, or through, the borrower's mortgage servicer or mortgage lender, unless one of the following has occurred:
- 1. The borrower fails to submit all documents or information required to complete the application within the allotted timeframe authorized by the mortgage servicer or mortgage lender, which must be at least 30 calendar days after the date of the initial acknowledgment of receipt of the application sent to the borrower.
- 2. The mortgage servicer or mortgage lender makes a written determination that the borrower is not eligible for a foreclosure prevention alternative, and any appeal period under subsection (5) has expired.

3. The borrower does not accept a written offer for a foreclosure prevention alternative within 30 calendar days after the date of the offer.

- 4. The borrower accepts a written offer for a foreclosure prevention alternative, but defaults on or otherwise breaches the borrower's obligations under the foreclosure prevention alternative.
- (b)1. If a borrower requests a foreclosure prevention alternative, the mortgage servicer or mortgage lender shall promptly establish a single point of contact and provide to the borrower one or more direct means of communication with the single point of contact.
- 2. A single point of contact must remain assigned to the borrower's account until the mortgage servicer or mortgage lender determines that all foreclosure prevention alternatives offered by, or through, the mortgage servicer or mortgage lender have been exhausted or the borrower's account becomes current.
- 3. The mortgage servicer or mortgage lender shall ensure that a single point of contact refers and transfers the borrower to an appropriate supervisor upon the borrower's request, if the single point of contact has a supervisor.
- 4. If the responsibilities of a single point of contact are performed by a team of personnel, the mortgage servicer or mortgage lender shall ensure that each member of the team is knowledgeable about the borrower's situation and current status

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in the process of seeking a foreclosure prevention alternative.

- (3) Within 7 business days after receiving an application for a foreclosure prevention alternative or any document in connection with a foreclosure prevention alternative application for a residential mortgage loan, a mortgage servicer or mortgage lender shall send to the borrower, by first-class mail or, if an electronic mail address is provided, by electronic mail, written acknowledgment of the receipt of the application or document.
- (a) Upon receipt of an application for a foreclosure prevention alternative, the mortgage servicer or mortgage lender shall include in the initial acknowledgment of receipt of the application:
- 1. A description of the process for considering the application, including, without limitation, an estimate of when a decision on the application will be made and the length of time the borrower will have to consider an offer for a foreclosure prevention alternative.
- 2. A statement of any deadlines that affect the processing of an application for a foreclosure prevention alternative, including, without limitation, the deadline for submitting any missing document.
- 3. A statement of the expiration dates for any documents submitted by the borrower.
- (b) If a borrower submits an application for a foreclosure prevention alternative but does not initially submit all the

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documents or information required to complete the application,
the mortgage servicer or mortgage lender shall include in the
initial acknowledgment of receipt of the application:

- 1. A statement of any deficiency in the borrower's application and allow the borrower at least 30 calendar days to submit any missing document or information required to complete the application.
- 2. All the information required under subparagraphs (a)1., (a)2., and (a)3.
- (4) If a borrower accepts an offer for a foreclosure prevention alternative for a residential mortgage loan, the mortgage servicer or mortgage lender shall provide the borrower with a copy of the complete agreement of the foreclosure prevention alternative signed by the mortgage lender or an agent or authorized representative of the mortgage lender.
- (5) If a borrower submits a complete application for a foreclosure prevention alternative for a residential mortgage loan and the borrower's application is denied, the mortgage servicer or mortgage lender shall send to the borrower a written statement of:
  - (a) The reason for the denial.
- (b) The length of time the borrower has to request an appeal of the denial, which must be at least 30 calendar days.
- (c) Instructions regarding how to appeal the denial, including, without limitation, how to provide evidence that the

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of the offer.

denial was in error.

252	(6) If a borrower of a residential mortgage loan submits a
253	complete application for a foreclosure prevention alternative
254	and the borrower's application is denied, the mortgage servicer
255	or mortgage lender may not commence a civil action for the
256	recovery of any debt, or for the enforcement of any right, under
257	a residential mortgage loan which is not barred by this chapter
258	or chapter 702 or any other provision of law, record a notice of
259	default or a notice of sale, or conduct a foreclosure sale until
260	the later of:
261	(a) Sixty calendar days after the borrower is sent the
262	written statement required by subsection (5); or
263	(b) If the borrower appeals the denial, the later of:
264	1. Fifteen calendar days after the denial of the appeal;
265	<u>or</u>
266	2. If the appeal is successful:
267	a. Fourteen calendar days after a foreclosure prevention
268	alternative offered after the appeal is declined by the
269	borrower; or

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to evaluate a foreclosure prevention alternative application

3. If a foreclosure prevention alternative offered after

(7) A mortgage servicer or mortgage lender is not required

the appeal is accepted, the date on which the borrower fails to

timely submit the first payment or otherwise breaches the terms

276	from a borrower of a residential mortgage loan who has already
277	been evaluated or afforded a fair opportunity to be evaluated
278	for a foreclosure prevention alternative or who has been
279	evaluated or afforded a fair opportunity to be evaluated
280	consistent with the requirements of this section, unless:
281	(a) There has been a material change in the borrower's
282	financial circumstances since the date of the borrower's
283	previous application.
284	(b) The change in paragraph (a) is documented by the
285	borrower and submitted to the mortgage servicer or mortgage
286	<pre>lender.</pre>
287	(8) A mortgage servicer or mortgage lender may not charge
288	or collect:
289	(a) An application fee, processing fee, or other fee for a
290	foreclosure prevention alternative; or
291	(b) Late fees for periods during which:
292	1. A foreclosure prevention alternative is under
293	consideration or a denial is being appealed;
294	2. The borrower is making timely payments under a
295	foreclosure prevention alternative; or
296	3. A foreclosure prevention alternative is being evaluated
297	or exercised.
298	Section 5. Section 627.4055, Florida Statutes, is created
299	to read:
300	627.4055 Lender-placed insurance for residential mortgage

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301	loan guaranty.—
302	(1) As used in this section, the term:
303	(a) "Affiliate" has the same meaning as in s. 624.10.
304	(b) "Lender-placed insurance" means insurance obtained by
305	a mortgage servicer or mortgage lender when a borrower of a
306	residential mortgage loan does not maintain valid or sufficient
307	insurance upon the mortgaged real property as required by the
308	terms of the mortgage agreement.
309	(c) "Mortgage servicer" has the same meaning as in s.
310	494.001.
311	(d) "Person affiliated" means an affiliate or affiliated
312	person, as the terms are defined in s. 624.10.
313	(2)(a) An insurer or insurance agent may not:
314	1. Issue lender-placed insurance on a mortgaged property
315	if the insurer or insurance agent or an affiliate of the insurer
316	or insurance agent owns, performs the servicing for, or owns the
317	servicing right to, the mortgaged property.
318	2. Except for payment to a mortgage lender for any loss
319	resulting from a mortgage default or property foreclosure:
320	a. Compensate any mortgage lender, insurer, investor, or
321	mortgage servicer, including, but not limited to, through
322	payment of commissions, on a lender-placed insurance policy
323	issued by the insurer or insurance agent.
324	b. Make any payment, including, but not limited to,
325	payment of expenses, to any mortgage lender, insurer, investor,

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326	or mortgage servicer for the purpose of securing lender-placed
327	insurance business or related outsourced services.
328	c. Share lender-placed insurance premium or risk with the
329	mortgage lender, investor, or mortgage servicer that obtained
330	the lender-placed insurance.
331	d. Offer contingent commissions, profit sharing, or other
332	payments dependent on profitability or loss ratios to any person
333	affiliated with lender-placed insurance.
334	(b) An insurer or insurance agent may not provide free or
335	below-cost outsourced services to a mortgage lender, insurance
336	producer, investor, or mortgage servicer or outsource its own
337	functions to a mortgage lender, insurance producer, investor, or
338	mortgage servicer on an above-cost basis.
339	Section 6. Section 635.0215, Florida Statutes, is created
340	to read:
341	635.0215 Lender-placed insurance for residential mortgage
342	<pre>loan guaranty</pre>
343	(1) As used in this section, the term:
344	(a) "Affiliate" has the same meaning as in s. 624.10.
345	(b) "Lender-placed insurance" has the same meaning as in
346	s. 627.4055(1).
347	(c) "Mortgage servicer" has the same meaning as in s.
348	494.001.
349	(d) "Person affiliated" means an affiliate or affiliated
350	person, as the terms are defined in s. 624.10.

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- 1. Issue lender-placed insurance on a mortgaged property if the insurer or insurance agent or an affiliate of the insurer or insurance agent owns, performs the servicing for, or owns the servicing right to, the mortgaged property.
- 2. Except for payment to a mortgage lender for any loss resulting from a mortgage default or property foreclosure:
- a. Compensate any mortgage lender, insurer, investor, or mortgage servicer, including, but not limited to, through payment of commissions, on a lender-placed insurance policy issued by the insurer or insurance agent.
- b. Make any payment, including, but not limited to,
  payment of expenses, to any mortgage lender, insurer, investor,
  or mortgage servicer for the purpose of securing lender-placed
  insurance business or related outsourced services.
- c. Share lender-placed insurance premium or risk with the mortgage lender, investor, or mortgage servicer that obtained the lender-placed insurance.
- d. Offer contingent commissions, profit sharing, or other payments dependent on profitability or loss ratios to any person affiliated with lender-placed insurance.
- (b) An insurer or insurance agent may not provide free or below-cost outsourced services to a mortgage lender, insurance producer, investor, or mortgage servicer or outsource its own functions to a mortgage lender, insurance producer, investor, or

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3/6	mortgage servicer on an above-cost basis.
377	Section 7. Section 702.013, Florida Statutes, is created
378	to read:
379	702.013 Foreclosure prevention alternatives for
380	residential mortgage loans.—
381	(1) As used in this section, the term:
382	(a) "Complete application" has the same meaning as in s.
383	494.0027(1).
384	(b) "Foreclosure prevention alternative" has the same
385	meaning as in s. 494.001.
386	(c) "Mortgage servicer" has the same meaning as in s.
387	494.001.
388	(d) "Single point of contact" has the same meaning as in
389	s. 494.0027(1).
390	(2)(a) A mortgage servicer or mortgage lender may not
391	commence a civil action for the recovery of any debt, or for the
392	enforcement of any right, under a residential mortgage loan
393	which is not barred by this chapter or chapter 494 or any other
394	provision of law, record a notice of default or a notice of
395	sale, or conduct a foreclosure sale, if a borrower submits an
396	application for a foreclosure prevention alternative offered by,
397	or through, the borrower's mortgage servicer or mortgage lender,
398	unless one of the following has occurred:
399	1. The borrower fails to submit all documents or
400	information required to complete the application within the

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CODING: Words  $\frac{\text{stricken}}{\text{stricken}}$  are deletions; words  $\frac{\text{underlined}}{\text{ore additions}}$ .

allotted timeframe authorized by the mortgage servicer or mortgage lender, which must be at least 30 calendar days after the date of the initial acknowledgment of receipt of the application sent to the borrower.

- 2. The mortgage servicer or mortgage lender makes a written determination that the borrower is not eligible for a foreclosure prevention alternative, and any appeal period under subsection (5) has expired.
- 3. The borrower does not accept a written offer for a foreclosure prevention alternative within 30 calendar days after the date of the offer.
- 4. The borrower accepts a written offer for a foreclosure prevention alternative, but defaults on or otherwise breaches the borrower's obligations under the foreclosure prevention alternative.
- (b)1. If a borrower requests a foreclosure prevention alternative, the mortgage servicer or mortgage lender shall promptly establish a single point of contact and provide to the borrower one or more direct means of communication with the single point of contact.
- 2. A single point of contact must remain assigned to the borrower's account until the mortgage servicer or mortgage lender determines that all foreclosure prevention alternatives offered by, or through, the mortgage servicer or mortgage lender have been exhausted or the borrower's account becomes current.

3. The mortgage servicer or mortgage lender shall ensure that a single point of contact refers and transfers the borrower to an appropriate supervisor upon the borrower's request, if the single point of contact has a supervisor.

- 4. If the responsibilities of a single point of contact are performed by a team of personnel, the mortgage servicer or mortgage lender shall ensure that each member of the team is knowledgeable about the borrower's situation and current status in the process of seeking a foreclosure prevention alternative.
- (3) Within 7 business days after receiving an application for a foreclosure prevention alternative or any document in connection with a foreclosure prevention alternative application for a residential mortgage loan, a mortgage servicer or mortgage lender shall send to the borrower, by first-class mail or, if an electronic mail address is provided, by electronic mail, written acknowledgment of the receipt of the application or document.
- (a) Upon receipt of an application for a foreclosure prevention alternative, the mortgage servicer or mortgage lender shall include in the initial acknowledgment of receipt of the application:
- 1. A description of the process for considering the application, including, without limitation, an estimate of when a decision on the application will be made and the length of time the borrower will have to consider an offer for a foreclosure prevention alternative.

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	2.	Α	stateme	ent of	f any	deadli	nes tha	t affe	ct the	proce	essing
of a	n ap	pl:	ication	for a	a for	eclosur	e preve	ntion	altern	ative,	<u>,                                     </u>
incl	udin	g,	without	lim:	itati	on, the	deadli	ne for	submi	tting	any
miss	ing	do	cument.								

- 3. A statement of the expiration dates for any documents submitted by the borrower.
- (b) If a borrower submits an application for a foreclosure prevention alternative but does not initially submit all the documents or information required to complete the application, the mortgage servicer or mortgage lender shall include in the initial acknowledgment of receipt of the application:
- 1. A statement of any deficiency in the borrower's application and allow the borrower at least 30 calendar days to submit any document or information required to complete the application.
- 2. All the information required under subparagraphs (a)1., (a)2., and (a)3.
- (4) If a borrower accepts an offer for a foreclosure prevention alternative for a residential mortgage loan, the mortgage servicer or mortgage lender shall provide the borrower with a copy of the complete agreement of the foreclosure prevention alternative signed by the mortgage lender or an agent or authorized representative of the mortgage lender.
- (5) If a borrower submits a complete application for a foreclosure prevention alternative for a residential mortgage

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4/6	loan and the borrower's application is denied, the mortgage
477	servicer or mortgage lender shall send to the borrower a written
478	<pre>statement of:</pre>
479	(a) The reason for the denial.
480	(b) The length of time the borrower has to request an
481	appeal of the denial, which must be at least 30 calendar days.
482	(c) Instructions regarding how to appeal the denial,
483	including, without limitation, how to provide evidence that the
484	denial was in error.
485	(6) If a borrower of a residential mortgage loan submits a
486	complete application for a foreclosure prevention alternative
487	and the borrower's application is denied, the mortgage servicer
488	or mortgage lender may not commence a civil action for the
489	recovery of any debt, or for the enforcement of any right, under
490	a residential mortgage loan which is not barred by this chapter
491	or chapter 494 or any other provision of law, record a notice of
492	default or a notice of sale, or conduct a foreclosure sale until
493	the later of:
494	(a) Sixty calendar days after the borrower is sent the
495	written statement required by subsection (5); or
496	(b) If the borrower appeals the denial, the later of:
497	1. Fifteen calendar days after the denial of the appeal;
498	<u>or</u>
499	2. If the appeal is successful:
500	a. Fourteen calendar days after a foreclosure prevention

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CODING: Words  $\frac{\text{stricken}}{\text{stricken}}$  are deletions; words  $\frac{\text{underlined}}{\text{ore additions}}$ .

01	alternative offered after the appeal is declined by the
02	borrower; or
503	3. If a foreclosure prevention alternative offered after
504	the appeal is accepted, the date on which the borrower fails to
05	timely submit the first payment or otherwise breaches the terms
06	of the offer.
507	(7) A mortgage servicer or mortgage lender is not required
808	to evaluate a foreclosure prevention alternative application
09	from a borrower of a residential mortgage loan who has already
510	been evaluated or afforded a fair opportunity to be evaluated
511	for a foreclosure prevention alternative or who has been
512	evaluated or afforded a fair opportunity to be evaluated
513	consistent with the requirements of this section, unless:
514	(a) There has been a material change in the borrower's
515	financial circumstances since the date of the borrower's
516	previous application.
517	(b) The change in paragraph (a) is documented by the
18	borrower and submitted to the mortgage servicer or mortgage
519	<pre>lender.</pre>
520	(8) A mortgage servicer or mortgage lender may not charge
521	<pre>or collect:</pre>
522	(a) Application fee, processing fee, or other fee for a
523	foreclosure prevention alternative; or
524	(b) Late fees for periods during which:
525	1 A foreclosure prevention alternative is under

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526	conside	ration	or	a der	nial i	s bei	ng a	appe	aled;		
527	2.	The k	oorr	ower	is ma	kina	time	elv	pavmen	ts	u

- 2. The borrower is making timely payments under a foreclosure prevention alternative; or
- 3. A foreclosure prevention alternative is being evaluated or exercised.
- Section 8. Paragraphs (a), (b), and (c) of subsection (5) of section 494.00115, Florida Statutes, are amended to read:
  494.00115 Exemptions.—
- (5) As used in this section, the term "hold himself or herself out to the public as being in the mortgage lending business" includes any of the following:
- (a) Representing to the public, through advertising or other means of communicating or providing information, including the use of business cards, stationery, brochures, signs, rate lists, or promotional items, by any method, that such individual can or will perform the activities described in  $\underline{s.\ 494.001(24)}$ .
- (b) Soliciting in a manner that would lead the intended audience to reasonably believe that such individual is in the business of performing the activities described in  $\underline{s}$ .  $\underline{494.001(25)}$   $\underline{s}$ .  $\underline{494.001(24)}$ .
- (c) Maintaining a commercial business establishment at which, or premises from which, such individual regularly performs the activities described in  $\underline{s.494.001(25)}$   $\underline{s.494.001(25)}$  or regularly meets with current or prospective

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551	mortgage borrowers.
552	Section 9. Paragraph (d) of subsection (4) of section
553	494.0025, Florida Statutes, is amended to read:
554	494.0025 Prohibited practices.—It is unlawful for any
555	person:
556	(4) In any practice or transaction or course of business
557	relating to the sale, purchase, negotiation, promotion,
558	advertisement, or hypothecation of mortgage loan transactions,
559	directly or indirectly:
560	(d) To misrepresent a residential mortgage loan, as
561	described in <u>s. 494.001(26)(a)</u> s. $494.001(25)(a)$ , as a business
562	purpose loan.
563	Soction 10 This act shall take officet Tuly 1 2022

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