### **SENATE BILL No. 459**

### DIGEST OF INTRODUCED BILL

Citations Affected: IC 24-5.

Synopsis: Fair credit reporting. Provides that a violation of the federal Fair Credit Reporting Act (act), or any regulations issued under the act, in connection with a consumer transaction involving an Indiana consumer, is a deceptive act that is subject to the penalties set forth in the statute concerning deceptive consumer sales. Requires the attorney general to investigate complaints made by or on behalf of Indiana consumers and concerning alleged violations of specified provisions of the act. Allows the attorney general to investigate, on the attorney general's own motion, suspected violations of the specified provisions of the act. Authorizes the attorney general to bring an action in federal district court or in any other court with jurisdiction for: (1) injunctive relief; or (2) damages on behalf of Indiana consumers; for violations of the specified provisions of the act. Specifies that these enforcement procedures are in addition to the enforcement procedures and remedies available to the attorney general or a consumer under the statute concerning deceptive consumer sales for a violation of the act, or any regulations issued under the act, in connection with a consumer transaction involving an Indiana consumer.

Effective: July 1, 2015.

# **Miller Patricia**

January 14, 2015, read first time and referred to Committee on Insurance & Financial Institutions.



IN 459—LS 6610/DI 101

#### Introduced

#### First Regular Session 119th General Assembly (2015)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in this style type, and deletions will appear in this style type.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or *this style type* reconciles conflicts between statutes enacted by the 2014 Regular Session and 2014 Second Regular Technical Session of the General Assembly.

# **SENATE BILL No. 459**

A BILL FOR AN ACT to amend the Indiana Code concerning trade regulation.

Be it enacted by the General Assembly of the State of Indiana:

1	SECTION 1. IC 24-5-0.5-2, AS AMENDED BY P.L.65-2014,
2	SECTION 6, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE
3	JULY 1, 2015]: Sec. 2. (a) As used in this chapter:
4	(1) "Consumer transaction" means a sale, lease, assignment,
5	award by chance, or other disposition of an item of personal
6	property, real property, a service, or an intangible, except
7	securities and policies or contracts of insurance issued by
8	corporations authorized to transact an insurance business under
9	the laws of the state of Indiana, with or without an extension of
10	credit, to a person for purposes that are primarily personal,
11	familial, charitable, agricultural, or household, or a solicitation to
12	supply any of these things. However, the term includes the
13	following:
14	(A) A transfer of structured settlement payment rights under
15	IC 34-50-2.
16	(B) An unsolicited advertisement sent to a person by telephone



IN 459-LS 6610/DI 101

<ul> <li>chance, or other disposition of an item of personal property, real property, a service, or an intangible.</li> <li>(C) The collection of or attempt to collect a debt by a debt collector.</li> <li>(D) Transactions that: <ul> <li>(i) are governed by the federal Fair Credit Reporting Act</li> <li>(15 U.S.C. 1681 et seq.) or any regulations issued under the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.); and</li> <li>(ii) involve a consumer (as defined in 15 U.S.C. 1681 a(c)) whose principal residence is in Indiana.</li> <li>(2) "Person" means an individual, corporation, the state of Indiana or its subdivisions or agencies, business trust, estate, trust, partnership, association, nonprofit corporation or organization, or cooperative or any other legal entity.</li> <li>(3) "Supplier" means the following:</li> <li>(A) A seller, lessor, assignor, or other person who regularly engages in or solicits consumer transactions by using a telephone facsimile machine to transmit an unsolicited advertisement.</li> <li>The term includes a manufacturer, wholesaler, or retailer, whether or not the person deals directly with the consumer.</li> <li>(B) A person who contrives, prepares, sets up, operates, publicizes by means of advertisements, or promotes a pyramid promotional scheme.</li> <li>(C) A debt collector.</li> <li>(D) Any of the following that is subject to the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) or any regulations issued under the federal Fair Credit Reporting Act (15 U.S.C. 1681a(r)).</li> <li>(ii) A creditor (as defined in 15 U.S.C. 1681a(r)).</li> <li>(iii) A person that uses a consumer report (as defined in 15 U.S.C. 1681a(f)).</li> <li>(ii) A creditor (as defined in 15 U.S.C. 1681a(r)).</li> <li>(iii) A person that uses a consumer report (as defined in 15 U.S.C. 1681a(r)).</li> <li>(iii) A person that uses a consumer (as defined in 15 U.S.C. 1681a(r)).</li> <li>(iii) A person that uses a consumer insting the personal property, real property, services, or intangibles offered</li></ul></li></ul>	1	facsimile machine offering a sale, lease, assignment, award by
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	41	(5) "Cure" as applied to a deceptive act, means either:
42 (A) to offer in writing to adjust or modify the consumer	42	(A) to offer in writing to adjust or modify the consumer



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1	transaction to which the act relates to conform to the
2	reasonable expectations of the consumer generated by such
3	deceptive act and to perform such offer if accepted by the
4	consumer; or
5	(B) to offer in writing to rescind such consumer transaction
6	and to perform such offer if accepted by the consumer.
7	The term includes an offer in writing of one (1) or more items of
8	value, including monetary compensation, that the supplier
9	delivers to a consumer or a representative of the consumer if
10	accepted by the consumer.
11	(6) "Offer to cure" as applied to a deceptive act is a cure that:
12	(A) is reasonably calculated to remedy a loss claimed by the
13	consumer; and
14	(B) includes a minimum additional amount that is the greater
15	of:
16	(i) ten percent (10%) of the value of the remedy under
17	clause (A), but not more than four thousand dollars
18	
18	(\$4,000);  or
	(ii) five hundred dollars (\$500);
20	as compensation for attorney's fees, expenses, and other costs
21	that a consumer may incur in relation to the deceptive act.
22	(7) "Uncured deceptive act" means a deceptive act:
23	(A) with respect to which a consumer who has been damaged
24	by such act has given notice to the supplier under section 5(a)
25	of this chapter; and
26	(B) either:
27	(i) no offer to cure has been made to such consumer within
28	thirty (30) days after such notice; or
29	(ii) the act has not been cured as to such consumer within a
30	reasonable time after the consumer's acceptance of the offer
31	to cure.
32	(8) "Incurable deceptive act" means a deceptive act done by a
33	supplier as part of a scheme, artifice, or device with intent to
34	defraud or mislead. The term includes a failure of a transferee of
35	structured settlement payment rights to timely provide a true and
36	complete disclosure statement to a payee as provided under
37	IC 34-50-2 in connection with a direct or indirect transfer of
38	structured settlement payment rights.
39	(9) "Pyramid promotional scheme" means any program utilizing
40	a pyramid or chain process by which a participant in the program
41	gives a valuable consideration exceeding one hundred dollars
42	(\$100) for the opportunity or right to receive compensation or
	(+-so) for the opportunity of right to receive compensation of



1 2 3 4 5 6 7 8 9 10 11 12	<ul> <li>other things of value in return for inducing other persons to become participants for the purpose of gaining new participants in the program. The term does not include ordinary sales of goods or services to persons who are not purchasing in order to participate in such a scheme.</li> <li>(10) "Promoting a pyramid promotional scheme" means: <ul> <li>(A) inducing or attempting to induce one (1) or more other persons to become participants in a pyramid promotional scheme; or</li> <li>(B) assisting another in promoting a pyramid promotional scheme.</li> </ul> </li> </ul>
13	(60) years of age.
14	(12) "Telephone facsimile machine" means equipment that has
15	the capacity to transcribe text or images, or both, from:
16	(A) paper into an electronic signal and to transmit that signal
17	over a regular telephone line; or
18	(B) an electronic signal received over a regular telephone line
19	onto paper.
20	(13) "Unsolicited advertisement" means material advertising the
21	commercial availability or quality of:
22	(A) property;
23	(B) goods; or
24	(C) services;
25	that is transmitted to a person without the person's prior express
26	invitation or permission, in writing or otherwise.
27	(14) "Debt" has the meaning set forth in 15 U.S.C. 1692a(5)).
28	(15) "Debt collector" has the meaning set forth in 15 U.S.C. $1(0)^{2}$
29 30	1692a(6). The term does not include a person admitted to the
30 31	practice of law in Indiana if the person is acting within the course and scope of the person's practice as an attorney.
31	(b) As used in section 3(b)(15) and 3(b)(16) of this chapter:
32	(1) "Directory assistance" means the disclosure of telephone
34	number information in connection with an identified telephone
35	service subscriber by means of a live operator or automated
36	service.
37	(2) "Local telephone directory" refers to a telephone classified
38	advertising directory or the business section of a telephone
39	directory that is distributed by a telephone company or directory
40	publisher to subscribers located in the local exchanges contained
41	in the directory. The term includes a directory that includes
42	listings of more than one (1) telephone company.



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1	(3) "Local telephone number" refers to a telephone number that
2	has the three (3) number prefix used by the provider of telephone
3	service for telephones physically located within the area covered
4	by the local telephone directory in which the number is listed. The
5	term does not include long distance numbers or 800-, 888-, or
6	900- exchange numbers listed in a local telephone directory.
7	SECTION 2. IC 24-5-0.5-3, AS AMENDED BY P.L.65-2014,
8	SECTION 7, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE
9	JULY 1, 2015]: Sec. 3. (a) A supplier may not commit an unfair,
10	abusive, or deceptive act, omission, or practice in connection with a
11	consumer transaction. Such an act, omission, or practice by a supplier
12	is a violation of this chapter whether it occurs before, during, or after
13	the transaction. An act, omission, or practice prohibited by this section
14	includes both implicit and explicit misrepresentations.
15	(b) Without limiting the scope of subsection (a), the following acts,
16	and the following representations as to the subject matter of a
17	consumer transaction, made orally, in writing, or by electronic
18	communication, by a supplier, are deceptive acts:
19	(1) That such subject of a consumer transaction has sponsorship,
20	approval, performance, characteristics, accessories, uses, or
21	benefits it does not have which the supplier knows or should
22	reasonably know it does not have.
${23}$	(2) That such subject of a consumer transaction is of a particular
24	standard, quality, grade, style, or model, if it is not and if the
25	supplier knows or should reasonably know that it is not.
26	(3) That such subject of a consumer transaction is new or unused,
27	if it is not and if the supplier knows or should reasonably know
28	that it is not.
29	(4) That such subject of a consumer transaction will be supplied
30	to the public in greater quantity than the supplier intends or
31	reasonably expects.
32	(5) That replacement or repair constituting the subject of a
33	consumer transaction is needed, if it is not and if the supplier
34	knows or should reasonably know that it is not.
35	(6) That a specific price advantage exists as to such subject of a
36	consumer transaction, if it does not and if the supplier knows or
37	should reasonably know that it does not.
38	(7) That the supplier has a sponsorship, approval, or affiliation in
39	such consumer transaction the supplier does not have, and which
40	the supplier knows or should reasonably know that the supplier
41	does not have.
42	(8) That such consumer transaction involves or does not involve
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1	a warranty, a disclaimer of warranties, or other rights, remedies,
2	or obligations, if the representation is false and if the supplier
3	knows or should reasonably know that the representation is false.
4	(9) That the consumer will receive a rebate, discount, or other
5	benefit as an inducement for entering into a sale or lease in return
6	for giving the supplier the names of prospective consumers or
7	otherwise helping the supplier to enter into other consumer
8	transactions, if earning the benefit, rebate, or discount is
9	contingent upon the occurrence of an event subsequent to the time
10	the consumer agrees to the purchase or lease.
11	(10) That the supplier is able to deliver or complete the subject of
12	the consumer transaction within a stated period of time, when the
12	supplier knows or should reasonably know the supplier could not.
13	If no time period has been stated by the supplier, there is a
15	presumption that the supplier has represented that the supplier
16	will deliver or complete the subject of the consumer transaction
10	within a reasonable time, according to the course of dealing or the
17	
18	usage of the trade.
	(11) That the consumer will be able to purchase the subject of the
20	consumer transaction as advertised by the supplier, if the supplier
21	does not intend to sell it.
22	(12) That the replacement or repair constituting the subject of a
23	consumer transaction can be made by the supplier for the estimate
24	the supplier gives a customer for the replacement or repair, if the
25	specified work is completed and:
26	(A) the cost exceeds the estimate by an amount equal to or
27	greater than ten percent $(10\%)$ of the estimate;
28	(B) the supplier did not obtain written permission from the
29	customer to authorize the supplier to complete the work even
30	if the cost would exceed the amounts specified in clause (A);
31	(C) the total cost for services and parts for a single transaction
32	is more than seven hundred fifty dollars (\$750); and
33	(D) the supplier knew or reasonably should have known that
34	the cost would exceed the estimate in the amounts specified in
35	clause (A).
36	(13) That the replacement or repair constituting the subject of a
37	consumer transaction is needed, and that the supplier disposes of
38	the part repaired or replaced earlier than seventy-two (72) hours
39	after both:
40	(A) the customer has been notified that the work has been
41	completed; and
42	(B) the part repaired or replaced has been made available for

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1	examination upon the request of the customer.
	(14) Engaging in the replacement or repair of the subject of a
23	consumer transaction if the consumer has not authorized the
2 3 4	replacement or repair, and if the supplier knows or should
5	reasonably know that it is not authorized.
6	(15) The act of misrepresenting the geographic location of the
7	supplier by listing a fictitious business name or an assumed
8	business name (as described in IC 23-15-1) in a local telephone
9	directory if:
10	(A) the name misrepresents the supplier's geographic location;
10	(B) the listing fails to identify the locality and state of the
11	supplier's business;
12	
13	(C) calls to the local telephone number are routinely forwarded or otherwise transformed to a supplier's husiness leastion that
14	or otherwise transferred to a supplier's business location that
15	is outside the calling area covered by the local telephone
10	directory; and
17	(D) the supplier's business location is located in a county that
	is not contiguous to a county in the calling area covered by the
19	local telephone directory.
20	(16) The act of listing a fictitious business name or assumed
21	business name (as described in IC 23-15-1) in a directory
22	assistance database if:
23	(A) the name misrepresents the supplier's geographic location;
24	(B) calls to the local telephone number are routinely forwarded
25	or otherwise transferred to a supplier's business location that
26	is outside the local calling area; and
27	(C) the supplier's business location is located in a county that
28	is not contiguous to a county in the local calling area.
29	(17) The violation by a supplier of IC 24-3-4 concerning
30	cigarettes for import or export.
31	(18) The act of a supplier in knowingly selling or reselling a
32	product to a consumer if the product has been recalled, whether
33	by the order of a court or a regulatory body, or voluntarily by the
34	manufacturer, distributor, or retailer, unless the product has been
35	repaired or modified to correct the defect that was the subject of
36	the recall.
37	(19) The violation by a supplier of 47 U.S.C. 227, including any
38	rules or regulations issued under 47 U.S.C. 227.
39	(20) The violation by a supplier of the federal Fair Debt
40	Collection Practices Act (15 U.S.C. 1692 et seq.), including any
41	rules or regulations issued under the federal Fair Debt Collection
42	Practices Act (15 U.S.C. 1692 et seq.).



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1	(21) A violation of IC 24-5-7 (concerning health spa services), as
2	set forth in IC 24-5-7-17.
3	(22) A violation of IC 24-5-8 (concerning business opportunity
4	transactions), as set forth in IC 24-5-8-20.
5	(23) A violation of IC 24-5-10 (concerning home consumer
6	transactions), as set forth in IC 24-5-10-18.
7	(24) A violation of IC 24-5-11 (concerning home improvement
8	contracts), as set forth in IC 24-5-11-14.
9	(25) A violation of IC 24-5-12 (concerning telephone
10	solicitations), as set forth in IC 24-5-12-23.
11	(26) A violation of IC 24-5-13.5 (concerning buyback motor
12	vehicles), as set forth in IC 24-5-13.5-14.
13	(27) A violation of IC 24-5-14 (concerning automatic
14	dialing-announcing devices), as set forth in IC 24-5-14-13.
15	(28) A violation of IC 24-5-15 (concerning credit services
16	organizations), as set forth in IC 24-5-15-11.
17	(29) A violation of IC 24-5-16 (concerning unlawful motor
18	vehicle subleasing), as set forth in IC 24-5-16-18.
19	(30) A violation of IC 24-5-17 (concerning environmental
20	marketing claims), as set forth in IC 24-5-17-14.
21	(31) A violation of IC 24-5-19 (concerning deceptive commercial
22	solicitation), as set forth in IC 24-5-19-11.
23	(32) A violation of IC 24-5-21 (concerning prescription drug
24	discount cards), as set forth in IC 24-5-21-7.
25	(33) A violation of IC 24-5-23.5-7 (concerning real estate
26	appraisals), as set forth in IC 24-5-23.5-9.
27	(34) A violation of IC 24-5-26 (concerning identity theft), as set
28	forth in IC 24-5-26-3.
29	(35) A violation of IC 24-5.5 (concerning mortgage rescue fraud),
30	as set forth in IC 24-5.5-6-1.
31	(36) A violation of IC 24-8 (concerning promotional gifts and
32	contests), as set forth in IC 24-8-6-3.
33	(37) A violation of IC 21-18.5-6 (concerning representations
34	made by a postsecondary credit bearing proprietary educational
35	institution), as set forth in IC 21-18.5-6-22.5.
36 37	(38) A violation of the federal Fair Credit Reporting Act (15
37 38	U.S.C. 1681 et seq.), or of any regulations issued under the fodoral Eair Credit Paparting Act (15 U.S.C. 1681 et seq.) in
38 39	federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.), in connection with a consumer transaction involving a consumer
39 40	(as defined in 15 U.S.C. 1681a(c)) whose principal residence
40 41	is in Indiana.
42	(c) Any representations on or within a product or its packaging or
74	(c) They representations on or writing a product of its packaging of



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in advertising or promotional materials which would constitute a deceptive act shall be the deceptive act both of the supplier who places such representation thereon or therein, or who authored such materials, and such other suppliers who shall state orally or in writing that such representation is true if such other supplier shall know or have reason to know that such representation was false.

7 (d) If a supplier shows by a preponderance of the evidence that an
8 act resulted from a bona fide error notwithstanding the maintenance of
9 procedures reasonably adopted to avoid the error, such act shall not be
10 deceptive within the meaning of this chapter.

(e) It shall be a defense to any action brought under this chapter that
the representation constituting an alleged deceptive act was one made
in good faith by the supplier without knowledge of its falsity and in
reliance upon the oral or written representations of the manufacturer,
the person from whom the supplier acquired the product, any testing
organization, or any other person provided that the source thereof is
disclosed to the consumer.

(f) For purposes of subsection (b)(12), a supplier that provides
estimates before performing repair or replacement work for a customer
shall give the customer a written estimate itemizing as closely as
possible the price for labor and parts necessary for the specific job
before commencing the work.

23 (g) For purposes of subsection (b)(15) and (b)(16), a telephone 24 company or other provider of a telephone directory or directory 25 assistance service or its officer or agent is immune from liability for 26 publishing the listing of a fictitious business name or assumed business 27 name of a supplier in its directory or directory assistance database 28 unless the telephone company or other provider of a telephone 29 directory or directory assistance service is the same person as the 30 supplier who has committed the deceptive act.

(h) For purposes of subsection (b)(18), it is an affirmative defense to any action brought under this chapter that the product has been altered by a person other than the defendant to render the product completely incapable of serving its original purpose.

SECTION 3. IC 24-5-24.7 IS ADDED TO THE INDIANA CODE AS A **NEW** CHAPTER TO READ AS FOLLOWS [EFFECTIVE JULY 1, 2015]:

Chapter 24.7. Fair Credit Reporting

Sec. 1. As used in this chapter, "consumer" means an individual:

- (1) whose principal residence is in Indiana; and
- (2) whose credit information and history are recorded in a



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1 consumer report. 2 Sec. 2. As used in this chapter, "consumer report" means any 3 written, oral, or other communication of any information that: 4 (1) is made by a consumer reporting agency; 5 (2) bears on a consumer's creditworthiness, credit standing, 6 credit capacity, character, general reputation, personal 7 characteristics, or mode of living; and 8 (3) is used or expected to be used or collected in whole or in 9 part for the purpose of serving as a factor in establishing a 10 consumer's eligibility for: 11 (A) credit or insurance to be used primarily for personal, 12 family, or household purposes; 13 (B) employment purposes; or 14 (C) any other purpose authorized under Section 604 of the 15 federal Fair Credit Reporting Act (15 U.S.C. 1681b). 16 Sec. 3. (a) As used in this chapter, "consumer reporting agency" 17 means any person that, for monetary fees or dues, or on a 18 cooperative nonprofit basis, regularly engages in whole or in part 19 in the practice of assembling or evaluating consumer credit 20 information or other information on consumers for the purpose of 21 furnishing consumer reports to third parties. 22 (b) The term does not include a person listed in IC 24-5-24-11. 23 Sec. 4. As used in this chapter, "credit file", with respect to a 24 consumer, means all the information that: 25 (1) pertains to the consumer; and 26 (2) is recorded and retained by a consumer reporting agency; 27 regardless of how the information is stored. 28 Sec. 5. (a) The attorney general shall investigate any complaint 29 that is made by or on behalf of a consumer and that concerns 30 alleged violations of any of the following provisions of the federal 31 Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and any 32 regulations issued in connection with the following provisions: 33 (1) 15 U.S.C. 1681g(a)(5) (concerning the duty of a consumer 34 reporting agency to disclose to a consumer, upon request, a 35 record of all inquiries that are received by the consumer 36 reporting agency and that concern credit or insurance 37 transactions not initiated by the consumer). 38 (2) 15 U.S.C. 1681b(c) (concerning furnishing consumer 39 reports in connection with credit or insurance transactions 40 not initiated by the consumer). 41 (3) 15 U.S.C. 1681g(f) (concerning the disclosure of credit 42 scores to consumers by consumer reporting agencies).



1 (4) 15 U.S.C. 1681g(g) (concerning the disclosure of credit 2 scores to consumers by certain mortgage lenders). 3 (5) 15 U.S.C. 1681i (concerning the right of a consumer to 4 dispute information in the consumer's credit file). 5 (6) 15 U.S.C. 1681m(d) (concerning the duties of a person who 6 uses a consumer's consumer report in connection with credit 7 or insurance transactions not initiated by the consumer). 8 (7) Subject to the limitations set forth in 15 U.S.C. 1681s(c), 9 any other provision of the federal Fair Credit Reporting Act 10 (15 U.S.C. 1681 et seq.). 11 (b) In addition to investigating complaints under subsection (a), 12 the attorney general may, if the attorney general has reason to 13 believe that any person has violated or is violating any of the 14 provisions of the federal Fair Credit Reporting Act (15 U.S.C. 1681 15 et seq.) described in subsection (a) with respect to one (1) or more 16 consumers, conduct an investigation, on the attorney general's own 17 motion, into the suspected violation. In conducting an investigation 18 under this subsection or subsection (a), the attorney general may 19 administer oaths or affirmations, compel the attendance of 20 witnesses, and compel the production of documentary and other 21 evidence, as described in 15 U.S.C. 1681s(c)(3). 22 (c) In connection with an investigation under subsection (a) or 23 (b), the attorney general may bring an action, in any appropriate 24 United States district court or in any other court with jurisdiction, 25 including a state court in Indiana (subject to 15 U.S.C. 1681s(c)(2)) 26 for: 27 (1) injunctive relief; 28 (2) damages on behalf of consumers; or 29 (3) both injunctive relief and damages; 30 as determined by the court and as authorized by 15 U.S.C. 31 1681s(c)(1). 32 (d) The enforcement procedures available under subsection (c) 33 are in addition to the enforcement procedures and remedies 34 available under IC 24-5-0.5 to the attorney general or a consumer 35 for a violation of the federal Fair Credit Reporting Act (15 U.S.C. 36 1681 et seq.), or of any regulations issued under the federal Fair 37 Credit Reporting Act (15 U.S.C. 1681 et seq.), in connection with 38 a consumer transaction involving a consumer (as defined in 15 39 U.S.C. 1681a(c)) whose principal residence is in Indiana.

