

Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

1 State of Arkansas  
2 86th General Assembly  
3 Regular Session, 2007  
4

# A Bill

HOUSE BILL 2215

5 By: Representatives Maloch, D. Creekmore, Adcock, T. Baker, E. Brown, Burris, Cash, Cornwell, Dunn,  
6 George, Hardwick, House, J. Johnson, Kidd, Maxwell, Overbey, Pennartz, Pierce, S. Prater, Reep,  
7 Rosenbaum, Stewart, Wagner, Walters  
8 By: Senators Capps, Broadway, Glover, Salmon, Trusty  
9

## For An Act To Be Entitled

10  
11 AN ACT TO PERMIT PLACING A SECURITY FREEZE ON A  
12 PERSON'S CONSUMER REPORT; TO PROVIDE PROCEDURES FOR  
13 THE PLACEMENT AND REMOVAL OF THE SECURITY FREEZE; TO  
14 PROVIDE NOTICE OF THE RIGHT TO OBTAIN A SECURITY  
15 FREEZE; AND FOR OTHER PURPOSES.  
16  
17

## Subtitle

18  
19 TO PERMIT PLACING A SECURITY FREEZE ON A  
20 PERSON'S CONSUMER REPORT, TO PROVIDE  
21 PROCEDURES FOR THE PLACEMENT AND REMOVAL  
22 OF THE SECURITY FREEZE, AND TO PROVIDE  
23 NOTICE OF THE RIGHT TO OBTAIN A SECURITY  
24 FREEZE.  
25  
26

27  
28 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:  
29

30 SECTION 1. Arkansas Code Title 4 is amended to add an additional  
31 chapter to read as follows:

32 4-112-101. Title.

33 This chapter shall be known and may be cited as the "Arkansas Consumer  
34 Report Security Freeze Act".  
35

36 4-112-102. Definitions.



1 As used in this chapter:

2 (1) "Consumer" means an individual who is a resident of this  
3 state and who has been a victim of identity theft and who has submitted, at  
4 the time the security freeze is requested, a copy of a valid investigative  
5 report, an incident report, or a complaint with a law enforcement agency  
6 about the unlawful use of the victim's identifying information by another  
7 person;

8 (2) "Consumer report" means the same as defined in 15 U.S.C. §  
9 1681a(d) as it existed on January 1, 2007;

10 (3) "Consumer reporting agency" means the same as defined in 15  
11 U.S.C. § 1681a(f) as it existed on January 1, 2007;

12 (4) "Proper identification" means the same as defined in 15  
13 U.S.C. § 1681h(a)(1) as it existed on January 1, 2007; and

14 (5) "Security freeze" means a notice placed in a consumer report  
15 of a consumer at the request of the consumer that prohibits a consumer  
16 reporting agency from releasing the consumer report or credit score of the  
17 consumer in response to a request to open a new account or to extend credit.

18

19 4-112-103. Placement of security freeze.

20 (a)(1) A consumer may request that a security freeze be placed on his  
21 or her consumer report by sending a request in writing by certified mail to a  
22 consumer reporting agency at an address designated by the consumer reporting  
23 agency to receive such requests.

24 (2) This subsection does not prevent a consumer reporting agency  
25 from advising a third party that a security freeze is in effect with respect  
26 to the consumer report of a consumer.

27 (b)(1) Except as provided in subdivision (b)(2) of this section, a  
28 consumer reporting agency shall place a security freeze on a consumer report  
29 of a consumer no later than five (5) business days after receiving from the  
30 consumer:

31 (A) A written request as provided in subsection (a) of  
32 this section;

33 (B) Proper identification; and

34 (C) Payment of the required fee, if applicable.

35 (2) For any security freeze requested before May 1, 2008, the  
36 deadline stated in this subsection shall be ten (10) business days if a

1 consumer reporting agency in good faith is unable to process during normal  
 2 business hours the quantity of security freeze requests received.

3 (c)(1) The consumer reporting agency shall send a written confirmation  
 4 of the placement of the security freeze to the consumer within ten (10)  
 5 business days.

6 (2) Upon placing the security freeze on the consumer report of  
 7 the consumer, the consumer reporting agency shall provide the consumer with a  
 8 unique personal identification number or password to be used by the consumer  
 9 when providing authorization for the release of his or her consumer report  
 10 for a specific period of time.

11 (d) If a consumer requests a security freeze, the consumer reporting  
 12 agency shall disclose the process:

13 (1) Of placing a security freeze and temporarily lifting a  
 14 security freeze; and

15 (2) For allowing access to information from the consumer report  
 16 of the consumer for a period of time while the security freeze is in place.

17  
 18 4-112-104. Access to consumer report.

19 (a) If the consumer wishes to allow his or her consumer report to be  
 20 accessed for a specific period of time while a security freeze is in place,  
 21 he or she shall contact the consumer reporting agency using a method of  
 22 contact designated by the consumer reporting agency requesting that the  
 23 security freeze be temporarily lifted and providing, to complete the request,  
 24 all of the following:

25 (1) Proper identification;

26 (2) The unique personal identification number or password  
 27 provided by the consumer reporting agency pursuant to § 4-112-103(c);

28 (3) The proper information regarding the time period for which  
 29 the consumer report shall be available to users of the consumer report; and

30 (4) The required fee, if applicable.

31 (b) A consumer reporting agency that receives a request from a  
 32 consumer to temporarily lift a security freeze on his or her consumer report  
 33 accompanied by all of the items listed in subsection (a) of this section  
 34 shall comply with the request no later than three (3) business days after  
 35 receiving the completed request.

36 (c) A consumer reporting agency may develop procedures involving the

1 use of telephone, facsimile, the Internet, or other electronic media to  
 2 receive and process a request from a consumer to temporarily lift a security  
 3 freeze on a consumer report pursuant to subsection (a) of this section in an  
 4 expedited manner.

5  
 6 4-112-105. Removal of security freeze.

7 (a)(1) A consumer reporting agency shall remove or temporarily lift a  
 8 security freeze placed on the consumer report of a consumer in the following  
 9 cases:

10 (A) Upon the consumer's request pursuant to §§ 4-112-104  
 11 or 4-112-106; or

12 (B) If the consumer report of the consumer was frozen due  
 13 to a material misrepresentation of fact by the consumer.

14 (2) If a consumer reporting agency intends to remove a security  
 15 freeze upon a consumer report of a consumer and is not doing so at the  
 16 request of the consumer, the consumer reporting agency shall notify the  
 17 consumer in writing prior to removing the security freeze on the consumer  
 18 report of the consumer.

19 (b) If a third party requests access to a consumer report on which a  
 20 security freeze is in effect and the third-party request is in connection  
 21 with an application for credit or any other use and the consumer does not  
 22 allow his or her consumer report to be accessed for that period of time, the  
 23 third party may treat the application as incomplete.

24  
 25 4-112-106. Consumer request for removal of security freeze.

26 (a)(1) A security freeze shall remain in place until the consumer  
 27 requests that the security freeze be removed using a method of contact  
 28 designated by the consumer reporting agency.

29 (2) A consumer reporting agency shall remove a security freeze  
 30 within three (3) business days of receiving a request for removal under  
 31 subdivision (a)(1) of this section from a consumer who provides with the  
 32 request:

33 (A) Proper identification;

34 (B) The unique personal identification number or password  
 35 provided by the consumer reporting agency under § 4-112-103; and

36 (C) The required fee, if applicable.

1       (b) A consumer reporting agency shall require proper identification of  
 2 the consumer making a request to place or remove a security freeze.

3  
 4       4-112-107. Exceptions.

5       This chapter does not apply to the use of a consumer credit report by  
 6 any of the following:

7               (1)(A) A person or entity, or a subsidiary, an affiliate, or an  
 8 agent of that person or entity, or an assignee of a financial obligation owed  
 9 by the consumer to that person or entity, or a prospective assignee of a  
 10 financial obligation owed by the consumer to that person or entity in  
 11 conjunction with the proposed purchase of the financial obligation, with  
 12 which the consumer has or had prior to assignment an account or a contract  
 13 including a demand deposit account, or to whom the consumer issued a  
 14 negotiable instrument, for the purposes of reviewing the account or  
 15 collecting the financial obligation owed for the account, contract, or  
 16 negotiable instrument.

17               (B) As used in this subdivision (a)(1), “reviewing the  
 18 account” includes activities related to account maintenance, monitoring,  
 19 credit line increases, and account upgrades and enhancements;

20               (2) A subsidiary, an affiliate, an agent, an assignee, or a  
 21 prospective assignee of a person or an entity to which access has been  
 22 granted for purposes of facilitating the extension of credit or other  
 23 permissible use;

24               (3) A state or local agency, law enforcement agency, trial  
 25 court, or private collection agency acting pursuant to a court order,  
 26 warrant, or subpoena;

27               (4) A child support agency acting pursuant to Title IV-D of the  
 28 Social Security Act, 42 U.S.C. § 651 et seq., as it existed on January 1,  
 29 2007;

30               (5) The state or its agents or assigns acting to investigate  
 31 fraud or acting to investigate or collect delinquent taxes or unpaid court  
 32 orders or to fulfill any of its other constitutional or statutory  
 33 responsibilities if such responsibilities are consistent with a permissible  
 34 purpose under 15 U.S.C. § 1681b, as it existed on January 1, 2007;

35               (6) The use of credit information for the purpose of  
 36 prescreening under 15 U.S.C. § 1681b, as it existed on January 1, 2007;

1           (7) Any person or entity administering a credit file monitoring  
 2 subscription or similar service to which the consumer has subscribed;

3           (8) Any person or entity for the purpose of providing a consumer  
 4 with a copy of his or her consumer report or credit score upon the request of  
 5 the consumer;

6           (9) Any person using the information in connection with the  
 7 business of insurance; or

8           (10) A consumer reporting agency's database or file that is used  
 9 for one (1) or more of the following:

10           (1) Maintaining criminal records;

11           (2) Fraud prevention or detection;

12           (3) Maintaining personal loss history information; or

13           (4) Employment, tenant, or individual background screening.

14  
 15           4-112-108. Permissible fees.

16           A consumer reporting agency may charge a consumer a fee of no more than  
 17 ten dollars (\$10.00) for each security freeze, removal of a security freeze,  
 18 or temporary lifting of a security freeze for a period of time.

19  
 20           4-112-109. Written confirmation.

21           (a) If a security freeze is in place, a consumer reporting agency  
 22 shall not change any of the following official information in a consumer  
 23 report without sending a written confirmation of the change to the consumer  
 24 within thirty (30) days of posting the change to the file of the consumer:

25           (1) Name;

26           (2) Date of birth;

27           (3) Social security number; and

28           (4) Address.

29           (b)(1) Written confirmation is not required for technical  
 30 modifications of official information of a consumer, including name and  
 31 street abbreviations, complete spellings, or the transposition of numbers or  
 32 letters.

33           (2) In the case of an address change, the written confirmation  
 34 shall be sent to both the new address and to the former address.

35  
 36           4-112-110. Entities not required to place security freeze.

1       The following entities are not required to place a security freeze on a  
 2 consumer report:

3           (1)(A) A consumer reporting agency that acts only as a reseller  
 4 of credit information by assembling and merging information contained in the  
 5 database of another consumer reporting agency or multiple consumer reporting  
 6 agencies and does not maintain a permanent database of credit information  
 7 from which new consumer reports are produced.

8           (B) However, a consumer reporting agency acting as a  
 9 reseller shall honor any security freeze placed on a consumer report by  
 10 another consumer reporting agency;

11           (2) A check services or fraud prevention services company that  
 12 issues reports on incidents of fraud or authorizations for the purpose of  
 13 approving or processing negotiable instruments, electronic funds transfers,  
 14 or similar methods of payments; or

15           (3) A deposit account information service company that issues  
 16 reports regarding account closures due to fraud, substantial overdrafts,  
 17 automatic teller machine abuse, or similar negative information regarding a  
 18 consumer to inquiring banks or other financial institutions for use only in  
 19 reviewing a consumer request for a deposit account at the inquiring bank or  
 20 financial institution.

21  
 22       4-112-111. Notice.

23       At any time that a consumer is required to receive a summary of rights  
 24 required under 15 U.S.C. § 1681g, as it existed on January 1, 2007, the  
 25 following notice shall be included:

26  
 27 “Arkansas Consumers Have the Right to Obtain a Security Freeze.

28  
 29 You have the right to place a “security freeze” on your credit report, which  
 30 will prohibit a consumer reporting agency from releasing information in your  
 31 credit report without your express authorization. A security freeze must be  
 32 requested in writing by certified mail. The security freeze is designed to  
 33 prevent credit, loans, and services from being approved in your name without  
 34 your consent. However, you should be aware that using a security freeze to  
 35 take control over who gets access to the personal and financial information  
 36 in your credit report may delay, interfere with, or prohibit the timely

1 approval of any subsequent request or application you make regarding a new  
 2 loan, credit, mortgage, government services or payments, rental housing,  
 3 employment, investment, license, cellular phone, utilities, digital  
 4 signature, Internet credit card transaction, or other services, including an  
 5 extension of credit at point of sale.

6  
 7 When you place a security freeze on your credit report, you will be provided  
 8 a personal identification number or password to use if you choose to remove  
 9 the security freeze on your credit report or authorize the release of your  
 10 credit report for a period of time after the security freeze is in place. To  
 11 provide that authorization you must contact the consumer reporting agency by  
 12 one (1) of the methods that it requires and provide all of the following:

- 13 (1) Your personal identification number or password;
- 14 (2) Proper identification to verify your identity;
- 15 (3) The proper information regarding the period of time for  
 16 which the consumer report shall be available; and
- 17 (4) Payment of the appropriate fee, if any.

18  
 19 A consumer reporting agency must authorize the release of your credit report  
 20 no later than three (3) business days after receiving all of the above items  
 21 by any method that the consumer reporting agency allows.

22  
 23 A security freeze does not apply to a person or an entity, or its affiliates,  
 24 or collection agencies acting on behalf of the person or entity with which  
 25 you have an existing account that requests information in your credit report  
 26 for the purposes of reviewing or collecting the account. Reviewing the  
 27 account includes activities related to account maintenance, monitoring,  
 28 credit line increases, and account upgrades and enhancements.

29  
 30 You have a right to bring a civil action against anyone, including a consumer  
 31 reporting agency, that willfully or negligently fails to comply with any  
 32 requirement of the Arkansas Consumer Report Security Freeze Act.

33  
 34 A consumer reporting agency has the right to charge you up to ten dollars  
 35 (\$10.00) to place a security freeze on your credit report, up to ten dollars  
 36 (\$10.00) to temporarily lift a security freeze on your credit report, and up



1 to ten dollars (\$10.00) to remove a security freeze from your credit report.  
 2 However, you shall not be charged any fee if you are a victim of identity  
 3 theft and have submitted, at the time the security freeze is requested, a  
 4 copy of a valid investigative report or incident report or complaint with a  
 5 law enforcement agency about the unlawful use of your identifying information  
 6 by another person.”

7  
 8 4-112-112. Civil action.

9 (a) Any person or entity that willfully fails to comply with any  
 10 requirement imposed under this chapter with respect to any consumer is liable  
 11 to that consumer in an amount equal to the sum of:

12 (1) Any actual damages sustained by the consumer; and

13 (2) In the case of any successful action to enforce any  
 14 liability under this chapter, the costs of the action together with  
 15 reasonable attorney’s fees as determined by the court.

16 (b) Any person or entity that obtains a consumer report, requests a  
 17 security freeze, or requests the temporary lift of a security freeze or the  
 18 removal of a security freeze from a consumer reporting agency under false  
 19 pretenses or in an attempt to violate federal or state law is liable to the  
 20 consumer reporting agency for actual damages sustained by the consumer  
 21 reporting agency or one thousand dollars (\$1,000), whichever is greater.

22 (c) Any person or entity that is negligent in failing to comply with  
 23 any requirement imposed under this chapter with respect to any consumer is  
 24 liable to that consumer in an amount equal to the sum of:

25 (1) Any actual damages sustained by the consumer as a result of  
 26 the failure; and

27 (2) In the case of any successful action to enforce any  
 28 liability under this chapter, the costs of the action together with  
 29 reasonable attorney’s fees as determined by the court.

30 (d) Upon a finding by the court that an unsuccessful pleading, motion,  
 31 or other paper filed in connection with an action under this chapter was  
 32 filed in bad faith or for purposes of harassment, the court shall award to  
 33 the prevailing party reasonable attorney’s fees in relation to the work  
 34 expended in responding to the pleading, motion, or other paper.

35  
 36 4-112-113. Enforcement – Penalties – Remedies.

1       (a) A violation of this subchapter constitutes an unfair act or  
2 practice or a deceptive act or practice under § 4-88-101 et seq., pertaining  
3 to deceptive trade practices.

4       (b)(1) All remedies, penalties, and authority granted to the Attorney  
5 General under § 4-88-101 et seq., shall be available to the Attorney General  
6 for enforcement of this chapter.

7       (2) The remedies and penalties provided by this section are  
8 cumulative to each other and the remedies or penalties available under all  
9 other laws of this state.

10  
11       SECTION 2. EFFECTIVE DATE. This act takes effect January 1, 2008.  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36