

Approved: February 23, 1999
Date

MINUTES OF THE SENATE COMMITTEE ON FINANCIAL INSTITUTIONS AND INSURANCE .

The meeting was called to order by Chairperson Senator Don Steffes at 9:00 a.m. on February 17, 1999 in Room 529 S of the Capitol.

All members were present except:

Committee staff present: Dr. Bill Wolff, Research
Ken Wilke, Office of Revisor
Nikki Feuerborn, Committee Secretary

Conferees appearing before the committee: David Brant, Acting Commissioner of Consumer
Credit
Chuck Stones, Kansas Bankers Association
Charles Q. Chandler III, Intrust Bank
Ron Baldwin, Intrust Bank
George Barbee, Kansas Association of Financial
Services
Senator Les Donovan

Others attending: See Attached

Action on SB 108 - Insurance coverage for off-label use of prescription drugs

John Pepperdine of the American Cancer society presented amendments crafted by the interested parties (Attachment 1). These amendments would define "peer-reviewed medical literature" and "experimental drug"; eliminate option of treatment for pain management if not associated with cancer treatment; delete wording "off limit" and adds "off-label" in describing the drug, and would take effect upon publishing in the Kansas Register.

Senator Feleciano moved for the adoption of the amendments. Motion was seconded by Senator Praeger. Motion carried. Senator Feleciano then moved for the favorable passage of the bill as amended and for it to become effective upon publishing in the Kansas Register. The motion was seconded by Senator Biggs. Motion carried.

Continued Hearing on SB 301-Uniform consumer credit code

David Brant, Acting Commissioner of Consumer Credit, presented the Committee with copies of the usury rates in various states (Attachment 2).

Chuck Stones, Kansas Bankers Association, introduced Charles Q. Chandler III, owner of Intrust Bank in Wichita, which is the largest credit card issuer located in the state. Mr. Chandler explained their need to have the UCCC updated which would allow them to compete in an extremely competitive marketplace for the following reasons (Attachment 3).

- current state law does not protect Kansas citizens (out-of-state companies can offer rates which are allowed in their domiciled state)
- need to allow the free market system to work
- in order to service Kansas alumnus' associations alumni affinity cards have adopted Nebraska model (may be forced to move credit card division there to remain competitive)
- Kansas ranks 50th in states in which to domicile a credit card company due to regulations.

Mr. Baldwin of Intrust reviewed the history of the loss of Fort Hays State University, Emporia State University, and Pittsburg State University alumni affinity card contracts at the time of renewal due to being unable to compete with companies such as First USA and CityCorp who cater to alumni groups. At that time they decided to "bite the bullet" and make major adjustments in their rate policies in order to service the existing ten year contracts with Kansas State and the University of Kansas. He assured the Committee that there was no underlying motive to discontinue service to the smaller universities; they were unable to be competitive at the time of contract renewal for them. The major credit cards have rates of 9.5% on purchases and 20-23% on cash advances. Many of these credit card holders have more than 40% of their card total in

CONTINUATION SHEET

SENATE COMMITTEE ON FINANCIAL INSTITUTIONS AND INSURANCE

cash advances which are charged the higher interest rate.

George Barbee, Kansas Association of Financial Services, appeared in support of the bill which would (Attachment 4):

- strengthen licensing and enforcement powers over supervised lenders
- require appraisals and disclosures for high loan-to-value mortgages
- impose new tougher than federal law regulations on balloon payments and negative amortizations of mortgage loans
- set new limits on prepaid finance charges
- place restrictions on "loan-flipping"
- make high interest rate or loan to value first mortgages subject to the UCCC.

Senator Donovan related his business experiences of selling a deeply discounted automobile and then having the buyer put the \$50,000 automobile on his American Express Card for which the fee would cost the dealership more than \$2,000. He presented an amendment which would disallow the payment with a credit card for items costing more than \$10,000 (Attachment 5). It is illegal for a merchant to offer the customer a discount in lieu of using a credit card. Master Card and Visa regulations also state the merchant cannot impose a fee for using either of these credit cards. It is also illegal for the merchant to disallow credit cards if the purchase is over a certain amount if the customer's dollar limit is approved for the purchase.

Chuck Stones, Kansas Bankers Association, presented testimony in support of the proposed changes to the UCCC (Attachment 6). He explained that Kansas was once home to five or six substantial credit card operations, however, most have left as Kansas ranks 50th among the states as a good state for credit card companies to domicile. Because credit card companies doing business in Kansas operate under the laws of their home state, Intrust Bank may be forced to move its operation to Nebraska if the proposed changes to the UCCC are not passed. Kansas customers will be unaware of this change. This law no longer protects consumers. It is preventing Kansas companies from competing both in the state and nationwide markets.

Chairman Steffes closed the hearing on **SB 301**.

Hearing on SB 272 - Deferred deposit (pay day) loans

David Brant, Acting Commissioner of Consumer Credit, explained that this bill would substantially alter the rates charged by pay day loan companies. It would be possible to strip the pay day loan portion out of the UCCC bill. If payday loan companies were outlawed in this state, where would consumers who use this type of facility go for ready cash (money)? Many are not eligible for credit cards and overdraft charges can be as high as \$60 to the consumer plus bank charges of \$25.00 or more. Commissioner Brant was requested to provide the comparative costs of bank overdrafts, credit card advances, pawning items, and payday loans.

The Committee expressed concern that encompassing pay day loans in SB 301 may have a detrimental effect on its chance of passage. They discussed the option of stripping that portion from the bill

Senator Brownlee provided the Committee with correspondence from a victim of the payday loan trap (Attachment 7). Dr. Wolff also presented the Committee with payday loan information, investment possibilities, and advertisement which he found on the Internet (Attachment 8).

Senator Corbin moved that he minutes of February 11, 15, and 16 be approved as presented. Motion was seconded by Senator Becker. Motion carried.

The meeting was adjourned and the next meeting will be held on February 18, 1999.

SENATE FINANCIAL INSTITUTIONS AND INSURANCE
COMMITTEE GUEST LIST

DATE: 2-17-99

NAME	REPRESENTING
Kevin Glendening	OSBC
Aue Schmelyer	KCUA
Bob Wlff	Consumer Credit Comm
JoAnne Michon	Consumer Credit Comm.
Mary Staples	Assoc Gen First Capital
George Barber	KS Assn of Financial Serv.
Bob Williams	KS Pharmacists Assoc
Jill Brandenburg	KS Pharmacist
Uma Curran	INTRUST BANK
Kathy Olson	KBA
Smalley	KBA
Marsha Joe Smith	KMHA
Stacy Solder	Hin & Wein Chel.
Mea Draper	KS Medical Society
Holly Finney	KS Public Health Assn.
Chuck Stones	KBA
STEVE KARRICK	ATTORNEY GENERAL
GAIL BRIGHT	" "
Judi Stork	OSBC

Session of 1999

SENATE BILL No. 108

By Committee on Public Health and Welfare
(By Request of the Health Care Reform
Legislative Oversight Committee)

1-21

11 AN ACT regarding insurance, relating to coverage for off-label use of
12 prescription drugs; amending K.S.A. 1998 Supp. 40-2,103 and 40-
13 19c09 and repealing the existing sections.

14 *Be it enacted by the Legislature of the State of Kansas:*

15 New Section 1. As used in section 1 through 4, and amendments
16 thereto, unless the context clearly indicates otherwise:

17 (a) "Coverage of a drug" includes medically necessary services asso-
18 ciated with the administration of the prescription drug.

19 (b) "Medical literature" means scientific studies published in a peer-
20 review national medical journal.

21 (c) "Off-label use of drugs" means prescribing prescription drugs for
22 treatments other than those stated in the labeling approved by the federal
23 food and drug administration.

24 (d) "Standard reference compendia" means the United States phar-
25 macopeia drug information, the American hospital formulary service drug
26 information or the American Medical Association drug evaluation.

27 New Sec. 2. An insurance company, nonprofit health service cor-
28 poration, nonprofit medical and hospital service corporation or health
29 maintenance organization that provides coverage for prescription drugs
30 may not issue, deliver, execute or renew any health insurance policy or
31 health service contract on an individual, group, blanket, franchise or as-
32 sociation basis which excludes coverage of a prescription drug for cancer
33 treatment and pain management on the grounds the prescription drug
34 has not been approved by the federal food and drug administration for
35 that indication if the prescription drug is recognized for treatment of the
36 indication in one of the standard reference compendia or medical liter-
37 ature. The prescribing physician shall submit to the insurer documenta-
38 tion supporting the proposed off-limit use or uses if requested by the
39 insurer.

40 New Sec. 3. The commissioner of insurance may direct an insurer
41 or contractor regulated by this section to make payments as required by
42 this act.
43

Proposed amendments to S.B. 108

Delete Section 1 (a), lines 18 & 19, and replace with the following:

"Prescription drug" means an antineoplastic agent that has been approved by the Federal Food and Drug Administration (FDA) for the treatment of a specific type of cancer.

Delete Section 1 (b) lines 20 & 21 and replace with the following:

"Peer-reviewed medical literature" means a published scientific study in a journal or other publication in which original manuscripts have been published only after having been critically reviewed for scientific accuracy, validity and reliability by unbiased independent experts, and that has been determined by the International Committee of Medical Journal Editors to have met the Uniform Requirements for Manuscripts submitted to biomedical journals. Peer-reviewed medical literature does not include publications or supplements to publications that are sponsored to a significant extent by a pharmaceutical manufacturing company or health carrier.

Add to Section 1:

(e) "Experimental drug" means a new drug undergoing clinical investigation that has not been approved by the FDA for the specific type of cancer it is being tested safe and effective in treating.

Beginning on line 26, amend New Section 2 to read:

New Sec. 2. An insurance company, nonprofit health service corporation, nonprofit medical and hospital service corporation or health maintenance organization that provides coverage for prescription drugs may not issue, deliver, execute or renew any health insurance policy or health service contract on an individual, group, blanket, franchise or association basis which excludes coverage of a prescription drug for cancer treatment and pain management on the grounds the prescription drug has not been approved by the federal food and drug administration for that covered indication if the prescription drug is recognized for treatment of the indication in one of the standard reference compendia or in substantially accepted peer-reviewed medical literature. The prescribing physician shall submit to the insurer documentation supporting the proposed off-limit off-label use or uses if requested by the insurer.

	KS (Proposed)	MO	OK	IA	CO	NE	IN
In state credit cards (Open End)	No limit	No limit	21%	No limit	21%	No limit	21%
Out of state credit cards (Open End)	No limit	No limit	No limit	No limit	No limit	No limit	No limit
Retail sales (Open end)	No limit	No limit	21%	No limit	21%	18%	21%
Retail sales (Closed end)	No limit	No limit	21%	21%	21%	18%	21%
Consumer loans (Open end)	No limit	No limit	21%	No limit	21%	21%	36% ¹
Consumer loans (Closed end)	No limit	No limit	21%	21%	21%	21%	36% ¹
Auto Retail Sales (Closed end)	No limit	24%	21%	27%	21%	?	36% ¹
1st Mortgage (Fixed rate)	No limit	No limit	21%	No limit	45% ²	21%	No limit
2nd Mortgage (Fixed rate)	18%	No limit	21%	21%	21%	21%	36% ¹
1st & 2nd Mortgages (Variable rate)	No limit	No limit	21%	No limit	45% ² on 1st 21% on 2nd	21%	No limit on 1st 36% ¹ on 2nd
1st & 2nd Mortgage (Balloon payment)	No limit	No limit	21%	No limit	45% ² on 1st 21% on 2nd	21%	No limit on 1st 36% ¹ on 2nd
Rent To Own	No limit	Not Regulated	No limit	No limit	No limit	?	No limit
Pay Day Loans (\$100 for 16 days)	342% (\$15 charge)	? (\$15 charge)	240% (\$20 for 30 days)	380% (\$16.67 for 16 days)	\$25 per loan	?	\$33 per loan

Senate Financial Institutions & Insurance

Date 2/17
Attachment # 2/

¹ Rates range from 15-36% depending on the amount financed.

² This is the criminal usury limit. First mortgages are not governed by the Consumer Credit Code.

Kansas Senate Testimony
Senate Bill 301
Wednesday, February 17, 1999



Charles Q. "Chuck" Chandler, III
Chairman and CEO, INTRUST Financial Corporation

As a life-long Kansas resident and businessman, I am honored to have the opportunity to visit with you today. I feel a sense of responsibility to the employees of INTRUST, to my peers across the state, and to all Kansans, to share with you my beliefs about the importance of passing Bill 301.

My family has been in the banking business in Kansas for more than 100 years. In the year 2000, we will celebrate our centennial in Wichita with INTRUST Bank and its predecessors. This month, I am celebrating my 50th year in Kansas banking.

INTRUST has \$2 billion in assets, 900 employees, and 28 locations, including the Kansas communities of Valley Center, Haysville, Derby, Andover, El Dorado, Ottawa, and Johnson County. However, we do business all over the state through aggressive correspondent banking and credit card activities. INTRUST Financial Corporation is the largest independently owned bank holding company in the state of Kansas.

Every employee at INTRUST is dedicated to assisting Kansas residents with their financial needs. We strive to be a leader in innovation; we had the first drive-through bank, the first ATM in Wichita, and INTRUST also introduced the first true internet banking site in Kansas.

A very important aspect of our business is consumer lending. We currently have \$250 million in automobile loans and \$86 million worth of home loans. As you can see, we are very interested in the UCCC laws and how they allow us to compete in a marketplace that is incredibly competitive. The changes that Consumer Credit Commissioner David Brant has proposed to the UCCC will have the biggest impact on our credit card portfolio. INTRUST Bank is the largest credit card issuer located in the state, with 145,000 accounts and total outstandings of \$152 million.

Kansas has a history as a state that's good for banks and good for consumers. And we don't want that to change.

Let me explain how we came to support this Bill.

Last year, both the Kansas State and Kansas University alumni associations requested proposals for their credit card business, a business that has become very competitive nationally. The consolidation of the credit card business has created unprecedented competition among the top six issuers, who now control 65% of the market. Each of these national players benefit from much

more flexible state laws than we have within the state of Kansas, laws which allow them to price their products to better meet the needs of their consumers.

INTRUST bid the alumni business very aggressively, understanding that we would need to use another financial model to compete with these national players. The financial model we looked at was Nebraska, which would mean relocating our credit card bank there, a state with a friendlier regulatory environment. We were awarded the contracts, but the commitments we made came with business costs that we cannot overcome under current Kansas UCCC laws.

Now let me share with you four compelling reasons to support passage of Senate Bill 301.

1. *Our current state law does not protect Kansas citizens.* We estimate that 85% of credit cards used by Kansas residents are issued by large, out-of-state banks. In the credit card business, interest rates and fees are totally unrestricted because the banks may simply choose to domicile their business in states that have absolutely no restrictions. So Kansans, who are choosing out-of-state card companies because they offer lower rates, are being regulated by the laws of other states. If INTRUST were to directly compete with these companies, we would violate current Kansas usury laws. Card centers for Commerce Bank of Kansas City and United Missouri Bank are both in Nebraska, while Mercantile's card center is in Illinois, Bank America's is in Arizona, and Citibank's is in South Dakota.
2. *We ask you to allow the free market system to work.* Let INTRUST and other Kansas banks compete in a marketplace that is already wide open. Passage of this bill will allow that to occur.
3. *Who better than a Kansas bank, already committed to serving Kansas consumers, should meet the bankcard needs of Kansas alumni associations?* INTRUST has committed to making substantial investments to develop the alumni affinity cards. We've made this investment for many reasons. One of the reasons is we need to be competitive with the national credit card players. But the real reason we invested in these universities is because we believe we understand how to offer Kansans, better than anyone else, a credit card that allows them to support their favorite Kansas alma mater.
4. *A major credit card study shows Kansas as the last state in which a company would want to operate a credit card bank.* Attached to my comments is a summary of this study. You'll notice on page two of the summary of states that Kansas is 50. Kansas lost to states with more desirable laws for banks. The Kansas law as it stands today has prevented credit card issuers from locating in Kansas.

INTRUST wants to keep our credit card business in Kansas. But we need your help.

It seems ironic to me that a company, who has been doing business in Kansas, for Kansans, for more than 100 years, may have to move a part of our business to Nebraska to remain competitive.

I urge you to support SB 301 and adopt the UCCC changes recommended by Commissioner Brant and Barkley Clark.

A Study on the Attractiveness of States to Credit Card Issuing Firms



Sponsored by:
MasterCard International
888 Seventh Avenue
New York, NY 10106

April 1995

Prepared by:
DRI/McGraw-Hill
24 Hartwell Avenue
Lexington MA 02173

781-863-5100

3-3

3-3

State Attractiveness for Credit Card Firms

Rank	State	Weighted Index	Restrictions on APR	Late Fees	Legal Environment	Fair Credit Reporting	Overlimit Fee	Cost of Doing Business	Availability of Skilled Workforce	Quality of Life
1	South Dakota	2.53	3	3	2	1	3	3	2	3
2	Utah	2.27	3	2	2	0	3	2	3	3
3	Nebraska	2.24	3	3	2	0	3	2	2	2
4	Louisiana	2.12	3	3	2	1	3	3	0	0
5	Arizona	2.12	3	3	2	0	3	1	2	3
6	Delaware	2.09	3	3	2	1	3	1	2	1
6	Virginia	2.09	3	3	2	1	3	1	2	1
8	Idaho	1.98	3	0	2	1	3	3	2	1
9	Nevada	1.98	3	3	2	0	3	2	0	2
10	Oregon	1.93	3	0	2	1	1	3	2	2
11	New Mexico	1.93	3	1	2	0	1	3	1	3
12	Florida	1.89	3	3	2	1	3	0	1	3
13	New Hampshire	1.85	3	1	2	0	1	1	3	3
14	Ohio	1.82	2	3	2	1	3	2	0	1
15	Georgia	1.79	3	3	2	1	3	0	1	1
16	New York	1.65	3	3	1	0	3	0	2	1
17	Montana	1.61	3	0	1	0	1	3	2	1
18	Alabama	1.60	3	3	0	1	3	2	0	1
19	Washington	1.57	2	2	1	0	0	1	3	3
20	Mississippi	1.54	2	2	1	1	1	3	0	1
21	Illinois	1.52	3	3	1	0	3	0	1	1
22	Iowa	1.48	3	2	0	1	2	2	1	0
23	Connecticut	1.48	3	1	1	0	1	0	3	3
24	North Dakota	1.47	0	1	1	1	1	3	3	2
24	Tennessee	1.47	1	3	2	1	3	1	0	1

Citibank

Commerce/UMB

Bank America

MBNA / First USA

Discover / Chase

B-4

Restrictions on APR
 0 = 18% or less
 1 = Over 18% to 21%
 2 = Over 21%
 3 = No limit

Late Fees
 0 = Prohibited or low limit
 1 = No clear lim.
 2 = High limit
 3 = No limit

Legal Environment
 0 = Litigation or restrictive environ.
 1 = Moderate restrictions
 2 = No significant litigation and non-restrictive environment

Over Limit Fees
 0 = Prohibited or low limit
 1 = No clear limit
 2 = High limit
 3 = No limit

Credit Reporting (CR)
 0 = CR statutes
 1 = No CR statutes

Cost of Business
 0 = Most expensive
 1 = 2nd quartile
 2 = 3rd quartile
 3 = Least expensive

Skilled Workforce
 0 = Least skilled
 1 = 2nd quartile
 2 = 3rd quartile
 3 = Most skilled

Quality of Life
 0 = Least attrac.
 1 = 2nd quartile
 2 = 3rd quartile
 3 = Most attrac.

Note: Figures in parentheses show 1994 index rankings based on new weightings and specifications.

A-6

State Attractiveness for Credit Card Firms

Rank	State	Weighted Index	Restrictions on APR	Late Fees	Legal Environment	Fair Credit Reporting	Overlimit Fee	Cost of Doing Business	Availability of Skilled Workforce	Quality of Life
26	Maryland	1.37	2	3	1	0	0	0	2	2
27	South Carolina	1.35	3	0	0	1	2	3	1	0
28	California	1.33	3	1	0	0	2	0	3	3
29	Oklahoma	1.27	1	2	0	0	2	3	1	1
30	Hawaii	1.26	0	3	1	1	3	0	3	0
31	Colorado	1.26	1	2	0	1	0	1	3	3
32	Indiana	1.09	1	2	0	1	2	2	0	2
33	Arkansas	1.08	0	1	1	1	1	3	0	2
34	Alaska	1.03	0	1	1	1	1	1	3	0
35	Vermont	0.93	0	0	1	0	0	2	3	0
36	Wisconsin	0.92	0	2	0	1	2	1	1	3
37	New Jersey	0.92	2	0	0	1	0	0	3	2
38	Maine	0.89	3	0	0	0	1	1	1	0
38	North Carolina	0.89	0	0	1	1	0	2	1	3
40	Kentucky	0.89	1	0	1	0	0	3	0	0
41	Wyoming	0.85	1	0	0	1	0	2	2	0
42	Massachusetts	0.84	0	2	0	0	1	0	3	2
42	Minnesota	0.84	0	0	1	0	2	0	3	3
44	Pennsylvania	0.74	0	2	0	1	3	1	0	1
45	Missouri	0.71	0	0	1	1	0	2	0	2
46	Michigan	0.70	0	1	1	0	1	1	1	0
47	Rhode Island	0.66	0	1	1	0	1	0	2	0
48	Texas	0.60	0	0	1	0	0	1	1	2
49	West Virginia	0.58	0	0	0	1	0	3	0	0
50	Kansas	0.57	0	0	0	0	2	2	1	0

Restrictions on APR

0 = 18% or less
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 2 = Over 21%
 3 = No limit

Late Fees

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Legal Environment

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 1 = Moderate restrictions
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Over Limit Fees

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Credit Reporting (CR)

0 = CR statutes
 1 = No CR statutes

Cost of Business

0 = Most expensive
 1 = 2nd quartile
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Skilled Workforce

0 = Least skilled
 1 = 2nd quartile
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Quality of Life

0 = Least attrac.
 1 = 2nd quartile
 2 = 3rd quartile
 3 = Most attrac.

Note: Figures in parentheses show 1994 index rankings based on new weightings and specifications.

3-5

STATEMENT TO
SENATE COMMITTEE ON FINANCIAL INSTITUTIONS AND INSURANCE
SENATE BILL 301

Mr. Chairman and members of the Committee, my name is George Barbee. I am appearing today on behalf of the Kansas Association of Financial Services in support of Senate Bill 301. The members of KAFS make consumer credit loans under the regulations of Federal laws and the Kansas Uniform Consumer Credit Code (UCCC).

I, and others within our industry, have been party to discussions through an Advisory Committee appointed by Commissioner David Brant to formulate amendments to the UCCC to improve the availability of credit to the consumer and to create a level playing field with our out-of-state competitors.

Senate Bill 301 has several amendments which have been addressed at this hearing by different representatives from different sectors of the lending industry. We agree with the majority of these changes and I appreciate this opportunity to say, this is not a deregulation bill as a proponent characterized it yesterday. Senate Bill 301 is a balanced approach which imposes even more regulatory controls in a number of areas. The bill:

- Strengthens licensing and enforcement powers over supervised lenders
- Requires appraisals and disclosures for high loan-to-value mortgages
- Imposes new tougher-than-federal-law regulations on balloon payments and negative amortizations of mortgage loans
- Sets new limits on prepaid finance charges
- Places restrictions on "loan-flipping"
- Makes high interest rate or loan-to-value first mortgages subject to the Code

We have seen a quantum leap in second mortgage loan activity in Kansas. A great deal of this activity has come from out-of-state mortgage firms marketing in a manner that has become familiar to you and me as we have been bombarded with television commercials and mailings to our homes. Senate Bill 301 would give the Commissioner of Consumer Credit more authority in the area of licensure of second mortgage lenders. These amendments will not stop the mail solicitations you and I have been receiving, but they will give the Commissioner the ability to provide regulation in a manner to require responsible response to Kansas laws.

Perhaps the most important provision to us is the provision to allow us to deal with loan rates on an agreed to basis with each customer. This bill would add Kansas to a list of, at least, 26 states with no maximum interest rate ceilings, including our neighbor state to the east, Missouri.

Out-of-state lenders have a competitive advantage over Kansas lenders who have a physical presence, pay state and local taxes, and employ Kansas citizens. Credit card issuers can locate in a state with no rate and fee limitations and use that state's credit laws in Kansas. This places Kansas lenders at a competitive disadvantage.

Senate Financial Institutions & Insurance

Date 2/17/99

Attachment # 4

Let me expand just a moment on why a level playing field will create competition. My members' loan offices are located in Kansas. They are a presence in Kansas. They have approximately 170 loan offices in Kansas. They have over 300 employees in Kansas. The companies and the people pay taxes. The people attend church here; their children go to school here; the people join civic clubs, etc. But, we are held to a higher standard of rate regulation than our out-of-state competition.

This bill establishes parity of regulation.

The consumer credit lenders do not obtain their lending capital from depositors; they must buy the money at current rates. They may want to expand their activities in Kansas. They may want to offer innovative products in Kansas, but it costs them more to employ people and provide for other general overhead expenses than it does for their out-of-state competitors who make loans without a presence in Kansas. These are factors to be considered when making management decisions on where to place capital and where to make investments. Senate Bill 301 addresses some of these concerns, and to some degree, provides more of a level playing field.

Mr. Chairman, and members of the Committee, thank you for the opportunity to speak in support of Senate Bill 301 as we respectfully request that you report it favorably, as soon as possible.

I thank you again for the opportunity to appear today and will stand for questions should you have any.

SENATE BILL No. 301

By Committee on Financial Institutions and Insurance

8 AN ACT relating to consumer credit; concerning the uniform consumer
9 credit code; amending K.S.A. 16-207, 16a-1-108, 16a-1-201, 16a-2-
10 103, 16a-2-302, 16a-2-303, 16a-2-401, 16a-2-402, 16a-2-403, 16a-2-
11 404, 16a-2-510, 16a-3-304, 16a-4-112, 16a-5-203, 16a-5-301, 16a-6-
12 104, 16a-6-105, 16a-6-106, 16a-6-108, 16a-6-117, 16a-6-201 and
13 16a-6-202 and K.S.A. 1998 Supp. 16a-1-301, 16a-2-201, 16a-2-202,
14 16a-2-501 and 16a-2-502 and repealing the existing sections; also re-
15 pealing K.S.A. 16a-2-305, 16a-2-306, 16a-5-302, 16a-6-107 and 16a-6-
16 204 and K.S.A. 1998 Supp. 16a-2-401a.

17
18 *Be it enacted by the Legislature of the State of Kansas*

19 New Section 1. (1) The provisions of this section shall apply only to
20 a consumer loan which is secured by a first mortgage or a second mort-
21 gage on the consumer's principal residence. The provisions of this section
22 shall not apply to a lender who is a supervised financial organization.

23 (2) Before making a loan subject to this section, a lender shall obtain
24 the appraised value of the real estate to be encumbered. The appraisal
25 evidencing the appraised value shall be retained by the lender and pre-
26 served in accordance with the record-keeping requirements set forth in
27 K.S.A. 16a-2-304, and amendments thereto.

28 (3) If, based on the appraisal, the loan-to-value ratio of the loan ex-
29 ceeds 100% then the lender shall deliver to the consumer:

30 (a) A free copy of the appraisal, and

31 (b) a written notice regarding high loan-to-value mortgages and the
32 availability of consumer credit counseling. The administrator may adopt
33 rules and regulations regarding the form of the notice to be delivered to
34 the consumer and the names, addresses and telephone numbers of ap-
35 proved credit counseling providers.

36 (4) The notice referred to in subsection (3) shall be given to the con-
37 sumer not less than five days before the loan is made. The notice must
38 be retained by the lender and preserved in accordance with the record-
39 keeping requirements set forth in K.S.A. 16a-2-304, and amendments
40 thereto.

41 (5) If, within five days after receiving the notice, the consumer elects
42 not to enter into the loan transaction, then the lender must promptly
43 refund to the consumer any application fees or other amounts paid by

5-2

1 (3) If the billing cycle is monthly, the charge may not exceed one
 2 twelfth (~~1/12~~) $\frac{1}{12}$ of the maximum annual rates permitted by section 16a-
 3 ~~2-401~~ annual rate agreed to by the consumer. If the billing cycle is not
 4 monthly, the maximum charge is that percentage which bears the same
 5 relation to the applicable monthly percentage as the number of days in
 6 the billing cycle bears to thirty (~~30~~) 30. For the purposes of this section,
 7 a variation of not more than four (~~4~~) days from month to month is "the
 8 last day of the billing cycle."

9 (~~4~~) Notwithstanding the other provisions of this section, if there is an
 10 unpaid balance on the date as of which the finance charge is applied, the
 11 lender or issuer may contract for and receive a charge not exceeding fifty
 12 cents (~~50~~) if the billing cycle is monthly or longer, or the pro rata part of
 13 fifty cents as the number of days in the billing cycle bears to thirty (~~30~~)
 14 days if the billing cycle is shorter than monthly.

15 Sec. 16. K.S.A. 16a-2-403 is hereby amended to read as follows: 16a-
 16 2-403 ~~No seller or lessor in any sales or lease transaction or any company~~
 17 ~~issuing credit cards card issuer~~ may impose a surcharge on a holder ~~card~~
 18 ~~holder~~ who elects to use a credit card in lieu of payment by cash, check
 19 or similar means. A surcharge is any additional amount imposed at the
 20 time of the sales or lease transaction by the merchant, seller or lessor that
 21 increases the charge to the buyer or lessee for the privilege of using a
 22 credit card.

(a) Except as provided in subsection (b),

(b) A seller or lessor may impose a surcharge on a card holder who elects to use a credit card in lieu of payment by cash, check or similar means, if the purchase or lease price of a single item is in the amount of \$10,000 or more.

23 Sec. 17. K.S.A. 16a-2-404 is hereby amended to read as follows: 16a-
 24 2-404. (1) On consumer loan transactions in which cash is advanced:

25 (a) With a short term;

26 (b) a single payment repayment is anticipated, and

27 (c) such cash advance is equal to or less than the maximum amount
 28 of the first tier used in the blended alternative rate in paragraph (a) of
 29 subsection (2) of K.S.A. 16a-2-401, and amendments thereto; and ad-
 30 justed in K.S.A. 16a-2-401a, and amendments thereto; a licensed or su-
 31 pervised lender may charge in lieu of the loan finance charges specified
 32 in K.S.A. 16a-2-401, and amendments thereto, the following amounts:

33 (i) On any amount up to and including \$50, a charge of \$5.50 may
 34 be added;

35 (ii) on amounts in excess of \$50, but not more than \$100, a charge
 36 may be added equal to 10% of the loan proceeds plus a \$5 administrative
 37 fee;

38 (iii) on amounts in excess of \$100, but not more than \$250 a charge
 39 may be added equal to 7% of the loan proceeds with a minimum of \$10
 40 plus a \$5 administrative fee;

41 (iv) for amounts in excess of \$250 and not greater than the maximum
 42 defined in this section, a charge may be added equal to 6% of the loan
 43 proceeds with a minimum of \$17.50 plus a \$5 administrative fee.

Kansas Bankers Association

800 SW Jackson, Suite 1500

Topeka, KS 66612

785-232-3444 Fax - 785-232-3484 kbacs@ink.org

2-17-99

TO: Senate Financial Institutions and Insurance Committee
FROM: Chuck Stones, Director of Research

RE: SB 301

Mr. Chair and Members of the Committee:

Thank you for the opportunity to appear before you regarding SB 301. The KBA is supportive of the changes proposed to the Uniform Consumer Credit Code by this bill. A member of our staff was on the task force that assisted the Commissioner this last year in making these proposed changes.

My comments will focus on the portion of the bill affecting interest rate caps and also fees for lender credit cards. The need for this change is dramatically demonstrated by the case of Intrust Bank and their credit card operation. Kansas used to be the home to 5 or 6 substantial credit card operations. However, the business climate for credit card operations is so bad, (ranked last in the nation in 1995) that number has been reduced to one. We are now facing the very real possibility that that number will be zero if SB 301 does not pass. This is not a threat or something held over the heads of the legislature, but simply a business decision being made by Intrust Bank in order to compete with the other credit card companies for business in Kansas.

As you have heard, in reality the U.C.C.C. no longer protects Kansas consumers. Credit card companies are able to import their rate and fee structure from whatever states they DO BUSINESS IN. Of the many credit card solicitations you received this past year, how many were from a Kansas company. Unless you are a member of the KU or KSU alumni association, probably none. If you are, you probably got a mailing from Intrust. Intrust Bank provides the affinity credit card program for the alumni association at KU and KSU. This past year they bid to keep the business. They were bidding against two major national credit card issuers. The other companies, of course were able to bid using the much more liberal laws of the states where they were located. In order to consider the bid Intrust Bank decided to use the laws of Nebraska as a basis for their bid. They have made the decision to move their credit card operations to Nebraska if Kansas fails to change its law. It seems ridiculous that in order for a Kansas company to provide a service to the two major universities in the State that they are forced to domicile that business in Nebraska. Especially since the consumer is not protected by the Kansas UCCC. The bank can still provide the service, the consumer will still get a credit card using provisions almost identical to SB 301, and the only loser is Kansas. It loses a strong business, the tax dollars, and the jobs associated with that business. The only

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people that will know the difference will be the management of Intrust Bank, to whom Kansas said, "your business is not important to us" and the General Fund of the State of Kansas. The consumer will certainly not know the difference. They will still get an Intrust credit card with a Jawhawk or a Power Cat on it. They will not even notice that the card is now issued from Nebraska.

In conclusion, the Kansas version of the UCCC was enacted as a consumer protection law. But as is the case in many instances, circumstances develop that require changes in the law. Our law no longer protects consumers, it is only preventing Kansas companies from competing both in our state and nationwide. SB 301 will not affect the consumers of Kansas, it WILL allow a Kansas business to remain in Kansas and maybe even attract some of that business back to the state. We urge your support of SB 301.

A handwritten signature in black ink, appearing to read "Chuck Stone". The signature is written in a cursive style with a large initial "C" and "S".

Credit/Debit/ATMs

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AMERICAN BANKER

Monday, May 1, 1995

6-3

South Dakota Ranked as Best, Kansas Worst for Card Businesses

By VALERIE BLOCK

South Dakota topped the list of states best suited to operate a card business in 1994, according to a DRI/McGraw-Hill study.

Kansas came in last.

"It wasn't a year of big change," said David Wyss, research director for DRI/McGraw-Hill in Lexington, Mass. But he said Pennsylvania, California, and Mississippi notably eased regulations.

The study, sponsored by MasterCard International, is meant to address the main concerns for issuers in choosing a location for their credit card operations.

It considers such factors as the number of class action suits filed against banks and restrictions on annual percentage rates, late fees, and over-limit fees, said Charlotte Rush, MasterCard's vice president for public affairs in Washington. Also weighed are the cost of doing business, the quality of life, and the availability of skilled labor, she said.

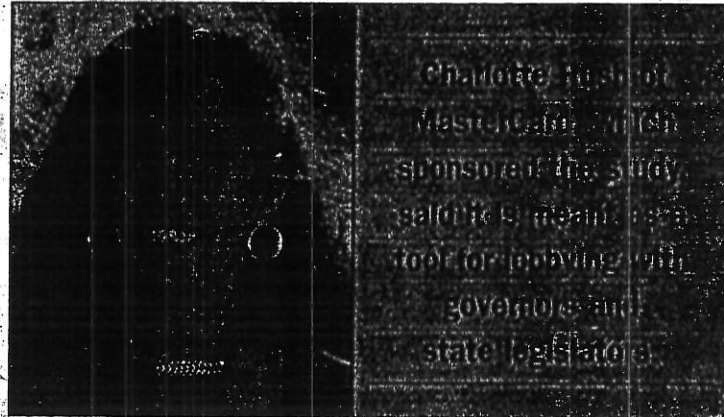
She added that the survey, in its third year, is not intended to be used as the primary tool for a

relocation decision, but is "more of a lobbying tool used to work with state legislatures and governors to show where they could improve the regulatory climate."

While the study hasn't uncovered a great shifting of state ranking, Mr. Wyss said there have been regulatory improvements, inspired by legislators' "fear of losing jobs. People are realizing jobs don't grow on trees." He pointed out that the card industry creates high-paying, low-polluting employment for computer programmers, keypunch operators, telemarketers, and others.

Scott Cammarn, partner with Zeiger, Dreher & Carpenter, the Columbus, Ohio-based law firm that compiled state regulations for the study, said there is substantial pressure on states to make a better legal environment for issuers. "Because of the failure of Congress to resolve the Fair Credit Reporting Act at the federal level, states are stepping into the fray and enacting their own statutes," he said.

According to the study, South Dakota pushed Utah to number two. Arizona and Nevada nudged



up a few places each to numbers five and nine, respectively.

Virginia and Delaware, tied for sixth place, got high marks for legal issues alone, but operating-cost and quality-of-life ratings were less glowing.

Louisiana moved up significantly, Mr. Wyss said, from No. 17 to No. 4, after a reassessment of its regulatory environment. The state eased restrictions on annual percentage rates.

Nebraska ranked third, Idaho eighth, and Oregon 10th on the list of most desirable card sites.

Florida, regarded as having

one of the more favorable regulatory environments, fell two places to No. 12 because of an increase in business costs.

Georgia suffered a similar fate, slipping from 12th to 16th, because of an increase in premises costs in Atlanta, attributed to the Olympics.

South Dakota — home of the Citibank's card operation, the largest in the country — Utah, Arizona, and Nevada have picked up the most business from outside states, said Mr. Wyss. He said they benefited from being close to California, which im-

proved its rank last year from 33d to 28th by lightening its regulatory burden. Still, he said, the Golden State has an "unfriendly legal climate, which costs it a lot of points, and it's expensive to operate in."

By eliminating restrictions on annual percentage rate, Maine shot up from last place to 38th. Even so, Mr. Wyss said the cost of doing business is "fairly high up there, and the overall legal environment rates poorly."

Mississippi had the best jump, from 32d to 20th, mostly due to regulation of annual percentage rates.

Ms. Rush noted that Pennsylvania improved slightly, moving up five places, but remained in the bottom 10. While its legislature eased fee regulation, "its legal environment is very troubling," said Ms. Rush. "A judge has ruled against several banks in key late fee litigation."

Worst-ranked Kansas has the worst legal climate, the study found. It cited tight restrictions on interest rates, late fees, a restrictive fair-credit law, and high operating expenses in Kansas City.

Results were posted on a computer screen.

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my. Results were posted on a computer screen.

Senate Committee on financial Institutions and Insurance
February 17, 1999
Wayne F. Skow (of Olathe)

Dear Committee Members:

This testimony concerns the Payday loan business and a poor family I have had occasion to work with over the past year or so. Payday loan companies have been popping up in Olathe recently. I've always been curious as to their purpose and offerings but have never personally used their service. Recently, I had the opportunity to find out how one poor became snared in their trap.

I met this family one-day as they canvassed my subdivision looking for odd jobs to do to earn some much-needed money. The family consists of a mom and three children ranging from 10 years to 3 years old. I was eager to help them. I also introduced them to our church's benevolence program where they received food and food vouchers for a local grocery store. Over the following several months mom would occasionally call needing some help that we would provide.

One night, mom called with a different need. She needed \$115 by the next day. She told me, however, that she would immediately return \$100. So she was only asking for a \$15 gift. Naturally I asked her to fill in the details of her need. That is where I received an education in the "services" provided by a payday loan business.

Apparently, mom was desperate for grocery money one day but was unwilling to seek help from me, the church or any other charitable organization (such as the Salvation Army). She was obviously aware of payday loans and decided to "borrow" \$100. It was easy for her. Just write a \$115 check and receive \$100 in cash. If the \$115 were not repaid within two weeks, the check would be cashed. If it bounced, the police would be notified.

After two weeks passed, mom was unable to scrape the entire amount together, but she could generally come up with \$15. So, after borrowing \$100 from someone, she would pay the loan and immediately take out another so she could return the \$100.

A quick calculation determined that this payday loan company was making \$15 on a \$100 loan every two weeks. Or, 15% every two weeks. Or an approximate APR of 390%!

This was shocking to me in a couple of ways. First, I thought there were laws limiting interest rates. Apparently the payday loan business had found a loophole. Secondly, it became very apparent how those in financial despair fall victim to this trap and get stuck in an endless cycle of \$15 interest payments. In discussing this with the poor mom further, she confessed that she had used this service "no more than" 20 times! I asked her if she realized she had paid \$300 for the "privilege" of borrowing \$100 for 40 weeks. Either she didn't understand it before or she was too proud to admit it, but she seemed to

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understand what I explained to her. I paid the \$100 back for her and she promised to never go back to a payday loan company. I have no way of knowing whether she will honor that promise.

Based on this incident, however, I personally believe the payday loan business is focused on making large profits from those who can least afford it. Their customers, I believe, are those with no other credit potential. And that is the way it should be. These people can not generally pay back what they borrow. They definitely have needs, but not for easy credit. They need to find people and organizations that can help them overcome their poverty, not help them fall in deeper as the payday loan business does.

Sincerely,

Wayne Skow

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Bank Rate Monitor



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\$20,000	9.9%	Submit

Officials call payday financing "loan sharking"

By Stephen Rothman
 bankrate.com



When Melissa Hampton needed an advance on her weekly paycheck she borrowed \$150 from a local loan store in Prestonburg, Ky., and promised to pay it back plus a fee.

Six months later, Hampton was still low on cash, but now owed more than \$1,000 in fees to the loan store, which threatened to throw her in jail if she didn't pay up.

"By the time I got off the phone, I was scared to death," said the 23-year-old Lexington, Ky., housewife, who's debt eventually forced her into bankruptcy.

"Deferred deposit" businesses are common

Hampton's experience is becoming all too common, consumer advocates warn. These deferred deposit businesses, as they are also known, will cash paychecks in advance and give the borrower two weeks to pay the loan back plus a hefty fee. If the borrower doesn't pay in time the person can let the loan deadline "roll over" another two weeks and another fee is tacked on.

That's what Rodney Jackson did. Jackson, 39, and a retired Warren County, Ohio, police officer, said he borrowed \$200 from a payday check service in Florence, Ky., last October.

"I needed to get my car repaired," he said, adding that he thought he could pay back the amount with money he was due from his student loan and Social Security.

Fees keep racking up

He wrote out a check to the loan service for \$250 in exchange for \$200 in cash. Since then, he has been making \$50 bi-weekly payments to roll the loan over. He has now paid more than \$500 and still owes the original \$200 amount.

"I went to them and asked how many \$50 do I need to pay before I satisfied the debt," Jackson said. "I was told I would have to continue paying the \$50 every two weeks until the loaned amount was paid off

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no matter how long it takes."

Jean Ann Fox, director of consumer protection for the Consumers Federation of America, Washington, D.C., said that these sorts of abuses have forced many states to examine deferred deposit businesses. Payday check services have been outlawed or severely curtailed in 13 states, and 25 others have usury statutes prohibiting exorbitant interest rates, but the industry still is attempting to make inroads primarily in the southeast, Fox said.

Interest charged climbs as high as 1800 percent

Payday loans now are permitted in Colorado, Washington and Tennessee, where many of these businesses first cropped up. Loan stores also are seeking legal status in Georgia and Kentucky where borrowers have sometimes been charged 700 percent to 1800 percent interest on a small loan, said Kentucky State Rep. Jack Coleman (D-55th District).

Coleman has introduced legislation to control the industry in his state. "We had to do something because this industry has been running wild for six years," Coleman said, adding there is plenty of evidence that people have been driven into bankruptcy.

Georgia Industrial Loan Commissioner John Oxendine agrees. "What we have is loan sharking and it must be abolished." Oxendine, whose department regulates the small loan business, said payday lenders in his state have been charging annual interest rates of 600 percent and up to 700 percent.

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Some states want to abolish paycheck loans

He added that Georgia legislature is considering limiting or abolishing the deferred deposit industry. "I think Georgia must do something this year, or they (payday loan offices) will commit even more atrocities that will damage the lending community," he said.

However, David Davis, president of the 300-member Kentucky Deferred Deposit Association, defends the industry's business practices. "Payday loan offices provide a service abandoned by the financial community," Davis said. "It simply costs too much for them to put a small loan on the books."

As to the high interest rates, Davis said: "Would you risk loaning someone you didn't know \$100 on a promise to pay it back in two weeks? That's what we do every day." Davis' firm owns 15 Check-N-Go stores in Kentucky.

Paycheck lenders to critics: Do the math

Davis invites critics to do the math: "A borrower has three bills due on Wednesday, and won't be paid until Friday. If he is late on his bills, there are late charges. If he bounces one check it's \$60. If he bounces three checks it's \$180.

8-2

"It makes a lot of sense to people who need temporary financing to pay our charges which are a lot less than fees they would face if they bounced their checks," he said.

Addison Parker, a legal aid attorney with the Appalachian Research and Defense Fund of Kentucky, Inc. doesn't argue that payday loan offices serve a need in her community, but he said many of the lenders' practices are illegal under current Kentucky law. The abuses include threatening to throw a borrower in jail for not making loan payments on time, Parker said.

Kentucky lender accused of racketeering

A federal judge in a Kentucky case brought by Parker's office agreed. Despite an attempt by the lender's attorney to have the case thrown out, the loan store stands accused of fraud, misrepresentation, racketeering and violating provisions of the federal Truth In Lending Act.

"What this kind of service targets is working, lower income people — People on benefits and those who don't know how to manage their money no matter how much they make," Parker said.

As it stands now, payday loan offices in Kentucky "are violating all kind of laws and are subject to the severest penalties," said Sidney White, a court-appointed trustee for those debtors seeking Chapter 13 bankruptcy assistance to pay off their debts.

Lending changes are slow in coming

What these companies are trying to do is get the Kentucky legislature to pass a law that will change that, Parker said, so what is now illegal can be legal.

Admittedly, the proposed law in Kentucky isn't what "I would like it to be," said Coleman, "but it is a start. In two years, we may have enough data to decide that we should shut it down completely," he said.

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Bank Rate Monitor



Who's Been Looking at Your Credit Report?

Interest rates charged by payday check stores as high as
1826% on a \$100 loan*

By Stephen Rothman
bankrate.com

Store	State	Fee	7 day APR	14 day APR
Check X Change	OH	\$13	678%	339%
Fast Cash	CA	\$15	782%	391%
Ace Cash Express	FL	\$22.58	666%	333%
E-Z Pay	MO	\$15	782%	391%
E-Z Cash	PA	\$15	782%	391%
A-Acme Ck Cash	CO	\$20	1042%	521%
Check X-Change	WA	\$15	782%	391%
Checkman	TX	\$35	1826%	913%

* 1997 Consumer Federation of America survey.

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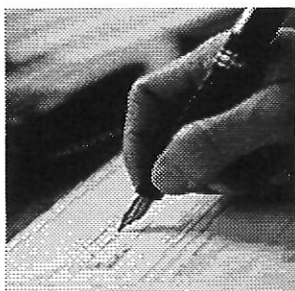
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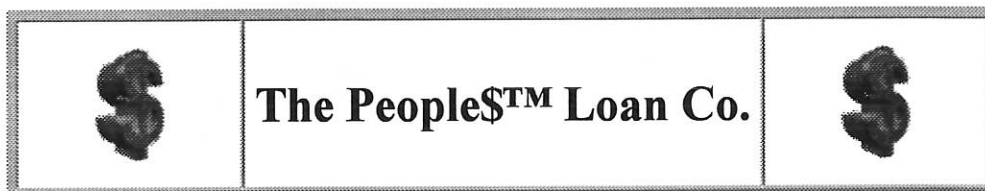
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"Extensions must be submitted 3 days before due date"

PIN Number	<input type="text"/>
Password	<input type="text"/>
E-mail	<input type="text"/>
Birth Date	<input type="text"/>
Mother's Maiden Name	<input type="text"/>

This fee is to extend my Outstanding Advance (Original \$235 Check Number)

(Fill Out Your 15 Day Extension Check)

My Due Date from Account Due Notice <input type="text"/> (We will cash the \$35 on this date!)	New Check Number <input type="text"/>
Pay To: <u>Mr. Cash Advance</u>	Amount(\$35.00) <input type="text"/>
***** Thirty-Five and 00/100*****	
Bank Name <input type="text"/> Account Number <input type="text"/>	Please TYPE your Signature <input type="text"/>

Mr. Cash Advance is authorized to withdraw this \$35 fee from my checking account on the due date above.

I also understand and agree to pay a \$75 fee if this check is returned for Non-Sufficient Funds.

I AGREE	Reset
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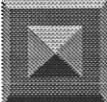
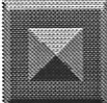
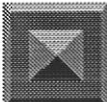
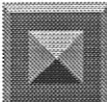
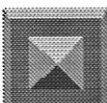


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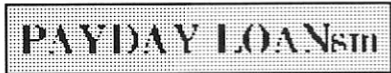
While not everybody is approved for the PAYDAY LOAN, we make every effort to approve as many customers as possible. We get paid for PAYDAY LOAN approvals, not rejections. Because we are not a bank or traditional lender, we have greater flexibility in providing an unsecured source of funds. In fact, bankruptcy or poor credit history will not necessarily disqualify you from receiving the PAYDAY LOAN. Rather, we are more interested in whether you are maintaining steady employment, and to see if you have a current checking account.

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If you have any questions please feel free to email us here:



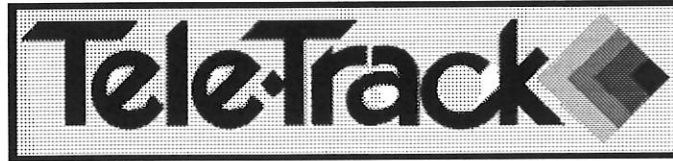
**NEWS**

*PAYDAY LOAN CORPORATION INTRODUCES UNIQUE
MEDICAL DISCOUNT CARD*

*Introducing a new product to assist their uninsured customers,
PAYDAY LOAN CORPORATION has introduced the Healthcare
Solutions Medical Card.*

*"This card offers our customers substantial discounts of between
15% - 30% when purchasing certain medically related products and
services. Discounts are available at conveniently located pharmacies,
chiropractors, dentists, opticians and medical equipment vendors. The
card is targeted to the customers local zip code area, pairing up the
customer to numerous health care related providers in their
neighborhood. We estimate that up to 50% of our customers are
uninsured or do not have HMO or PPO providers which typically
offer discounts", stated Robert Chiang, Vice President of Marketing,
PAYDAY LOAN CORPORATION.*

*PAYDAY LOAN CORPORATION intends to roll out the Health Care
Solutions Card to all of it's California locations.*



Sub-Prime Consumer Information

[◆ Risk Assessment Services](#) [◆ Fraud Alert Services](#) [◆ Skip Tracing Services](#)

Tele-Track is the central source of information on sub-prime consumers in America. Tele-Track provides information that is not available from traditional consumer information sources. Tele-Track's risk assessment services provide the missing piece of the puzzle when evaluating any **B, C or D** applicant. Tele-Track instantly informs you if an applicant has a **negative credit history** with a sub-prime finance, rental or service company or uses a fraudulent social security number to obtain application approval. Tele-Track also provides **current address** and **employment information** on sub-prime consumers.

Tele-Track collects and reports information to and from merchants who interface with high risk consumers daily, including rent-to-own stores, sub-prime furniture and appliance stores, sub-prime consumer finance companies, sub-prime automobile dealers and finance companies, sub-prime (non-conforming) mortgage companies, check advance/deferred deposit/payday loan companies, title loan companies and cable television companies.

Tele-Track has been providing risk assessment, fraud alert and computerized skip tracing services to institutions which cater to high risk consumers since 1989. When an individual falls into the sub-prime credit category, often the only source of current information about them is Tele-Track.

- [◆ Risk Assessment Services](#)
- [◆ Fraud Alert Services](#)
- [◆ Skip Tracing Services](#)
- [◆ How is Tele-Track Different?](#)
- [◆ What's Tele-Track Worth To You?](#)
- [◆ For More Information](#)