



# State of New Hampshire Banking Department

53 Regional Drive, Suite 200  
Concord, New Hampshire 03301

Telephone: (603) 271-3561  
FAX: (603) 271-1090 or (603) 271-0750

September 13, 2021

## VIA ELECTRONIC MAIL

Re: HB 610 Law Change Effective October 9, 2021  
Transmission of Consumer Complaints via Email

To All New Hampshire chartered entities:

During the 2021 session, the New Hampshire Legislature passed HB 610. HB 610 takes effect on October 9, 2021.

HB 610 amends RSA 383-A:9-904 and changes how the Department will be transmitting consumer complaints to you. After October 9<sup>th</sup> the Department will no longer send you complaints by certified mail. Complaints will be sent to you via secure email.

You must provide the Department the name and email address for your point of contact for receipt of consumer complaints. Please email this information to Doreen Sheppard at [legal@banking.nh.gov](mailto:legal@banking.nh.gov) on or before **September 17, 2021**.

The Department will use the email address you provide to send you a test email. This email will come from the [legal@banking.nh.gov](mailto:legal@banking.nh.gov) email address, so please add this address to your email contacts to prevent Department emails getting caught in your junk folder or spam filters. If the test email is not received by the designated contact by **September 24, 2021**, please contact Doreen Sheppard.

You are responsible for understanding and complying with the changes in HB 610 as well as the deadlines in RSA 383-A:9-904. RSA 383-A:9-904 states a chartered institution must respond to a consumer complaint within 30 days following receipt of that complaint.

Please visit the state legislative website to review HB 610 or you may use this link:  
[http://gencourt.state.nh.us/bill\\_status/billText.aspx?sy=2021&id=544&txtFormat=html](http://gencourt.state.nh.us/bill_status/billText.aspx?sy=2021&id=544&txtFormat=html)

I hope this information is helpful. Please contact the Department with any questions or concerns.

Kind Regards,

Gerald H. Little  
Bank Commissioner