



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
All Consumer Credit Licensees to Use NMLS

To All New Hampshire Consumer Credit Licensees:

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

HB 610 changes how the Department will be transmitting consumer complaints to you. After October 9th the Department will no longer send you complaints by certified mail. Complaints will be sent to you via secure email from legal@banking.nh.gov, so please add this address to your email contacts to prevent Department emails from getting caught in your junk or spam filters. Please keep your consumer complaint contacts email updated with the Department to ensure you are receiving all communications from the Department in a timely manner.

Additionally HB 610 amended the licensing requirements to now require all retail sellers, sales finance companies, small loan lenders, debt adjusters, and money transmitters to license and report through the Nationwide Multistate Licensing System and Registry (NMLS.) Please watch for more information and guidance regarding this change from the Department in the coming weeks.

You are responsible for understanding and complying with the changes in HB 610. 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

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

Kind Regards,

Gerald H. Little
Bank Commissioner