



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

August 2, 2018

VIA ELECTRONIC MAIL

Re: NH Banking Department Consumer Complaint/Inquiry Process Update

To All New Hampshire chartered and licensed entities:

During the 2018 session, the New Hampshire Legislature passed SB 92, a bill relative to the processing of consumer complaints or inquiries regarding New Hampshire chartered and licensed entities. SB 92 was signed by Governor Sununu on June 8, 2018, and takes effect on August 7, 2018.

The bill makes changes to existing consumer complaint or inquiries processing deadlines for state licensed consumer credit entities. This bill also creates RSA 383-A:9-904 which establishes processes and deadlines that must be followed by New Hampshire state-chartered banks, trust companies and credit unions when responding to consumer complaints and inquiries.

You are responsible for understanding and complying with all laws, rules and regulations. You must review SB 92 and implement all new statutory requirements before August 7, 2018. All consumer complaints or inquiries received by the Banking Department on or after August 7, 2018 will be processed in accordance with the new law. The text of SB 92 can be found at: http://gencourt.state.nh.us/bill_Status/billText.aspx?sy=2018&id=979&txtFormat=html

Please contact the Department with any questions or concerns.

Kind regards,

A handwritten signature in blue ink, appearing to read "Gerald H. Little".

Gerald H. Little
Bank Commissioner