

Motor Vehicle Advisory Bulletin: COVID-19 Emergency Measures

This bulletin discusses emergency measures for motor vehicle sales finance licensees to consider in response to the COVID-19 pandemic. On March 13, 2020, Governor Greg Abbott declared a state of disaster for all Texas counties due to COVID-19.

Working with Consumers:

The OCCC urges motor vehicle sales finance licensees to work with consumers during this crisis, and to be practical, flexible, and empathetic. Efforts to work with consumers in communities under stress may contribute to the health and recovery of these communities. These types of efforts serve the long-term interests of both consumers and licensees, provided the efforts are performed in a reasonable manner with proper controls and management oversight. Licensees should continue to communicate with consumers through methods that consumers have agreed to, in accordance with state and federal debt collection laws.

The OCCC encourages motor vehicle sales finance licensees to carefully consider the following measures during this crisis:

- Increasing communication with consumers regarding COVID-19 and the recommended methods for consumers to contact the licensee, especially if the licensee has altered operations due to COVID-19.
- Working out modifications with consumers to help ensure successful repayment, including deferred or partial payments, which would avoid delinquencies and negative credit reporting.
- Reviewing policies for fees, late charges, delinquency practices, and repossessions, to help support successful repayment.

For deferments, Chapter 348 and its implementing rules limit the amount of deferment charges and require disclosure or agreement by the buyer in certain situations. These requirements, including exceptions for a state of disaster, are discussed in the OCCC's advisory bulletin B16-4, "Deferment Charges," available at: <https://occc.texas.gov/industry/motor-vehicle-sales-finance/bulletins-disclosures>

Prohibition on Requiring COVID-19 Vaccine Documentation:

Effective June 7, 2021, Texas businesses are prohibited from requiring their customers to provide COVID-19 vaccine documentation in order to receive services or access to a business. The Texas Legislature recently enacted this requirement in SB 968 (available [here](#)) and codified the requirement in new Section 161.0085 of the Texas Health and Safety Code.

Electronic Signatures:

Some OCCC licensees are considering using electronic signatures in response to COVID-19. Electronic signatures are generally allowed under Texas and federal law.

The federal E-Sign Act, 15 U.S.C. §§ 7001–7006, includes requirements for electronic disclosures and signatures. The E-Sign Act allows a disclosure to be made electronically only if the consumer consents to an electronic disclosure using a specified procedure that demonstrates the consumer’s ability to receive the disclosure electronically. 15 U.S.C. § 7001(c)(1)(A).

Before consenting, the consumer must be given a clear and conspicuous statement of:

- Any right or option to get the disclosure in non-electronic form;
- The right to withdraw consent and the procedures for and consequences of doing so;
- What transactions the consumer’s consent applies to;
- The procedures for updating the information needed to contact the consumer electronically; and
- How, after consenting to electronic disclosures, to obtain a paper copy of any disclosures, and whether any fee will be imposed.

15 U.S.C. § 7001(c)(1)(B).

The consumer must be given a statement of the hardware and software requirements for access to and retention of electronic records, and must either give consent electronically to receive electronic disclosures, or must confirm consent electronically. 15 U.S.C. § 7001(c)(1)(C).

When disclosures are provided electronically, the E-Sign Act requires that the record be retained in a manner that “accurately reflects” the information in the record, and “remains accessible” to all persons in a form that is capable of being accurately reproduced for later reference. 15 U.S.C. § 7001(d). This means that consumers must have a way to keep electronic disclosures for use at a later time.

Remote Work from Unlicensed Locations:

Generally, Chapter 348 of the Texas Finance Code provides that any motor vehicle sales finance activity must occur from a licensed location. This requirement is described in Section 348.501 of the Finance Code, as well as the OCCC’s rule at Title 7, Section 84.603 of the Texas Administrative Code.

The OCCC understands that businesses are taking action to protect public safety and minimize the spread of COVID-19. This might include work performed at unlicensed locations (e.g., employees working from home to service transactions).

On a temporary basis, the OCCC will not take an enforcement action under the above-listed provisions against licensees that service or collect retail installment transactions from unlicensed locations, if conducted in accordance with the following instructions:

- A licensee must prepare a written plan or documentation describing what steps it is taking, as well as the locations where servicing or collection is taking place. The licensee must maintain this documentation until the OCCC's next examination of the affected licensed location.
- A licensee's employees must access information in accordance with the licensee's written information security program under the federal Safeguards Rule, 16 C.F.R. pt. 314. A licensee must continue to maintain the security of each consumer's personal information.
- If an employee accesses secure electronic information from the company, the employee must use a virtual private network or a similar system that requires authentication to access. Any devices must have up-to-date security updates or patches.
- A licensee may not keep any physical business records at a location other than a licensed location. All records (physical or electronic) must be accessible from a licensed location.

This temporary guidance does not amend the Texas Finance Code, the Texas Administrative Code, or any other requirement of state or federal law. Rather, it describes certain situations where the OCCC will not take enforcement actions against licensees under the above-listed provisions relating to licensed locations. This guidance does not affect any requirements enforced by the Texas Department of Motor Vehicles relating to authorized locations for the sale of a vehicle (e.g., Texas Occupations Code Section 2301.362, Texas Transportation Code Section 503.021). This guidance is in effect through August 31, 2021, but it is subject to earlier revision or withdrawal.

Effective September 1, 2021, if a motor vehicle sales finance licensee's employees conduct regulated business from unlicensed locations, the licensee will be subject to new Section 341.503 of the Finance Code, recently added by the Texas Legislature in HB 3510 (2021). This new section explains that Chapter 348 and Chapter 353 licensees may allow their employees to work from remote locations as long as they meet certain conditions, which include ensuring that in-person consumer interactions occur at a licensed location, maintaining safeguards for data, ensuring that records are available to the OCCC, and maintaining written procedures. The OCCC encourages licensees to review the text of new Section 341.503 (available [here](#)), and to be prepared to comply with the new section if their employees will conduct regulated business from remote locations on or after September 1, 2021.

The OCCC encourages all Texas citizens to be safe. Additional guidance and updates about COVID-19 are available on the website of the Texas Department of State Health Services.