

Proposed Text of Rule

69U-100.323 Attestation of Compliance.

(1) Each financial institution, as defined in s. 655.005, Florida Statutes, ~~subject to the financial institutions codes~~ must attest, under penalty of perjury, whether the entity is acting in compliance with section 655.0323(1) and (2), Florida Statutes. Such institutions shall attest by completing and submitting Form OFR-U-323, Attestation of Compliance, effective XX-XXXX, herein incorporated by reference and available at <https://www.flrules.org/Gateway/reference.asp?No=Ref-XXXXX> and on the Office's ~~OFR's~~ website, www.flofr.gov, to the Office ~~OFR~~ by July 1 of each year.

(2) Filings required by this rule shall be submitted to the Office ~~OFR~~ by mail or email as follows:

Division of Financial Institutions
Office of Financial Regulation
200 East Gaines Street
Tallahassee, Florida 32399-0371
or
OFRFinancialInstitutions@flofr.gov

Rulemaking Authority 655.0323(3), FS. Law Implemented 655.0323(3), FS. History-New 8-3-23, Amended X-X-XXXX.

Rule 69U-100.3231 Complaints

(1) If a customer or member of a financial institution suspects that such financial institution has acted in violation of s. 655.0323(2), Florida Statutes, the customer or member may file a complaint with the Office by completing and submitting to the Office Form OFR-U-3231, Complaint, effective XX-XXXX, herein incorporated by reference and available at <https://www.flrules.org/Gateway/reference.asp?No=Ref-XXXXX> and on the Office's website at www.flofr.gov. A complaint is barred if not submitted to the Office within 30 days of the action that is described within the complaint.

(2) A financial institution that receives a notice of complaint from the Office must, within 90 calendar days of receiving such notice, complete and submit to the Office Form OFR-U-3232, Complaint Response Report, effective XX-XXXX, herein incorporated by reference and available at <https://www.flrules.org/Gateway/reference.asp?No=Ref-XXXXX> and on the Office's website at www.flofr.gov.

(3) Submissions provided for under this rule shall be submitted to the Office by mail or email as follows:

Division of Financial Institutions
Office of Financial Regulation
200 East Gaines Street
Tallahassee, Florida 32399-0371
or
OFRFinancialInstitutions@flofr.gov

Materials Incorporated By Reference

Form OFR-U-323, Attestation of Compliance

Form OFR-U-3231, Complaint

Form OFR-U-3232, Complaint Response Report