



Receivables Management Association of Canada Inc.
Association Canadienne de la Gestion de Créances Inc.

Submission to Ontario Minister of Government and Consumer Services
RESPONSE TO BILL 199, ACCESS TO CONSUMER CREDIT REPORTS AND ELEVATOR AVAILABILITY ACT, 2018

March 15, 2018
Toronto, Ontario

A. Introduction

The Receivable Management Association of Canada (RMA) has a keen interest in Bill 199, *Access to Consumer Credit Reports and Elevator Availability Act, 2018*.

This submission outlines the receivables management sector's concerns and support for Bill 199, offering recommendations regarding how amending and/or clarifying the proposed legislation will lessen the regulatory burden placed upon the receivables management sector —while offering no less protection to Ontario consumers.

B. Background

RMA is a national association representing the business and policy interests of Canada's credit grantors —financial, telecommunications, retail and utility sectors— debt buyers and sellers, law firms and collection agencies. RMA's members comprise a sizable segment of Canada's business community.

RMA advocates for strong public policy that benefits Canadian consumers and businesses while strengthening Canada's economy. The receivables management sector is a meaningful contributor to Ontario's economic growth, is a large purchaser of goods and services, employs tens of thousands of Ontarians, and supports philanthropic investment in communities across the province. Credit grantors, debt buyers and sellers, and collection agencies represent an important economic driver in Ontario.

C. Consumer Credit Reporting

RMA is supportive of the Government of Ontario's ongoing commitment to strengthening consumer protection. The aim to protect consumers and to support a transparent and better-informed marketplace, where consumers can count on being treated fairly, supports not only the development of sound public policy, but reflects the ethos of RMA and its members.

RMA's Ontario-based members do, however, have concerns regarding certain credit reporting measures proposed in Bill 199. Specifically, the bill's proposal to require certain credit reporting agencies to:

- Give consumers online access to their current consumer score at least two times per year, free of charge;
- Include in a consumer report information about any consumer scores given to third parties in the past 12 months; and,
- Implement a credit freeze, at the request of a consumer to help reduce identity theft.

Bill 199, if enacted, will amend Section 12 of the *Consumer Reporting Act* to give consumers a right to obtain disclosure of consumer scores and to provide for the rules respecting such disclosures. The recast section 12 will modify the existing rules regarding disclosures of consumer reports, setting out the requirements respecting which method of generating a consumer score a consumer reporting agency is required to use.

Further, Bill 199 proposes the placement of a security on a consumer's credit report. RMA has specific concerns regarding these proposed changes and reporting requirements.

Table 1 in Appendix A summarizes RMA's feedback on the problematic credit reporting measures proposed in Bill 199.

Conclusion

RMA encourages the Government of Ontario to implement public policies that will foster job creation and economic growth while protecting consumers. RMA is keen to partner with the Government of Ontario to develop effective legislation, drafted using accurate consumer data and analysis, to address legitimate areas of concern in Ontario's receivables management sector.

As a contributor to Ontario's economy and the well-being of Ontarians, the members of the receivables management sector believe the recommendations contained in this submission can help the government further achieve these objectives.