

**Attachment 2 to Concise Explanatory Statement**  
**Pursuant to RCW 34.05.325(6)**

**Summary of written comments received by DFI during the rulemaking process, and DFI’s responses to the comments. (RCW 34.05.325(6)(a) (iii))**

See the DFI rulemaking web page for this program for the complete text of the comments submitted.

MLOs working from licensed locations including branches	
Clarify that licensed MLOs must work from a licensed location.	DFI response. No change made to the rules. Existing rules appear to be adequate.
All origination work required from a licensed location is not practical.	DFI response. No change made to the rules. Any changes to this requirement would need to be done via a statutory change.
Employee actions	
WAC 208-620-490(5)(b) – notification of department of acts by employees  “Reasonably should have known” is vague and undefined. Current language subjects servicer to an unreasonable standard. Reasonable mistakes can and do occur, but are quickly remediated.	DFI response. No changes made to the rules. DFI thinks the rule language is appropriate.
Student Education Loan Servicers	
WAC 208-620-510(8)(a) – SELs; disclosure to service members of their rights under state/federal laws/regs.  Remove the language for various reasons, inappropriate for loan servicers.	DFI response. Language clarified. The language applies only to licensees making loans.
WAC 208-620-550(2) – prohibited practices  Add in “U.S.” before Dept. of Ed.	DFI response. Language changed as suggested.

<p>WAC 208-620-554: Conducting student education loan servicing (SELS) activities in the U.S. or outside the U.S.</p> <p>The rule could reduce efficiency and borrower responsiveness that could harm consumers while potentially increase the cost of borrowing for future borrowers.</p>	<p>DFI response. No changes made to the rules. This language is similar to that in other industries.</p>
<p>WAC 208-620-950 (SELS: General requirements) and WAC 208-620-960 (SELS: Requests for info)</p> <p>Put the language about compliance with an applicable federal requirement in one location instead of spread throughout the rules.</p>	<p>DFI response. No changes made to the rules. DFI has carefully parsed out conflicts with federal law provisions and has indicated in those areas that compliance with federal law meets compliance under this act.</p>