

**GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2023**

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**HOUSE BILL 781**

Short Title: Fair Access to Financial Services Act. (Public)

Sponsors: Representatives Balkcom, Cairns, Crutchfield, and Zenger (Primary Sponsors).  
*For a complete list of sponsors, refer to the North Carolina General Assembly web site.*

Referred to: Banking, if favorable, Appropriations, if favorable, Rules, Calendar, and Operations of the House

April 19, 2023

A BILL TO BE ENTITLED  
AN ACT TO ENACT THE FAIR ACCESS TO FINANCIAL SERVICES ACT.

The General Assembly of North Carolina enacts:

**SECTION 1.(a)** Chapter 53 of the General Statutes is amended by adding a new Article to read:

"Article 26.

"Fair Access to Financial Services Act.

"Part 1. General Provisions.

**"§ 53-440. Short title.**

This Article may be cited as the Fair Access to Financial Services Act.

**"§ 53-441. Definitions.**

The following definitions apply in this Article:

(1) Administrator. – The North Carolina Administrator of Credit Unions.

(2) Commissioner. – The North Carolina Commissioner of Banks.

(3) Financial institution. – Either of the following:

a. A banking corporation, trust company, savings and loan association, credit union, or other person principally engaged in the business of lending money or receiving or soliciting money on deposit. The term does not include an entity that is chartered or supervised by a federal agency or agency of another state.

b. A payment processing platform or credit card company.

(4) Person. – Any natural person or any partnership, corporation, or other business or legal entity.

(5) Proportionally equal terms. – Terms ensuring that pricing and denial decisions are commensurate with measurable risks based on quantitative and qualitative characteristics.

**"§ 53-442. Fair access to financial services.**

(a) Fair Access. – A financial institution operating in this State shall make each financial product or service that it offers available on proportionally equal terms to all persons engaged in a lawful activity.

(b) Prohibited Conduct. – A financial institution operating in this State shall not deny any person that is engaged in a lawful activity a financial product or service based on a personal, ideological, moral, or political opinion.



1       (c) Policies and Procedures. – A financial institution operating in this State shall include  
2 in its written policies and procedures a directive to comply with this Article.

3                   "Part 2. Enforcement by Commissioner of Banks.

4 **"§ 53-450. Disciplinary action.**

5       (a) After notice and opportunity for a hearing in accordance with Article 3A of Chapter  
6 150B of the General Statutes, if the Commissioner finds that a financial institution chartered or  
7 licensed by or registered with the Commissioner has violated this Article, the Commissioner may  
8 revoke, suspend, or refuse to renew the financial institution's charter, license, or registration.

9       (b) The powers vested in the Commissioner by this Article are in addition to any other  
10 enforcement powers of the Commissioner.

11 **"§ 53-451. Examinations; charges.**

12       (a) For the purpose of enforcing this Article, the Commissioner may conduct an  
13 examination of a financial institution chartered or licensed by or registered with the  
14 Commissioner.

15       (b) A financial institution shall reimburse the Office of the Commissioner of Banks all  
16 reasonable costs and expenses of an examination under this section. In unusual circumstances  
17 and in the interest of justice, the Commissioner may waive reimbursement for the costs and  
18 expenses of an examination under this section.

19 **"§ 53-452. Consumer complaints.**

20       The Commissioner may receive a complaint from a person regarding a financial institution  
21 chartered or licensed by or registered with the Commissioner and, upon receipt of the complaint,  
22 may examine the financial institution pursuant to G.S. 53-451.

23 **"§ 53-453. Confidentiality.**

24       (a) All information obtained by the Commissioner under this Article is subject to  
25 confidential treatment as provided in G.S. 53C-2-7.

26       (b) Notwithstanding any State law to the contrary, the Commissioner may report  
27 enforcement actions under this Article and any other relevant information to the Nationwide  
28 Multistate Licensing System and Registry.

29       (c) The Commissioner may enter into written agreements with other governmental  
30 agencies, the Conference of State Bank Supervisors, or other associations representing  
31 governmental agencies and may share otherwise confidential information pursuant to these  
32 agreements.

33       (d) The requirements of G.S. 53C-2-7 regarding the privacy or confidentiality of any  
34 information provided under subsections (b) and (c) of this section, and any privilege arising under  
35 any other federal or State law with respect to the information, continues to apply to the  
36 information after it has been disclosed to an entity described in subsection (b) or (c) of this  
37 section. Information held by the entity is not subject to disclosure under any State law governing  
38 the disclosure to the public of information held by an officer or agency of the State. The entities  
39 described in subsection (b) or (c) of this section may share information with State and federal  
40 regulatory officials without the loss of privilege or the loss of confidentiality protections provided  
41 by State and federal law.

42 **"§ 53-454. Rules; appeal by aggrieved person.**

43       (a) The Commissioner may adopt rules to enforce this Article with respect to financial  
44 institutions chartered or licensed by or registered with the Commissioner.

45       (b) Pursuant to G.S. 53C-2-6(b), any person aggrieved by any rule adopted or order  
46 issued by the Commissioner may appeal to the State Banking Commission for review upon  
47 providing a written notice of appeal within 20 days after the rule was adopted or order was issued.  
48 The notice of appeal shall specifically state the grounds for appeal and, in the case of an appeal  
49 from a contested case proceeding before the Commissioner, shall set forth in numbered order the  
50 assignments of error for review by the State Banking Commission. Failure to specify the  
51 assignments of error or failure to comply with the briefing schedule provided by the State

1 Banking Commission constitutes grounds to dismiss the appeal. Any party aggrieved by a  
2 decision of the State Banking Commission may petition for judicial review pursuant to  
3 G.S. 53C-2-6(b).

4 "Part 3. Enforcement by Administrator of Credit Unions.

5 **"§ 53-460. Disciplinary action.**

6 (a) After notice and opportunity for a hearing in accordance with Article 3A of Chapter  
7 150B of the General Statutes, if the Administrator finds that a credit union under the  
8 Administrator's supervision has violated this Article, the Administrator may revoke or suspend  
9 the credit union's certificate of approval.

10 (b) The powers vested in the Administrator by this Article are in addition to any other  
11 enforcement powers of the Administrator.

12 **"§ 53-461. Examinations; charges.**

13 (a) For the purpose of enforcing this Article, the Administrator may conduct an  
14 examination of a credit union under the Administrator's supervision.

15 (b) A credit union shall reimburse the Credit Union Division of the Department of  
16 Commerce all reasonable costs and expenses of an examination under this section. In unusual  
17 circumstances and in the interest of justice, the Administrator may waive reimbursement for the  
18 costs and expenses of an examination under this section.

19 **"§ 53-462. Consumer complaints.**

20 The Administrator may receive a complaint from a person regarding a credit union under the  
21 Administrator's supervision and, upon receipt of the complaint, may examine the credit union  
22 pursuant to G.S. 53-461.

23 **"§ 53-463. Rules.**

24 The Administrator may adopt rules to enforce this Article with respect to credit unions under  
25 the Administrator's supervision."

26 **SECTION 1.(b)** This section becomes effective October 1, 2023.

27 **SECTION 2.(a)** Beginning with the 2023-2024 fiscal year, overrealized receipts that  
28 are available to the State Banking Commission each fiscal year are hereby appropriated to be  
29 used by the State Banking Commission in an amount necessary to implement this act.

30 **SECTION 2.(b)** This section becomes effective July 1, 2023.

31 **SECTION 3.** Except as otherwise provided, this act is effective when it becomes  
32 law.