

116TH CONGRESS  
1ST SESSION

# H. R. 3519

To direct the Secretary of Education to develop a common manual for loan servicers to ensure quality of practice and increase borrower satisfaction.

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## IN THE HOUSE OF REPRESENTATIVES

JUNE 26, 2019

Ms. SCHRIER (for herself, Mr. ALLRED, Mr. CASTEN of Illinois, and Ms. KENDRA S. HORN of Oklahoma) introduced the following bill; which was referred to the Committee on Education and Labor

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## A BILL

To direct the Secretary of Education to develop a common manual for loan servicers to ensure quality of practice and increase borrower satisfaction.

1 *Be it enacted by the Senate and House of Representa-*  
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Better Service to Bor-  
5 rowers Act of 2019”.

6 **SEC. 2. REQUIRING A COMMON MANUAL FOR SERVICERS.**

7 (a) IN GENERAL.—Part G of title IV of the Higher  
8 Education Act of 1965 (20 U.S.C. 1088 et seq.) is amend-  
9 ed by adding at the end the following:

1 **“SEC. 493E. REQUIRING A COMMON MANUAL FOR LOAN**  
2 **SERVICERS.**

3 “(a) IN GENERAL.—Not later than 1 year after the  
4 date of enactment of the Better Service to Borrowers of  
5 2019, the Secretary shall develop a manual of common  
6 procedures and policies for entities with which the Sec-  
7 retary enters into contracts for the origination, servicing,  
8 and collection of covered loans to standardize procedures  
9 to ensure consistency of quality and practice across loan  
10 servicers, and a minimum standard of quality and practice  
11 to ensure that borrowers are well-served.

12 “(b) UPDATES.—The Secretary shall update the  
13 manual under subsection (a) as frequently as may be nec-  
14 essary, but not less frequently than every 5 years.

15 “(c) COVERED LOANS DEFINED.—The term ‘covered  
16 loans’ means—

17 “(1) loans sold or assigned to the Secretary  
18 under part B;

19 “(2) loans made or purchased under part D;  
20 and

21 “(3) loans referred, transferred, or assigned to  
22 the Secretary under part E.”.

23 (b) PART D LOANS.—Section 456(a)(2) of the High-  
24 er Education Act of 1965 (20 U.S.C. 1087f(a)(2)) is  
25 amended in the first sentence by inserting before the pe-  
26 riod at the end the following: “, including the applicable

- 1 procedures and policies described in the manual developed
- 2 under section 493E”.

