

**Combo security freeze bill with consensus areas. Where no consensus: AG language in left column, CDIA language in right column. In some cases, differences on specific points are identified in text of bill.**

<p>Title: A Bill for an Act entitled: “The Identity Theft Protection Act; providing procedures for consumers to create a security freeze on credit reports; requiring implementation procedures for consumer reporting agencies; providing for temporary lifting of security freezes; requiring notices to consumers about option for a security freeze; setting fees; providing penalties; and providing effective dates.”</p>	
<p><b>NEW SECTION. Section 1. DEFINITIONS.</b> As used in [section 1] through [section 11], the following definitions apply:</p> <p>1) The term "person" means any individual, partnership, corporation, trust, estate, cooperative, association, government or governmental subdivision or agency, or other entity. (same as 15 U.S.C. 1681a(b))</p> <p>2) "Consumer" means an individual. (same as 15 U.S.C. 1681a(c)) NOTE: small businesses would not be included in this. Is that OK with everyone? No other state seems to provide freeze to business.</p>	
<p>3. "Consumer reporting agency" means any person which, for monetary fees, dues, or on a cooperative nonprofit basis, regularly engages in whole or in part in the practice of assembling or evaluating consumer credit information or other information on consumers for the purpose of furnishing consumer reports to third parties.</p>	<p>3. "Consumer reporting agency" has the meaning ascribed to it in 15 U.S.C. Sec. 1681a(f).</p>
<p>3) “Consumer reporting agency” means any person that, for monetary fees, dues, or on a cooperative nonprofit basis, regularly engages in whole or in part in the practice of assembling or evaluating consumer credit information or other information on consumers for the purpose of furnishing consumer reports to a third party and that uses any means or facility of interstate commerce for the purpose of preparing or furnishing consumer reports. 15 U.S.C. 1681a(f) <i>(in first line changed “which” to “that” per MT style)</i></p>	
<p>4. “Credit report” means any written, oral, or other communication of any information by a consumer reporting agency bearing on a consumer’s credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of livings which is sued or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing the consumers’ eligibility for: credit or insurance to be used primarily for personal, family, or household purposes; employment purposes; or any other purpose authorized under 15 U.S.C. 1681b.</p>	<p>4. “Credit report” is synonymous with “consumer report” and has the meaning ascribed to it in 15 U.S.C. Sec. 1681a(d).</p>

4) "Credit report" -- *defined in 15 U.S.C. 1681a(d)(1) as consumer report* – means:

- (a) any written, oral, or other communication of any information by a consumer reporting agency bearing on a consumer’s credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living; and
- (b) is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing the consumer’s eligibility for:
  - (i) credit or insurance to be used primarily for personal, family or household purposes;
  - (ii) employment purposes; or
  - (iii) any other purpose authorized under 15 U.S.C. 1681b.

*(NOTE: 15 U.S.C. 1681a(d)(2) has exclusions, which are incorporated into [section 10].)*

5. "Security freeze" means a notice, at the request of the consumer and subject to certain exceptions, that prohibits the consumer reporting agency from releasing all or any part of the consumer’s credit report or any information derived from it without the express authorization of the consumer. If a security freeze is in place, such a report or information may not be released to a third party without prior express authorization from the consumer. This subdivision does not prevent a consumer reporting agency from advising a third party that a security freeze is in effect with respect to the consumer’s credit report.

5. "Security freeze" means a notice placed in a consumer’s credit report, at the request of the consumer and subject to certain exceptions, that prohibits the consumer reporting agency from releasing the consumer's credit report or score relating to the extension of credit.

5. (1) "Security freeze" means a notice that:

- (a) is placed in a consumer’s credit report at the request of the consumer;
- (b) is subject to exceptions provided in [section 9]; and
- (c) prohibits the consumer reporting agency from releasing all or any part of the consumer’s credit report or credit score without the express authorization of the consumer, as provided in [section 2(5)];

(2) A security freeze does not prevent a consumer reporting agency from advising a third party that a security freeze is in effect with respect to the consumer’s credit report.

6. "Reviewing the account" or "account review" includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

7. "Proper identification" means information sufficient to verify identity.

**NEW SECTION. Section 2.** Election of placement of security freeze on credit report; procedure

1. A consumer may elect to place a security freeze on his or her credit report by making a request:

- (a) in writing by regular or certified mail to a consumer reporting agency; or
- (b) directly to the consumer reporting agency through a secure electronic connection.

Consumer reporting agencies shall make a secure electronic method of requesting a security freeze available within one year of this Act’s effective date.

1. A consumer may elect to place a security freeze on his or her credit report by making a request:

- (a) in writing by certified mail to a consumer reporting agency at an address designated by the consumer reporting agency to receive such requests.

<p>2. A consumer reporting agency which receives a valid request, including the \$3 fee, from a consumer requesting a security freeze shall notify all other consumer reporting agencies within 24 hours of receiving the request. Upon receipt of a notice pursuant to this subsection, a consumer reporting agency shall comply with all of the provisions of this Act for no additional fees. <a href="#">[moved to sec 3(6)]</a></p>	
<p><b>NEW SECTION 2. Placement of security freeze.</b> A consumer may elect to place a security freeze on the consumer’s own credit report by making a request:                  (1) in writing by regular or certified mail to a consumer reporting agency at an address designated by the consumer reporting agency to receive such requests.                  (2) directly to the consumer reporting agency through a secure electronic connection at the earliest date required by any other state law or within one year of the effective date of [this act].</p>	
<p><b>NEW SECTION 3.</b> A consumer reporting agency shall place a security freeze on a consumer report no later than five business days after receiving from the consumer:</p>	
<p>a request <u>for a security freeze</u>. Except, that if as a part of this request, a consumer notifies a consumer reporting agency that they have been notified of a security breach involving their personal information or are a victim of identity theft, the consumer reporting agency shall place a security freeze on a consumer’s credit report no later than 24 hours after receiving written or electronic notice from a consumer.</p>	<ul style="list-style-type: none"> <li>(a) a written request described in subsection (1);</li> <li>(b) proper identification; and</li> <li>(c) payment of a fee, if applicable.</li> </ul>

**NEW SECTION 3. Consumer reporting agency requirements.** (1) A consumer reporting agency that receives a valid request pursuant to subsection (2) or (3) of this section shall notify all other consumer reporting agencies within 24 hours of receiving the request.

(2) Except as provided in subsection (3), a consumer reporting agency shall place a security freeze on a consumer report no later than five business days after receiving from the consumer:

- (a) a written request for a security freeze as described in [section 2];
- (b) proper identification from the consumer making the request; and
- (c) payment of a fee unless exempt under subsection (3) of this section.

(3) If a consumer who has been the victim of identity theft and who has an identity theft passport as provided in 46-24-220 requests a security freeze, the consumer reporting agency shall place a security freeze on the consumer's credit report no later than 24 hours after receiving notice as provided in [section 2] or subsection (1) of this section.

(4) The consumer reporting agency shall send a written confirmation of the security freeze to the consumer within 5 (AG) – 10 (CDIA) business days of placing the freeze and at the same time shall provide the consumer with a unique personal identification number, password, or similar device (CDIA) to be used by the consumer when providing authorization for the release of the consumer's credit for a specific party (AG) or period of time.

(5) A consumer reporting agency may not suggest or otherwise state or imply to a third party that the consumer's security freeze reflects a negative credit score, history, report or rating.

(6) Upon receipt of a notice pursuant to subsection (1) of this section, a consumer reporting agency shall comply with all of the provisions of this Act for no additional fees.

QUESTIONS: Under subsection (4) of this section, would each consumer reporting agency have to send the confirmation or only the CRA that receives the original request? Would the pin number or other identification be the same for all CRAs? Does the originating CRA have to provide the pin, etc. to the other CRAs?

5. If a consumer wishes to allow the consumer's own report to be accessed by a specific party or (AG) for a specific period of time while a freeze is in place, the consumer shall contact the consumer reporting agency using a point of contact designated by the consumer reporting agency (CDIA) OR via regular or certified mail, telephone, or a secure electronic method (AG) and request that the freeze be temporarily lifted, and provide all of the following:

- (a) proper identification;
- (b) the unique personal identification number or password provided by the consumer reporting agency pursuant to [section 3 (4)];
- (c) the proper information regarding the third party who is to receive the consumer report or the (AG) time period for which the consumer report shall be available to users of the consumer report; and
- (d) payment of a fee, if applicable (CDIA).

**NEW SECTION 4. Temporary lifting of security freeze – consumer requirements – consumer reporting agency duties -- notification.** (1) A consumer who wishes to allow access to the consumer's own report by a specific party (AG) or for a specific period of time while a freeze is in place shall contact the [a??] consumer reporting agency using a point of contact designated by the consumer reporting agency (CDIA) by regular or certified mail, telephone, or a secure electronic method (AG), request that the freeze be temporarily lifted, and provide all of the following:

- (a) proper identification;
- (b) the unique personal identification number or password provided by the consumer reporting agency pursuant to [section 3(4)];
- (c) the proper information regarding the third party who is to receive the consumer report (AG) or the time period for which the consumer report shall be available to users of the consumer report; and
- (d) payment of a fee, if applicable (CDIA).

(2) A consumer reporting agency that receives a request from a consumer to temporarily lift a freeze on a consumer report as provided in subsection (1) of this section shall comply with the request no later than three business days after receiving the request or at the earliest time required by any other state, whichever is earlier (AG).

(3) A consumer requesting a temporary lift of a security freeze may make the request by regular or certified letter, telephone, fax, or electronic media using a process for legally required notices provided for in the electronic signatures in global and national commerce act, 15 U.S.C. 96.

(4) A consumer reporting agency shall:

- (a) designate the contact address, phone number, fax number, or appropriate electronic access address when providing the unique personal identification number or password; and
- (b) send written verification of the thaw by regular or certified mail or electronically to the consumer requesting the temporary lift of the security freeze.

7. A consumer reporting agency shall (AG) OR may (CDIA) develop procedures involving the use of telephone, fax, or, upon the consent of the consumer in the manner required by the Electronic Signatures in Global and National Commerce Act [E-Sign] for legally required notices, by the Internet, e-mail, or other electronic media to receive and process a request from a consumer to temporarily lift a freeze on a credit report pursuant to subsection 4 in an expedited manner. A consumer reporting agency shall develop these procedures within one year of this Act's effective date. (AG)

8. (a) A consumer reporting agency shall remove or temporarily lift a freeze placed on a consumer report only in the following cases:

- (i) Upon the consumer's request pursuant to subsection (4) or (10) of this part; or
  - (ii) If the consumer report was frozen due to a material misrepresentation of fact by the consumer.
- (b) If a consumer reporting agency intends to remove a freeze upon a consumer report as provided in subsection (a) of this subsection (8), the consumer reporting agency shall notify the consumer in writing at least five business days (AG) prior to removing the freeze on the consumer report.

**NEW SECTION 5. Removal of freeze – consumer reporting agency.** (1) A consumer reporting agency shall remove or temporarily lift a freeze placed on a consumer report:

- (a) upon the consumer's request pursuant to [section 4] or [section 7]; or
- (b) if the consumer reporting agency determines that the consumer made a material misrepresentation of fact when requesting the security freeze.

(2) When a consumer reporting agency removes a security freeze as provided in subsection (1) of this section, the consumer reporting agency shall notify the consumer in writing at least five business days (AG) prior to removing the freeze on the consumer report.

**NEW SECTION 6.**(old subsection 9). **Third party contacts.** (1) If a third party, not exempt as provided for in [section 9], requests access to a consumer report on which a security freeze is in effect, and the consumer has not provided a temporary lifting of a freeze for that specific party or a period of time, the third party may treat the application as incomplete.

(2) If a third party requests access to a consumer credit report or information derived from it on which a security freeze is in effect for the purpose of receiving, extending, or otherwise utilizing the credit associated with the consumer and not for the sole purpose of account review, the consumer credit reporting agency shall notify the consumer that an attempt has been made to access the credit report. (AG)

(old section 10). **Notification of attempted access.** If a third party requests access to a consumer credit report or information derived from it on which a security freeze is in effect for the purpose of receiving, extending, or otherwise utilizing the credit associated with the consumer and not for the sole purpose of account review, the consumer credit reporting agency shall notify the consumer that an attempt has been made to access the credit report. (AG)

**NEW SECTION 7** (old section 11) **Removal of security freeze -- consumer.** (1) A security freeze shall remain in place until the consumer requests that the security freeze be removed or temporarily lifted as provided in [section 4].

(2) After receiving a request from the consumer to remove a security freeze, a consumer reporting agency shall remove the security freeze within three business days of receiving a removal request at the point of contact designated by the consumer reporting agency (CDIA) if the consumer provides the following:

a.) proper identification; and

b.) the unique personal identification number or password provided by the consumer reporting agency pursuant to of subsection 3; and

(c) a fee, if applicable. (CDIA)

(Not needed – already part of requirements) 12. A consumer reporting agency shall require proper identification of the person making a request to place or remove a security freeze.

Moved to Section (3)(4) – old section 13). A consumer reporting agency may not suggest or otherwise state or imply to a third party that the consumer's security freeze reflects a negative credit score, history, report or rating.

**NEW SECTION 8 (old section 14) Notice of rights.** A consumer reporting agency shall provide a notice of rights as stated below at any time that a consumer is required to receive a summary of rights required under section 609 of the federal "Fair Credit Reporting Act," 15 U.S.C. § 1681g.

**NOTICE OF RIGHTS: Montana Consumers Have the Right to Obtain a Security Freeze**

You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You have a right to place a "security freeze" on your credit report pursuant to Montana law.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval.

The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, within five business days you will be provided a personal identification number or password to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report for a specific party, parties or period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide all of the following:

- (1) The unique personal identification number or password provided by the consumer reporting agency;
- (2) Proper identification to verify your identity; and (AG)
- (3) The proper information regarding the third party or parties who are to receive the credit report or (AG) the period of time for which the report shall be available to users of the credit report
- (4) Payment of the appropriate fee. (CDIA)

A consumer reporting agency that receives a request from a consumer to lift temporarily a freeze on a credit report shall comply with the request no later than three business days or less, if the request is made electronically, after receiving the request. (AG)

A security freeze does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities.

If you are actively seeking credit, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around, or specifically for a certain creditor, a few days (AG) before actually applying for new credit.

You have a right to bring a civil action against someone who violates your rights under the credit reporting laws. The action can be brought against a consumer reporting agency or a user of your credit report.

**NEW SECTION 9 (old section 15) EXEMPTIONS -- EXCEPTIONS.** (1) The provisions of [sections 1 through 11] do not apply to the use of a consumer report by the following:

- a.) a person, or the person's subsidiary, affiliate, agent, or assignee with which the consumer has, or prior to assignment had, an account, contract, or debtor-creditor relationship for the purposes of reviewing the account or collecting the financial obligation owing for the account, contract, or debt;
- b) a subsidiary, affiliate, agent, assignee, or prospective assignee of a person to whom access has been granted under [section 4] for purposes of facilitating the extension of credit or other permissible use;
- c) any person acting pursuant to a court order, warrant, or subpoena;
- d) any federal, state or local agency which administers a program for establishing and enforcing child support obligations;
- e) any federal, state or local agency or its agents or assigns acting to investigate fraud;
- f) any federal, state or local agency or its agents or assigns acting to investigate or collect delinquent taxes or unpaid court orders or to fulfill any of its other statutory responsibilities;
- g) a person for use of a credit report for (CDIA) the purpose of prescreening as defined by the Fair Credit Reporting Act, 15 U.S.C. 1681a et seq.;

[NOTE: additional subsection differences spelled out in two columns below – some of the exemptions below, see #16, are in AG’s “do not apply” section below]

<p><i>(h) a check services company or fraud prevention services company that issues reports on incidents of fraud or authorizations for the purpose of approving or processing negotiable instruments, electronic fund transfers, or similar methods of payments; [in CDIA section 16(b)]</i></p>	<p><i>h) a person or entity administering a credit file monitoring subscription or similar service to which the consumer has subscribed;</i></p>
	<p><i>i) a person or entity for the purpose of providing a consumer with a copy of his or her credit report or score upon the consumer's request;</i></p>
	<p><i>j) a person or entity for use in setting or adjusting a rate, adjusting a claim, or underwriting for insurance purposes;</i></p>
<p><i>k) a demand deposit account information service company, which issues reports regarding account closures due to fraud, substantial overdrafts, ATM abuse, or similar negative information regarding a consumer, to inquiring banks or other financial institutions for use only in reviewing a consumer request for a demand deposit account at the inquiring bank or financial institution. [See CDIA section 16(c)]</i></p>	

	<p><i>16. Exemptions. The following entities are not required to place a security freeze on a credit report:</i></p> <p><i>(a) a consumer reporting agency that acts only as a reseller of credit information by assembling and merging information contained in the data base of another consumer reporting agency or multiple consumer credit reporting agencies, and does not maintain a permanent data base of credit information from which new consumer credit reports are produced. However, a consumer reporting agency acting as a reseller shall honor any security freeze placed on a consumer credit report by another consumer reporting agency.</i></p> <p><i>(b) A check services or fraud prevention services company, which issues reports on incidents of fraud or authorizations for the purpose of approving or processing negotiable instruments, electronic funds transfers, or similar methods of payments. [SEE (h) above left]</i></p> <p><i>(c) A deposit account information service company, which issues reports regarding account closures due to fraud, substantial overdrafts, ATM abuse, or similar negative information regarding a consumer, to inquiring banks or other financial institutions for use only in reviewing a consumer request for a deposit account at the inquiring bank or financial institution. [SEE (k) above left]</i></p>
<p><b>NEW SECTION 10 (old section 17). Fees. (1) A consumer reporting agency may not charge a fee to a consumer:</b></p> <p><b>(a) who has been the victim of identity theft</b> who has submitted a valid police report to the consumer reporting agency (CDIA) or has been notified of a security breach involving the consumer’s own personal information. (AG)</p> <p><b>(b) The consumer reporting agency</b> receiving the initial request <b>may charge</b> a one-time administration fee, not to exceed \$3, (AG) <b>to a consumer</b> who elects to place a security freeze on that consumer’s credit report (AG) OR a fee, not to exceed \$10, to a consumer for each freeze, removal of the freeze, or temporary lift of the freeze.</p> <p>QUESTION – what about consumer reporting agency removing freeze for misinformation – would they also charge for that? Is it necessary to have “regarding access to a consumer credit report” ? under CDIA version?</p>	
<p><b>(b) The consumer reporting agency</b> receiving the initial request may charge a one-time administration fee, not to exceed \$3, to a consumer who elects to place a security freeze on that consumer’s credit report.</p>	<p><b>(b) The consumer reporting agency</b> may charge a one fee, not to exceed \$10, to a consumer for each freeze, removal of the freeze, or temporary lift of the freeze, regarding access to a consumer credit report.</p>

<p>(c) A consumer may not be charged for any other security freeze services, except as described in subsection (d), including but not limited to the removal or temporary lifting of a security freeze.</p>	
<p>(c) OR (d) A consumer may be charged a reasonable fee, not to exceed \$5, if the consumer fails to retain the original personal identification number provided by the consumer reporting agency and must be reissued the same or a new personal identification number.</p>	
<p><b>NEW SECTION 11</b> (old section 18. Violations – Penalties.                  If a consumer reporting agency erroneously, whether by accident or design, violates the security freeze by providing access to credit information that has been placed under a security freeze, the affected consumer is entitled to:</p> <ol style="list-style-type: none"> <li>1) notification within 5 business days of the release of the information, including specificity as to the information released and the third party recipient of the information;</li> <li>2) file a complaint with the federal trade commission and the Montana office of consumer protection and victim services;</li> <li>3) <u>file</u> a civil action against the consumer reporting agency to recover:                         <ol style="list-style-type: none"> <li>a) injunctive relief to prevent or restrain further violation of the security freeze; or</li> <li>b) a civil penalty in an amount not to exceed \$10,000 for each violation plus any damages available under other civil laws.</li> </ol> </li> <li>4) If the consumer wins the civil action brought under subsection (3) of this section, the consumer is entitled to reasonable expenses, court costs, investigative costs, and attorneys fees.</li> </ol>	<p><b>18. Violations; Penalties.</b></p> <p>(1) Any person who willfully fails to comply with any requirement imposed under this subchapter with respect to any consumer is liable to that consumer in an amount equal to the sum of:</p> <ol style="list-style-type: none"> <li>a) Any actual damages sustained by the consumer as a result of the failure or damages of not less than \$100 and not more than \$1,000; or</li> <li>b) such amount of punitive damages as the court may allow; and</li> <li>c) in the case of any successful action to enforce any liability under this section, the costs of the action together with reasonable attorney's fees as determined by the court.</li> </ol> <p>(2) Any person who obtains a consumer report, requests a security freeze, requests the temporary lift of a freeze, or the removal of a security freeze from a consumer reporting agency under false pretenses or in an attempt to violate federal or state law shall be liable to the consumer reporting agency for actual damages sustained by the consumer reporting agency or \$1,000, whichever is greater.</p> <p>(3) Any person who is negligent in failing to comply with any requirement imposed under this subchapter with respect to any consumer is liable to that consumer in an amount equal to the sum of</p> <ol style="list-style-type: none"> <li>a) any actual damages sustained by the consumer as a result of the failure and;</li> <li>b) in the case of any successful action to enforce any liability under this section, the costs of the action together with reasonable attorney's fees as determined by the court.</li> </ol> <p>(4) Upon a finding by the court that an unsuccessful pleading, motion, or other paper filed in connection with an action under this subchapter was filed in bad faith or for purposes of harassment, the court shall award to the prevailing party attorney's fees reasonable in relation to the work expended in responding to the pleading, motion, or other paper.</p>

<p><b>NEW SECTION 12. Section 3. Severability.</b> If a part of this act is invalid, all valid parts that are severable from the invalid part remain in effect. If a part of this act is invalid in one or more of its applications, the part remains in effect in all valid applications that are severable from the invalid applications.</p>
<p><b>NEW SECTION 13.</b> Codification instructions. Title 30, chapter 14, part 17.</p>
<p><b>NEW SECTION 14. Section 4. Effective date.</b> (1) Except as provided in subsection (2) [this act] is effective on July 1, 2007. (2) [Subsection ( ) of Section __] is effective July 1, 2008.</p>

**Other State Penalty Clauses**

Colo. 12-14.3-107 Consumer can file action in court or arbitrate disputes. Successful party receives court costs and attorney fees as determined by court/arbitration. Limit on number of arbitration actions in 120-day period.

12-14.3-108 Violations – consumer reporting agencies that willfully violate provisions are subject to treble the amount of actual damages or \$1,000 for each inaccurate/unblocked entry that is unauthorized, whichever is greater, plus reasonable attorney fees and costs. Negligent violations by CRA split into 2 sections – one that affects consumer’s creditworthiness and one that does not. The version affecting creditworthiness makes CRA liable for the greater of actual damages or \$1,000 for each inaccurate or unblocked entry, plus attorneys fees and costs but there is a provision for a 30-day response period for correcting actions. The version that does not affect creditworthiness makes CRA liable for the greater of actual damages or \$1,000 for all inaccurate or unblocked entries and also has a 30-day correction period. If CRA does not correct or block consumer’s file within 10 days of entry of judgment the assessed damages are to be increased by \$1,000 per day per inaccurate or unblocked entry that remains in file, until corrected or blocked.

12-14.3-109 – If arbitration is pursued, CRA is not subject to suit on issues that were in arbitration.

Utah SB 71 - Violation = civil fine prosecuted by AG of no greater than \$2,500 for violation(s) concerning a specific consumer. Or no greater than \$100,000 in the aggregate for related violations concerning more than 1 consumer. ALSO, injunctive relief in capitol’s district court or district court in the district in which the consumer resides who is the subject of the credit report information violation.

Wis. AB 912 – Damages = Against person who under false pretenses requests, obtains or removes a security freeze or authorizes a release of a consumer report that includes a security freeze is liable to the consumer reporting agency for actual damages sustained by the consumer reporting agency or \$1,000, whichever is greater. (section 13)