

New York City Department of Consumer and Worker Protection

Notice of Public Hearing and Opportunity to Comment on Proposed Rule

What are we proposing? The Department of Consumer and Worker Protection (“DCWP” or “Department”) is proposing to amend rules relating to debt collectors.

When and where is the hearing? DCWP will hold a public hearing on the proposed rule. The public hearing will take place at 11:00AM on June 1, 2025. The public hearing will be accessible by phone and videoconference.

- To participate in the public hearing via phone, please dial +1 646-893-7101
 - Phone Conference ID: 289 432 663#

- To participate in the public hearing via videoconference, please follow the online link: <https://tinyurl.com/4rycnn59>
 - Meeting ID: 279 716 057 404 338
 - Passcode: QH6RD2Ln

How do I comment on the proposed rules? Anyone can comment on the proposed rules by:

- **Website.** You can submit comments to DCWP through the NYC rules website at <http://rules.cityofnewyork.us>.
- **Email.** You can email comments to Rulecomments@dcwp.nyc.gov.
- **By speaking at the hearing.** Anyone who wants to comment on the proposed rule at the public hearing must sign up to speak. You can sign up before the hearing by emailing Rulecomments@dcwp.nyc.gov. You can also sign up on the phone or videoconference before the hearing begins at 11:00AM on June 1, 2026. You can speak for up to three minutes. Please note that the hearing is for accepting oral testimony only and is not held in a “Question and Answer” format.

Is there a deadline to submit comments? Yes. You must submit any comments to the proposed rule on or before June 1, 2026.

Can I review the comments made on the proposed rules? You can review the comments made online on the proposed rules by going to the website at <http://rules.cityofnewyork.us/>. A few days after the hearing, all comments received by DCWP on the proposed rule will be made available to the public online at <http://www1.nyc.gov/site/dca/about/public-hearings-comments.page>.

What if I need assistance to participate in the hearing? You must tell DCWP’s External Affairs division if you need a reasonable accommodation of a disability at the hearing. You must tell us if you need a sign language interpreter. You may tell us by email at Rulecomments@dcwp.nyc.gov. Advance notice is requested to allow sufficient time to arrange the accommodation. Please tell us by May 26, 2026.

What authorizes DCWP to make this rule? Sections 1043 and 2203(f) of the New York City Charter and Sections 20-104(b), 20-493(a), and 20-702 of the New York City Administrative Code authorize the Department of Consumer and Worker Protection to make these proposed rules. This proposed rule was included in the Department of Consumer and Worker Protection’s regulatory agenda for Fiscal Year 2027.

Where can I find DCWP’s rules? The Department’s rules are in title 6 of the Rules of the City of New York.

What laws govern the rulemaking process? DCWP must meet the requirements of section 1043 of the City Charter when creating or changing rules. This notice is made according to the requirements of section 1043 of the City Charter.

Statement of Basis and Purpose of Proposed Rule

The Department of Consumer and Worker Protection (“DCWP” or “Department”) is proposing to amend and update the penalty schedule for debt collectors to incorporate recent changes to the debt collector rules, which were published on February 26, 2026, and will become effective September 1, 2026.

The adopted debt collector rules that will be in effect on September 1, 2026 added new requirements and modified existing requirements for debt collectors. The penalty schedule is being proposed to be updated to ensure accuracy and so that all potential violations are captured and included with relevant penalty amounts.

Sections 1043 and 2203(f) of the New York City Charter, and Sections 20-104(b), 20-493(a), and 20-702 of the New York City Administrative Code authorize the Department to make these amendments.

New material is underlined.

[Deleted material is in brackets.]

“Shall” and “must” denote mandatory requirements and may be used interchangeably in the rules of the Department, unless otherwise specified or unless the context clearly indicates otherwise.

Section 1. The Debt Collection Agency Penalty Schedule table in section 6-62 of chapter 6 of Title 6 of the Rules of the City of New York is renamed and amended in the appropriate numerical order to read as follows:

§ 6-62 Debt Collection [Agency] Penalty Schedule.

[6 RCNY § 2-191]	[Failure to provide specified statute of limitations disclosure regarding the debt]	[\$750]	[\$1,000]	[\$900]	[\$1,000]	[\$1,000]	[\$1,000]
6 RCNY § 5-77(a)	Failure to comply with requirements pertaining to acquisition of location information	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(b)	Failure to comply with requirements pertaining to communicating in connection with the collection of a debt	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(c)	Engaging in harassment or abuse in connection with the collection of a debt	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(d)	Making a false, deceptive, or misleading representation in connection with the collection of a debt	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(e)	Using an unfair or unconscionable means to	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500

	collect or attempt to collect a debt						
6 RCNY § 5-77(f)	Failure to comply with [the validation procedures for debt collectors who are creditors or who are employed by creditors] <u>requirements of validation notice and verification of debts</u>	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(h)	Failure to comply with requirements for public websites	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(i)	<u>Failure to comply with requirements for time-barred debts</u>	<u>\$525</u>	<u>\$525</u>	<u>\$1,050</u>	<u>\$1,050</u>	<u>\$3,500</u>	<u>\$3,500</u>
6 RCNY § 5-77(j)	Failure to comply with requirements for medical debt	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500
6 RCNY § 5-77(k)	Failure to comply with requirements for record retention	\$525	\$525	\$1,050	\$1,050	\$3,500	\$3,500

**NEW YORK CITY LAW DEPARTMENT
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100 CHURCH STREET
NEW YORK, NY 10007
212-356-4028**

**CERTIFICATION PURSUANT TO
CHARTER §1043(d)**

RULE TITLE: Amendment of Debt Collection Penalty Schedule

REFERENCE NUMBER: 2026 RG 025

RULEMAKING AGENCY: Department of Consumer and Worker Protection

I certify that this office has reviewed the above-referenced proposed rule as required by section 1043(d) of the New York City Charter, and that the above-referenced proposed rule:

- (i) is drafted so as to accomplish the purpose of the authorizing provisions of law;
- (ii) is not in conflict with other applicable rules;
- (iii) to the extent practicable and appropriate, is narrowly drawn to achieve its stated purpose; and
- (iv) to the extent practicable and appropriate, contains a statement of basis and purpose that provides a clear explanation of the rule and the requirements imposed by the rule.

/s/ STEVEN GOULDEN
Senior Counsel

Date: April 15, 2026

**NEW YORK CITY MAYOR'S OFFICE OF OPERATIONS
253 BROADWAY, 10th FLOOR
NEW YORK, NY 10007
212-788-1400**

**CERTIFICATION / ANALYSIS
PURSUANT TO CHARTER SECTION 1043(d)**

RULE TITLE: Amendment of Debt Collection Penalty Schedule

REFERENCE NUMBER: DCWP-74

RULEMAKING AGENCY: Department of Consumer and Worker Protection

I certify that this office has analyzed the proposed rule referenced above as required by Section 1043(d) of the New York City Charter, and that the proposed rule referenced above:

- (i) Is understandable and written in plain language for the discrete regulated community or communities;
- (ii) Minimizes compliance costs for the discrete regulated community or communities consistent with achieving the stated purpose of the rule; and
- (iii) Does not provide a cure period because a cure period is not practicable under the circumstances.

/s/ Francisco X. Navarro
Mayor's Office of Operations

April 16, 2026
Date