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2	COMMONWEALTH OF PENNSYLVANIA
3	HOUSE OF REPRESENTATIVES APPROPRIATIONS COMMITTEE
4	MATNI CADIMOT
5	MAIN CAPITOL ROOM 140
6	HARRISBURG, PENNSYLVANIA
7	BUDGET HEARING
8	DEPARTMENT OF BANKING AND SECURITIES
9	MONDAY, MARCH 7, 2016
10	1:37 P.M.
11	BEFORE:
12	HONORABLE WILLIAM F. ADOLPH, JR., Majority Chairman
13	HONORABLE KAREN BOBACK HONORABLE JIM CHRISTIANA
14	HONORABLE GARY DAY HONORABLE GEORGE DUNBAR
15	HONORABLE GARTH EVERETT
16	HONORABLE KEITH GREINER HONORABLE SETH GROVE
17	HONORABLE SUE HELM HONORABLE WARREN KAMPF
18	HONORABLE FRED KELLER HONORABLE TOM KILLION
19	HONORABLE JIM MARSHALL HONORABLE KURT MASSER
	HONORABLE DAVID MILLARD
20	HONORABLE DUANE MILNE HONORABLE MARK MUSTIO
21	HONORABLE MIKE PEIFER HONORABLE JEFFREY PYLE
22	HONORABLE CURT SONNEY HONORABLE MIKE VEREK
23	HONORABLE JOSEPH MARKOSEK, Minority Chairman HONORABLE LESLIE ACOSTA
24	HONORABLE MATTHEW BRADFORD
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     BEFORE: (cont'd)
     HONORABLE TIM BRIGGS
     HONORABLE DONNA BULLOCK
3
     HONORABLE MARY JO DALEY
     HONORABLE MADELEINE DEAN
4
     HONORABLE STEPHEN KINSEY
     HONORABLE MICHAEL O'BRIEN
 5
     HONORABLE MARK ROZZI
     HONORABLE KEVIN SCHREIBER
     HONORABLE PETER SCHWEYER
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7
     ALSO PRESENT:
8
     HONORABLE CRIS DUSH
     HONORABLE MATT GABLER
     HONORABLE ROBERT GODSHALL
9
     HONORABLE ADAM HARRIS
10
     HONORABLE KRISTIN PHILLIPS HILL
     HONORABLE DARYL METCALFE
11
     HONORABLE SCOTT PETRI
     HONORABLE TINA PICKETT
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     HONORABLE RICK SACCONE
     HONORABLE STAN SAYLOR
13
     HONORABLE DOM COSTA
     HONORABLE JARET GIBBONS
14
     HONORABLE MARK LONGIETTI
     HONORABLE EDDIE PASHINSKI
15
     DAVID DONLEY, MAJORITY EXECUTIVE DIRECTOR
16
     RITCHIE LAFAVER, MAJORITY DEPUTY EXECUTIVE DIRECTOR
17
     CURT SCHRODER, MAJORITY CHIEF COUNSEL
     MIRIAM FOX, MINORITY EXECUTIVE DIRECTOR
     TARA TREES, MINORITY CHIEF COUNSEL
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## PROCEEDINGS 1 MAJORITY CHAIRMAN ADOLPH: Thank you. 2 Good afternoon, everyone. 4 I'd like to reconvene the House 5 Appropriations Committee budget hearing for the fiscal year '16-'17. 6 Our first testifier is the secretary 7 8 of the Department of Banking and Securities. 9 I'd just ask everyone to take a 10 second or so and make sure you turn off your 11 cell phones, iPhones, iPads, whatever you have 12 electronically. It does interfere with the 13 telecast. I certainly appreciate that. 14 And it's certainly a pleasure to 15 introduce to the committee the secretary, 16 Robin Wiessmann. 17 Good afternoon. 18 SECRETARY WIESSMANN: Good afternoon. 19 And thank you, Mr. Chairman. 20 And thank you, Mr. Chairman. 21 If I could, just on a personal note, 22 I want to thank you very much for your, I 23 believe it's, twenty-eight years of service,

Mr. Chairman. And wish you the best going

forward. You're eclipsed a little bit by his

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tenure but who's counting. Right?

I'll start with my statement, if I may.

Good afternoon, Chairman Adolph,

Chairman Markosek, and members of the

committee. Thank you for inviting me here

today to discuss the fiscal year 2016-2017

appropriation for the Pennsylvania Department

of Banking and Securities.

My name's Robin L. Wiessmann, and it's an honor to appear before you for the second time to answer your questions about the needs of the department.

We are requesting 31.735 million to continue our important work supervising

Pennsylvania's state chartered financial institution and licensed financial services companies and professionals. In addition, we continue the work of protecting the public in the sales and purchasing of securities in Pennsylvania, encourage the availability of equity and debt financing, and provide education and outreach support for consumers and investors throughout the commonwealth.

Our activities help ensure that

Pennsylvania has a government that works and that Pennsylvania is a desired destination for financial services for both businesses and consumers.

We have experienced a busy year since
I last testified in front of you. We
developed and rolled out a three-year
strategic plan for the department priorities
and goals. The strategic plan focuses on
developing a highly skilled workforce,
leveraging technology to improve operations,
institutionalizing a culture of risk
management, and developing an external affairs
plan.

As part of the external affairs plan, we established a new deputate, the Office of Financial Services for Consumers and Business, which is responsible for consumer, investor, and business outreach. In this new office, we combined our preexisting efforts in the areas of financial education, consumer protection, and business engagement in order to take a more strategic approach towards helping consumers learn how to grow and protect their money, achieve financial independence, and

plan for the financial future.

We are working on implementing the four cornerstones of Governor Wolf's consumer financial protection initiative, which he announced in November. The initiative focuses on four areas: protecting consumers from out-of-state lenders that violate Pennsylvania laws, helping health care and legal professionals identify and prevent elder financial abuse, helping working adults plan for retirement, and establishing an interagency financial education exchange for consumers, which involves the cooperation and collaboration of more than a dozen of our state government agencies.

It is worth noting that this initiative requires no additional funding or additional hiring and no legislation, regulations, or rule making.

Cyber security is one of the department's top priorities. In September, we launched a cyber security task force to work towards two primary goals. First, we are educating and informing the companies and professionals we supervise about information

security, with a focus on cyber security issues and challenges. Second, we are developing, coordinating, and sharing cyber security and information security practices and issues across the various regulatory disciplines within the department.

We are one of the first state financial regulatory agencies in the country to have developed such a comprehensive cyber security initiative.

We established the RRRev Up initiative, which focuses on recruitment, retention, and recognition of talent within the department. Through RRRev Up, we have been implementing various programs in order to increase the qualified candidate pools for vacancies, ensuring that the department maintains proper staffing levels to meet regulatory mandates, ensuring that staff receive sufficient technical training in order to develop and maintain expertise in their fields and stay abreast of emerging issues, and developing new recognition programs designed to reward top performers within that organization.

At the same time, we are working as a whole to create internal operating efficiencies, to save money and do our work better. We have developed an agency database system to enter, log, and track training requests, expenses by employees, which streamlines the request and approval process. We launched our first online calendar of public events to better engage consumers with our investor education and consumer outreach programs. And we consolidated our mail operations with the Department of General Services.

We are still working towards goals involving the department's internal database, the use of electronic payments, and employee training.

I want to assure you that Governor

Wolf and I are excited about the prospects for
the financial services industry in

Pennsylvania. They have survived the worst
economic downturn of our lifetimes by
exercising prudent judgment and living by
sound Pennsylvania business principles and
practices.

1 My colleagues and I appreciate your 2 vote of confidence implicit in entrusting the 3 department of Banking and Securities to expend 4 31.735 million wisely and efficiently. We 5 work hard every day to deserve your confidence and that of your constituents to be effective 6 administrators of our agency's budget. 7 8 I'm happy to take any questions you 9 may have. 10 Thank you. 11 MAJORITY CHAIRMAN ADOLPH: Thank you, 12 Madam Secretary. Chairman Markosek. 13 14 MINORITY CHAIRMAN MARKOSEK: Thank 15 you, Chairman. 16 Madam Secretary, welcome. 17 I just wanted to talk a little bit 18 about one of your new efforts here, the 19 consumer financial protection that I know you 20 and Governor Wolf have started, I think, I 21 guess, late last year, designed to protect 22 people, educate people about their money, help

There is an illegal activity in

them plan for retirement, all those kinds of

23

24

things.

Pennsylvania, so called pay day loans, and you can't regulate that because it's illegal, I understand that. But does your department oversee any of the investigations or complaints or the, you know, anything relative to that, the enforcement, if you will, of that prohibition and does that fall under your auspices?

the question. I do want to just note that the department has been engaged in consumer protection, a consumer protection effort for almost forty years. But what I have done and most interested has been to reorganize and reinvigorate the effort, with actually very modern technology improvements as well as communications. So, I'm very optimistic about that.

As it relates to illegal loans in Pennsylvania, clearly, the first part of the consumer financial protection initiative is to protect consumers against easy money loans.

And many of these are marketed to individuals in Pennsylvania over the Internet and other -- and through other vehicles. While we do not

have specific jurisdiction over them because they are illegal, when they are brought up in the context of illegal activity, we do -- number one, we will hear from consumers, we will investigate and look into it, and when necessary, if we think there's inappropriate activity, we will refer it to the attorney general's office, which does have a very specific consumer protection program.

Having said that, we also have had enforcement efforts that have resulted in some restitution for some illegal or excessive or consumer abuses in the commonwealth.

MINORITY CHAIRMAN MARKOSEK: Okay. I was -- thank you for that.

I was looking at your -- from your website, a page that indicates some of the various activities that your office performs. And one of those sort of caught my eye, and I was hoping you could maybe expound on it a little bit more, was investing for military and veterans, and under that is financial field manual for military families.

I wasn't aware of that. It sounds like an interesting concept. Can you talk a

little bit about that?

SECRETARY WIESSMANN: Right. It is something that the department's been doing for a while. What I'm working on with the department is making sure we have a comprehensive forward calendar that is very proactive in terms of delivering various consumer services as it relates to financial products and education and making sure that's distributed statewide.

We have partnered -- I think it started initially through the securities part of the department, that, in the interest of investor protection, there were a lot of outreach educational programs. And there are a variety of them. We work with AARP. We try -- we work with schools. We have outreach to schools. And the one you've highlighted which is very important, as we all know, it's very significant, for military veterans and their families. We have worked with them and have done a number of outreach programs for them and support. It's an integral part of or consumer services.

We don't provide them with specific

1	financial services per se but we help them
2	navigate what is available either through the
3	government or the private sector.
4	MINORITY CHAIRMAN MARKOSEK: Okay.
5	Thank you. Thank you for that. Good stuff.
6	Keep up the good work and look
7	forward to working with you in the future.
8	SECRETARY WIESSMANN: Thank you.
9	MAJORITY CHAIRMAN ADOLPH: Thank you.
10	As is the custom for Chairman
11	Markosek and I, we always invite the chairmen
12	of the standing House committee. And with us
13	today is Chairman Adam Harris, of the Commerce
14	Committee.
15	Chairman Harris.
16	REPRESENTATIVE HARRIS: Good
17	afternoon.
18	Welcome, Secretary.
19	SECRETARY WIESSMANN: Thank you.
20	REPRESENTATIVE HARRIS: I just want
21	to first say thank you for reaching out to
22	myself and Chairman Thomas. I know we've had
23	a chance to sit down and speak a lot, but we
24	appreciate that outreach and having you here
25	today.

obviously, a few years ago, we merged the

Department of Banking with the Securities

Commission. And I'm just curious, from your

perspective, has that been a good move? Have

we lost any services? Or have you been able

to pretty much provide everything that was

provided before the merger with very little

inconvenience?

SECRETARY WIESSMANN: Thank you.

There's no question in my mind that the merger was an appropriate thing to do and really, in terms of optimizing the services of banking and securities regulator, given the proliferation of so many different financial services and products out there, it was an appropriate, and I would suggest, necessary move in order to -- to regulate properly.

Even though there are -- there's so many blurring of lines among different financial services and products, investment banks often, broker dealers often provide services that banks traditionally think of, and so also banks are providing more services that have traditionally been in the investment

banking domain.

There's no question that it's important for us to be able to see the total spectrum of those -- those different products and entities.

Having said that, both the banking industry and the securities industry are very different culturally. The banking industry has a long history of regulation as it relates to safety and soundness and prudential standards. They're very focused on balance sheets and their loan exposures. And the broker-dealer, investment advisory community has been more focused on a transactional basis in terms of their regulation. Most of the regulation for the securities industry has really been borne out of interest for consumer protection and full disclosure.

So, they're quite different entities, and I think that created a challenge inside the department. With securities being merged into the banking department, there was not the same organizational structure to maximize both of them.

I will say, also, that when it was

merged, there were -- there was definitely attrition out of the securities side of the department, as well as some loss of personnel to other regulators. So, it is an area that really, really needs focus and attention in terms of reinvigorating the security services.

I have every confidence that we will be doing that successfully. I think it's improving already, but it was a bit of -- it has definitely been a transition.

As you know, departments that have been established for a long, long time, and this department actually was initially together and then it was separated at one point, and it's now back together again. It takes some time, but I'm very confident that we will do it effectively.

REPRESENTATIVE HARRIS: I think we all will agree we're glad it worked out very well, and we appreciate your leadership on these issues.

I was glad to hear you mention preventing elder abuse as well. We have a lot of people come into our offices, but there never is a more sad story than when you hear

that person that built that nest egg up their
entire life, and someone came in and through
unscrupulous manners, you know, got to their
dollars.

And so, continue to do everything you
can to help prevent elder abuse. And I know

can to help prevent elder abuse. And I know the banking department has been very proactive in that, and we appreciate that.

Thank you.

MAJORITY CHAIRMAN ADOLPH: Thank you, Chairman.

Representative Bullock.

REPRESENTATIVE BULLOCK: Thank you, Chairman.

Good afternoon, Secretary. Thank you for being with us this afternoon.

SECRETARY WIESSMANN: Thank you.

REPRESENTATIVE BULLOCK: I also want to just note that I appreciate the work that your department is doing in the area of payday lending. My Chairman already asked you one of my questions in regard to your efforts. And I really do appreciate all of the efforts that you are undertaking to protect Pennsylvanians from those kind of lenders and easy paid

loans, easy money loans.

My second set of questioning is in regards to your efforts to recruit and retain qualified candidates for your workforce. I know particularly in your industry, that it's very challenging to keep and recruit individuals who are qualified, as there are definitely other potential opportunities in the private industry as well as federal government with these particular skills.

Can you talk a little bit about your RRRev Up program that you've initiated over the last year? In addition to that, not to make your job any harder, what efforts have you integrated to also diversify your workforce?

SECRETARY WIESSMANN: Well, I think you stated the challenge very well. Thank you. When I came into the office, I recognized right away that recruiting and retaining qualified personnel is and will always be a challenge.

So, I think the first -- the first most important step was actually establishing an initiative and letting the employees --

communicating to the employees that: Your work is very important and that you are valued.

We have a number of specific things that we're doing in the RRRev Up program, including outreach for more recruiting from schools and going to job fairs and a number of those type of engagements. But we've also worked hard on making sure that employees feel gratified and valued and get the training that they can and the certifications that make them better professionals.

I think that retention, I think, has a lot to do with the culture of an organization. And I'm going to be working very hard for them to know how valued their work is.

I've also met -- I think the state
has a lot of very valuable assets, and I
actually recently just met with the state
system presidents and said, We want to recruit
from your schools. And I think that has
initiated a good, practical approach to
actually getting employees and interns and
other individuals.

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The ability to retain people, I
think, has -- we have limits, as you might
expect. We do have salary limits. As
employees obtain the qualified -- the really
very technical skills that they need to be
examiners, which you noted just before, as
they become more seasoned and more expert in
what they do, they're very valuable to the
private sector in banking or financial
services institutions or to other regulators.
And the federal regulators do pay a lot more
than the Pennsylvania pay scale. So, that is
a challenge.

But I think it's -- I think turnover is a fact of life. I think our department has some more turnover for the reasons I just cited. But I think that government, and particularly this department, provides a really wonderful opportunity for employees to grow in their skill set, and I've noted that many of them do feel very gratified with the work that they're doing.

So, we have a number of very specific steps, but as I mentioned, I think it's also getting senior management more engaged in the

process, knowing that they have material involvement in our strategic plan going forward. I think there are a lot of steps that we can take internally.

As it relates to the diversity of the department, much like the financial services industry, public sector and private sector, the percentages aren't great. We do have reasonable diversity in terms of women and men. Women are almost at parity with men in the department, but it is a predominantly Caucasian department. We have about 3 percent African American and 2 percent Asian in the department.

I certainly hope that -- it's always been a priority for me professionally, and I certainly hope that we will, as we are recruiting, that that will be a high priority for us. I'm hopeful at some point we will be recruiting more from the urban areas in the state as well.

 $\label{eq:REPRESENTATIVE BULLOCK:} \mbox{ Thank you}$  for sharing.

Thank you, Chair.

MAJORITY CHAIRMAN ADOLPH: Thank you,

Representative.

Representative Mike Peifer.

REPRESENTATIVE PEIFER: Thank you,

4 Mr. Chairman.

Madam Secretary, thank you for being here today.

I'd like to talk to you a little about the bank shares tax. The secretary of Revenue was here, I guess, two weeks ago now, talked a little bit about the changing environment for our banks, and the challenges that they face. And, you know, for many years, we never heard much about the bank shares tax. I guess it was a -- kind of a long-term reliable source of revenue to the state. And, again, I never knew much about it.

But there's been recent changes, and those changes have come about through federal regulation and changes in the federal government. But we've also seen changes to the tax rate itself.

And my concern is this. The tax rate of .89 percent in the 2015-2016 budget was raised to 1.25 percent, approximately a 40

percent increase. And not only was that increased, but the federal regulations requiring a higher capital holding at my local banks almost doubled the total tax liability owed by my banks. So, like I said, for many years, that was a constant number. It's somewhat in turmoil.

When I asked the secretary of
Revenue, since that budget was not passed, you
know, where are we on a retroactive basis as
far as that percentage rate, because in the
'16-'17 budget, the governor's new proposal
takes the rate back down to .99 percent.

So, my question is, my banks have just paid their 2015 tax. Are they expected to still pay that higher 1.25 percent on a retroactive basis? Do you know?

SECRETARY WIESSMANN: You have a number of questions in your question. And I would like to segregate them a bit.

First and foremost, I do have to say that the bank shares tax is not under my jurisdiction. And your very last part of your question, whether I know how it will be collected or not collected, is well beyond my

purview. I just don't have that information.

And I don't know that it would be in my

purview to opine about it anyhow. I mean that

in good faith. I just -- I don't know what

they'll be doing with that.

But I do want to address your overall concerns, number one, for the community banking and our banks, as you mentioned. And number two, then the bank shares tax.

Community banking, which is healthy, relatively healthy in Pennsylvania, is obviously first and foremost in my interest to make sure we have healthy community banks.

During the -- the recession, the great recession, Pennsylvania banks withstood it quite well. They've always, as I mentioned in my opening statement, had very good prudential operating standards. And I think that served them well during the recession.

What has happened since that time, though, is the confluence of factors that aren't just -- that are impacting community banks, and they're not just based on the shares tax.

Number one is, going through the

recession, there was a tightening. There was no -- there was a loss of a lot of banking opportunity. That's been rebuilding in the commonwealth. We, as I mentioned, fared much better during the recession than many other places, had much lower bank closures than many, many other states. But the other thing that's happening is they've been operating in a very low interest rate environment, which has made it more difficult for them to grow organically through revenue growth. So, that's a factor for them.

Another thing that's been going on is the whole evolution of financial technology, which is changing banking as we understand it, because of all the other types of products that are being created and the delivery of banking services to consumers.

So, that, coupled with -- and the Pennsylvania banks have been pretty well -- have been well capitalized, that -- all of those influences have affected the banking community.

Having said that, we're still doing well relative to other states in the country.

So, I'm very optimistic that as the community banks adapt to the new environment and work on products and service and outreach, that they can be very successful going forward.

There's a whole concept of -- of banking, which is really crafting loans when, in a community bank and face-to-face banking, does have the opportunity to personalize their lending far more than a lot of the Internet lending services. So, it's really too early to be -- I think we have to care about it and address it, but it's too soon to, you know, to be overly concerned about their existence.

The merger and acquisition arena as well -- and I'm about to talk about bank shares -- but the merger and acquisition arena as well is a national phenomenon. It's based on a lot of efficiencies, the lack of organic growth. That's a national phenomenon. And even though we have -- many of them that have been happening, again, we're, relative to the rest of the country, we have -- we have a lot of banks and a lot of places for consumers to get their business. So, we're in relatively good shape.

As it relates to the bank shares -so I just want to put that in context for our
banks. As it relates to the bank shares, its
long and, as you mentioned, and sordid
history, if you will, which is well before my
time. I have tried to learn a lot about it
and understand what the changes were, but I
think the most recent history was that the
legislature adopted some changes and -- a few
years ago that were supposed to result in a
revenue neutral result. And that included a
lowering of the rate and then also some
changes in terms of the calculation.

As it turned out, I think the revenues were far less. And since that time, there has been an interest in obtaining that true revenue neutrality going forward. So, most recently, with the proposed increase, the earlier proposed increase, from last year's budget, there was also, I understand, a change in the allocation on sale, proprietary trading and sales transactions, as well as re-including the good will component. So, I think there's -- I understand there's been a good faith effort to try and make it revenue

neutral again.

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I think the projections from the Office of Financial Information as well as the information that I'm privy to shows that the new proposed rate of .99 will likely result in -- hopefully result in that revenue neutrality that everyone has been interested in achieving.

REPRESENTATIVE PEIFER: You know, in your capacity as the secretary of Banking and Securities, if you could just keep that concern, you know, for my small community banks, because literally, as compared to their 2011 liability, the 1.25 rate in 2015 would almost double what they would owe to the state. So, I mean, I think that taxation over a four-year period, the doubling of tax is probably -- is not fair and equitable. So, I just wanted to, if you can just keep that concern out there and know that there are some community banks that are suffering with what I would say is not -- they're not revenue neutral and that that rate change did affect them drastically. I would like you to know that.

The other piece I'd just like to ask, and you talked about this a little bit, as far as the mid Atlantic states and some of our surrounding states and their banking industries. I represent Pike and Wayne counties in the far northeast. What's happening right across the Delaware River in New York, New Jersey is very important to me. And I'm also concerned, again, looking at some of the tax structures of these states.

I mean, does your department look at the competitive nature of Pennsylvania compared to some of these mid Atlantic states?

I obviously am concerned about northern New Jersey, but obviously there's other states that surround us. Does your department look at that at all?

SECRETARY WIESSMANN: Well, I do have to say, first and foremost, the Department of Banking and Securities is a regulator. Having said that, one of the things that we care about is the health and the vitality and the safety and soundness of our financial institutions. And of course that's impacted by a lot of different factors, including

business origination, which is why I would hope, you know, continue to -- to grow.

And, of course, it is not our responsibility to look at other -- the states surrounding us, but, of course, we are aware of it and will always be vigilant in terms of thinking about our -- you know, the state's condition and the banks in it.

I think as it relates to specific legislation for it, that is beyond our purview.

REPRESENTATIVE PEIFER: Just, say, from a competitive nature, and I appreciate what you're saying, and I understand it.

You've explained that very well.

But do you study that? I'm sure you do because it's part the of environment, I guess you're saying, the banking industry. Do you have any study that you could pass along to us as far as what some of the other states are doing as far as the taxation of banks? I mean, it just seems weird that we're taxing equity again and not income. And, you know, I would just, if you have something in your department that you could give to me, that

1 would be great. 2 SECRETARY WIESSMANN: As you can appreciate, every -- every source of revenue 4 has its pros and cons. So -- and I don't mean 5 that even glibly. I think everything is a very, very technical detailed econometric 6 analysis. So, if I am -- am privy to 7 8 something that will be helpful for you, I'll 9 be happy to supply you with it. 10 REPRESENTATIVE PEIFER: Great. 11 you. 12 MAJORITY CHAIRMAN ADOLPH: Thank you, 13 Representative. 14 Representative Mike O'Brien. 15 REPRESENTATIVE O'BRIEN: I'm over 16 here in the corner, Madam Secretary. 17 SECRETARY WIESSMANN: I'm sorry. I 18 was looking. 19 REPRESENTATIVE O'BRIEN: Thank you, 20 Mr. Chairman. 21 Welcome, Madam Secretary. 22 Considering I'll be the third member 23 to mention this, obviously, what you have on 24 your website, information has blown a lot of 25 us away. I took a moment to count it, and

you're offering twenty-nine things. It's very, very impressive.

But I'd like to turn your attention to reverse mortgages, if I can. Certainly we have a lot of folks that come into my district office and have gotten into a reverse mortgage and it hasn't been what they had expected, and they find themselves in some difficult situations.

So, my question is a three-part question. And let me just put it out there and let you run with it.

Number one, do you folks come out and do informational services on that?

Number two, is there any move to tighten the regulations on this?

And I'm going to leave it there, just go with those two questions if you would.

much. We are working very hard on our website. We are trying to be as user friendly as possible and use as many vehicles, including social media, to get information out to the public.

Our consumer affairs, if you will,

most of the questions and inquiries -- or many of them, I should say, do involve mortgages.

And I think that reverse mortgages obviously are a part of that.

We absolutely include that in all of our consumer outreach, and we will continue to work on that as much as possible.

There has not, to my knowledge, been anything that's been suggested or required in terms of outlying reverse mortgages or -- what we are in a position to do in our current capacity is to inform and advise and make sure that they conform to the existing laws.

If there's something that you have a lot of interest in, I certainly think it's something that you could pursue.

REPRESENTATIVE O'BRIEN: Now, in addition to your print materials and social media and outreach, do you do any face-to-face outreach with folks?

SECRETARY WIESSMANN: Yes. That's -we do over three hundred events a year. I
think last year we, literally, interacted with
tens of thousands of individuals overall. And
as I mentioned, a lot of this is through

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schools, through legislative districts,
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2
       through specific fairs and specific financial
3
       education outreach. We're working to improve
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       that and do more of it. But it is a very,
 5
       very active part of the department.
                 REPRESENTATIVE O'BRIEN: Thank you,
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7
       Madam Secretary.
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                 Thank you, Mr. Chairman.
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                MAJORITY CHAIRMAN ADOLPH: Thank you,
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       Representative.
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                Representative Gary Day.
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                 REPRESENTATIVE DAY: Hi, Madam
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       Secretary. How are you today?
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                 SECRETARY WIESSMANN: I'm well.
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       you?
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                 REPRESENTATIVE DAY: Pretty good.
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                 I'm curious. Has the department or
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       the administration done any type of assessment
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       on the economic impact of the governor's bank
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       shares tax on local community banks?
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                 SECRETARY WIESSMANN: I'm not privy
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       to that information, and it's not in my
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       purview. So, I would presume there has been
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       analysis done, but nothing that I can speak
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       to.
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REPRESENTATIVE DAY: Can you give a short explanation of why it's not in your purview? Because you said that a couple times.

SECRETARY WIESSMANN: Well, because we are -- we are a regulator of the financial services companies in Pennsylvania. We are not a policy maker for them.

REPRESENTATIVE DAY: So, do you -you also talk about you care about the effect,
you know, the health of the industry of local
community banks. So, to me, it seems like
there will be impact, and I was just curious.
So, you wouldn't study -- you wouldn't study
what the impact would be and give advice to
the administration?

element. Remember, we are doing a financial analysis, a very direct financial analysis, of the financial institutions. So, as that impacts, as the market environment and as taxes impact their ability, certainly we would become aware of it. But we wouldn't study it. We're looking to see how they are managing it.

REPRESENTATIVE DAY: Thank you very

much for that answer. I appreciate it.

So, would you agree that there will be a financial aspect and a financial impact on community banks that when this tax -- the governor's proposing to increase the tax, take money away from our community banks and bring it out here to Harrisburg in the form of a tax. So, our community banks will then have less to possibly invest in local charitable organizations or other nonprofits in the community.

That's kind of what I am trying to get toward. I'm a little concerned about that. And I'm wondering if you're concerned about that.

SECRETARY WIESSMANN: Well, I should that say the bank shares tax has been around for a very long time. And it's -- and, clearly, it's withstood the test of time. I mentioned or I stated before that it's only one of many factors that I think are affecting community banks today.

So, I -- I certainly wouldn't say that that was the critical factor for community banks. I think they will have to

adapt to the new market environment. I think they'll have to provide more products, and there'll be a lot of -- just like the economy, market forces create economic pendulums and metamorphosis. So, it is happening in a -- in an accelerated pace like we have never seen in financial services. And I think the management of community banks will do their best to make sure they survive and make the best choices for whoever their shareholders are.

REPRESENTATIVE DAY: Thank you. And I really appreciate your targeted, to-the-point answers. I really do. It helps us keep the hearing going and questions going.

But I'm trying to get toward, do you know how much money that is? You said banks share tax has been around for a while. You don't think the impact is going to be overly -- the single thing that crushes our community banks.

Do you know what the total amount is and total increase is?

SECRETARY WIESSMANN: I would just suggest that my understanding is that what has

been proposed is actually going to bring it back to where it was, which is revenue neutral, that it had dropped off quite a bit.

So, again I'm not in a position to recite chapter and verse what those revenues have been over the many years, but I do think there's been a good faith effort on both -- on everyone's part to try and get back to that revenue neutral number.

REPRESENTATIVE DAY: Okay. That is a good answer. That is a pretty good answer.

SECRETARY WIESSMANN: I think the truth is helpful.

REPRESENTATIVE DAY: Madam Secretary, your budget materials talk about that the department suggests that there's a trend between banks switching from federally chartered banks to the state chartered banks. Do you see that continuing? I think there was one in Franklin County last year. Do you see it continuing? And what do you expect for the next year?.

SECRETARY WIESSMANN: It's very hard to predict, as you might expect. We have had a number of conversions since 2010. Whether

or not that will continue is very hard to say.

2 But one thing I do know is that the state

3 chartered banks, they are of the opinion that

4 the department is effective in its

5 examinations, that it's accessible and

6 available to be responsive to their concerns.

7 And also that we are a very cost-effective

8 option for banks' regulation.

And I would hope that, over the long run, that would make more of them satisfied with us.

REPRESENTATIVE DAY: Finally, the last question, an open-ended question, give you a chance to tell the committee about some of your initiatives, what kind of initiatives are you supporting to ensure the health and strength of the banking climate in the commonwealth?

SECRETARY WIESSMANN: Well, I've said this once before, I may have even remarked about it last year but the one thing I knew very quickly when I came into office was that cyber security was a top, top priority for the department, as well as the RRRev Up program, which has been discussed previously.

So, as I mentioned in my opening comments, we're being very proactive about it, one of the first states in the country. We're also partnering with other entities and other regulatory agencies to obtain best practices.

The FFIEC, in August, released a self-assessment tool for cyber security readiness. And as you well know, information security, cyber security effectiveness is not about preventing breaches of security. It's being prepared to deal with them when the inevitable happens. So, that's an extremely important priority for us.

Another one, which we've already mentioned, is reinvigorating the securities department -- the security deputate's integration into the department and making sure we have ongoing work of the merger in a good place.

And I have to absolutely say that the financial protection for consumers in business is an extraordinarily high priority for the department as well.

REPRESENTATIVE DAY: Thank you very much for your answers and thanks for being

1 here today. 2 SECRETARY WIESSMANN: Thank you. REPRESENTATIVE DAY: Thank you, 3 Mr. Chairman. 4 5 MAJORITY CHAIRMAN ADOLPH: Thank you, Representative. 6 Representative Dean. 7 8 REPRESENTATIVE DEAN: Good afternoon. 9 SECRETARY WIESSMANN: Hi. 10 REPRESENTATIVE DEAN: Welcome, Madam Secretary. Thanks for you information today. 11 12 I have two quick consumer-driven 13 questions and one kind of larger question. 14 On the consumer side, and I was 15 thinking about community banking and the 16 mergers that have been taking place over and 17 over, and this has affected a particular bank 18 in our area, and so it's affecting a lot of 19 constituents, where a community bank was 20 bought several years ago by a regional bank, 21 and most recently has been bought by a larger multi-state bank. The transition has had its 22 23 bumps. 24 So, what should consumers know about 25 what your office does in terms of regulating

their fair treatment through these mergers?

SECRETARY WIESSMANN: Well, you've mentioned two things. Regulating their fair treatment is one issue. Regulating their fair treatment through the mergers, I would say the rules and the guidelines are no different.

It's a different -- certainly a different face -- interface between the consumer and the successor bank, if you will, But the rules are still the same. They should reach out to us at 1-800-PABANKS. They should make sure that they're well educated about the availability of funds and whatever other concerns they might have that we are a resource, but it shouldn't be any different than any other time.

It may not be frictionless, as you've mentioned, so it might create more instances of -- of the need for more consumer protection based on some incidence or incidences, but I think the response will be the same.

REPRESENTATIVE DEAN: Okay.

SECRETARY WIESSMANN: And hopefully very effective.

REPRESENTATIVE DEAN: That's great.

Thank you.

modifications, what's the state of that today for Pennsylvanians? I know a couple of years ago people were in serious crises, trying to get mortgage modifications, trying to get out of very high interest rate mortgages, and the difficulty and the multi-timed process that you have to put in your application over and over and over again. I seem to hear less about that now, but wondering where we stand.

SECRETARY WIESSMANN: Actually, I'm so glad you raised that, because that is probably the fifth item that we are extremely interested in the department, and that is the ability to regulate the servicing of mortgages.

Just to go back in time a little bit, during the financial crisis and the recession, there was an enormous number and a preponderance of the concerns that consumers raised with the department all related to mortgages and defaults, foreclosures, modifications. And we could counsel them and direct them places, but we had no authority to

do anything about them because we don't -- we manage -- we regulate mortgage originators, nonbank mortgage originators, but not nonbank servicers. And there -- fortunately, for the moment, the concerns have been -- have been

declining over a period of dime.

I was reviewing the numbers on consumer complaints, and whereas I think mortgage servicing would have been the number one for a number of years, we still get them, of course, but a lot of that has been worked through. And we get a lot of concerns about money transmitters, and I think, obviously, some of the abusive easy money loans and that type of thing.

But I can't emphasize enough, this is a really important area. If I could suggest to the committee, we would like to obtain mortgage servicing responsibility. We're one of only fifteen states that does not have it. It's considered a best practice from the CSBS mortgage accreditation. We get demerits for not being a mortgage -- responsible for mortgage servicing.

The nonbank -- and the growth in

nonbank -- many banks are now selling their mortgages. That's been a growth industry. So, the nonbank mortgage services are growing as a percentage of the industry overall. they're not subject to the same capital and liquidity requirements. So, we think that, if there's one thing you want to do to really protect the consumers, it would be to work on authorization for our department to do

mortgage servicing.

REPRESENTATIVE DEAN: That's great.

My final question is a little more global. We saw last week that S and P is threatening to downgrade our credit rating in Pennsylvania yet again, possibly, if we don't get our house a little more in order by March, is what they said. And the agency cited the state's, quote, failure to pass a budget package for fiscal year 2016 that addresses long-term structural balance, end quote. The article went on to say that Pennsylvania taxpayers have to pay investors a little more than half a percentage point for this decreased -- current decreased credit rating.

I'm wondering, from your

professional point of view, what you think that means. But also maybe for the ordinary guy, for me, what does that mean for a Pennsylvanian?

traditionally, as an investment banker, I was a credit investment banker, and credit rating to me is very, very, very important. I think much like many other professional characteristics, it's one of the most important measurements, frankly, of the credibility and the -- I think we referred to it as the willingness and ability to pay -- pay our debts. So, I think it's critically important.

I think it does, in the end, does affect consumers because, as you have cited accurately, it does increase the cost of debt for the commonwealth. And I think it -- if it were to happen, it would impact the commonwealth's forward momentum in terms of its ability to do all of the things it cares to do.

So, it's critically important, and it does affect individuals in the sense of the

amount of money that is -- has to be directed 1 2 to debt that could be spent on other purposes. REPRESENTATIVE DEAN: Thank you. 3 4 Thanks very much for your work. 5 Thanks, Mr. Chairman. SECRETARY WIESSMANN: Thank you. 6 MAJORITY CHAIRMAN ADOLPH: 7 Thanks, 8 Representative. 9 Representative Sue Helm. 10 REPRESENTATIVE HELM: Thanks. 11 And, Secretary Wiessmann, welcome. 12 SECRETARY WIESSMANN: Thank you. 13 REPRESENTATIVE HELM: I'd like to 14 continue the conversation about mortgage 15 industry, considering that for many years I 16 helped people obtain mortgages, even through 17 conventional institutions or private lending. 18 Within your budget materials, you 19 just now stated that Pennsylvania's one of 20 only fifteen states without the ability to 21 regulate nonbank mortgage servicing. 22 Specifically your department will be preparing 23 legislation to amend the mortgage licensing 24 act to require the licensure and regulation of 25 the nonbank mortgage servicing industry, with

the intent of providing better protection for borrowers, investors, and other stakeholders.

What is your department's intent with bringing this regulation to the state level?

And how will the state regulation of this industry assist Pennsylvanians who obtain mortgages through these nonbank mortgage companies?

SECRETARY WIESSMANN: On the -obviously, home ownership is a critical
component of our economy, and it is also a
critical component of every individual's
satisfaction with their life.

So, I think there's so much focus on obtaining a mortgage and getting into a home, I think that's covered quite well, and there are a lot of federal protections that are now put into place as well as a number of state protections. But the focus on all of the aftermath, if you will, or all of the continued obligation and the actual success of that mortgage over the life of owning the home and the life of the mortgage, is something that just isn't addressed in our state government.

So, it will be housed in our -- to 1 2 the -- if and when we are given the authority 3 to do servicing, it will be housed primarily 4 in our nondepository arena, along with many of 5 the other nondepository financial institutions, but I think the department is 6 already well equipped to deal with much of it 7 8 because of all of the complaints and all of 9 the consumer servicing that we respond to. 10 And I think it's -- I think it's 11 essential, if we're looking at the entire 12 protection across the life of a mortgage and 13 the consumer, I think it's an essential 14 service. 15 REPRESENTATIVE HELM: So, currently 16 if a private individual wants to be a mortgage 17 lender, they can just do that without any 18 state regulation? That's a question --19 SECRETARY WIESSMANN: Private individual? 20 21 REPRESENTATIVE HELM: Yes. I'm 22 asking --23 SECRETARY WIESSMANN: I'm talking 24 about the servicing of a mortgage after it's 25 been issued.

There is some ability for small, you 1 2 know, purchase money mortgages, you know, that 3 still exists other places, but I don't think 4 it's germane to the servicing point. 5 REPRESENTATIVE HELM: Okay. I'm fine with that. 6 Thank you. 7 SECRETARY WIESSMANN: Okay. 8 9 MAJORITY CHAIRMAN ADOLPH: Thank you, 10 Representative. 11 Representative Daley. 12 REPRESENTATIVE DALEY: Thank you, 13 Mr. Chairman. 14 And, welcome, Secretary Wiessmann. 15 Good to see you today. 16 So, Act 82 created the institution 17 resolution account to pay costs related to 18 insolvent financial institutions. And your 2015-'16 budget requests 2 million dollars for 19 the account. 20 21 Can you tell us how much is currently 22 in the account and how do you determine the amount to be transferred? 23 SECRETARY WIESSMANN: We have 24 25 established -- and I expect to revisit the

appropriate sizing of the fund -- the institution resolution account. It was established to provide a reserve in the event that there's insolvency of an institution that might not otherwise be covered.

I'm a big believer in reserves. I

think they're critically important in the

event that the expenses we might have to

undertake will exceed whatever our

appropriations is in a given year. And I

think, in order for us to effectively do our

job, we need to be sure to -- make sure it's

well funded.

Right now, it's at about 5 million, and I would hope that it would go up significantly more. I don't think there is a right sizing, per se. But I hope to look at it and make some determination if we can.

It's not an absolute science. But I can feel pretty confident that increasing the funding for it is an appropriate thing to do.

REPRESENTATIVE DALEY: So, is the reserve just established by annual contributions to it? And --

SECRETARY WIESSMANN: Yes. Yes.

It's a function of what we think the 1 department can provide to the fund. 2 REPRESENTATIVE DALEY: All right. 4 Good. Well, thank you. 5 I would say I believe in reserves, I think they really do provide a safety net in a lot of different areas. So, thank 7 you for your response. 8 9 SECRETARY WIESSMANN: Thank you. 10 MAJORITY CHAIRMAN ADOLPH: Thank you. 11 Representative Duane Milne. 12 REPRESENTATIVE MILNE: Thank you, 13 Mr. Chairman. 14 Good afternoon, Madam Secretary. 15 I'd like to bring a little bit of 16 federalism into the discussion, since some of 17 the banking regulations, of course, emanate 18 from Washington D.C. and, of course, have a federal dimension to them. 19 20 Primarily, of course, the front and 21 center piece would be the Dodd-Frank Act, 22 which, of course, is receiving much attention 23 and much discussion. Last year, you had 24 characterized Dodd-Frank as inadvertently

impeding some of the banking activities

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without anybody purposely, of course, meaning it to be the outcome of the legislation.

So, I'm wondering if you could provide this year a sense of how you think Dodd-Frank is continuing to evolve, with some specific, I think, focus on our community banks.

exactly what I said last year. I think I was in a position to say I know there was a lot of concern. I don't think I was in a position to really know what the impact was on community banks. I just knew there was a lot of concern about reserves and all of that.

Having said that, over the course of this year and what I have seen or witnessed in terms of federal regulators and federal regulatory authority, I think there is -- clearly has been a big shift in terms of making sure that certainly acceptance and endorsement of the concept of right sized regulation for community banks. And I do think that they've been focused on a lot of flexibility or proposed flexibility for the banks.

The devil, of course, is in the details, and as we've seen on the legislative side, there has been a lot of concern about if we make some changes, will we open up the whole Dodd-Frank bill, and what should we be doing about that specifically. So, there has not been a lot of movement in that regard.

But I will say to you that the -- for example, the consumer finance protection bureau does not -- does not enforce for banks with less than 10 billion dollars. And that certainly provides some relief for the community banks. And I think the community banks, in terms of their capital requirements, have regulative stability. I don't think that they have been -- had any increased burden over the past year. In fact, I think some of the -- I know some of the regulatory agencies have been working and making sure that the practical impact on the banks is less.

REPRESENTATIVE MILNE: Great.

Recognizing that none of us has a crystal ball, of course, can you maybe prognosticate a little bit about future impact of rules that are yet to be instituted from

Dodd-Frank and some of the ones that are still 1 in the future time line to be instituted? 2 Howdo you see Dodd-Frank playing out moving 3 4 forward? 5 SECRETARY WIESSMANN: I wish I had a crystal ball. 6 REPRESENTATIVE MILNE: We all do. 7 8 SECRETARY WIESSMANN: I really can't 9 say. You know, I just don't know what the 10 congress will do with it. I think -- I do think that the 11 12 regulatory authorities, meaning, you know, the 13 fed and the FDIC and all of the entities that 14 are actually implementing some of it, will try 15 to be as flexible as they can under the 16 existing law. But I don't have a crystal 17 ball.

REPRESENTATIVE MILNE: One specific piece of legislation is being sponsored by Senator Cornyn of Texas, and actually Senator Toomey is a co-sponsor of it. And this would propose to remove the orderly liquidation authority from Title II of Dodd-Frank.

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I'm not sure if you had a chance to review any of that or not. But the intent is

that Senate Cornyn and others want to basically restrict the ability to have taxpayer-funded bailouts of large financial institutions and replace it with a specific bankruptcy chapter just for banks. Would you be able to maybe speak a little bit to how that might work in Pennsylvania in terms of impact? Or --

SECRETARY WIESSMANN: No. I'm happy to look at it. I'm not familiar with the proposal. There are -- as you can appreciate, there are a lot of proposals that are often recommended, some get more legs than others. I'm happy to look at it and get back to you on it.

REPRESENTATIVE MILNE: Sure.

Appreciate if you could, when you have a chance, if you could push your comments forward, we'd much appreciate it on the committee.

Thank you.

MAJORITY CHAIRMAN ADOLPH: Okay.

Madam Secretary, we certainly appreciate you being here today. Looking forward to working with you and your department, and good luck

1	with the merger. Keep up the good work.
2	SECRETARY WIESSMANN: Thank you so
3	much.
4	MAJORITY CHAIRMAN ADOLPH: Thank you.
5	The House Appropriations Committee
6	will reconvene at 2:45, with the secretary of
7	Insurance.
8	(Whereupon, the hearing concluded at
9	2:38 p.m.)
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## REPORTER'S CERTIFICATE I HEREBY CERTIFY that I was present upon the hearing of the above-entitled matter and there reported stenographically the proceedings had and the testimony produced; and I further certify that the foregoing is a true and correct transcript of my said stenographic notes. BRENDA J. PARDUN, RPR Court Reporter Notary Public