



Senate

General Assembly

File No. 231

February Session, 2004

Substitute Senate Bill No. 395

Senate, March 24, 2004

The Committee on Labor and Public Employees reported through SEN. PRAGUE of the 19th Dist., Chairperson of the Committee on the part of the Senate, that the substitute bill ought to pass.

AN ACT CONCERNING EMPLOYEES OF CALL CENTERS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2004*) (a) As used in this section
2 and section 2 of this act:

3 (1) "Call center" means an entity whose primary purpose involves
4 the initiation or receipt of telephonic communications on behalf of any
5 person for the purpose of (A) initiating sales, including telephone
6 solicitations, or (B) providing or receiving services or information in
7 connection with the provision of other services or benefits.

8 (2) "Customer service employee" means a person employed by or
9 working on behalf of a call center.

10 (b) Within the first thirty seconds of answering a telephone call
11 made by a resident of this state to a call center, or within the first thirty
12 seconds of making a telephone call on behalf of a call center to a

13 resident of this state, a customer service employee shall state (1) the
 14 employee's name or registered alias, (2) the name of the call center by
 15 whom the employee is employed, (3) the city, state and country in
 16 which the employee is located, and (4) if applicable, the name and
 17 telephone number of an authorized representative of the entity
 18 utilizing the services of the call center.

19 Sec. 2. (NEW) (*Effective October 1, 2004*) It shall be an unfair trade
 20 practice for a call center or customer service employee to transmit to
 21 any foreign country any personal identifying or financial information
 22 about a person who receives a telephone call from, or places a
 23 telephone call to, a call center, without the consent of such person or
 24 persons to whom the information pertains. For purposes of this
 25 section, "personal identifying or financial information" includes, but is
 26 not limited to, a motor vehicle operator's license number, Social
 27 Security number, employee identification number, mother's maiden
 28 name, account number or credit card number.

This act shall take effect as follows:	
Section 1	<i>October 1, 2004</i>
Sec. 2	<i>October 1, 2004</i>

LAB *Joint Favorable Subst.*

The following fiscal impact statement and bill analysis are prepared for the benefit of members of the General Assembly, solely for the purpose of information, summarization, and explanation, and do not represent the intent of the General Assembly or either House thereof for any purpose:

OFA Fiscal Note

State Impact: None

Municipal Impact: None

Explanation

This bill, which requires call center employees to identify themselves and provide other related information to consumers, has no fiscal impact to the state.

OLR Bill Analysis

sSB 395

AN ACT CONCERNING EMPLOYEES OF CALL CENTERS**SUMMARY:**

This bill requires call center employees to identify themselves and provide other related information to consumers within the first 30 seconds of a call to or from a consumer. The employee must give (1) his name or registered alias; (2) the name of the call center that employs him; (3) the city, state, and country where the employee is located; and (4) if applicable, the name and telephone number of an authorized representative of the entity using the call center's services.

"Call center" is defined as an entity whose primary purpose involves initiating or receiving of telephone calls on behalf of anyone for the purpose of initiating sales, including telephone solicitations, or providing or receiving services or information in connection with providing other services or benefits.

The bill also makes it an unfair trade practice for a call center to transmit to another country any personal identifying and financial information about a person it calls or from whom it receives a call without first obtaining the consent of the person to whom the information pertains. The bill specifies that "personal identifying information and financial information" includes, but is not limited to, driver's license number, Social Security number, employee identification number, mother's maiden name, and account or credit card numbers.

EFFECTIVE DATE: October 1, 2004

BACKGROUND***Connecticut Unfair Trade Practices Act (CUTPA)***

The law prohibits businesses from engaging in unfair and deceptive acts or practices. CUTPA allows the Department of Consumer Protection commissioner to issue regulations defining unfair trade

practices, investigate complaints, issue cease and desist orders, order restitution in cases involving less than \$5,000, enter into consent agreements, ask the attorney general to seek injunctive relief, and accept voluntary statements of compliance. The act also allows individuals to sue.

COMMITTEE ACTION

Labor and Public Employees Committee

Joint Favorable Substitute

Yea 13 Nay 1