



Real Possibilities

**Testimony of AARP CT
In Support of Senate Bills #207, #208 and #209
February 25, 2014
General Law Committee**

AARP CT supports Senate Bills 207, 208 and 209 and recommends additions and considerations to strengthen consumer protections in each bill.

S.B. No. 207 (RAISED) AN ACT REQUIRING HOME IMPROVEMENT CONTRACTORS AND SALESMEN TO OBTAIN AND DISPLAY IDENTIFICATION BADGES. AARP recommends the following additions to be included for *all types of door to door sales people, including third party energy suppliers*:

- All companies must issue an identification badge to employees or agents that interact with consumers in door to door sales or public events. The badge must:
 - Accurately identify the company, its trade name and logo.
 - Display the agent's photograph.
 - Display the agent's full name.
 - Be prominently displayed.
 - Display a customer-service phone number for the company.

S.B. No. 208 (RAISED) AN ACT CONCERNING PHARMACY REWARDS PROGRAMS AND PROTECTED HEALTH INFORMATION. AARP recommends the following taken into consideration when developing the final language for S.B. 208:

AARP opposes the use or disclosure of an individual's health information without prior consent except for: public health reporting, as required by law—A court order must be required of law enforcement agencies seeking access to personal health information; ensuring the financial integrity of publicly funded health programs (provided that personal identifiers have been removed whenever possible); research and quality assessment and improvement (provided that personal identifiers have been removed whenever possible); and health care interventions, including disease management programs and chronic care coordination.

AARP supports policies that:

prohibit the use of patients' clinical information for marketing purposes without the individuals' express written consent or opt-in authorization; require the types of communication constituting "marketing" to be clearly delineated—Criteria to define this term include whether information is directly related to ongoing treatment regimens, whether it concerns new products, and whether a covered entity is receiving

any remuneration for giving information to consumers; and ensure the right of consumers to have their names removed from marketing lists.

S.B. No. 209 (RAISED) AN ACT PROHIBITING UNSOLICITED COMMERCIAL TEXT MESSAGES AND INCREASING PENALTIES FOR VIOLATIONS OF THE DO NOT CALL REGISTRY. AARP recommends the following taken into consideration when developing the final language for S.B. 208:

Civil and criminal penalties should be imposed for violations of telemarketing laws, including prison terms for those who knowingly and willfully deceive consumers. These penalties should be assessed based on the degree of fraud committed, regardless of the actual dollar amount lost.

Appropriate investigation and enforcement tools should be available to regulators, including one-party consent for electronic monitoring, to combat telemarketing fraud.

Consumers who place their name on a federal or state do-not-call registry should be protected from wireless phone charges triggered by telemarketing calls including for text messages.

Telemarketers should be prohibited from blocking caller ID.