

# HOUSE RESEARCH

## Bill Summary

**FILE NUMBER:** H.F. 471

**DATE:** April 12, 2005

**Version:** As amended to match S.F. 776, the first engrossment

**Authors:** Atkins and others

**Subject:** Regulating customer call centers

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### Overview

This bill gives consumers the right to be given certain information when calling or receiving a call from a customer sales or service call center.

#### Section

#### **1 Customer sales or service call center.**

**Subd. 1. Definitions.** Defines the terms "customer sales and service call center," "customer service call center," and "customer service employee."

**Subd. 2. Customers' right to customer sales or customer service call center information.** Provides that a customer on the telephone with a call center has the right to know certain information about the call center. Provides a special provision that applies if the person is asked for financial, credit, or identifying information.

**Subd. 3. Violation.** Makes a violation of this section a violation of the consumer fraud act.

#### **2 Effective date.** Makes this act effective August 1, 2005.