

HOUSE RESEARCH

Bill Summary

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Subject: Telephone call centers

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Overview

This bill gives a Minnesota resident calling to or who is called from a customer service call center the right to know the state or country where the center is located. If the center is located in a foreign country, the bill also gives a caller asked to supply financial, credit, or identifying information the right to ask that the call be processed in the United States, if possible.

Section

1 Customer sales or service call center requirements.

Subd. 1. Definitions.

Subd. 2. Customers' right to customer sales or customer service call center information. Establishes the right of a Minnesota resident who receives a call from or places a call to a customer sales or customer service call center to be informed of the state or country where the customer service employee is located. If the center is located outside the United States, a Minnesota resident asked for financial, credit, or identifying information has the right to request that the call be handled in the United States, if possible.

Subd. 3. Violation. States that a willful violation of this section constitutes fraud under section 325F.69. (As a result, the attorney general or a county attorney may seek an injunction in district court, or the attorney general or a private party may pursue remedies under section 8.31.)

Section

Subd. 4. Application to other remedies. Provides that existing remedies under state or federal law are unaffected by this section.

2 Effective date; application. Provides that this act is effective August 1, 2007.