

HOUSE RESEARCH

Bill Summary

FILE NUMBER: H.F. 116

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Version: As introduced

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Subject: Telephone solicitation

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Overview

House File 116, passed by Telecommunications and Infrastructure Division, gives a person 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 person 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 customer 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.)

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.