

HOUSE RESEARCH

Bill Summary

FILE NUMBER: H.F. 471

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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 the state or country in which the call center is located. Provides a special provision that applies if the person is asked for financial, credit, or identifying information, permitting the customer to request an alternative option, if available.

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

Subd. 4. Application to other remedies. Provides that this section does not create a new remedy or affect existing ones.

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