



## 94TH GENERAL ASSEMBLY

### State of Illinois

2005 and 2006

HB1045

Introduced 02/03/05, by Rep. Mary E. Flowers

#### SYNOPSIS AS INTRODUCED:

815 ILCS 505/2VV new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that any person who receives a telephone call from, or places a telephone call to, a customer sales call center or a customer service call center, upon request, has the right to: (1) know the identification of the city, state, and country where the customer service employee is located; (2) know the name or registered alias of the customer services employee; (3) know the name of the employer of the person with whom the person is speaking; and (4) speak to a qualified employee of the company or government agency the person is doing business with. Provides that a person who receives a telephone call from, or places a telephone call to, a customer sales call center or a customer service call center shall not have his or her financial, credit, or identifying information sent to any foreign country without express written permission.

LRB094 06808 RXD 36911 b

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Consumer Fraud and Deceptive Business  
5 Practices Act is amended by adding Section 2VV as follows:

6 (815 ILCS 505/2VV new)

7 Sec. 2VV. Customers right to customer sales or customer  
8 service call center information.

9 (a) In this Section:

10 "Customer sales call center" means an entity whose  
11 primary purpose includes the initiating or receiving of  
12 telephonic communications on behalf of any person for the  
13 purpose of initiating sales, including telephone  
14 solicitations as defined under the Telephone Solicitations  
15 Act.

16 "Customer service call center" means an entity whose  
17 primary purpose includes the initiating or receiving of  
18 telephonic communications on behalf of any person for the  
19 purposes of providing or receiving services or information  
20 necessary in connection with the providing of services or  
21 other benefits.

22 "Customer services employee" means a person employed  
23 by or working on behalf of a customer sales call center or  
24 a customer service call center.

25 "Identifying information" means information that  
26 identifies an individual, including, but not limited to,  
27 social security numbers, drivers license numbers, checking  
28 account numbers, savings account numbers, credit card  
29 numbers, debit card numbers, personal identification  
30 numbers, electronic identification numbers, digital  
31 signatures, other numbers or information that can be used  
32 to access a person's financial resources, biometric data,

1 fingerprints, passwords, or the legal surname of a person's  
2 parent prior to marriage.

3 (b) Any person who receives a telephone call from, or  
4 places a telephone call to, a customer sales call center or a  
5 customer service call center, upon request, has the right to:

6 (1) Know the identification of the city, state, and  
7 country where the customer service employee is located.

8 (2) Know the name or registered alias of the customer  
9 services employee.

10 (3) Know the name of the employer of the person with  
11 whom the person is speaking.

12 (4) Speak to a qualified employee of the company or  
13 government agency the person is doing business with.

14 (c) A person who receives a telephone call from, or places  
15 a telephone call to, a customer sales call center or a customer  
16 service call center shall not have his or her financial,  
17 credit, or identifying information sent to any foreign country  
18 without express written permission.

19 (d) A violation of this Section is an unfair or deceptive  
20 practice under this Act.