

Bill Summary
2nd Session of the 57th Legislature

Bill No.:	SB 1211
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Author:	Sen. Dossett
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Bill Analysis

SB 1211 requires call centers that meet certain employment criteria outlined in the measure to notify the Insurance Department if the business plans to terminate call center employee positions in this state that handle at least 50% of total customer service call volume for the business in the state or relocate the duties of those positions to persons in one or more call centers located outside of the United States at least 120 days before the call center intends to enact the terminations or relocations. Any business found to violate the notification requirement may be subject to a civil penalty not to exceed \$10,000.00 for each day the business is violated the notification requirement. The Attorney General is authorized to bring suit to recover the civil damages provided for in the measure.

The Insurance Department is also directed to maintain a list of call centers that terminated or relocated its employees. Additionally, the Department is directed by the measure to publicize the list and to distribute it to all state agencies and the Better Business Bureau on a semiannual basis. No business may be removed from the list until a period of 5 years have passed. The measure also provides for customers to request and receive the city, state, and country where the call center employee is located as well as the name/registered alias of the call center employee the customer is interacting with.

The measure requires all state agency call center services to be located in the state.

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