

3186-S

Sponsor(s): House Committee on Commerce & Labor (originally sponsored by Representatives Hudgins, Conway, Romero and Hunt)

Brief Description: Regulating contact centers.

**HB 3186-S - DIGEST**

(DIGEST OF PROPOSED 1ST SUBSTITUTE)

Finds that consumer rights when dealing with contact centers need greater protection. Consumers have a right to know who they have contacted, to know where they are located, to receive truthful information, and to engage in secure financial transactions.

Establishes standards governing contact centers to strengthen consumer rights to choose, to be informed, and to protect the privacy and security of their personal information.