

HOUSE COMMITTEE ON
BUSINESS, LABOR, AND CONSUMER AFFAIRS

January 17, 2003 Hearing Room E
8:30 AM Tape 1-2

MEMBERS PRESENT: **Rep. Betsy Close, Chair**
 Rep. Derrick Kitts, Vice-Chair
 Rep. Dianne Rosenbaum, Vice-Chair
 Rep. Mary Gallegos
 Rep. Bill Garrard
 Rep. Jeff Merkley
 Rep. Mike Schaufler

STAFF PRESENT: **Jim Stembridge, Committee Administrator**
 Pam Cox, Committee Assistant

MEASURE/ISSUES HEARD: **Organizational Meeting**
 Adopt Committee Rules
 Informational Meeting
 Consumer Complaints

These minutes are in compliance with Senate and House Rules. Only text enclosed in quotation marks reports a speaker's exact words. For complete contents, please refer to the tapes.

| TAPE/# | Speaker | Comments |
|--------------------------------------|----------------------|---------------------------------------------------------------------------------------------------|
| TAPE 1, A | | |
| 005 | Chair Close | Calls meeting to order at 8:30 a.m. Opens organizational meeting. |
| <u>ORGANIZATIONAL MEETING</u> | | |
| 024 | Chair Close | Introduces committee members and staff. |
| 025 | Jim Stembridge | Committee Administrator. Explains staff organization and procedures. |
| 040 | Chair Close | Discusses committee meeting instructions, times, quorum and committee rules (EXHIBIT A). |
| 076 | Rep. Merkley | Asks about Rule 13 regarding the 48 hour notice. |
| 086 | Stembridge | Clarifies moving amendments and waving the rule. |
| 113 | Rep. Kitts | MOTION: Moves to ADOPT the proposed Committee Rules VOTE: 7-0 |
| | Chair Close | Hearing no objection, declares the motion CARRIED. |
| 114 | Chair Close | Closes organizational meeting and opens informational meeting. |
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| <u>INFORMATIONAL MEETING</u> | | |
| <u>Consumer Complaints</u> | | |
| 129 | Cheryl A. Pellegrini | Department of Justice. Describes the Consumer Complaint Hot Line. |
| 197 | Pellegrini | Explains the number of complaints and introduces the Slamming Bill. |

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| 204 | Chair Close | Asks for explanation of Bill. |
| 206 | Pellegrini | Explains. |
| 217 | Chair. Close | Asks for clarification on what is meant by telephone spamming. |
| 218 | Pellegrini | Explains. |
| 223 | Chair Close | Asks about the percentage of complaints received. |
| 245 | Pellegrini | Explains telephone slamming and SB 120. |
| 252 | Chair Close | Asks if the provider has to have a written or oral agreement. |
| 254 | Pellegrini | Responds. |
| 335 | Rep Kitts | Asks for explanation of the Nigerian money transfer scheme. |
| 342 | Rep. Gallegos | Asks for the actual number of people complaining. |
| 360 | Pellegrini | Answers about 400 people. |
| TAPE 2, A | | |
| 005 | Pellegrini | Describes advertising agents known as fax blasters, spam complaints. |
| 040 | Chair Close | Asks for suggestions concerning solution to SB 121. |
| 050 | Pellegrini | Answers. |
| 053 | Rep. Garrard | Asks about proportions of each state with regards to population. |
| 059 | Pellegrini | Answers. |
| 077 | Rep. Gallegos | Asks about technology to help recover funds. |
| 099 | Rep. Schaufler | Asks for written information. |
| 102 | Pellegrini | Offers to return with additional information. |
| 107 | Rep. Schaufler | Asks about committee workload. |
| 123 | Rep. Rosenbaum | Asks about sharing complaints with other agencies, and how this is coordinated. |
| 120 | Pellegrini | Answers. |
| 147 | Rep. Rosenbaum | Asks about connection between this process and class action litigation. |
| 166 | Pellegrini | Answers. |
| 215 | Rep. Schaufler | Asks about the funding and impact of Measure 28. |
| 220 | Pellegrini | Explains funding and the impact of the measure. |
| 256 | Rep. Schaufler | Asks question regarding staff cuts. |
| 257 | Pellegrini | Explains. |
| 296 | Rep. Merkley | Asks for clarification of identify theft and whether credit bureaus notify consumers. |
| 303 | Pellegrini | Gives explanation of flagging accounts. |
| 318 | Rep. Gallegos | Asks about solutions for consumers from the Task Force Committee. |
| 323 | Pellegrini | Explains how her agency is a victim's assistance program. |
| 345 | Chair Close | Closes informational meeting. Adjourns the committee at 9:30 a.m. |

EXHIBIT SUMMARY

A – Committee Rules, Jim Stemberge, 2 pp

B - Consumer Protection, Fast Facts, Cheryl. Pellegrini, 4 pp

