

# SENATE BILL 463

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CF 01r2007

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By: **Senator Elfreth (Chair, Joint Committee on Pensions)**

Introduced and read first time: January 28, 2020

Assigned to: Budget and Taxation

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## A BILL ENTITLED

1 AN ACT concerning

2 **State Retirement Agency – Monitoring and Recording of Automated Outgoing**  
3 **Telephone Calls – Authorization**

4 FOR the purpose of altering the authority of the Board of Trustees of the State Retirement  
5 and Pension System to adopt regulations to manage, for certain purposes, the  
6 monitoring and recording of certain telephone conversations to include certain  
7 telephone conversations initiated by a certain automated telephone system in the  
8 Member Services division of the State Retirement Agency; making a technical  
9 change; and generally relating to the monitoring and recording of telephone  
10 conversations by the State Retirement Agency.

11 BY repealing and reenacting, with amendments,  
12 Article – State Personnel and Pensions  
13 Section 21–110(a)  
14 Annotated Code of Maryland  
15 (2015 Replacement Volume and 2019 Supplement)

16 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,  
17 That the Laws of Maryland read as follows:

18 **Article – State Personnel and Pensions**

19 21–110.

20 (a) The Board of Trustees shall adopt regulations providing for:

21 (1) the administration of the several systems;

22 (2) the management of the assets of the several systems;

23 (3) the transaction of its business;

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EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1           (4)     the imposition of an administrative fee on any participating employer  
2 that fails to provide the information required by the State Retirement Agency to properly  
3 enroll eligible employees in the several systems; and

4           (5)     notwithstanding the provisions of § 9–602 of the Criminal Law Article,  
5 the management of monitoring and recording, **FOR TRAINING AND QUALITY CONTROL**  
6 **PURPOSES:**

7           **(I)**     incoming telephone conversations to employees of the Member  
8 Services division of the State Retirement Agency, to telephones within the offices of the  
9 State Retirement Agency[, for training and quality control purposes]; **AND**

10           **(II)**    **OUTGOING TELEPHONE CONVERSATIONS INITIATED BY THE**  
11 **MEMBER SERVICES DIVISION’S VIRTUAL HOLD CALLBACK FEATURE OF THE**  
12 **AUTOMATED CALL DISTRIBUTION SYSTEM.**

13           SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June  
14 1, 2020.