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LAW BLOG



Missouri Senator To Draft Bill Requiring Disclosure of Call Center Locations

September 12, 2011 *by* Steve Semerdjian

Sen. Claire McCaskill (D-Mo.) is reportedly working on draft legislation that would require companies to disclose their call center locations to consumers.

At a September 1, 2011, conference in Columbia, Mo., McCaskill reportedly announced that she planned to introduce legislation that would require companies to tell consumers where their call centers are located. The legislation, which is still being drafted, is aimed at encouraging companies to keep call centers within the U.S. Described as “simple,” McCaskill reportedly stated that the legislation would require that when consumers call a call center, they would be informed either electronically or by the person answering the phone where that call center is located. Companies that continue to offshore their call centers would not be penalized under the proposed legislation, McCaskill reportedly explained.

This type of legislation is not new on Capitol Hill; several efforts have been made in the past to introduce similar legislation in both the House and Senate, but they have never passed. In June 2010, Sen. Charles Schumer (D-N.Y.) also announced that he was introducing a bill that would require companies to disclose to their customers when calls were transferred to offshore call centers and would impose a per-call excise tax on domestic customer service calls transferred to foreign call centers. This bill was apparently never introduced, however.

McCaskill has not released a draft of her bill. We will continue to follow and report on any developments.

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