



103RD GENERAL ASSEMBLY

State of Illinois

2023 and 2024

HB3515

Introduced 2/17/2023, by Rep. Dan Caulkins

SYNOPSIS AS INTRODUCED:

815 ILCS 505/2BBBB new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that a company that provides goods or services to customers in the State of Illinois must make available to its customers, at no cost, a customer support service to address customer issues and complaints during the hours the company regularly conducts business. Provides that a customer support service must respond to all customers within 24 hours after a customer contacts the service and must solve a customer's issue or complaint within 48 hours after a customer contacts the service. Provides that a company that violates these provisions commits an unlawful practice within the meaning of the Act.

LRB103 28704 SPS 55086 b

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Consumer Fraud and Deceptive Business
5 Practices Act is amended by adding Section 2BBBB as follows:

6 (815 ILCS 505/2BBBB new)

7 Sec. 2BBBB. Customer support service. A company that
8 provides goods or services to customers in the State of
9 Illinois must make available to its customers, at no cost, a
10 customer support service to address customer issues and
11 complaints during the hours the company regularly conducts
12 business. A customer support service must respond to all
13 customers within 24 hours after a customer contacts the
14 service and must solve a customer's issue or complaint within
15 48 hours after a customer contacts the service. A company that
16 violates this Section commits an unlawful practice within the
17 meaning of this Act.