

SHB 3144 - S COMM AMD

By Committee on Consumer Protection & Housing

ADOPTED 03/07/2008

1 Strike everything after the enacting clause and insert the
2 following:

3 "NEW SECTION. **Sec. 1.** The legislature finds that in an era of
4 consumer product recalls, increasing state emphasis on quality ratings
5 and accountability, and decreasing resources at the federal level for
6 consumer protection, there may be a gap in outreach to consumers in the
7 state. The legislature further finds that many state agencies provide
8 helpful information to consumers, but consumers may not always know
9 where to look to find such information. To remedy this potential
10 information gap, the legislature declares that a "one-stop" consumer
11 protection web site should be created so that consumers in Washington
12 state have access to clear and appropriate information regarding
13 consumer services that are available to them across state government.

14 NEW SECTION. **Sec. 2.** A new section is added to chapter 43.105 RCW
15 to read as follows:

16 (1) The department shall coordinate among state agencies to develop
17 a consumer protection web site. The web site shall serve as a one-stop
18 web site for consumer information. At a minimum, the web site must
19 provide links to information on:

20 (a) Insurance information provided by the office of the insurance
21 commissioner, including information on how to file consumer complaints
22 against insurance companies, how to look up authorized insurers, and
23 how to learn more about health insurance benefits;

24 (b) Child care information provided by the department of early
25 learning, including how to select a child care provider, how child care
26 providers are rated, and information about product recalls;

27 (c) Financial information provided by the department of financial
28 institutions, including consumer information on financial fraud,
29 investing, credit, and enforcement actions;

1 (d) Health care information provided by the department of health,
2 including health care provider listings and quality assurance
3 information;

4 (e) Home care information provided by the home care quality
5 authority, including information to assist consumers in finding an in-
6 home provider;

7 (f) Licensing information provided by the department of licensing,
8 including information regarding business, vehicle, and professional
9 licensing; and

10 (g) Other information available on existing state agency web sites
11 that could be a helpful resource for consumers.

12 (2) By July 1, 2008, state agencies shall report to the department
13 on whether they maintain resources for consumers that could be made
14 available through the consumer protection web site.

15 (3) By September 1, 2008, the department shall make the consumer
16 protection web site available to the public.

17 (4) After September 1, 2008, the department, in coordination with
18 other state agencies, shall develop a plan on how to build upon the
19 consumer protection web site to create a consumer protection portal.
20 The plan must also include an examination of the feasibility of
21 developing a toll-free information line to support the consumer
22 protection portal. The plan must be submitted to the governor and the
23 appropriate committees of the legislature by December 1, 2008.

24 NEW SECTION. **Sec. 3.** (1) Within existing funds, the attorney
25 general shall conduct a study to:

26 (a) Determine the percentage of consumer complaints of possible
27 consumer protection act violations received by its consumer resource
28 centers that are resolved to the consumer's satisfaction; and

29 (b) Develop possible sanctions that the attorney general may use if
30 it determines that a consumer's complaint is legitimate and the
31 business fails to provide the consumer with an adequate remedy or
32 response.

33 (2) The attorney general shall report its findings to the
34 legislature by December 1, 2008.

35 NEW SECTION. **Sec. 4.** Section 3 of this act expires December 31,
36 2008."

ADOPTED 03/07/2008

1 On page 1, line 2 of the title, after "line;" strike the remainder
2 of the title and insert "adding a new section to chapter 43.105 RCW;
3 creating new sections; and providing an expiration date."

--- END ---