

Chapter 557

(Senate Bill 463)

AN ACT concerning

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

FOR the purpose of altering the authority of the Board of Trustees of the State Retirement and Pension System to adopt regulations to manage, for certain purposes, the monitoring and recording of certain telephone conversations to include certain telephone conversations initiated by a certain automated telephone system in the Member Services division of the State Retirement Agency; requiring the Board of Trustees to adopt certain regulations regarding the retention of certain calls, subject to a certain prohibition; making a technical change; and generally relating to the monitoring and recording of telephone conversations by the State Retirement Agency.

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

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

Article – State Personnel and Pensions

21–110.

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

- (1) the administration of the several systems;
- (2) the management of the assets of the several systems;
- (3) the transaction of its business;

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

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

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

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

(6) RULES REGARDING THE RETENTION OF RECORDINGS MADE IN ACCORDANCE WITH PARAGRAPH (5) OF THIS SUBSECTION, INCLUDING A PROHIBITION ON THE RETENTION OF RECORDINGS FOR LONGER THAN 10 YEARS.

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

Enacted under Article II, § 17(c) of the Maryland Constitution, May 8, 2020.