



TESTIMONY FOR HB0385
Consumer Protection – Automatic Tip Prompt Screen - Requirements

Bill Sponsor: Delegate Lehman

Committee: Economic Matters

Organization Submitting: Maryland Legislative Coalition

Person Submitting: Cecilia Plante, co-chair

Position: FAVORABLE

I am submitting this testimony in strong support of HB0385 on behalf of the Maryland Legislative Coalition. The Maryland Legislative Coalition is an association of activists - individuals and grassroots groups in every district in the state. We are unpaid citizen lobbyists and our Coalition supports well over 30,000 members.

Automatic tipping systems are becoming a fact of life. We see them in Starbucks and at hair salons, online ordering at restaurants and many other service organizations. There are some automated tipping systems that specify who the tip goes to, but many don't. Additionally, some systems only set the tip choices to non-zero amounts, so you are required to pay extra for services.

When we order curbside pickup at restaurants, and someone runs the order to our car in the rain, are they really seeing any of the tip that was added to the order? Tips should go to the person who rendered the service, or in the case where tips are shared, the allocation should be clear to the person tipping. If a customer doesn't want to tip, a zero- tip option should be available.

We strongly support this bill and recommend a **FAVORABLE** report in committee.