

HOUSE BILL 466

K4

9lr1206
CF SB 179

By: **Delegate Griffith (Chair, Joint Committee on Pensions) and Delegates Aumann, Bates, Branch, Conway, Heller, James, ~~and Levy~~ Levy, Bohanan, Eckardt, Gutierrez, Haynes, Jones, Mizeur, Robinson, and Schuh**

Introduced and read first time: February 4, 2009

Assigned to: Appropriations

Committee Report: Favorable with amendments

House action: Adopted

Read second time: March 12, 2009

CHAPTER _____

1 AN ACT concerning

2 **State Retirement Agency – Monitoring of Telephone Calls – Quality**
3 **Assurance**

4 FOR the purpose of authorizing the Board of Trustees of the State Retirement and
5 Pension System to adopt regulations to manage, for a certain purpose, the
6 monitoring and recording of certain telephone calls by the State Retirement
7 Agency; and generally relating to the monitoring of telephone calls by the State
8 Retirement Agency for quality assurance purposes.

9 BY repealing and reenacting, with amendments,
10 Article – State Personnel and Pensions
11 Section 21–110(a)
12 Annotated Code of Maryland
13 (2004 Replacement Volume and 2008 Supplement)

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

16 **Article – State Personnel and Pensions**

17 21–110.

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

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike-out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



- 1 (1) the administration of the several systems;
- 2 (2) the management of the assets of the several systems;
- 3 (3) the transaction of its business; [and]
- 4 (4) the imposition of an administrative fee on any participating
- 5 employer that fails to provide the information required by the State Retirement
- 6 Agency to properly enroll eligible employees in the several systems; AND

7 (5) **NOTWITHSTANDING THE PROVISIONS OF § 9-602 OF THE**
 8 **CRIMINAL LAW ARTICLE, THE MANAGEMENT OF MONITORING AND RECORDING**
 9 **INCOMING TELEPHONE CONVERSATIONS TO AND FROM EMPLOYEES OF THE**
 10 **MEMBER SERVICES DIVISION OF THE STATE RETIREMENT AGENCY, FROM TO**
 11 **TELEPHONES WITHIN THE OFFICES OF THE STATE RETIREMENT AGENCY, FOR**
 12 **~~THE PURPOSE OF ASSURING THAT THE MEMBERS AND RETIREES OF THE~~**
 13 **~~SEVERAL SYSTEMS ARE PROVIDED CORRECT RETIREMENT BENEFIT~~**
 14 **~~INFORMATION TRAINING AND QUALITY CONTROL PURPOSES.~~**

15 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
 16 July 1, 2009.

Approved:

Governor.

Speaker of the House of Delegates.

President of the Senate.