

# SENATE BILL 179

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CF 9lr1206

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By: **Senator McFadden (Chair, Joint Committee on Pensions)**

Introduced and read first time: January 22, 2009

Assigned to: Budget and Taxation

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## A BILL ENTITLED

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:

19 (1) the administration of the several systems;

20 (2) the management of the assets of the several systems;

21 (3) the transaction of its business; [and]

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EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



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

4           **(5)    NOTWITHSTANDING THE PROVISIONS OF § 9-602 OF THE**  
5 **CRIMINAL LAW ARTICLE, THE MANAGEMENT OF MONITORING AND RECORDING**  
6 **TELEPHONE CONVERSATIONS TO AND FROM EMPLOYEES OF THE STATE**  
7 **RETIREMENT AGENCY, FROM TELEPHONES WITHIN THE OFFICES OF THE STATE**  
8 **RETIREMENT AGENCY, FOR THE PURPOSE OF ASSURING THAT THE MEMBERS**  
9 **AND RETIREES OF THE SEVERAL SYSTEMS ARE PROVIDED CORRECT**  
10 **RETIREMENT BENEFIT INFORMATION.**

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