

SENATE BILL 179

K4

9lr1207
CF HB 466

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

Introduced and read first time: January 22, 2009

Assigned to: Budget and Taxation

Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: March 3, 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:

19 (1) the administration of the several systems;

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

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

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

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

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

Approved:

Governor.

President of the Senate.

Speaker of the House of Delegates.