

CHAPTER 214

(Senate Bill 179)

AN ACT concerning

State Retirement Agency – Monitoring of Telephone Calls – Quality Assurance

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

BY repealing and reenacting, with amendments,
Article – State Personnel and Pensions
Section 21–110(a)
Annotated Code of Maryland
(2004 Replacement Volume and 2008 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; [and]

(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 INCOMING TELEPHONE CONVERSATIONS TO ~~AND FROM~~ EMPLOYEES OF THE MEMBER SERVICES DIVISION OF THE STATE RETIREMENT AGENCY, FROM TO TELEPHONES WITHIN THE OFFICES OF THE STATE RETIREMENT AGENCY, FOR**

~~THE PURPOSE OF ASSURING THAT THE MEMBERS AND RETIREES OF THE
SEVERAL SYSTEMS ARE PROVIDED CORRECT RETIREMENT BENEFIT
INFORMATION~~ TRAINING AND QUALITY CONTROL PURPOSES.

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

Approved by the Governor, May 7, 2009.