



Letter of Support

House Bill 617 – Comptroller – Recording and Monitoring Telephone Calls – Clarification

Budget & Taxation Committee

March 27, 2025

Incoming calls to the Office of the Comptroller's call centers may be recorded or monitored for training and quality control purposes. However, the language authorizing this recording references outdated technology that may not apply to modern call centers.

What this bill does

HB617 removes outdated references to the automated call distribution (ACD) system in Tax General Article § 2-114, Maryland Annotated Code.

Why this bill is important

The law providing our office with the authority to record and monitor incoming calls contains an outdated reference to an "automated call distribution system." Many call centers no longer use ACD systems and instead use other technology such as priority-based call distribution or interactive voice response.

HB617 removes the reference to ACD systems, ensuring that the legal authority to record incoming phone calls to our call centers does not lapse if we upgrade our phone systems. All other safeguards and requirements still apply, including the restriction that only incoming calls may be recorded and the limitation on how long recorded calls may be retained.

I urge a favorable report on HB617. If you have any questions, please do not hesitate to reach out to Matthew Dudzic, Director of State Affairs, at MDudzic@marylandtaxes.gov.

Brooke E. Lierman
Comptroller of Maryland

