

HB3653



104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

HB3653

Introduced 2/18/2025, by Rep. Kevin John Olickal

SYNOPSIS AS INTRODUCED:

815 ILCS 505/2HHHH new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that a business providing customer support that uses an automated telephone answering system or an automated text interface that simulates conversation shall, during the normal hours of operation of the business, provide the customer with the option of communicating with a human representative at the beginning of the phone call or text interaction.

LRB104 03038 SPS 13056 b

A BILL FOR

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Consumer Fraud and Deceptive Business
5 Practices Act is amended by adding Section 2HHHH as follows:

6 (815 ILCS 505/2HHHH new)

7 Sec. 2HHHH. Automated customer service. A business
8 providing customer support that uses an automated telephone
9 answering system or an automated text interface that simulates
10 conversation shall, during the normal hours of operation of
11 the business, provide the customer with the option of
12 communicating with a human representative at the beginning of
13 the phone call or text interaction.