



# 2023 AG REQUEST LEGISLATION

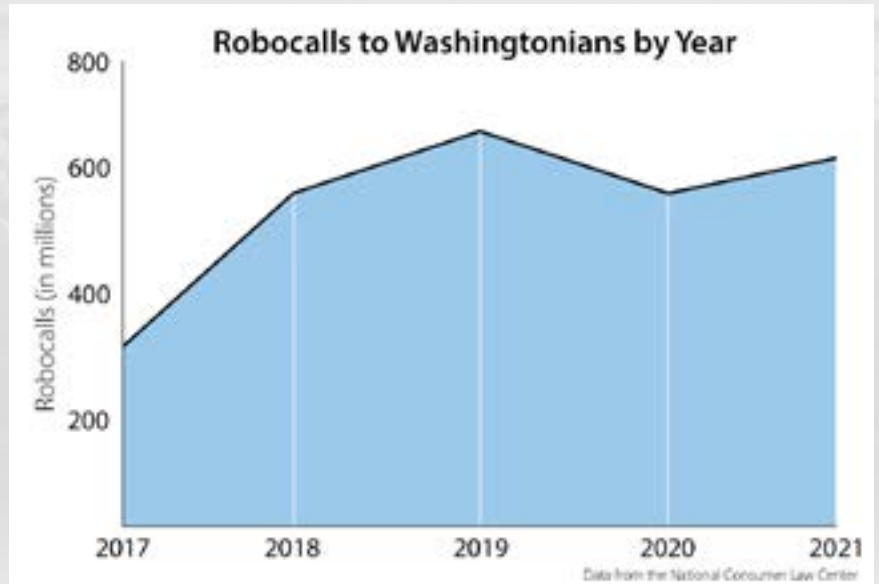
## ROBOCALL SCAM PROTECTION ACT: PROTECTING CONSUMERS FROM ILLEGAL ROBOCALL SCAMS

### What's the problem?

Washington's anti-robocalling law is weak and out-of-date.

Robocalls are more than just annoying — they have a cost.

In 2021, Washingtonians received more than 616 million robocalls, and approximately 260 million of those were scam robocalls.<sup>1</sup> According to estimates based on TrueCaller survey data, over 835,000 Washingtonians lost money to scam robocalls in 2021.<sup>2</sup>



### Common robocall scams:

- Scaring older adults into believing they must turn over thousands of dollars or lose access to their Social Security or Medicare benefits;
- Tricking consumers into believing they were refunded too much money by a reputable company, such as Amazon or Apple, and requesting the excess be returned; and
- Threatening arrest, legal action, or termination of utilities unless the recipient pays.

### What's the solution? **HB 1051**

The Robocall Scam Protection Act strengthens and modernizes Washington's anti-robocalling law by updating the definition of automatic dialing and making it a violation of the Consumer Protection Act to:

- Robocall someone on the Do Not Call Registry
- Knowingly facilitate illegal robocalls if you are a voice service provider.

These crucial reforms will reduce the number of illegal robocalls bombarding Washingtonians. The Robocall Scam Protection Act preserves the ability of businesses to place automated calls to individuals who consented to automated calls and to place live calls to existing customers. The Act also does not impact business' abilities to contact their existing customers.

#### Prime Sponsor:

Rep. Leavitt (D-28)

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1: Natinoal Consumer Law Center, " Scam Robocalls: Telecom Providers Profit," 2022. [https://www.nclc.org/wp-content/uploads/2022/10/Scam\\_Robocalls\\_Appendix2\\_May-2022.pdf](https://www.nclc.org/wp-content/uploads/2022/10/Scam_Robocalls_Appendix2_May-2022.pdf)

2: TrueCaller, "TrueCaller Insights 2021 U.S. Spam & Scam Report" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Washington's adult population (6,051,657 in 2021, per the U.S. Census Bureau) is 835,129.