

STATE OF KANSAS
HOUSE OF REPRESENTATIVES

STATE CAPITOL
300 S.W. TENTH AVENUE
TOPEKA, KS 66612
(785) 296-7642
susie.swanson@house.ks.gov



DISTRICT OFFICE
1422 5TH STREET
CLAY CENTER, KS 67432
(785) 587-7483
svswan@twinvalley.net

SUSIE SWANSON
64TH DISTRICT

Testimony for the Senate Utilities Committee in favor of HB 2273

Thank you Chairman Olson and members of the committee for the opportunity to speak to HB 2273 regarding the issue of robo calls.

When this bill was introduced in the House last year, I was delighted to have the opportunity to address a practice that has caused me great frustration over the past several years. Even though we have taken the appropriate steps to be on the "no call" list on both our home and cell phones, the calls continue. Especially egregious, in my opinion, are the automated calls, because I am not able to communicate my desire to be removed from their list. Because of my position as a legislator, I continue to have a land line and, up until a couple of years ago, I answered the phone every time we got a call. However, the robo calls increased in frequency and I began only answering calls from my area code and finally only calls with a local exchange. Now I receive as many robo calls from our local exchanges as I do from calls outside our area. Sometimes my caller ID even gives the name of the caller even though the caller is actually a robot. I receive these calls daily and usually multiple times a day. A local business owner told me she received 18 such calls in a single day at her business. In my case it is annoying and frustrating but in the case of the elderly it can be dangerous. A case in point is my 97 year old mother. Unlike the younger generation, who easily ignore phone calls, she feels compelled to answer the phone when it rings. It might be one of her friends or the doctor's office returning a call. She always answers the phone. In September, she fell trying to get to the phone, broke several ribs and two vertebra resulting in a five day hospital stay and two weeks in a rehab facility. The hospital stay cost her \$1,600. After this ordeal, I believe we have convinced her that there is no need to answer every phone call because it is likely a telemarketer. Shortly after she returned home from her stay in rehab, I spent 90 minutes with her and in that period of time she received two calls trying to sell her supplemental insurance and two robo calls offering her the opportunity to apply for a credit card and apply her unpaid balances to her new card at a dramatically lower interest rate. Of course, she has no credit card debt.

To summarize, robo calls, in particular, are an unwelcome intrusion into our homes and businesses. Last session the House passed HB 2273 with a vote of 121-1. I hope your committee will advance this legislation and give consumers some relief from the out of control marketing scheme.

Thank you Mr. Chairman

Rep. Susie Swanson