

Testimony Submitted by
Chris Coughlin, Policy Director
Oregon Consumer Justice
To the House Committee on Commerce and Consumer Protection

3/13/2025

Regarding: Support for HB 3865

Chair Sosa, Vice-Chair Chaichi, Vice-Chair Osborne, and Members of the Committee,

For the record, my name is Chris Coughlin. I appreciate the opportunity to testify today on behalf of Oregon Consumer Justice in support of HB 3865.

Oregon Consumer Justice (OCJ) envisions a vibrant future where all Oregonians live with dignity and abundance and experience health, joy, and economic opportunity. We work collaboratively across policy and advocacy, community engagement, and the law, to realize a more just and equitable Oregon where people come first. For too long, flawed systems and policies have stood in the way of this reality, with communities of color most often experiencing significant harm. Informed by consumer insights, OCJ works to make financial and business transactions reliably safe and supports Oregonians in knowing and exercising their consumer rights.

Strong consumer protections are essential to hold businesses accountable for questionable telemarketing practices and contribute to a life where Oregonians can have access to health, joy, and economic opportunity.

HB 3865 would update our statutes to align with today's communication modes. Expanding the definition of "call" to include texts will modernize our statutes as many of us use texting as our primary means of communication. Other requirements address the number of contacts per day and limit the hours when text messages or calls can be initiated.

The bill would also help address the unwanted calls, texts, and potential scams Oregonians are subject to all too often from telemarketers. The bill:

- Expands the definition of "call" to include texts

- Requires the caller to identify themselves and their purpose within 10 seconds or within the initial text message
- Prohibits solicitations after 7:00 PM.
- Limits the solicitations to a maximum of 3 times per day

We look forward to seeing the Department of Justice's proposed amendments suggested and discussed during the hearing.

We urge your support of HB 3865. Thank you for your consideration and your service in building the future that Oregonians deserve.