



March 8, 2019

The Honorable Ben Hueso
State Capitol, Room 4035
Sacramento, CA 95814

RE: SB 208 (Hueso) Consumer Call Protection Act of 2019 – SUPPORT

Dear Senator Hueso:

I am writing to you on behalf of the California Alliance for Retired Americans (CARA) to support SB 208, the Consumer Call Protection Act of 2019. CARA is California's largest grassroots senior advocacy organization, representing one million seniors and their families through our 270 affiliated organizations.

All Californians, including seniors, are vexed by unsolicited commercial telephone calls, some of which are fraudulent. Those being called can recognize unsolicited calls by their unusual area codes and prefixes. However, scammers trick consumers into answering calls from imposters by posing as local callers, including government agencies, utilities, and private individuals. Consumers answering those calls get an automated message from a robocall system attempting to defraud them or steal personal information. Fraud cases created the greatest number of consumer reports to the Federal Trade Commission (FTC) in 2017. According to these reports, consumers lost over \$900 million in these fraud cases, and 70 percent of these cases occurred over the telephone.

SB 208 sets a deadline for telecommunications providers to take steps necessary to stop the spoofing of local numbers by scammers. SB 208 also ensures that the CPUC can collaborate with the California Attorney General's Office to support action against illegal robocallers.

SB 208 will reduce a serious nuisance as well as the threat of being defrauded by telescammers. For this reason, CARA supports SB 208 and thanks you for introducing this important legislation. Our members and organization look forward to working with you to pass it. If you have any questions, please feel free to contact me at 415-533-5244.

Sincerely,

A handwritten signature in cursive script that reads "Hene Kelly".

Hene Kelly
Legislative Director
415-533-5244