

HR 4603

United States Call Center Worker and Consumer Protection Act of 2021

Congress: 117 (2021–2023, Ended)

Chamber: House

Policy Area: Commerce

Introduced: Jul 21, 2021

Current Status: Referred to the Subcommittee on Consumer Protection and Commerce.

Latest Action: Referred to the Subcommittee on Consumer Protection and Commerce. (Jul 22, 2021)

Official Text: <https://www.congress.gov/bill/117th-congress/house-bill/4603>

Sponsor

Name: Rep. McKinley, David B. [R-WV-1]

Party: Republican • **State:** WV • **Chamber:** House

Cosponsors (82 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Davids, Sharice [D-KS-3]	D · KS		Jul 21, 2021
Rep. Fitzpatrick, Brian K. [R-PA-1]	R · PA		Jul 21, 2021
Rep. Pocan, Mark [D-WI-2]	D · WI		Jul 21, 2021
Rep. Fortenberry, Jeff [R-NE-1]	R · NE		Aug 17, 2021
Rep. Axne, Cynthia [D-IA-3]	D · IA		Sep 14, 2021
Rep. Cooper, Jim [D-TN-5]	D · TN		Sep 14, 2021
Rep. Smith, Christopher H. [R-NJ-4]	R · NJ		Sep 14, 2021
Rep. Murphy, Stephanie N. [D-FL-7]	D · FL		Oct 8, 2021
Rep. Van Drew, Jefferson [R-NJ-2]	R · NJ		Oct 26, 2021
Rep. Slotkin, Elissa [D-MI-8]	D · MI		Nov 1, 2021
Rep. Delgado, Antonio [D-NY-19]	D · NY		Nov 3, 2021
Rep. Golden, Jared F. [D-ME-2]	D · ME		Nov 12, 2021
Rep. Cohen, Steve [D-TN-9]	D · TN		Jan 11, 2022
Rep. Adams, Alma S. [D-NC-12]	D · NC		Jan 20, 2022
Rep. Bacon, Don [R-NE-2]	R · NE		Feb 1, 2022
Rep. Garamendi, John [D-CA-3]	D · CA		Feb 3, 2022
Rep. Norcross, Donald [D-NJ-1]	D · NJ		Feb 22, 2022
Rep. Sánchez, Linda T. [D-CA-38]	D · CA		Feb 22, 2022
Rep. Veasey, Marc A. [D-TX-33]	D · TX		Feb 22, 2022
Rep. Kuster, Ann M. [D-NH-2]	D · NH		Feb 25, 2022
Rep. Lamb, Conor [D-PA-17]	D · PA		Feb 25, 2022
Rep. Welch, Peter [D-VT-At Large]	D · VT		Feb 25, 2022
Rep. Aguilar, Pete [D-CA-31]	D · CA		Feb 28, 2022
Rep. DeGette, Diana [D-CO-1]	D · CO		Mar 2, 2022
Rep. Horsford, Steven [D-NV-4]	D · NV		Mar 15, 2022
Rep. Soto, Darren [D-FL-9]	D · FL		Mar 24, 2022
Rep. Schiff, Adam B. [D-CA-28]	D · CA		Mar 29, 2022
Rep. Brown, Anthony G. [D-MD-4]	D · MD		Apr 1, 2022
Rep. Mrvan, Frank J. [D-IN-1]	D · IN		Apr 14, 2022
Rep. Maloney, Sean Patrick [D-NY-18]	D · NY		Jun 3, 2022
Rep. Higgins, Brian [D-NY-26]	D · NY		Jun 13, 2022
Rep. Courtney, Joe [D-CT-2]	D · CT		Jun 14, 2022
Rep. Jayapal, Pramila [D-WA-7]	D · WA		Jun 14, 2022
Rep. Porter, Katie [D-CA-45]	D · CA		Jun 14, 2022
Rep. DeLauro, Rosa L. [D-CT-3]	D · CT		Jun 15, 2022
Rep. Dingell, Debbie [D-MI-12]	D · MI		Jun 15, 2022
Rep. Doggett, Lloyd [D-TX-35]	D · TX		Jun 15, 2022
Rep. Malinowski, Tom [D-NJ-7]	D · NJ		Jun 15, 2022
Rep. O'Halleran, Tom [D-AZ-1]	D · AZ		Jun 15, 2022
Rep. Ruiz, Raul [D-CA-36]	D · CA		Jun 15, 2022
Rep. Tonko, Paul [D-NY-20]	D · NY		Jun 15, 2022

Cosponsor	Party / State	Role	Date Joined
Rep. Torres, Ritchie [D-NY-15]	D · NY		Jun 15, 2022
Rep. Meng, Grace [D-NY-6]	D · NY		Jun 16, 2022
Rep. Pascrell, Bill, Jr. [D-NJ-9]	D · NJ		Jun 16, 2022
Rep. Kim, Andy [D-NJ-3]	D · NJ		Jun 21, 2022
Rep. Sherman, Brad [D-CA-30]	D · CA		Jun 21, 2022
Rep. Brownley, Julia [D-CA-26]	D · CA		Jun 22, 2022
Rep. Omar, Ilhan [D-MN-5]	D · MN		Jun 22, 2022
Rep. Hayes, Jahana [D-CT-5]	D · CT		Jul 1, 2022
Rep. Wilson, Frederica S. [D-FL-24]	D · FL		Jul 1, 2022
Rep. DeSaulnier, Mark [D-CA-11]	D · CA		Jul 11, 2022
Rep. Crist, Charlie [D-FL-13]	D · FL		Jul 12, 2022
Rep. Craig, Angie [D-MN-2]	D · MN		Jul 26, 2022
Rep. Dean, Madeleine [D-PA-4]	D · PA		Jul 26, 2022
Rep. Garcia, Jesus G. "Chuy" [D-IL-4]	D · IL		Jul 26, 2022
Rep. Kildee, Daniel T. [D-MI-5]	D · MI		Jul 26, 2022
Rep. Titus, Dina [D-NV-1]	D · NV		Jul 26, 2022
Rep. Barragan, Nanette Diaz [D-CA-44]	D · CA		Jul 27, 2022
Rep. Kaptur, Marcy [D-OH-9]	D · OH		Aug 5, 2022
Rep. Larson, John B. [D-CT-1]	D · CT		Aug 9, 2022
Rep. Beatty, Joyce [D-OH-3]	D · OH		Aug 12, 2022
Rep. Demings, Val Butler [D-FL-10]	D · FL		Aug 12, 2022
Rep. Keating, William R. [D-MA-9]	D · MA		Aug 12, 2022
Rep. Lee, Susie [D-NV-3]	D · NV		Aug 12, 2022
Rep. Raskin, Jamie [D-MD-8]	D · MD		Aug 12, 2022
Rep. Suozzi, Thomas R. [D-NY-3]	D · NY		Aug 19, 2022
Rep. Doyle, Michael F. [D-PA-18]	D · PA		Aug 26, 2022
Rep. Gallego, Ruben [D-AZ-7]	D · AZ		Aug 26, 2022
Rep. Levin, Mike [D-CA-49]	D · CA		Aug 26, 2022
Rep. Luria, Elaine G. [D-VA-2]	D · VA		Aug 26, 2022
Rep. Ryan, Tim [D-OH-13]	D · OH		Aug 26, 2022
Rep. Wexton, Jennifer [D-VA-10]	D · VA		Aug 26, 2022
Rep. Gomez, Jimmy [D-CA-34]	D · CA		Aug 30, 2022
Rep. Spanberger, Abigail Davis [D-VA-7]	D · VA		Aug 30, 2022
Rep. Crow, Jason [D-CO-6]	D · CO		Sep 2, 2022
Rep. Harder, Josh [D-CA-10]	D · CA		Sep 2, 2022
Rep. Larsen, Rick [D-WA-2]	D · WA		Sep 9, 2022
Rep. Cicilline, David N. [D-RI-1]	D · RI		Sep 13, 2022
Rep. Trone, David J. [D-MD-6]	D · MD		Sep 13, 2022
Rep. Cuellar, Henry [D-TX-28]	D · TX		Sep 28, 2022
Rep. Wild, Susan [D-PA-7]	D · PA		Sep 28, 2022
Rep. Sarbanes, John P. [D-MD-3]	D · MD		Dec 7, 2022

Committee Activity

Committee	Chamber	Activity	Date
Armed Services Committee	House	Referred To	Jul 21, 2021
Education and Workforce Committee	House	Referred To	Jul 21, 2021
Energy and Commerce Committee	House	Referred to	Jul 22, 2021
Oversight and Government Reform Committee	House	Referred To	Jul 21, 2021

Subjects & Policy Tags

Policy Area:

Commerce

Related Bills

Bill	Relationship	Last Action
117 S 2409	Identical bill	Jul 21, 2021: Read twice and referred to the Committee on Commerce, Science, and Transportation.

Summary (as of Jul 21, 2021)

United States Call Center Worker and Consumer Protection Act of 2021

This bill establishes restrictions on businesses that relocate call centers or redirect customer service calls to locations outside the United States.

Specifically, a business must notify the Department of Labor that it intends to move its customer service call center overseas and Labor must maintain a publicly available list of such businesses. Subject to narrow exceptions, a business appearing on such list is ineligible to receive federal grants or guaranteed loans for five years after the business is added to the list. Further, agencies must condition the awarding of government contracts on the requirement that any call center activity pursuant to the contract must be performed in the United States.

Additionally, the bill requires call center employees to disclose their physical location at the beginning of each call initiated or received, unless all employees of the business participating in the communication are located in the United States, among other exceptions.

Actions Timeline

- **Jul 22, 2021:** Referred to the Subcommittee on Consumer Protection and Commerce.
- **Jul 21, 2021:** Introduced in House
- **Jul 21, 2021:** Referred to the Committee on Energy and Commerce, and in addition to the Committees on Education and Labor, Armed Services, and Oversight and Reform, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned.