

PUBLIC COMMENTS

HB 2259

HOUSE COMMITTEE ON BUSINESS & INDUSTRY

Hearing Date: April 6, 2021 8:00 AM

Ware Wendell

Texas Watch

Austin, TX

Dear Chairman Turner and Members of the Committee:

Texas Watch is a non-partisan, non-profit citizen advocacy organization that works on behalf of consumers.

We thank Rep. Guerra for bringing legislation to help consumers cancel subscription service contracts. Too many consumers get locked into these agreements and pay again (and again) through automatic renewal clauses. These contracts tend to generate their own inertia and may not accurately reflect consumer choice. Rep. Guerra is to be commended for helping consumers find an off ramp.

Our Deceptive Trade Practices Act is the main consumer protection law in our state. Section 608.004 (b) of the legislation provides a defense for companies that make errors but have policies in place. In order for this law to perform as intended, we believe "errors" should fall within the DTPA's ambit, not outside of it. Accordingly, we suggest this subsection be deleted from the legislation.

We are neutral on HB 2259 and stand ready to help the author and the committee with its deliberations. Thank you for your consideration of our comments.

Respectfully,
Ware Wendell
Executive Director
Texas Watch

Ware Wendell, Executive Director

Texas Watch

Austin, TX

For the sake of clarity, my previous comments on HB 2259 were submitted solely on behalf of Texas Watch and not on behalf of any other organization.

Respectfully,
Ware Wendell
Executive Director
Texas Watch

Kristen Gunn
Green Gunn LLC

Austin, TX

Strongly in favor

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