

SB2316

Measure Title: RELATING TO CEMETERY AND FUNERAL TRUSTS.

Report Title: Mortuary, Cemetery, or Pre-need Funeral Authority; Disclosure Requirements; Complaints

Description: Requires a mortuary, cemetery, or other such funeral authority to provide the current address, telephone number, and electronic mail address for the regulated industries complaints office in the disclosures of the written contract and in a written notice provided at the time that merchandise or services are delivered. Effective 8/15/2012.

Companion: HB2186

Package: Kupuna

Current Referral: CPN

Introducer(s): BAKER, CHUN OAKLAND, IHARA, Fukunaga, Shimabukuro

<u>Sort by Date</u>		Status Text
1/20/2012	S	Introduced.
1/23/2012	S	Passed First Reading.
1/23/2012	S	Referred to CPN.
1/31/2012	S	The committee(s) on CPN added the measure to the public hearing scheduled on 02-09-12 9:00AM in conference room 229.



NEIL ABERCROMBIE
GOVERNOR

BRIAN SCHATZ
LT. GOVERNOR

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PRESENTATION OF
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
REGULATED INDUSTRIES COMPLAINTS OFFICE

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-SIXTH STATE LEGISLATURE
REGULAR SESSION, 2012

THURSDAY, FEBRUARY 9, 2012
9:00 A.M.

TESTIMONY ON SENATE BILL NO. 2316
RELATING TO CEMETERY AND FUNERAL TRUSTS

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND TO THE HONORABLE BRIAN T. TANIGUCHI, VICE CHAIR,
AND MEMBERS OF THE COMMITTEE:

The Regulated Industries Complaints Office ("RICO") of the Department of Commerce and Consumer Affairs ("Department") appreciates the opportunity to testify on Senate Bill No. 2316, Relating To Cemetery and Funeral Trusts. My name is Daria Loy-Goto, RICO's Acting Complaints and Enforcement Officer. RICO offers the following comments in support of the bill.

Senate Bill No. 2316 requires a cemetery or pre-need funeral authority to disclose to a purchaser in the written contract for services that complaints concerning the cemetery or pre-need funeral authority may be filed with RICO and

to provide the purchaser with RICO's address, telephone number, and email address. The bill also requires the same disclosures at the time services or merchandise are provided under the terms of the contract.

Senate Bill No. 2316 recognizes the potential vulnerability of consumers both when cemetery or funeral services are purchased and when these services are provided. RICO supports Senate Bill No. 2316 because the bill provides consumers with important contact information that they can reference should they have questions or concerns about their transactions at the time of purchase or when services are rendered.

Thank you for this opportunity to testify on Senate Bill No. 2316. I will be happy to answer any questions that the members of the Committee may have.