

**HOUSE . . . . . No. 427**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

***Adrian C. Madaro, (BY REQUEST)***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act regarding automatic renewal and continuous service offers.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Sarandos Markopoulos</i>		<i>2/19/2021</i>

**HOUSE . . . . . No. 427**

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By Mr. Madaro of Boston (by request), a petition (accompanied by bill, House, No. 427) of Sarandos Markopoulos relative to automatic renewal and continuous service offers. Consumer Protection and Professional Licensure.

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**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninety-Second General Court  
(2021-2022)**  
\_\_\_\_\_

An Act regarding automatic renewal and continuous service offers.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 Chapter 93A of the General Laws, as appearing in the 2018 Official Edition, is hereby  
2 amended by inserting after section 11 the following section:-

3 Section 12: It shall be an unfair or deceptive act or practice for any business that makes  
4 an automatic renewal or continuous service offer to a consumer in this state to do any of the  
5 following:

6 (a) Fail to provide a toll-free telephone number, electronic mail address, a postal address  
7 if the seller directly bills to the consumer, or another cost-effective, timely, and easy-to-use  
8 mechanism for cancellation.

9 (b) In addition to the requirements of subdivision (a), a consumer who accepts an  
10 automatic renewal or continuous service offer online shall be allowed to terminate the automatic  
11 renewal or continuous service exclusively online, which may include a termination email

12 formatted and provided by the business that a consumer can send to the business without  
13 additional information.

14 (c) Any person harmed by the failure of a business to comply with this section may bring  
15 an action pursuant to Section 9.