

FIRST REGULAR SESSION

[PERFECTED]

# HOUSE BILL NO. 1049

## 103RD GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE OWEN.

2410H.01P

JOSEPH ENGLER, Chief Clerk

### AN ACT

To amend chapters 362 and 370, RSMo, by adding thereto two new sections relating to financial institutions.

*Be it enacted by the General Assembly of the state of Missouri, as follows:*

Section A. Chapters 362 and 370, RSMo, are amended by adding thereto two new sections, to be known as sections 362.424 and 370.245, to read as follows:

**362.424. 1. For purposes of this section, the following terms mean:**

(1) "Bank", includes any state or federally chartered bank, savings bank, or savings and loan association providing banking services to customers;

(2) "Trusted contact", any adult person designated by a bank customer that a bank may contact in the event of an emergency or loss of contact with the customer, or suspected third party fraud or financial exploitation targeting the customer.

2. Notwithstanding any other provision of law to the contrary, any bank may report suspected fraudulent activity or financial exploitation targeting any of its customers to a federal, state, county, or municipal law enforcement agency or any appropriate public protective agency and shall be immune from civil liability in doing so.

3. Notwithstanding any other provision of law to the contrary, any bank, on a voluntary basis, may offer a trusted contact program to customers who may designate one or more trusted contacts for the bank to contact in the event a customer is not responsive to bank communications, the bank is presented with an urgent matter or emergency involving the customer and the bank is unable to locate the customer, or the

EXPLANATION — Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted from the law. Matter in **bold-face** type in the above bill is proposed language.

17 bank suspects fraudulent activity or financial exploitation targeting the customer or the  
18 account has been deemed dormant and the bank is attempting to verify the status and  
19 location of the customer. The bank may establish such procedures, requirements, and  
20 forms as it deems appropriate and necessary should the bank opt to implement a trusted  
21 contact program.

22 4. Notwithstanding any other provision of law to the contrary, any bank may  
23 voluntarily offer customers an account with convenience and security features that set  
24 transaction limits and permit limited access to view account activity for one or more  
25 trusted contacts designated by the customer.

26 5. No bank shall be liable for the actions of a trusted contact.

27 6. No bank shall be liable for declining to interact with a trusted contact when  
28 the bank, in good faith and exercising reasonable care, determines that a trusted contact  
29 is not acting in the best interests of the customer.

30 7. A person designated by a customer as a trusted contact who acts in good faith  
31 and exercises reasonable care shall be immune from liability.

32 8. A customer may withdraw any appointment of a person as a trusted contact at  
33 any time and any trusted contact may withdraw from status as a trusted contact at any  
34 time. The bank may require such documentation or verification as it deems necessary to  
35 establish the withdrawal or termination of a trusted contact.

36 9. No bank shall be civilly liable for implementing or not implementing or for  
37 actions or omissions related to providing or administering a trusted contact program.

370.245. 1. For purposes of this section, the following terms mean:

2 (1) "Credit union", any state or federally chartered credit union providing  
3 financial services to members;

4 (2) "Trusted contact", any adult person designated by a credit union member  
5 that a credit union may contact in the event of an emergency or loss of contact with the  
6 member, or suspected third party fraud or financial exploitation targeting the member.

7 2. Notwithstanding any other provision of law to the contrary, any credit union  
8 may report suspected fraudulent activity or financial exploitation targeting any of its  
9 members to a federal, state, county, or municipal law enforcement agency or any  
10 appropriate public protective agency and shall be immune from civil liability in doing  
11 so.

12 3. Notwithstanding any other provision of law to the contrary, any credit union,  
13 on a voluntary basis, may offer a trusted contact program to members who may  
14 designate one or more trusted contacts for the credit union to contact in the event a  
15 member is not responsive to credit union communications, the credit union is presented  
16 with an urgent matter or emergency involving the member and the credit union is

17 unable to locate the member, or the credit union suspects fraudulent activity or financial  
18 exploitation targeting the member or the account has been deemed dormant and the  
19 credit union is attempting to verify the status and location of the member. The credit  
20 union may establish such procedures, requirements, and forms as it deems appropriate  
21 and necessary should the credit union opt to implement a trusted contact program.

22 4. Notwithstanding any other provision of law to the contrary, any credit union  
23 may voluntarily offer members an account with convenience and security features that  
24 set transaction limits and permit limited access to view account activity for one or more  
25 trusted contacts designated by the member.

26 5. No credit union shall be liable for the actions of a trusted contact.

27 6. No credit union shall be liable for declining to interact with a trusted contact  
28 when the credit union, in good faith and exercising reasonable care, determines that a  
29 trusted contact is not acting in the best interests of the member.

30 7. A person designated by a member as a trusted contact who acts in good faith  
31 and exercises reasonable care shall be immune from liability.

32 8. A member may withdraw any appointment of a person as a trusted contact at  
33 any time and any trusted contact may withdraw from status as a trusted contact at any  
34 time. The credit union may require such documentation or verification as it deems  
35 necessary to establish the withdrawal or termination of a trusted contact.

36 9. No credit union shall be civilly liable for implementing or not implementing or  
37 for actions or omissions related to providing or administering a trusted contact  
38 program.

✓