

House Bill 529

By: Representatives Barrett of the 24<sup>th</sup>, Efstration of the 104<sup>th</sup>, Holcomb of the 101<sup>st</sup>, Gaines of the 120<sup>th</sup>, Camp of the 135<sup>th</sup>, and others

A BILL TO BE ENTITLED  
AN ACT

1 To amend Title 13 of the Official Code of Georgia Annotated, relating to contracts, so as to  
2 provide consumers with the option of having service contracts that contain automatic renewal  
3 provisions terminate after their specified period rather than being subject to the automatic  
4 renewal provision; to provide requirements relating to the exercise of such option; to revise  
5 the application of notice and disclosure requirements relating to automatic renewals in  
6 service contracts; to amend Title 10 of the Official Code of Georgia Annotated, relating to  
7 commerce and trade, so as to revise the application of requirements relating to online  
8 automatic renewals and continuous service offers; to provide for construction; to provide for  
9 definitions; to provide for related matters; to provide for an effective date and applicability;  
10 to repeal conflicting laws; and for other purposes.

11 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

12 style="text-align:center">**PART I**  
13 style="text-align:center">**SECTION 1-1.**

14 Title 13 of the Official Code of Georgia Annotated, relating to contracts, is amended by  
15 revising Chapter 12, relating to automatic renewal provisions, as follows:

H. B. 529

## 16 "CHAPTER 12

17 13-12-1.

18 As used in this chapter, the term:

19 (1) 'Automatic renewal provision' means a provision under which a service contract is  
 20 renewed for a specified period of one month or more ~~than one month if the renewal~~  
 21 ~~causes the service contract to be in effect more than six months after the day of the~~  
 22 ~~initiation of the service contract. Such renewal is effective unless the consumer gives~~  
 23 ~~notice to the seller of the consumer's intention to terminate the service contract.~~

24 (2) 'Consumer' means a natural person or a nonprofit organization exempt from taxation  
 25 under Section 501(c)(3) of the Internal Revenue Code of 1986 receiving service,  
 26 maintenance, or repair benefits under a service contract. Such ~~The~~ term does not include  
 27 a natural person engaged in business or employed by or otherwise acting on behalf of a  
 28 governmental entity if the person enters into the service contract as part of or ancillary  
 29 to the person's business activities or on behalf of the business or governmental entity.

30 (3) 'Seller' means any person, firm, partnership, association, or corporation engaged in  
 31 commerce that sells, leases, or offers to sell or lease any service to a consumer pursuant  
 32 to a service contract.

33 (4) 'Service contract' means a written contract for the performance of services for a  
 34 specified period of time.

35 13-12-2.

36 ~~(a) No Any seller that sells, leases, or offers to sell or lease any service to a consumer~~  
 37 ~~pursuant to shall enter into~~ a service contract with a consumer that has an automatic  
 38 renewal provision unless such seller first:

39 (1) Discloses ~~shall disclose~~ the automatic renewal provision clearly and conspicuously  
 40 in the contract or contract offer; and

41 (2) Gives such consumer the option of having the service contract terminate after its  
42 specified period rather than being subject to the automatic renewal provision.

43 (b) Any option to have a service contract terminate after its specified period rather than  
44 being subject to an automatic renewal provision given by a seller pursuant to paragraph (2)  
45 of subsection (a) of this Code section that is exercised by a consumer shall, at the seller's  
46 sole cost and expense, be incorporated into the service contract or otherwise memorialized  
47 in a writing that is signed by both the seller and consumer and shall render any automatic  
48 renewal provision in the service contract void and unenforceable.

49 13-12-3.

50 (a) Any seller that sells, leases, or offers to sell or lease any service to a consumer pursuant  
51 to a service contract ~~for a specified period of 12 months or more and that automatically~~  
52 ~~renews for a specified period of~~ one month or more than one month, unless the consumer  
53 cancels the contract, shall provide the consumer with written or electronic notification of  
54 the automatic renewal provision. Notification shall be provided to the consumer no less  
55 than 30 days or no more than 60 days before the cancellation deadline pursuant to the  
56 automatic renewal provision. Such notification shall disclose clearly and conspicuously:

57 (1) That unless the consumer cancels the contract, the contract will automatically renew;  
58 and

59 (2) The methods by which the consumer may obtain details of the automatic renewal  
60 provision and cancellation procedure, including contacting the seller at a specified  
61 telephone number or address, referring to the contract, or any other method.

62 (b) For any contract for service to a consumer that automatically renews for a specified  
63 period of 24 months or more than 24 months, the seller shall, in addition to providing the  
64 notification required under subsection (a) of this Code section, obtain the following for the  
65 automatic renewal provision of such contract to be enforceable:

- 66 (1) Written or electronic acknowledgment from the consumer of receipt of the  
67 notification required under subsection (a) of this Code section; and  
68 (2) An affirmative written or electronic response that the consumer does not intend to  
69 terminate the service contract.

70 13-12-4.

71 This chapter shall not apply to:

- 72 (1) A financial institution as provided in Chapter 1 or 2 of Title 7 or any depository  
73 institution as defined in 12 U.S.C. Section 1813(c)(2);  
74 (2) A foreign bank maintaining a branch or agency licensed under the laws of any state  
75 of the United States;  
76 (3) Any subsidiary or affiliate of an entity provided in paragraph (1) or (2) of this Code  
77 section;  
78 (4) Any electric utility as provided in Chapter 3 of Title 46;  
79 (5) Any entity regulated pursuant to Chapter 45 of Title 43; or  
80 (6) Any county, municipal corporation, authority, or local government or governing  
81 body.

82 13-12-5.

83 A violation of any provision of this chapter ~~renders the~~ shall render any automatic renewal  
84 provision of in a service contract void and unenforceable."

85

**PART II**

86

**SECTION 2-1.**

87 Title 10 of the Official Code of Georgia Annotated, relating to commerce and trade, is  
88 amended by revising Part 8 of Article 15 of Chapter 1, the "Georgia Online Automatic  
89 Renewal Transparency Act," as follows:

90

**"Part 8**

91 10-1-439.5.

92 This part shall be known and may be cited as the 'Georgia Online Automatic Renewal  
93 Transparency Act.'

94 10-1-439.6.

95 (a) The purpose of this part shall be to stop the practice of creating unnecessary barriers  
96 for customers who wish to cancel automatic renewal or continuous service subscriptions  
97 online, particularly when such subscriptions are offered online. It is the intent of the  
98 General Assembly that such practice be swiftly stopped, and this part shall be liberally  
99 construed and applied to promote its underlying purposes and policies.

100 (b) It is the further intent of the General Assembly that this part be interpreted and  
101 construed consistently with interpretations given by the Federal Trade Commission in the  
102 federal courts pursuant to Section 5(a)(1) of the Federal Trade Commission Act (15 U.S.C.  
103 Section 45(a)(1)), as from time to time amended.

104 10-1-439.7.

105 As used in this part, the term:

106 (1) 'Automatic renewal' means a plan or arrangement in which an online paid  
107 subscription or purchasing agreement is automatically renewed at the end of a definite  
108 term of one month or more ~~than 31 days~~ for a subsequent definite term of one month or  
109 ~~more than 31 days~~.

110 (2) 'Consumer' means a natural person residing in this state who enters into a transaction  
111 primarily for personal, family, or household purposes.

112 (3) 'Continuous service' means a plan or arrangement for a paid definite term of one  
113 month or more ~~than 31 days~~ renewing for a subsequent definite term of one month or  
114 ~~more than 31 days~~ in which an online subscription or purchasing agreement continues  
115 until the consumer cancels such service.

116 (4) 'Offer terms' means the following clear and conspicuous disclosures to the consumer:

117 (A) The description of the cancellation policy as applicable to the automatic renewal  
118 offer or arrangement;

119 (B) The recurring charges to be charged to the consumer's credit or debit card or  
120 payment account with a third-party ~~payment account~~ as part of the online automatic  
121 renewal plan or arrangement, and that the amount of such charge may change, and the  
122 amount to which such charge will change, if known;

123 (C) The length of the automatic renewal term or an indication that the service is  
124 continuous, unless the length of the term is chosen by the consumer; and

125 (D) The minimum purchase obligation, if any.

126 10-1-439.8.

127 (a) Notwithstanding any law to the contrary, any business that allows a consumer to accept  
128 an automatic renewal or continuous service offer online shall allow a consumer to cancel  
129 the automatic renewal or continuous service online. The business shall provide a method  
130 of cancellation that is available online, which ~~may~~ shall include:

131 (1) A clear and conspicuous link to a public website or other online cancellation service;  
132 or and

133 (2) A cancellation email formatted and provided by the business that a consumer can  
134 send to the business without additional information.

135 (b) Notwithstanding subsection (a) of this Code section, a business that allows a consumer  
136 to accept an automatic renewal or continuous service offer online may require a consumer  
137 to enter account information or otherwise authenticate their account online before online  
138 cancellation of the automatic renewal or continuous service if the consumer has an account  
139 with the business. A consumer who is unwilling or unable to enter account information or  
140 otherwise authenticate online before online cancellation of the automatic renewal or  
141 continuous service shall not be precluded from cancelling the automatic renewal or  
142 continuous service offline using an alternate method pursuant to subsection (c) of this Code  
143 section.

144 (c) A business that allows a consumer to accept an automatic renewal or continuous  
145 service offer online shall provide a toll-free telephone number, email address, postal  
146 address if the seller directly bills the consumer, or another cost-effective, timely, and  
147 easy-to-use mechanism for cancellation that shall be described in an acknowledgment that  
148 includes the automatic renewal offer terms or continuous service offer terms, cancellation  
149 policy, and information regarding how to cancel.

150 (d) The requirements of this Code section apply to the automatic renewal terms and  
151 continuous service terms of the contract entered into online, and the remaining provisions  
152 of the contract shall continue to be governed by all applicable laws and regulations.

153 10-1-439.9.

154 (a) It shall be unlawful in this state for any business that allows a consumer to accept an  
155 automatic renewal or continuous service offer online to:

156 (1) Fail to present the automatic renewal offer terms or continuous service offer terms  
157 in a clear and conspicuous manner before the subscription or purchasing agreement is  
158 fulfilled and in visual proximity, or in the case of an offer conveyed by voice, in temporal  
159 proximity, to the request for consumer consent to the offer;

160 (2) Charge the consumer's credit or debit card, or the consumer's third-party payment  
161 account for an automatic renewal or continuous service without first obtaining the  
162 consumer's consent to the agreement containing such automatic renewal offer terms or  
163 continuous service offer terms;

164 (3) Fail to provide an acknowledgment that includes the automatic renewal offer terms  
165 or continuous service offer terms. Such acknowledgment may be from the business's own  
166 public website or it may be provided via a link to a separate resource that provides  
167 instructions for unique platforms and services or other means that provide such offer  
168 terms in a manner easily retained by the consumer; or

169 (4) Fail to provide a consumer with notice pursuant to subsection (b) of this Code  
170 section.

171 (b) A business that allows a consumer to accept an automatic renewal or continuous  
172 service offer online shall provide the consumer with a notice prior to or within three days  
173 after charging the consumer's credit or debit card or payment account with a third party,  
174 provided that the consumer has not opted out of receiving such notice. Such notice shall  
175 clearly and conspicuously state:

176 (1) That the automatic renewal or continuous service shall automatically renew unless  
177 it is canceled by the consumer;

178 (2) The length and any additional terms of the renewal period;

179 (3) If sent electronically, the notice shall include either a link or another reasonably  
180 accessible electronic method that directs the consumer to the cancellation process; and

181 (4) Contact information for the business.

182 (c) In the case of a material change in the terms of the online automatic renewal offer or  
183 continuous service offer that has been accepted by a consumer in this state, a business shall  
184 provide the consumer with a clear and conspicuous notice of the material change and shall  
185 provide information to the consumer regarding how to cancel such automatic renewal offer  
186 or continuous service offer in a manner that is easily retained by the consumer.

187 10-1-439.10.

188 When a business that allows a consumer to accept an automatic renewal or continuous  
189 service offer online sends any goods, wares, merchandise, or products to a consumer under  
190 an automatic renewal of purchase or a continuous service agreement, without first  
191 obtaining the consumer's consent pursuant to paragraph (2) of subsection (a) of Code  
192 Section 10-1-439.9, such goods, wares, merchandise, or products shall for all purposes be  
193 deemed an unconditional gift to the consumer, who may use or dispose of such goods,  
194 wares, merchandise, and products in any manner he or she sees fit without obligation to the  
195 business, including, but not limited to, bearing the cost of or responsibility for shipping any  
196 goods, wares, merchandise, or products to the business.

197 10-1-439.11.

198 The requirements of this part shall apply only prior to the completion of the initial order  
199 for the online automatic renewal or continuous service; provided, however, that an  
200 acknowledgment that includes the automatic renewal offer terms or continuous service  
201 offer terms, cancellation policy, and information regarding how to cancel, and the notice  
202 required pursuant to subsection (b) of Code Section 10-1-439.9 may be fulfilled after the  
203 completion of the initial order.

204 10-1-439.12.

205 The following are exempt from the requirements of this part:

- 206 (1) Any service provided by a business or its affiliate when either the business or its  
207 affiliate is doing business as a franchise issued by a political subdivision of this state;
- 208 (2) Any service provided by a business or its affiliate when either the business or its  
209 affiliate is regulated by the Georgia Public Service Commission, the Georgia Department  
210 of Agriculture, the Federal Communications Commission, or the Federal Energy  
211 Regulatory Commission;
- 212 (3) Any entity regulated by the Office of Insurance and Safety Fire Commissioner;
- 213 (4) Any financial institution as defined in Code Section 7-1-4 or any subsidiary or  
214 affiliate of such institution, or any bank holding company as defined in Code Section  
215 7-1-605; and
- 216 (5) Any foreign bank maintaining a branch or agency licensed under federal law or under  
217 the laws of any state of the United States.

218 10-1-439.13.

- 219 (a) The Attorney General shall be authorized to bring an action under this part to obtain  
220 a temporary or permanent injunction prohibiting the use of any method, act, or practice in  
221 violation of this part and to obtain restitution for consumers who are residents of this state  
222 and who incurred a loss of money or property as the direct result of a violation of this part.
- 223 (b) If a business that allows a consumer to accept an automatic renewal or continuous  
224 service offer online complies with the provisions of this part in good faith, it shall not be  
225 subject to civil penalty or damages.
- 226 (c) There shall be no private right of action for a violation of this part, nor shall a violation  
227 of this part serve as the basis for a private right of action under any other provision of law.
- 228 (d) If any provision of this part or its application to any person or circumstance is held  
229 invalid, such invalidity shall not affect other provisions or applications of this part that can  
230 be given effect without the invalid provision or application. To this end, the provisions of  
231 this part are severable.

232 10-1-439.14.  
233 Nothing in this part shall be construed as impairing the application of the provisions of  
234 Chapter 12 of Title 13 to service contracts, as such term is defined in Code Section  
235 13-12-1. To the extent any provision of this part is incompatible, inconsistent, or  
236 otherwise in conflict with the provisions of Chapter 12 of Title 13, the provisions of  
237 Chapter 12 of Title 13 shall supersede any such incompatible, inconsistent, or otherwise  
238 conflicting provisions of this part."

239 **PART III**  
240 **SECTION 3-1.**

241 This Act shall become effective on July 1, 2025, and shall apply to contracts entered into on  
242 or after such date.

243 **SECTION 3-2.**  
244 All laws and parts of laws in conflict with this Act are repealed.