

**HOUSE . . . . . No. 3583**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

*Bruce J. Ayers*

*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 relative to customer reimbursement in instances of financial fraud.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Bruce J. Ayers</i>	<i>1st Norfolk</i>	<i>1/19/2023</i>

**HOUSE . . . . . No. 3583**

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By Representative Ayers of Quincy, a petition (accompanied by bill, House, No. 3583) of Bruce J. Ayers relative to customer reimbursement in instances of financial fraud. Financial Services.

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**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninety-Third General Court  
(2023-2024)**  
\_\_\_\_\_

An Act relative to customer reimbursement in instances of financial fraud.

*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 167 of the General Laws is hereby amended by adding the following section:-

2 Section 52. In the event of a finding by a bank of fraudulent charges on a customer's  
3 account, the bank shall reimburse the customer any money lost by the customer as a result of the  
4 fraudulent charges within 30 days. The failure of a bank to reimburse a customer for fraudulent  
5 charges shall be an unfair practice under section 2D.