

[First Reprint]

SENATE, No. 3817

STATE OF NEW JERSEY
222nd LEGISLATURE

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Sponsored by:

Senator ANGELA V. MCKNIGHT

District 31 (Hudson)

SYNOPSIS

Requires business using text-based chat support to offer transcript of chat to consumer under limited circumstances.

CURRENT VERSION OF TEXT

As reported by the Senate Commerce Committee on October 5, 2026, with amendments.



1 AN ACT concerning text-based chat support and supplementing
2 ¹[P.L.1960, c.39 (C.56:8-1 et seq.)] Title 56 of the Revised
3 Statutes¹.

4
5 **BE IT ENACTED** *by the Senate and General Assembly of the State*
6 *of New Jersey:*

7
8 1. a. As used in this section:

9 “Business entity” means any natural or legal person, business
10 corporation, professional services corporation, limited liability
11 company, partnership, limited partnership, business trust, association,
12 or any other legal commercial entity organized under the laws of this
13 State or any other state or foreign jurisdiction.

14 “Chat ¹support” means any tool used by a business entity to
15 provide real-time, text-based communication with a consumer.

16 “Transcript” means a typed or printed verbatim record of a chat.

17 b. ¹(1)¹ A business entity that uses chat ¹support¹ to communicate
18 with a consumer shall provide the consumer with an option to receive
19 a transcript of the chat at the conclusion of the interaction ¹only if the
20 chat support does not permit the consumer, through the consumer’s
21 own means, to copy, paste, download, export, save, or otherwise retain
22 the text of the chat at the conclusion of the interaction¹.

23 ¹**[The]** (2) If the chat support prohibits a consumer from using
24 their own means to retain the text of a chat, the¹ business entity shall
25 provide clear and conspicuous notice to the consumer at the outset of
26 ¹**[any]** the¹ interaction, informing the consumer of the option to
27 receive a transcript of the chat.

28 c. ¹**[A violation of the provisions of this section shall be an**
29 **unlawful practice and a violation of P.L.1960, c.39 (C.56:8-1 et seq.)]**
30 The Attorney General shall have sole and exclusive authority to
31 enforce a violation of this act. Nothing in this act shall be construed as
32 providing the basis for, or subject to, a private right of action for a
33 violation of its provisions.

34 d. The Director of the Division of Consumer Affairs in the
35 Department of Law and Public Safety may, pursuant to the
36 "Administrative Procedure Act," P.L.1968, c.410 (C.52:14B-1 et
37 seq.), adopt rules and regulations necessary to implement the
38 provisions of this section¹.

39

40 2. This act shall take effect immediately.

EXPLANATION – Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

Matter enclosed in superscript numerals has been adopted as follows:

¹Senate SCM committee amendments adopted October 5, 2026.