
OLR Bill Analysis

sHB 6858

AN ACT CONCERNING THE ATTORNEY GENERAL'S RECOMMENDATIONS REGARDING TICKETS, VETERAN OR MILITARY BENEFIT SERVICES, THE STATE CODE OF ETHICS, UMBILICAL CORD BLOOD, THE SOLICITATION OF CHARITABLE FUNDS ACT AND REAL ESTATE LISTING PROVIDERS.

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EFFECTIVE DATE: October 1, 2025, except the provision on real estate listing agreements (§ 13) is effective upon passage.

§ 1 — ENTERTAINMENT EVENT TICKET RESELLERS

Imposes certain requirements on ticket resellers for resale contracts and disclosures

The bill prohibits a ticket reseller (a person who advertises or facilitates resale of an entertainment event ticket) from entering contracts with, or accepting consideration as full payment or a deposit from, a purchaser unless the reseller:

1. has the ticket;
2. has entered a written contract (a) with a person who has the ticket or has a contractual right to get the ticket from the person who has the ticket and (b) that entitles the reseller to get the ticket at the price specified in the contract; or
3. at the time of entering the contract with the purchaser or accepting consideration, whichever is earlier, discloses to the purchaser that the reseller does not have the ticket or a written contract to get the ticket as described above and may not be able to provide the ticket at the price or price range set in the reseller's contract with the purchaser.

The bill does not prevent a reseller from accepting a deposit for an entertainment event ticket under a contract requiring the reseller to make best efforts to get the ticket at a price or within a price range by a specified time if the reseller discloses, at the earlier of the time of entering the contract or accepting the deposit, that the reseller:

1. does not have the ticket or a written contract (a) with a person who has the ticket or a contractual right to get the ticket from the person who has the ticket and (b) that entitles the reseller to get the ticket from that person at the price specified in the contract and
2. may not be able to provide the ticket at the price or price range set in the contract.

For both of the disclosures described above, if the reseller makes the disclosure orally, the reseller must also give the purchaser a written

disclosure within two days of the oral disclosure.

The bill makes a violation of these provisions a Connecticut Unfair Trade Practices Act (CUTPA) violation and allows the attorney general to investigate and enforce these provisions (see BACKGROUND).

§ 2 — WEBSITES USED BY ENTERTAINMENT EVENT TICKET SELLERS AND RESELLERS

Prohibits advertising or facilitating the sale or resale of entertainment event tickets on a website domain or subdomain that contains the name of the event or its venue unless a person acts on behalf of the venue

The bill prohibits anyone, except for a person acting on behalf of an entertainment event venue, from advertising or facilitating the sale or resale of an entertainment event ticket on a website with a domain or subdomain that contains:

1. the entertainment event venue's name;
2. the entertainment event's name, such as the name of the person or group performing or appearing at the event; or
3. a name substantially similar to the venue's or event's name.

The bill makes a violation of these provisions a CUTPA violation and allows the attorney general to investigate and enforce these provisions.

§ 3 — VETERAN AND MILITARY BENEFIT SERVICES

Imposes requirements on people and entities in the business of providing veteran or military benefit services

The bill imposes certain requirements on a person or business entity in the business of providing veteran or military benefit services. It defines these services as any service regarding veteran or military benefits offered to a veteran, armed forces member, or one of their family members who is entitled to a benefit based on the service of the veteran or armed forces member (see BACKGROUND). It includes assistance and coaching related to an attempt to get or increase a benefit and appeals from efforts to do so.

In order to conduct this business, the bill requires a person or entity

to:

1. have all federal, state, and local qualifications, certifications, and accreditations needed to provide the service;
2. comply with federal regulations if acting as a fiduciary for a veteran receiving a benefit (The U.S. Department of Veterans Affairs (DVA) appoints fiduciaries for veterans or survivors who cannot manage their own benefits, such as due to age or injury);
3. comply with federal regulations on conduct when representing someone at a DVA proceeding; and
4. comply with federal regulations on fees and expenses.

The service must also provide the following disclosure clearly and conspicuously in any advertisement and clearly provide it orally and in writing when starting a business relationship in exchange for money or anything of value with a veteran, armed services member, or family member:

“THIS BUSINESS IS NOT ENDORSED OR SPONSORED BY, OR AFFILIATED WITH, THE UNITED STATES DEPARTMENT OF VETERANS AFFAIRS OR THE CONNECTICUT DEPARTMENT OF VETERANS AFFAIRS, OR ANY FEDERALLY CHARTERED VA-ACCREDITED VETERANS SERVICE ORGANIZATION. YOU MAY QUALIFY FOR OTHER VETERANS’ BENEFITS BEYOND THE BENEFITS FOR WHICH YOU ARE RECEIVING SERVICES HERE.

VETERAN AND MILITARY BENEFITS SERVICES ARE AVAILABLE FREE OF CHARGE FROM VA-ACCREDITED VETERANS SERVICE OFFICERS, REPRESENTATIVES OF THE CONNECTICUT DEPARTMENT OF VETERANS AFFAIRS AND THE VETERANS SERVICE OFFICERS OF FEDERALLY CHARTERED VETERANS SERVICE ORGANIZATIONS. TO LEARN MORE, CONTACT THESE ORGANIZATIONS.”

The bill makes a violation of these provisions a CUTPA violation.

§ 4 — EXPERT WITNESSES

Expands when public officials, state employees, and their immediate family members can work as expert witnesses for the attorney general

Generally, by law, public officials and state employees, their immediate family members, and their businesses cannot enter contracts with the state valued at \$100 or more unless the contract is awarded through an open and public process or involves state employment, certain work with the technical education or higher education system, or a court appointment.

The bill adds an exemption for work with the attorney general as an expert witness related to litigation or administrative proceedings. The attorney general must file with the Office of State Ethics, in a form and manner set by the office, a disclosure of the (1) expert witnesses' name, qualifications, and scope of services and (2) date of entering the contract, its start and end date, and its value, if known by the attorney general. The disclosure must occur within 30 days of the earlier of when the expert witness is disclosed or required to be disclosed to an opposing party in the litigation or administrative proceeding related to the use of the expert witness.

Under the bill, an expert witness is someone (1) qualified to provide testimony on scientific, technical, or another specialized matter based on knowledge, skill, experience, training, or education and (2) retained to provide testimony including expert opinions.

§§ 5-11 — CHARITABLE ORGANIZATIONS

Makes a number of changes to the laws regarding charitable organizations and solicitations

Specifically, the bill:

1. provides that a political action committee organization is not a charitable organization subject to registration and other requirements applicable to charitable organizations (§ 5);
2. eliminates a requirement that charitable organizations file with the Department of Consumer Protection (DCP) any contracts they have with a fund-raising counsel 15 days before the counsel

- performs any material services and instead requires the organization to retain a copy of the contract for at least seven years after it expires and provide it to DCP on request (§ 7);
3. increases, from \$20,000 to \$50,000, the amount of the bond that a fund-raising counsel must file with DCP if the counsel has custody or control of contributions from solicitations (§ 7);
 4. requires paid solicitors to file financial reports about a solicitation campaign with DCP sooner, within 45 instead of 90 days of the campaign's completion (§ 8);
 5. prohibits a charitable organization or person conducting its affairs from engaging in nonfinancial conduct unrelated to the organization's charitable purpose or that jeopardizes or interferes with the ability to achieve that purpose (the law already prohibits engaging in financial transactions under these circumstances) (§ 9);
 6. eliminates a requirement that an organization not expend an unreasonable amount of money on solicitation (§ 9); and
 7. makes clarifying, minor, and technical changes.

§ 12 — TICKET PRICES

Expands the application of, and makes changes to, provisions on disclosing ticket prices and service charges

Current law requires entertainment event ticket sale or resale facilitators, as well as ticket price advertisers, to disclose a ticket's total price including service charges and the dollar amount attributable to these charges. The bill extends this requirement to entertainment event ticket sale or resale advertisers.

The bill requires anyone that advertises or facilitates the resale of an entertainment event ticket on a website or online platform primarily intended for reselling these tickets to clearly and conspicuously disclose (1) that the ticket is being resold and its price may exceed the price of the ticket from the event presenter and (2) the price printed or otherwise

disclosed on the face of the ticket when it was first sold.

Currently, the total price and portion of it that is a service charge must be displayed in the ticket listing before it is selected for purchase and the total price cannot increase after the ticket is selected and before it is purchased. The bill instead requires all of the disclosures described above to be displayed when the ticket is initially offered for sale to consumers and the price cannot increase after the initial offer and until the ticket is purchased. As under existing law, a reasonable service charge is allowed for delivery of a nonelectronic ticket.

The bill makes a violation of these provisions or of others related to disclosing ticket prices and service charges a CUTPA violation and allows the attorney general to investigate and enforce these provisions.

§ 13 — RECORDING REAL ESTATE LISTING AGREEMENTS

Changes a requirement for recording certain real estate listing agreements

The bill makes a change to the types of real estate listing agreements that were required to be rerecorded (with notice recorded in the town where the residential property subject to the agreement is located) prior to June 30, 2024. Under current law, one type of agreement subject to these requirements was one that binds future holders of interests in the property. The bill instead applies these requirements to agreements that bind future owners of interests in the property.

§ 14 — UMBILICAL CORD BLOOD INFORMATION

Eliminates a requirement for certain health care providers to provide information about umbilical cord blood

The bill eliminates a requirement that a health care provider who provides pregnancy-related health care services to a woman during the last trimester of pregnancy provide her with information to make an informed and voluntary choice regarding banking or donating umbilical cord blood.

BACKGROUND

CUTPA

By law, CUTPA prohibits businesses from engaging in unfair and

deceptive acts or practices. It allows the DCP commissioner, under specified procedures, to issue regulations defining an unfair trade practice, investigate complaints, issue cease and desist orders, order restitution in cases involving less than \$10,000, impose civil penalties of up to \$5,000, enter into consent agreements, ask the attorney general to seek injunctive relief, and accept voluntary statements of compliance. It also allows individuals to sue. Courts may issue restraining orders; award actual and punitive damages, costs, and reasonable attorney's fees; and impose civil penalties of up to \$5,000 for willful violations and up to \$25,000 for a restraining order violation.

Armed Forces

"Armed forces" means the United States Army, Navy, Marine Corps, Coast Guard, Air Force, Space Force, and any reserve component of them, including the Connecticut National Guard performing duty under federal law (CGS § 27-103).

Veterans

Under state law, a veteran is anyone who was honorably discharged, or released under honorable conditions, from active service in the United States armed forces. This also includes anyone who was released from active service with an other-than-honorable (OTH) discharge based on a "qualifying condition."

A qualifying condition is a (1) post-traumatic stress disorder or traumatic brain injury diagnosis by a licensed health care professional at a U.S. Department of Veterans Affairs facility; (2) military sexual trauma disclosed to such a health care professional; or (3) determination by the Qualifying Review Board that sexual orientation, gender identity, or gender expression was more likely than not the primary reason for the OTH discharge (CGS § 27-103).

Related Bills

sHB 6874 (File 261), favorably reported by the Veterans' and Military Affairs Committee, imposes requirements on people who receive compensation to assist or advise on veterans benefit matters, including fee limitations, disclaimer requirements, and advertising restrictions.

HB 7182, favorably reported by the General Law Committee, makes a number of changes to the law on disclosing the total price of an entertainment event ticket, including who the law applies to, when a disclosure is required, and when a ticket price may not increase; prohibits exclusive agreements to sell or resell tickets to entertainment events at a venue; and requires ticket sellers and resellers to refund the total price of a ticket to a live entertainment event that is cancelled, among other things.

COMMITTEE ACTION

General Law Committee

Joint Favorable Substitute

Yea 14 Nay 8 (03/12/2025)