

ROBERT P. CASEY, JR.
PENNSYLVANIA

COMMITTEES:
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SPECIAL COMMITTEE ON AGING

JOINT ECONOMIC

United States Senate

WASHINGTON, DC 20510

May 1, 2018

President Donald Trump
The White House
1600 Pennsylvania Avenue, NW
Washington, DC 20500

Dear President Trump:

The offshoring of U.S. jobs to other countries continues to hurt American workers and communities. The offshoring problem is particularly pronounced among call center jobs. Many of us wrote to you last year urging you to take executive action to protect call centers and to help bring these family sustaining jobs back to the U.S. We would like to reiterate this call asking for executive action.

Shipping call center jobs overseas is not just an economic problem it is a threat to the security of consumers' personal data. There have been numerous troubling reports of fraud and the theft of sensitive personal information at foreign call centers. The lack of adequate security measures is another important reason to move call center jobs back to the U.S.

A recent report by the Communication Workers of America and the Committee for Better Banks highlights how big banks have continued to send call center jobs overseas. The report details how these banks have recently laid off call center workers in the U.S. while maintaining and even growing their call center operations in other countries.

By issuing an Executive Order, you can take an immediate step to prevent federal government contracts from being awarded to companies that offshore U.S. call center jobs by utilizing call centers in foreign countries. Taxpayer funds should go to companies that hire American workers. We are all cosponsors of the *United States Call Center Worker and Consumer Protection Act* which would address this problem legislatively by targeting federal grants and loans for U.S. companies that offshore call center jobs and by requiring call centers outside the U.S. to notify consumers they are speaking with someone at a foreign call center.

We urge you to take executive action to protect call center workers and to also support our efforts to pass the *United States Call Center Worker and Consumer Protection Act*.

Sincerely,



Robert P. Casey Jr.
United States Senator



Richard Durbin
United States Senator



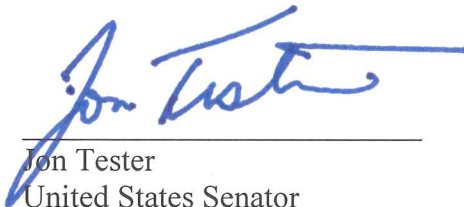
Debbie Stabenow
United States Senator



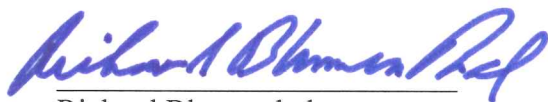
Sherrod Brown
United States Senator



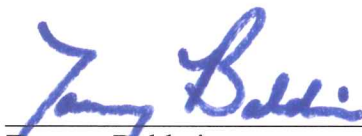
Claire McCaskill
United States Senator



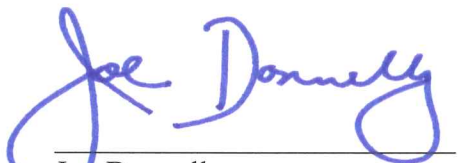
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