

**Testimony Submitted by  
Chris Coughlin, Policy Director  
Oregon Consumer Justice  
To the Senate Committee on Labor and Business**

May 13, 2025

Regarding: Support for HB 3167 A

Chair Taylor, Vice-Chair Bonham, and Members of the Committee,

For the record, my name is Chris Coughlin. I appreciate the opportunity to testify today on behalf of Oregon Consumer Justice in support of HB 3167 A.

Oregon Consumer Justice (OCJ) envisions a vibrant future where all Oregonians live with dignity and abundance and experience health, joy, and economic opportunity. We work collaboratively across policy and advocacy, community engagement, and the law, to realize a more just and equitable Oregon where people come first. For too long, flawed systems and policies have stood in the way of this reality, with communities of color most often experiencing significant harm. Informed by consumer insights, OCJ works to make financial and business transactions reliably safe and supports Oregonians in knowing and exercising their consumer rights.

Oregonians deserve to engage in financial transactions that are clear, honest, and free from hidden or deceptive charges.

Oregonians work hard for their money, and when they spend it on tickets to attend concerts, sports, and other entertainment events, they deserve full pricing transparency. Too often, the ticket price displayed excludes hidden fees, service charges, and taxes, which can nearly double the final cost by the time the consumer is ready to purchase. HB 3167 A addresses this issue by requiring ticket sellers to display the total price upfront, including all fees and service charges,

except for local taxes and shipping costs, giving consumers the specifics they need to easily compare prices and make informed, financially sound decisions.

Further, HB 3167 A protects consumers from deceptive marketing and fraud by banning misleading advertising and making it illegal to resell tickets that sellers do not actually possess. For too long, consumers have been left with no recourse when they've been misled, overcharged, or scammed when buying tickets. This legislation will ensure greater protection for consumers' purchases and enable consumer-led enforcement to hold businesses accountable. These essential protections will give Oregon consumers a clear route to justice when they are harmed by unfair practices.

Thank you for your consideration and your service in building the future that Oregonians deserve.