



Massachusetts Attorney General's Office: New Regulations Applicable to “Junk Fees” and Automatic Renewals

October 9, 2025

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Agenda

- Consumer Protection Law Lightning Round
- New Regulations Applicable to “Junk Fees” and Automatic Renewals

Consumer Protection Lightning Round

Consumer Protection Lightning Round: Background & Policy

- How is the AG selected in your state?
- How is consumer protection organized in your office?
- How are consumer protection priorities set in your office?
- Do you participate in multistate consumer investigations?
- Do you receive consumer complaints?
- Do you perform any complaint resolution role?

Consumer Protection Lightning Round: State-Specific UDAP Law

- What is your primary consumer protection statute?
- Are you able to conduct pre-suit investigations by statute?
- Can you request documents? Take statements? Send interrogatories?
- Are CIDs confidential? Are answers confidential?
- Does your law allow a party to object or set aside? If so, in what timeframe?
- How can you enforce compliance?
- Do you have a statute of limitations? If so, what is it?
- Do you have to provide pre-suit notice? If so, what timeframe?

Consumer Protection Lightning Round: Remedies & Other Laws

- What types of settlements can you enter into?
- What is your civil penalty authority?
- Can you obtain restitution? Disgorgement?
- Are there times you don't get injunctive relief? Penalties/payment?
- How are IR terms enforced? What if they are in an AVC?
- Do you have specific laws and remedies for price gouging?
- Any new noteworthy CP laws recently introduced/passed?

New Regulations Applicable to “Junk Fees” and Automatic Renewals

Junk Fee Regulations and Guidance

- Effective September 2, 2025
- 940 C.M.R. 38.00
- Regulations: <https://www.mass.gov/doc/junk-fee-regulations-940-cmr-3800-0/download>
- Guidance Documents: <https://www.mass.gov/doc/guidance-with-respect-to-unfair-and-deceptive-fees-07292025/download>

Junk Fee Regulations and Guidance

Compliant Disclosures

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Thank you



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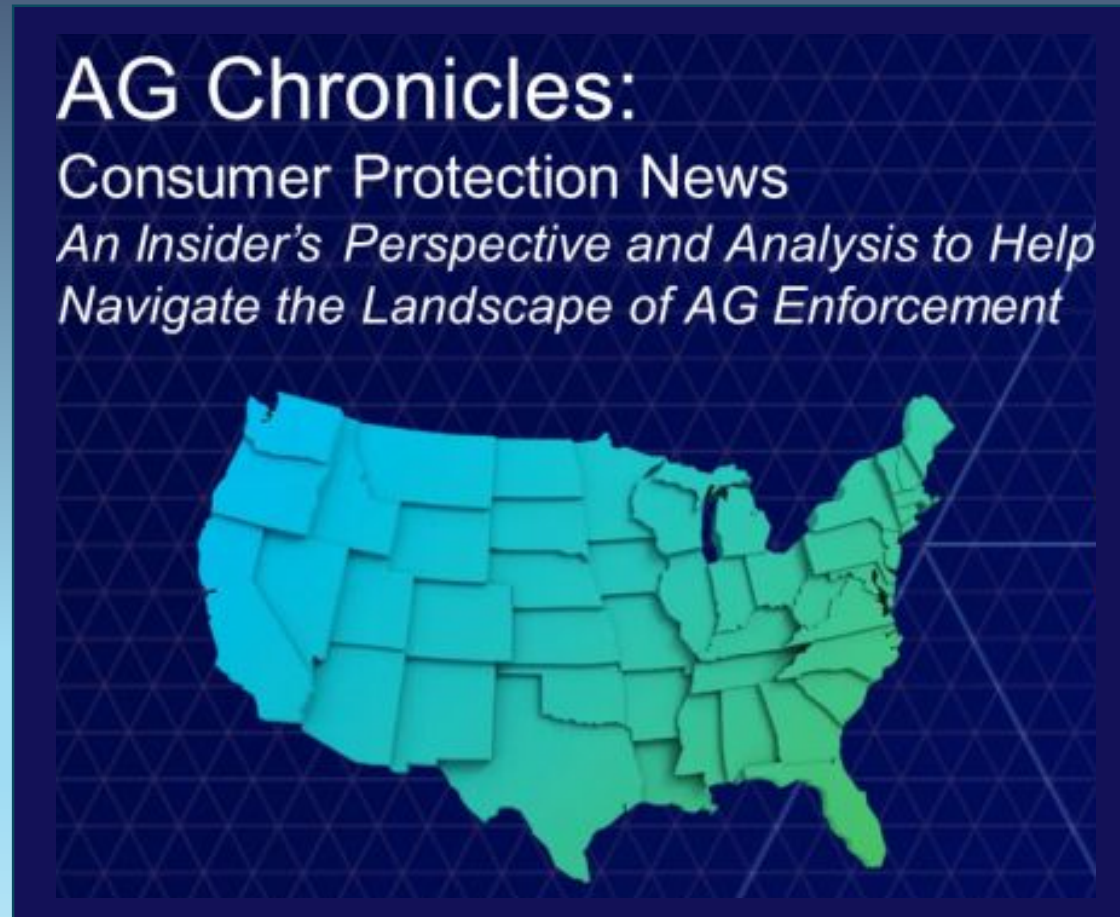


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