

S8874 • New York

Relates to the use of artificial intelligence in customer services

Unknown

Risk: Medium

Amendment

Summary

Bill S 8874 relates to the use of AI in customer services in New York. Specific requirements or definitions are not available due to the lack of full bill text.

Business Impact

If you use AI in customer service, disclose it at interaction points by 120 days post-enactment.

Key Provisions

- Full bill text is required to confirm specific provisions.
- Transparency and disclosure requirements are unverified without the full text.

Compliance Checklist

- Ensure AI systems in customer service comply with new regulations | Who: Businesses using AI in customer service | Penalty: Potential penalties for non-compliance

Industries Affected

Advertising

Technology

Customer Service

Topics

AI Transparency

User-Facing AI

Official Source

https://assembly.state.ny.us/leg/?default_fld=&bn;=S08874&term;=2025&Summary;=Y&Actions;=Y&Text;=Y&Committee;%26nbspVotes=Y&Floor;%26nbspVotes=Y#S08874

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