

STUDENT ACTIVITY**Chapter 4****Internet Connection
Consumer Protection****EXPLORE**

Where can you turn if you experience unfair or deceptive practices when purchasing a product or a service?

Keywords: _____

DIRECTIONS

Use a search engine to find national and state consumer protection resources and agencies. Complete the worksheet below and answer the questions that follow.

NET RESULTS

Find two Web sites that offer information about consumer protection. List the sites and their Web addresses.

What is the Bureau of Consumer Protection? What functions do they perform?

List two current consumer issues featured on one of the Web sites you located. What products are involved?

What tips did you find on buying a used car?

Name the agency responsible for consumer protection in your state. List the agency's Web site address.

CRITICAL THINKING QUESTIONS

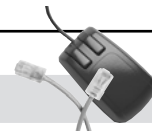


1. Students looking for college scholarships sometimes become victims of fraudulent programs. What steps would you take when researching legitimate scholarship programs and funding sources? What scams should you watch for?

2. What do you think it takes to be an educated consumer? Explain.

3. If you were deceived or tricked by a company, what information do you think you would need in order to file a complaint with a state or federal agency?

EXTENSION EXERCISE



Sometimes companies must recall (remove from the market) products that are defective or are proven to be dangerous to consumers. Prepare a report describing three products that have been recalled this year. Include the reasons for recall and the companies involved. Do you think these recalls have an impact on the level of trust consumers will place in these companies in the future? Why or why not?

