

Check Your Answers: After You Read

Section 12.1

Review Key Concepts

1. Answers may include family, peers, media, society, culture, financial resources, interests, or technology.
2. Redress provides the right to seek legal remedy when laws are violated.
3. Consider the source, look for bias, distinguish between fact and opinion, and check out the information.
4. Consumer advocates investigate business practices, expose unfair or dangerous situations, and encourage laws that protect consumers.

Practice Academic Skills

5. E-mails will vary, but they should briefly explain the problem with specific details and then clearly ask for a refund or replacement.
6. Paragraphs will vary. Sample answer: The Better Business Bureau is currently working with local law enforcement in Georgia to pass a “Freeze” law to help prevent identity theft. The Better Business Bureau is able to help in these types of endeavors by sharing information and building support in the public and in government offices.

Section 12.2

Review Key Concepts

1. An identity theft victim should contact the credit agencies, contact the creditors, and file a police report.
2. You should report the incident to the FTC, police, BBB, and the National Fraud Information Center.
3. Shoplifting causes stores to lose income from the stolen goods, and this then causes them to spend money on security measures. This means consumers must pay more for the merchandise to make up that cost.

Practice Academic Skills

4. Flyers will vary but should include the three steps for victims of identity theft to take, as well as contact information for the credit agencies and police, and space for people to document their personal credit card numbers and contact information.
5. Answers will vary. In addition to the wide range of consumer protection laws that the FTC has passed, such as the Telemarketing Sales Rule and the Equal Credit Opportunity Act, the FTC has also created many educational programs for consumers and businesses.