

# CHAPTER SUMMARY

## Section 12.1

### **Consumer Rights and Responsibilities**

Consumers have an influence on the marketplace. All consumers have rights and responsibilities. One right is to collect information, but you have the responsibility of evaluating that information. Before making a consumer complaint, determine what you want to achieve, whom you will contact, and how.

## Section 12.2

### **Consumer Safety**

You can help protect your privacy and your identity by being cautious about giving out personal information. Fraud occurs any time people deceive consumers into paying for false or useless products or services. By being courteous and obeying laws, you can help make the marketplace better for all consumers.