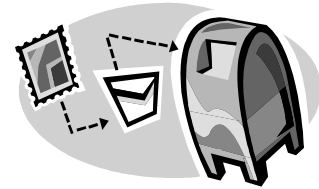


How to Write a Wrong

1) When writing to a company to complain about poor service, your letter should include:

- a. Your social security number
- b. Specific details of the service
- c. The original receipt



2) You're writing a letter to a business to resolve a complaint. You should:

- a. Send a very detailed and long history of the problem
- b. Be brief and to the point
- c. Send original receipts and warranties

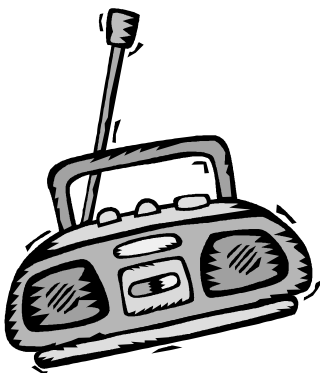
3) You have a complaint against a credit bureau. What federal agency should you contact?

4) You have a consumer complaint and need assistance in resolving it. A legitimate consumer group or government agency will:

- a. Guarantee they will get your money back
- b. Require a small fee to help you
- c. Generally require a form and details of the complaint



5) You're listening to the radio and the DJ uses a four-letter word that you find offensive. What government agency handles complaints about radio obscenities?



Answers: 1. b; 2. b; 3. The Federal Trade Commission; 4. c; 5. The Federal Communications Commission