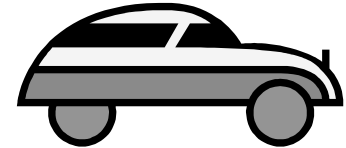


## Got a Complaint?

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1) You just bought a leather jacket at a local department store and the seams ripped the first time you wore it. To resolve this problem you should first:

- a. Go back to the store
- b. Call the consumer protection office to file a complaint
- c. Call the manufacturer of the jacket



2) If you are unhappy with repairs made on your car and the repair shop does not resolve your complaint, what government agency should you contact?

- a. State and local consumer protection office
- b. National Highway Traffic Safety Administration
- c. Federal Trade Commission

3) It is most important to report complaints and suspected frauds to your government agencies because:

- a. It keeps the agencies in business
- b. It gives consumers a way to vent their frustrations
- c. Complaints form the basis of law enforcement actions



4) If a person has a continuing unresolved complaint against an insurance company, the best level of government to contact is:

- a. Local
- b. State
- c. Federal

5) The ad you saw on TV seems to be false and misleading. You should write a letter of complaint to the:

- a. Federal Trade Commission
- b. U.S. Dept. of Agriculture
- c. U.S. Dept. of Justice

