

Consumer Bill of Rights



- 1 Right to **Safety**
- 2 Right to **Be Informed**
- 3 Right to **Choose**
- 4 Right to **Be Heard**
- 5 Right to **Education**
- 6 Right to **Redress**



Worcester Consumer Rights Program

Working in cooperation with
Massachusetts Attorney
General's Office

We are the Worcester Consumer Rights Program (WCRP) and we work with the Massachusetts AGO's Office to mediate consumer disputes with businesses.

The program is voluntary and does not carry any costs to consumers or businesses. You may file your complaint directly (in-person or by mail) with our office or online with the AGO.

**Office of Human Rights &
Disabilities**

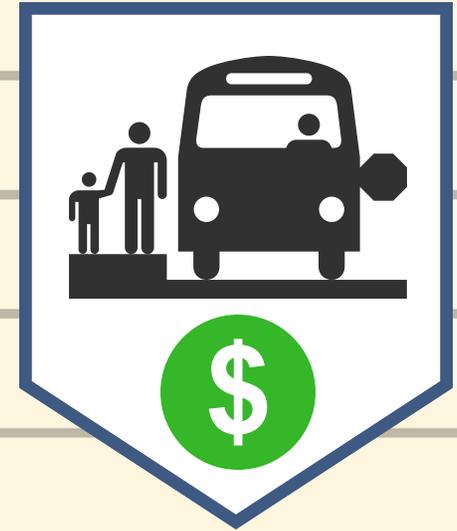


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The City of Worcester is committed to principles of equal opportunity and affirmative action.

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Consumer Rights for Youth



*Educating
Young People on
Finances and
Spending*

**City of Worcester
Consumer Rights Program**

Kids



Learn types of money (coins, cash, credit, debit)

Consider necessities versus luxuries (wants)

Set aside money for saving

Compare item prices

Practice reading recites

Visit a bank or credit union

Identify meaning of sales, ads, and commercials

Choose a realistic financial goal

Teens

Beware of online scams and fraud



Compare items' prices to their quality

Read companies' fine print

Learn about types of accounts (saving, checking)



Request and keep recites

Practice returning, exchanging, and refunding items



Make and stick to a budget

College Students

Use traceable methods of payment (debit card, check, etc.)

Keep personal financial information private

Shop online from trusted websites

Beware of deals that are too good to be true

Build credit through timely payment of debts

Consider interest rates when accepting loans

Document concerns and communications with businesses

Checkout this YouTube video!



"Helping Your Teen Make Spending Tradeoffs"

