



## LifeSmarts U Personal Finance Lesson Shop Smart Online, Educator Key

1. Emma's friends told her about a website selling discounted concert tickets to their favorite band's upcoming show. She usually buys concert tickets from another retailer but their prices are much higher this time. Emma believes she's found a great deal. Her friends already have their tickets and she doesn't want to miss the show. She wants to use her debit card. How should she resolve this?

### **Emma should (some possibilities):**

- *Read the feedback that has been left by others who have used the website.*
- *Review the store's privacy and refund policies.*
- *Check other reputable vendors to see if she can get a comparable price.*
- *Realize that her debit card does not provide the same protection as a credit card.*
- *Determine how the website will deliver the tickets.*
- *Determine the website's accepted forms of payment.*
- *Determine what state or federal laws will protect the purchase if there is a problem. Does her method of payment provide additional protection?*
- *Save a copy of the online transaction.*

2. Natasha found a leather jacket online. The store is based in Spain. She lives in California and has never purchased from an overseas seller before. The company does not have any U.S. locations but accepts many forms of online payment. The website includes the company's contact information and a list of physical stores in Spain. She finds several reviews with a mixture of positive and neutral feedback about the jacket and the business. Should she click "Buy?"

### **Natasha should (some possibilities):**

- *Read customer reviews for both the retailer's website and customer service.*
- *Determine the monetary exchange rate for euros versus U.S. dollars.*
- *Check with [www.econsumer.gov](http://www.econsumer.gov) to see if her purchase is protected.*
- *Determine if she can properly communicate with customer service in case of a problem.*
- *Determine the shipping cost and any applicable duties or taxes.*
- *Read the store's refund, privacy, and return policies.*
- *Look for the closed-lock icon and/or https in the address bar.*
- *Use a secure form of payment that does not involve typing in her credit card number.*
- *Save copies of the online transaction.*

3. Luke has spent hours watching an online auction for a new device that was just released. The price is much lower than the local big-box superstore, and he wants to place the winning bid. He has shopped through the auction site many times but is unfamiliar with the individual who is selling the device. He figures it should be okay, because the seller has plenty of 4-star reviews. The auction site provides 100% purchase protection. What research should he do before clicking "Bid"?

### **Luke should (some possibilities):**

- *Check any ratings/feedback on the seller, including any negative reviews.*
- *Review the seller's history with the website.*
- *Determine the cost of shipping and applicable taxes.*



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4. Adam is playing a "free" video game he downloaded onto his iPad. He's using the Wi-Fi connection at a local café. To earn more points, he'll have to spend \$5 on a virtual "coins" package. Adam wouldn't normally purchase something in an app but is eager to continue playing. He believes the café's Wi-Fi must be secure because he's never had issues with it in the past. As long as he gets an e-receipt, he thinks his purchase is safe. He starts typing in his credit card information. Is Adam's purchase totally secure?

### **Adam should (some possibilities):**

- *Consider using cellular data. Do NOT use the café's public Wi-Fi to purchase online.*
- *Download any necessary security updates to his iPad.*
- *Disable auto-fill for his personal information.*
- *Use a safer form of payment, if possible, such as PayPal or designated store gift card.*
- *Use a password-protected login before making purchases in an app.*
- *Ensure that the app will not sell his information to affiliates.*
- *Read the digital media's store's privacy and refund policies. Get an e-receipt.*

