




**Student Activity:**  
**Discussion of Consumer Rights and Responsibilities**

*Directions: Small groups discuss the following questions and ideas.  
 One group member will record your ideas.*

<b>Right to Safety</b>	All states have seatbelt laws and most have helmet laws. Why does the government have an interest in requiring individuals to use these safety devices?
<i>Response</i>	
<b>Right to Choose</b>	How does advertising increase the consumer right to choose? How does advertising decrease the consumer right to choose?
<i>Response</i>	
<b>Right to Information</b>	There are many sources of consumer information. When a consumer goes online, what criteria should be used to identify reliable, honest product information and ratings?
<i>Response</i>	
<b>Right to be Heard</b>	React—The right to be heard will disappear if consumers do not use their voices.
<i>Response</i>	



## LifeSmarts U Consumer Rights & Responsibilities Discussion Questions

Right to Redress	Consumer complaints are sometimes linked with frustration and anger. Why is it important that consumers not use anger when trying to settle a dispute or complaint?
<i>Response</i>	
Right to a Healthy Environment	React–This amendment should be added to the Bill of Rights: “Americans have the right to live and work in an environment that does not threaten the well-being of present and future generations.”
<i>Response</i>	
Right to Service	Consumers have the right to expect courteous service while in a store or other business establishment. How is a teenager’s customer service experience different from an adult’s?
<i>Response</i>	
Right to Consumer Education	React– As the marketplace becomes more complex, consumer education is needed to navigate and understand consumer rights and responsibilities.
<i>Response</i>	