

CONSUMER PROTECTION DIGEST

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NOW TAKING COMPLAINTS

Salt Lake City is excited to announce that we are now taking consumer complaints. If you have ever felt like you were swindled or taken advantage of by a business in Salt Lake, we want you to file a complaint.

This is the first step in addressing consumer protection problems that the city deals with. But we need your help. If you see something say something.

File a claim at SLC.gov/ConsumerProtection

WHY CONSUMER PROTECTION

A very small portion of those targeted with deceptive or unfair business practices file a complaint. Consumers have the right to a sense of security about the products and services purchased with their hard earned dollars. The Salt Lake City Consumer Protection program is here to help safeguard consumers from exploitation, unethical business practices, and create a culture of consumer justice.



SALT LAKE CITY

CONSUMER PROTECTION



LOCAL NEWS

The FTC will be mailing refund checks totaling more than \$2 million to people who lost money to a Utah-based business coaching scheme that operated under the names Coaching Department and Apply Knowledge, among others.

The refunds are the result of the FTC's settlement with the scheme's ringleaders and the companies through which the scheme operated. According to the FTC, the defendants conned millions of dollars from consumers by falsely telling them they could earn thousands of dollars a month by purchasing their business coaching services and establishing an Internet business.

WHAT CAN WE DO?

Salt Lake City Consumer Protection can help in 5 ways:

1. Engage in enforcement under existing municipal ordinances
2. May pursue legal action
3. Refer to appropriate agencies
4. Engage in community education to empower Salt Lakers with the tools to avoid fraud
5. Make legislative recommendations to the SLC City Council and other legislative bodies

