



European Consumer News

Wouldn't you love to win a million and live forever in the lap of luxury? You don't have to be gullible to fall for the dream especially when the mailing looks official and is personally addressed to you. This month the National Consumer Agency wants us all to wake up and smell the coffee and avoid being stung by cunning fraudsters. Find out more here.

Our consumer query comes from a lady who wants to know if her elderly father can travel for free in Northern Ireland.

Mary Denise O'Reilly
Editor

1. What's bothering you? – Scams

2. Consumer query of the month – Can my Dad who is 70 years of age travel for free in Northern Ireland?

www.eccdublin.ie: European consumer rights online

1. What's bothering you? – Scams

April Fools Day heralded the start of the National Consumer Agency's (NCA) scam awareness campaign. As scams come in all shapes and sizes the NCA provides a list of the [top ten scams](#) to illustrate the pervasiveness of the problem.

The best advice both the NCA and ECC Dublin can offer consumers is the following;

- Protect your personal information. Share credit card or other personal information only when you're buying from a company you know and trust.
- Know who you're dealing with. Don't do business with any company that won't provide its name, street address, and telephone number.
- Take your time. Resist any urge to 'act now' despite the offer and the terms. Once you turn over your money, you may never get it back.
- Read the small print. Get all promises in writing and review them carefully before you make a payment or sign a contract.
- Never pay for a 'free' gift. Disregard any offer that asks you to pay for a gift or prize. If it's free or a gift, you shouldn't have to pay for it - free means free.

If you want to report a scam you can contact the NCA by email on haveyoursay@consumerconnect.ie or on LoCall number 1890 432432. If the scam comes from outside of Ireland but within the EU, you can contact us by email on info@eccdublin.ie or on 01 8090600.

2. Consumer question of the month – Can my Dad who is 70 years of age travel for free in Northern Ireland?

Everyone aged 66 or over, living permanently in Ireland can avail of the Free Travel Scheme. Since 2nd April 2007 your father can use public transport free of charge not only in the Republic but also in Northern Ireland.

To avail of free travel within Northern Ireland, your father will need to apply for a SmartPass card. He can obtain the application form (Form FTNI1) from his local social welfare office, Citizens Information Centre or by phoning Lo-call 1890 202325. It may take up to six weeks to process the application for a SmartPass card.

If you wish to email your consumer queries to us please do so to info@eccdublin.ie

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