

Canada's Governments and Partners
leading the way

Canadian

CONSUMER INFORMATION

Gateway



*Information to help you
be more confident, better
protected and more effective
in the marketplace.*

Protect yourself from fraud and scams
Find money-saving tips
Investigate safety and recalls
Complain more effectively
Know your rights

<http://ConsumerInformation.ca>

Site development funded by
the Government of Canada

Canada

The Right Information . . .

The right information can make all the difference when it comes to buying products and services with confidence and knowing what your rights and obligations are in the marketplace. There are so many questions and finding reliable, Canadian answers can be a challenge:

- Does my infant's car seat meet the latest Canadian safety standards?
- How can I change my consumer habits to help the environment?
- What are my rights as a tenant?
- Can I save money on my mortgage?
- How can I protect myself against consumer scams?

The answers to these questions and many more can be found on the *Canadian Consumer Information Gateway*.

Empowering Canada's consumers starts here.



From a Source You Can Trust . . .

You need reliable consumer information that is developed in the public interest. That's why we've gathered together information from partners, departments and agencies of federal, provincial and territorial governments and selected non-governmental organizations.

The *Canadian Consumer Information Gateway* is maintained with a single purpose in mind: to serve the interests of Canadian consumers.



Quickly and Efficiently . . .

We know how overwhelming it can be to search for information on the World Wide Web. That's why we've organized our information into a menu of familiar topics. We've also included a search engine so you can find just the information you need, and help files to answer your navigation questions on-line. We've even provided e-mail addresses and phone numbers to instantly connect you to the right representative from the right organization for further information.

Providing a Complaint Courier . . .

Complaint Courier is a unique, new powerful on-line tool that provides you with instant access to the resources you need to effectively lodge complaints. It guides you through the process, offering you step-by-step advice on determining the validity of the complaint and how to approach the business. The Complaint Courier actually writes the complaint letter for you, and delivers it directly to the appropriate agency.

With Instant Access.

The *Canadian Consumer Information Gateway* is accessible on the Internet (<http://ConsumerInformation.ca>). Canadians without Web access at home or at work can visit public libraries, community access points, or federal, provincial or territorial service outlets.





**Clear, concise consumer information
organized by familiar topic areas:**



Children



Communications



Consumer Products



Consumer Services



Environment



Food



Fraud/Deceptive Practices



Government Services



Health



Housing



Internet



Money



Safety



Transportation



Travel/Tourism

INDUSTRY CANADA / INDUSTRIE CANADA



210780

Cat. No. C2-592/2003
ISBN 0-662-67380-8
53942B



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