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# *Handout D*

## Credit Rights and Responsibilities Scenarios

### **Scenario 1**

Allison recently opened a checking account at her local bank. When she opened her account, she was told that she needed to order checks. She picked out a design with butterflies on a blue background. The bank manager told her that her checks would arrive in one week. After three weeks, she still had not received her checks. She believes her checks have been lost in the mail. She decides to call the bank to let them know.

### **Scenario 2**

Marcos decided that he wanted to buy a motorcycle. After visiting several car lots, he found the bike he wanted. He spoke with a salesperson to ask what he needed to do to get the motorcycle. He was told that he needed to fill out some paperwork to start the loan process. Marcos filled out all of the paperwork and gave it to the salesperson. The salesperson entered the information into his computer. After a few minutes, he looked at the screen and then told Marcos that he couldn't give him the loan for the motorcycle. Marcos was confused and disappointed. The salesperson told Marcos there was nothing he could do and then he went to help another customer.

### **Scenario 3**

Mia has been working all summer long and has saved almost \$1,000. There is a laptop that she has been wanting to purchase. One day she sees an advertisement in a newspaper that indicates the store that is selling the laptop has some special deals going on. When she goes down to the store, she asks the salesperson to explain the promotional offer to her. The woman says that if Mia opens a credit account with the store, she will save 10% off the price of the computer. Mia asks about the interest rate charged on the credit account. The salesperson informs her that it is a 29% interest rate. After doing some math, Mia figures out that it could cost her \$200 more if she buys the computer now using the special offer. She decides to wait until she has saved some more money.

### **Scenario 4**

David got a new cell phone and new cell phone contract two months ago. His phone has lots of features and can do many things that his friends' phones cannot do. His friends all wish they had a phone like David's. Approximately 30 days after David got his phone, he received a bill in the mail. The bill said that he needed to pay the amount due by the 15th of the month. David thought he had plenty of time and put the bill to the side. He then forgot about the bill. After another 30 days, David received another bill. This time he owed twice the amount and an additional \$25 dollars because he never paid the first bill.

