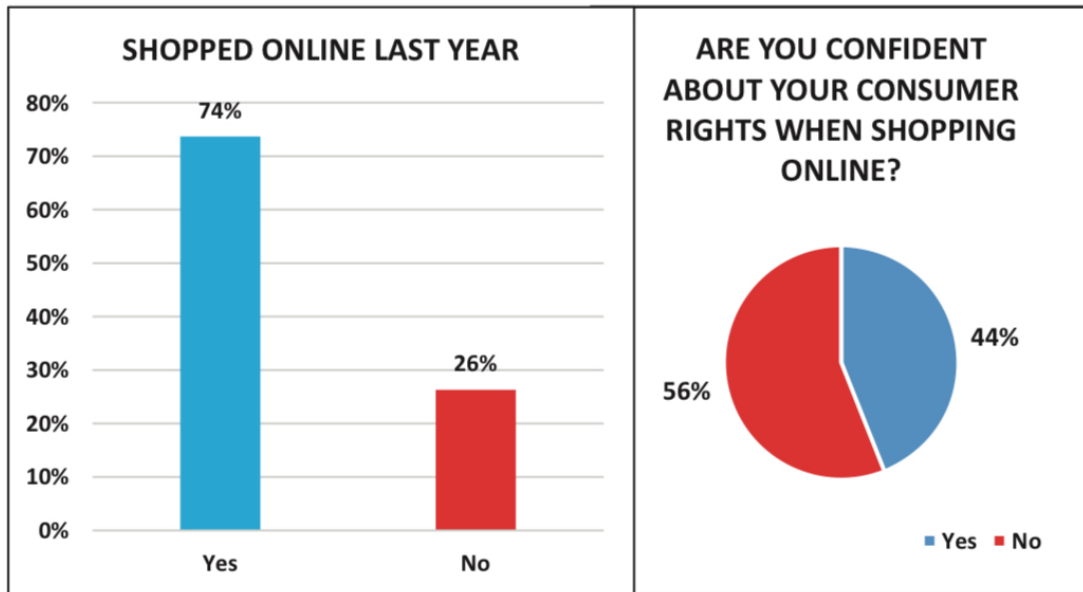




Question 1 - 2019 Q16 (b) (i)

Marks: 9

- (b) The number of consumers shopping online is increasing but it appears that many are still not confident about their consumer rights online. A recent survey indicated the following results:



- (i) Explain **three** things a good consumer should do when buying goods online.

1.
2.
3.

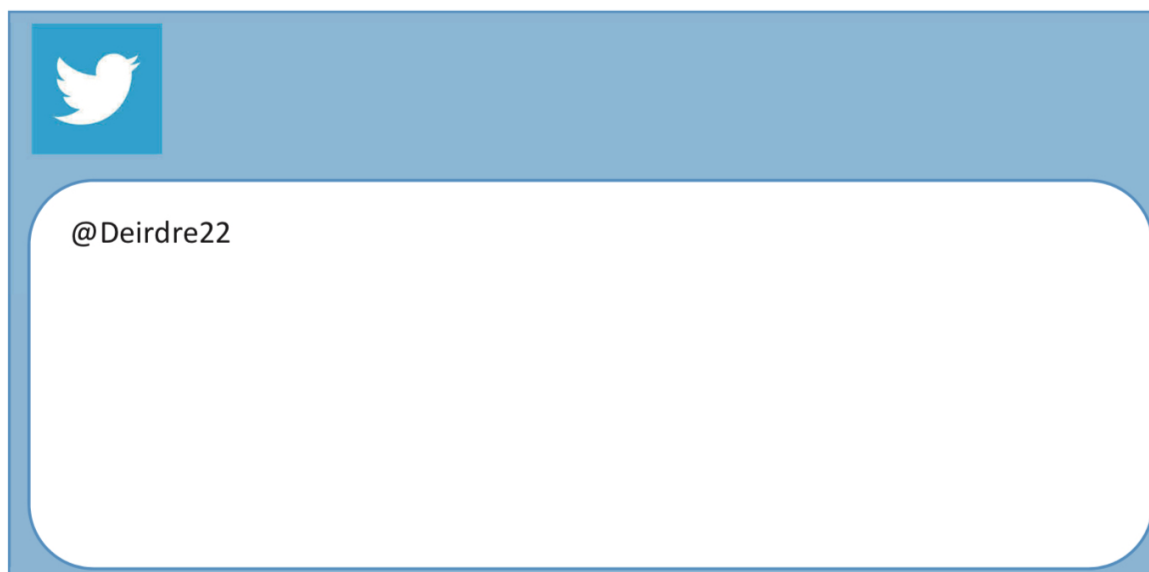




Question 2 - 2019 Q16 (b) (ii)

Marks: 3

- (ii) Your friend Deirdre (@deirdre22) has ordered a book online from a business in the European Union. Forty days have passed and the book has not arrived. Write a tweet to @deirdre22 to let her know what agency she should go to for help:



Question 3 - 2022 Q18 (a)(iv)

Marks: 3

- (iv) Outline **one** responsibility Kevin has as a consumer, while shopping for insurance.





Question 4 - 2023 Q5

Marks: 6

Outline **two** rights of consumers when shopping online.



1.
2.

Question 5 - 2023 Q6

Marks: 6

Fyffes Fairtrade
€1.99 per kg

Fyffes Non Fairtrade
€1.39 per kg



Outline **two** reasons a consumer would purchase Fairtrade products, considering Fairtrade products are more expensive. Adapted from the cai.ie

1.
2.





Question 6 - 2024 Q15

Marks: 6

Almost 50% of influencer ad content not tagged as advertising.

Adapted from www.ccpc.ie



- (i) Name the law which protects consumers from false or misleading advertising.

--

- (ii) Explain **one** drawback to a consumer of shopping online:

Drawback:

Question 7 - 2025 Q10

Marks: 6

- (i) Explain the term impulse buying.

- (ii) Outline **one** risk of impulse buying for a consumer.





Question 8 - 2025 Q18 (a)(ii)(iii)

Marks: 12

(ii) Identify **three** characteristics of a good consumer.

1.
2.
3.

(iii) Mary bought a dress in Breda's Boutique for €150.
When she brought it home, she realised it did not match her jacket.
The next day Mary went back to Breda's Boutique looking for a refund.

Is Mary legally entitled to a refund?

Indicate by placing a tick (✓) in the correct box.

Yes

☐

No

☐

Give a reason for your answer.

Reason:

Question 9 - 2022 Q10

Marks: 6

Read the following consumer complaints and then follow the instructions below:

	Complaint
A	My bank has not reduced its loan rates in line with EU regulations
B	I have been waiting four weeks for the electricity company to connect my house to the main electricity supply
C	My mobile phone company keep charging me extra money every month

Match the complaints above with the organisation that the consumer should be referred to by placing A, B and C in the correct box below.

Financial Services Ombudsman	Commission for Communication Regulation	Commission for Energy Regulation





(i) Identify **two** benefits of shopping locally for the local economy.

1.
2.

(ii) Give **one** reason why a consumer may choose **not** to shop locally.





Question 11 - 2019 Q16 (c) (ii)

Marks: 3

- (c) New Chapter has decided to diversify and start selling take away coffee which is very much in demand by their customers and would also entice passers-by into the bookstore. They are concerned about a new proposal outlined below which appeared in a newspaper.

‘A proposed ‘latte levy’ could reduce disposable coffee cups by 250,000 a day.’

The Government has proposed a new 15 cent levy on disposable coffee cups.

The Irish Times, March 2018



- (ii) Consumers can act ethically by purchasing a reusable coffee cup. Explain **one** other step a consumer could take to be more ethical in their purchasing decisions.

Question 12 - 2025 Q18 (c)(iii)

Marks: 6

The cost of living is forcing consumers to be more sustainable.

Adapted from *The Irish Times*

- (iii) Outline **two** ways in which consumers can be more sustainable when purchasing goods and services.

1.
2.





Question 13 - ?

Marks: 20

Answer true or false to each of the following statements about globalisation by placing a tick (✓) in the correct box.

	True	False
(i) Companies have access to bigger markets.	☐	☐
(ii) Consumers have less choice.	☐	☐
(iii) Increased trade leads to increased pollution.	☐	☐





(a)



Kellogg's is a global company selling well known brands such as Corn Flakes, Crunchy Nut, Rice Krispies and Coco Pops.

(i) Explain what is meant by a global company.

(ii) Three other company logos are pictured below. Place a tick (✓) to identify which companies are global.

Company Logo			
Global			





(a)



Kellogg's is a global company selling well known brands such as Corn Flakes, Crunchy Nut, Rice Krispies and Coco Pops.

(iii) Explain **two** challenges facing global companies such as Kellogg's.

1.
2.

