

Chapter 8 – Class Exam

Name: _____

Score: ____/45

Answer all questions

Suggested Exam Length: 30 minutes

Student Input (Pre-exam)

How confident are you about this exam?

What topic am I worried about before I look at the exam? Why?

What strategies did you use to study for this exam? What was the best one?

Which activities in class did you most enjoy for this topic?

Student Reflection (Post-exam)

How happy were you with your result?

What were the hardest questions? Why?

Is there any exam technique I should change/use again for my next exam?

What topics should I look over again?



Q1 Consumer agencies in Ireland.

(a) Complete the name of the independent body that protects consumers in Ireland.

C _____

C _____

P _____

C _____

(b) Identify **two** services this body offers consumers.

1. _____

2. _____

Q2 Match each consumer's situation to the organisation that can help. Write the correct organisation in the box.

Choose from: MABS, ASAI, FSPO, ComReg, CRU, ECCI

Situation	Organisation
A family cannot keep up with bills and loan repayments and needs advice	
A bank applied charges to an account and refuses to reverse them	
A mobile phone provider keeps charging for a service never signed up for	
An electricity supplier is very slow to connect a new home	
A consumer has a problem with a clothing website based in Spain	
An influencer promotes a product without saying it is paid advertising	



Q3 Eoin paid a builder €900 to plaster a wall; the work was done poorly and the builder will not return any of the payment. Eoin does not want a solicitor.

(a) Name the low-cost service that lets a consumer take a claim against a trader without a solicitor.

Service: _____

(b) State the largest claim it deals with and the fee to make a claim.

Largest claim: _____

Fee: _____

(c) True or false: Eoin could use this service if he had instead bought a second-hand drill from a private seller on DoneDeal. Give a reason.

True or False: _____

Reason: _____

Q4 Saoirse, who lives in Cork, orders a dress from a website based in Italy. It never arrives and the company will not reply. Name the organisation that can help her and explain why it is the correct one.

Organisation: _____

Why it is the correct one: _____



Q5 Daniel bought a kettle online for €45; it stopped working after two days. Write a short complaint email to the company asking for a refund, including a reference to his rights.

From: _____

To: _____

Date: _____

Subject: _____



Marking Scheme

Q1 CCPC.

MS: 7 marks - (a) 1m; (b) 2 × 3m

- (a) CCPC (Competition and Consumer Protection Commission).
- (b) Any two: provides information on consumer rights (ccpc.ie); investigates businesses that break consumer law; lets consumers compare financial products.

Q2 Matching agencies.

MS: 12 marks - 6 × 2m

Family/debt - MABS. Bank charges - FSPO. Mobile phone - ComReg. Electricity connection - CRU. Spanish website - ECCI. Influencer ad - ASAI.

Q3 Small Claims Court.

MS: 8 marks - (a) 2m; (b) 2m; (c) 1m decision + 3m developed reason

- (a) The Small Claims Court (Small Claims Procedure).
- (b) Largest claim €2,000; fee €25.
- (c) FALSE. The Small Claims Court only deals with claims against a trader, not private sales between individuals, so a DoneDeal purchase from a private seller is not covered.

Q4 EU cross-border.

MS: 6 marks - 3m agency + 3m developed reason

The European Consumer Centre Ireland (ECCI), because it helps Irish consumers with a problem with a business based in another EU country (here, Italy).



Q5 Complaint email.

MS: 12 marks - layout (From/To/Date/Subject, Dear, sign-off) 6m + complaint 2m + reference to rights 2m and outcome 2m

From: danielmurphy@mail.ie
To: customerservice@homestore.ie
Date: 12/06/26
Subject: Complaint - Faulty Kettle

Dear Customer Service Team,

I am writing to complain about a kettle I bought from your website for €45 (order confirmation attached). It stopped working after two days.

Under the Consumer Rights Act 2022, goods must be of expected quality. As the kettle is faulty within 30 days, I am entitled to a refund.

I would ask you to resolve this matter within 10 working days.

Yours sincerely,

Daniel Murphy

