

Speaking publicly about consumer financial protection rights

Students research and write a speech focusing on a specific consumer right or consumer financial protection issue and related laws.

Learning goals

Big idea

Consumer financial protection laws exist to prevent businesses from engaging in unlawful practices that may give them an advantage over competitors and to protect the rights of consumers.

Essential questions

- How do consumer financial protection laws help consumers?
- What steps can you take to report and prevent unlawful practices against consumers?

Objectives

- Evaluate different types of consumer financial protection rights and laws
- Write persuasively about consumer financial protection laws and consumers' rights and responsibilities

NOTE

Please remember to consider your students' accommodations and special needs to ensure that all students are able to participate in a meaningful way.

KEY INFORMATION

Building block:

 Executive function

 Financial knowledge and decision-making skills

Grade level: High school (9-12)

Age range: 13-19

Topic: Protect (Managing risk, Preventing fraud and identity theft)

School subject: CTE (Career and technical education), English or language arts, Social studies or history

Teaching strategy: Blended learning, Project-based learning

Bloom's Taxonomy level: Remember, Evaluate, Create

Activity duration: 75-90 minutes

National Standards for Personal Financial Education, 2021

Earning income: 12-6

Managing credit: 12-5, 12-7, 12-11, 12-12

Managing risk: 12-6, 12-9, 12-12

These standards are cumulative, and topics are not repeated in each grade level. This activity may include information students need to understand before exploring this topic in more detail.

What students will do

- Review consumer rights and consumer financial protection laws on specific websites.
- Select one consumer right or consumer financial protection issue and the accompanying law(s) to explore further.
- Write a speech about the consumer right or consumer financial protection issue they chose that could be delivered at a school assembly.
- Deliver the speech to their classmates or to another class.

Preparing for this activity

- Print copies of all student materials, or prepare for students to access them electronically.
- Take time to make sure you're familiar with some of the latest information about consumer financial protection laws so you can help guide students' work.
- Obtain computers or tablets with Internet access for students so they can do research for their speech or provide them with printed versions of research materials.

What you'll need

THIS TEACHER GUIDE

- Speaking publicly about consumer financial protection rights (guide)
[cfpb_building_block_activities_speaking-publicly-about-consumer-rights_guide.pdf](#)

STUDENT MATERIALS

- Speaking publicly about consumer financial protection rights (worksheet)
[cfpb_building_block_activities_speaking-publicly-about-consumer-rights_worksheet.pdf](#)
- Computers or tablets with Internet access

Exploring key financial concepts

Becoming aware of consumer financial protection laws and your rights and responsibilities as a consumer is part of building financial capability. That means knowing your rights or how to find out about them and knowing what to do if you have a complaint.

Some federal agencies are focused on protecting the rights of consumers. One agency is the Consumer Financial Protection Bureau (CFPB). CFPB makes sure banks, lenders, and other financial companies treat you fairly. It protects consumers from unfair, deceptive, or abusive practices and takes action against companies that break the law. CFPB provides people with the information, steps, and tools they need to make smart financial decisions. Another agency is the Federal Trade Commission (FTC). This agency works to prevent fraudulent, deceptive, and unfair business practices. It also provides information to help consumers spot, stop, and avoid scams and fraud.

TIP

Because terms and laws related to consumer protection change, students should be encouraged to always look for the most up-to-date information.

Teaching this activity

Whole-class introduction

- As a class, brainstorm a list of consumer protection examples.
 - Examples may include making sure companies share information about any fees they charge or about things they sell, such as crash ratings for motor vehicles and recall notices for products.
 - Write or project the list on the board so students can refer to it.
- Read the “Exploring key financial concepts” section to students to introduce the topic of consumer financial protection and the rights and responsibilities of consumers.
- Be sure students understand key vocabulary:
 - **Fraud:** An illegal act that occurs when people try to trick you out of your personal information and your money.
 - **Scam:** A dishonest trick used to cheat somebody out of something important, like money. Scams can happen in person, through social media, or by phone, email, postal mail, or text.

TIP

Visit CFPB’s financial education glossary at consumerfinance.gov/financial-education-glossary/.

Individual work

- Distribute the “Speaking publicly about consumer financial protection rights” worksheet to each student.
- Give students computers or tablets with Internet access.

- Tell students they'll research a consumer right or a consumer financial protection issue and write a speech about it that could be delivered at a school assembly.
- Ask students to review the worksheet's "Expectations for your speech" section.
- Instruct students to select one consumer right or consumer financial protection issue for their speech from the list the class brainstormed or find an issue that interests them on their own.
- Students then should conduct research to gain understanding about the consumer right or consumer financial protection issue they chose.
 - The following websites have helpful information:
 - <https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection>
 - <https://www.consumerfinance.gov/data-research/consumer-complaints/>
 - <https://www.consumerfinance.gov/ask-cfpb/>
- Direct students to write their speech, using the worksheet as a guide.
 - The speech should have five distinct paragraphs, though each paragraph can be short.
 - Be sure students understand that their speeches should include at least two ways consumer financial protection laws address the right or issue they chose.

Wrap-up

- Ask volunteers to deliver their speech to classmates.
- If time allows, ask students to share why it's helpful to be aware of their consumer rights and consumer financial protections.

Suggested next steps

Consider searching for other CFPB activities that address the topic of protection, including managing risk and preventing fraud and identity theft. Suggested activities include "Giving advice about consumer protection" and "Protecting your money campaign".

Measuring student learning

Students' speeches and responses during discussion can give you a sense of their understanding. **Keep in mind that students' speeches may vary, as there may not be only one right approach.** The important thing is for students to have reasonable justification for their approaches.

If you choose to use the scoring rubric below to grade this activity, be sure to share it with all students so they know what criteria matter most and they can plan accordingly.

SCORING RUBRIC

Paragraph	Writing criteria	Points possible	Points achieved
1	Introduce a specific consumer right or consumer financial protection issue and any consumer laws associated with it. Include at least two ways consumer financial protection laws address this right or issue.	20	
2	Describe how this right or issue and the consumer financial protection law associated with it affect consumers.	20	
3	Include statistics and quotes from articles as supporting evidence to back up your claims.	20	
4	Present specific solutions or strategies to help reduce the challenges involving this consumer right or consumer financial protection issue.	20	
5	Conclude your speech with a synthesis of your key ideas and a call to action that will motivate and inspire listeners.	20	
	Total points	100	