



FOR IMMEDIATE RELEASE

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MAYOR BRANDON JOHNSON AND THE CHICAGO DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION KICK OFF NATIONAL CONSUMER PROTECTION WEEK TO EMPOWER AND PROTECT RESIDENTS

Outreach efforts reinforce commitment to protecting consumer rights

CHICAGO –Today, Mayor Brandon Johnson and the Chicago Department of Business Affairs and Consumer Protection (BACP) proudly announce their participation in National Consumer Protection Week (NCPW), a nationwide initiative from March 3rd to March 8th. NCPW is designed to share comprehensive information about consumer rights, as well as provide valuable guidance on identifying, reporting and avoiding scams. It is an opportunity for consumers to deepen their knowledge of consumer laws and learn effective strategies to protect themselves from fraud. Learn more by visiting Chicago.gov/ConsumerProtection.

"I am committed to safeguarding our residents from fraud and ensuring they have access to reliable consumer protection resources," said **Mayor Brandon Johnson**. "National Consumer Protection Week is an opportunity to equip people with the knowledge they need to make informed decisions and avoid scams."

"By raising awareness and providing resources, we are strengthening consumer protections and ensuring a fair marketplace for everyone," said **Ivan Capifali, BACP Acting Commissioner**. "BACP is committed to protecting consumers by launching outreach initiatives throughout National Consumer Protection Week."

BACP is a NCPW partner, which is sponsored by the Federal Trade Commission. NCPW brings together public and private sector organizations that work to educate and protect people from frauds, scams and other threats. BACP consumer protection outreach efforts during NCPW include:

- **Hosting webinars:** BACP will conduct webinars to provide in-depth information on various consumer protection topics, offering a platform for Q&A sessions. To learn more and register, visit Chicago.gov/BACPWebinars.
 - Tuesday, March 4 at 10:00 a.m., Avoid the Top Business and Consumer Scam presented by the Better Business Bureau and the Federal Trade Commission.
 - Thursday, March 6 at 10:00 a.m., Scam Proof: Outsmart Fraudsters and Stay Safe! presented by BACP.
- **Promoting the BACP consumer protection campaign:** The Be Informed. Be Protected. consumer protection campaign provides Chicagoans with simplified tips and resources across a wide array of topics most relevant to consumers, including home repair, online

shopping, using a towing service, small business loans and more. BACP's consumer protection flyers are translated into Spanish, with select flyers additionally being translated into Mandarin, Polish, Korean and Arabic.

- **Promoting the BACP public passenger vehicle awareness campaign:** The BACP Ride Smart Chicago campaign provides safety and consumer awareness information for passengers of taxicabs, ride-hail and other public passenger vehicles. To learn more, visit [Chicago.gov/RideSmart](#).
- **Utilizing social media:** Throughout the week, BACP will share consumer protection tips on its social media platforms using #NCPW2025 to build awareness.
- **Partnering with consumer advocacy groups:** BACP will continue its collaboration with organizations like the FTC and the Chicago Better Business Bureau to amplify the reach of educational materials and initiatives.
- **Encouraging consumers to use the Chi 311 system:** BACP calls on all Chicagoans to report consumer fraud by submitting a complaint via the City's 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](#)), which is the primary and most expeditious way that residents can request services from City departments and agencies.

"Protecting and educating consumers is a core part of our mission," said **Steve Bernas, President and CEO of the Better Business Bureau**. "Every year, we come up with a list of the Top Scams both locally and the riskiest scams nationally, and we do everything in our power to make the public aware so they can avoid falling into the hands of fraudsters. We greatly appreciate the partnership with BACP because we know these scams not only hurt consumers but, in many instances, also divert funds away from local businesses that are the fabric of our great neighborhoods."

In addition to these outreach efforts, BACP enforces Chicago's consumer protection laws. In 2024, BACP responded to over 1,500 complaints, the most common of which was towing, followed by home repair fraud, then motor vehicle repair fraud. In 2024, BACP retrieved over \$230,000 in restitution to complainants.

BACP is tasked with protecting Chicagoans from acts of consumer fraud, unfair methods of competition and deceptive practices. This includes any conduct that violates the Municipal Code sections related to business operations or consumer protection, as well as anything that is an unlawful practice under the Illinois Consumer Fraud and Deceptive Business Practices Act. To learn more, visit [Chicago.gov/ConsumerProtection](#).

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