



Questions & Answers

1. The RMIF will keep its members on the right track. Which industry does it represent?
The retail motor industry
2. Which long-standing rescue service is funded solely by charity?
The Royal National Lifeboat Institute (RNLI)
3. The ASA ensures that advertising is “legal, decent, honest, and truthful” Who are the ASA?
Advertising Standards Authority
4. What is the phone number for Consumerline?
0300 123 6262
5. If you find your bank won't listen to your complaint, who should you contact?
The Financial Ombudsman
6. Which government information website will allow you to carry out over 150 online transactions like booking a car for its MOT, applying for a passport or finding health services in your area?
NI Direct www.nidirect.gov.uk
7. Who is responsible for naming streets in Northern Ireland?
Local councils
8. The Small Claims Court deals with consumer claims of less than?
(a) £1,000
(b) £2,000
(c) £3,000
Answer (c). In May 2011 the limit increased from £2,000 to £3,000