



verbraucherzentrale

Thüringen

BECOMING A COMPETENT CONSUMER

Information for refugees
and their helpers

THAT'S WHAT WE DO

❖ EVERYBODY IS A CONSUMER

Refugees have to make many decisions within a short time after their arrival: How do I open a bank account? Which insurances do I need? What am I actually allowed to do on the internet? How do I find a mobile phone contract that is best for me? When you buy something in a shop or sign a contract with any company, you're acting as a consumer. Therefore everybody in our society is a consumer – German citizens as well as refugees – and every consumer has rights and obligations.

❖ HELPING YOU IS OUR MISSION

Some companies exploit people who do not know their consumer rights or speak very little German. These companies treat their customers unfairly. As a result, consumers often pay a lot of money for inferior products and services. We, for instance, help all consumers who have problems with companies like that.

❖ OUR AREAS OF EXPERTISE

- We can help you if you have a problem with your mobile phone contract or internet service provider contract
- We can help you when you are in a dispute over a product or service, no matter whether you bought it in a store or over the internet
- We know what to do when you received a letter from a lawyer because of a copyright infringement
- We explain to you how to find the best energy (electricity & gas) plans for you
- We give you advice on how to save electricity and water
- We can recommend essential insurances for your needs
- We can advise you on everyday (Giro) bank accounts and bank loans
- With us you can get advice on how you can have a healthy diet in Germany



Consumer Advice Centres (Verbraucherzentralen) exist in all federal states of Germany. They are independent of companies or political parties.

❖ WE'RE HERE TO HELP YOU

We'd like to invite you to visit one of our centres in Thuringia (see back of the page). Our advisers will help where ever they can.

- Please make an appointment in advance
- Please bring somebody who can translate if you only speak very little German
- Unfortunately, we cannot advise you on: labour law, asylum law, social security legislation
- Depending on the topic, your appointment might cost some money

❖ WE PROVIDE INFORMATION

We give presentations to refugees and their helpers on a wide variety of consumer topics. And we'd love to explain what a Consumer Advice Centre is and how you can use our knowledge to your advantage. We cater for diverse levels of knowledge and abilities.

- We can do presentation in-house or at your location
- You can choose the consumer topic you'd like to know more about

FEEL FREE TO CONTACT US

„Developing consumer competency for migrants and refugees in Thuringia“, a project of the Consumer Advice Centre of Thuringia

**Nadine Bellstedt
and Sabrina Bensaïd**

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WHERE TO FIND US

Altenburg
Dostojewskistraße 6

Leinefelde-Worbis
Jahnstraße 12

Bad Salzungen
Langenfelder Straße 8

Mühlhausen
Brückenstraße 23

Eisenach
Markt 22

Nordhausen
August-Bebel-Platz 6

Erfurt
Willy-Brandt-Platz 1

Rudolstadt
Stiftsgasse 21

Gera
Humboldtstraße 14

Schmalkalden
Altmarkt 6

Heilbad Heiligenstadt
Göttinger Straße 5

Suhl
Würzburger Straße 3

Jena
Unterlauengasse 5

As we are not open daily, please book an appointment: (0361) 555 14 0

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LEGAL INFORMATION/DISCLAIMER

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