

Auto MCPD Twitter Chat

On June 26, 2013, FTC staff hosted a Twitter chat for our partners to discuss auto industry issues targeted to U.S. military consumers, veterans, and their families. This event was part of the upcoming Military Consumer Protection Day.

Carol Kando-Pineda from the Division of Consumer and Business Education worked with the Office of Public Affairs to answer questions from the @FTC Twitter account. Hashtag for the chat was #MCPD.

Note: Tweets in their original order (reversed here for ease of reading), and without handles of individuals redacted remain publicly available on Twitter at www.twitter.com/FTC.

Tweets

At 2pm ET we'll discuss autos w/our #MCPD partners & take your consumer Qs about leasing/owning/warranty scams/etc. Join our Twitter Chat!

We're about to start our Twitter Chat on auto issues. Hope you're joining us - submit Qs with #MCPD.

Hi everyone - Carol Kando-Pineda from FTC's Division of Consumer & Business Education here to talk auto issues. Who is joining us? #MCPD

Welcome @MC_FP, @MilFamLN, @BBB_MilLine, @CFPBMilitary, @Military1Source and others joining us!

Q1 RT [REDACTED] I'm shopping for a car - will all the credit checks hurt my score? #MCPD

A1 Many scoring systems look at "inquiries" on your credit report so might have a negative effect: <http://go.usa.gov/bFiT>

Q2 If you're looking for a new car - where should you start? #MCPD

A2 Think about what car model & options you want & how much you're willing to spend. Tips on buying new car: <http://go.usa.gov/bFDY> #MCPD

FYI - while we're chatting with our partners, please feel free to send along your own #auto Qs. #sot #finance #military #milfams #newcar

RT @MC_FP A2 Want to finance your car? Dealer financing may not be best deal you can get. Contact lenders directly: <http://go.usa.gov/bFDQ> #MCPD

RT @MC_FP A2. Not near a military installation? JFSAP has you covered for auto-related credit issues <http://bit.ly/19o4dBm> #MCPD #sot

Q3 What is an extended auto-warranty & do consumers need one for their #vehicles? #auto #military #MCPD

A3 Extended warranties (or service contracts) may be an add-on that's not worth the price. Learn more: <http://go.usa.gov/bFZ4> #MCPD

Q4 RT [REDACTED] Anyone think too much focus on financing cars in fin ed & not enough attention to how to save & buy w/ cash? #MCPD

A4 RT @MilitarySaves Tips on #saving for a #car: <http://bit.ly/MsKHFu> #MCPD

Q5 If a consumer is thinking about leasing a #vehicle, what should they consider? #MCPD #finance #money #auto #sot #milfams

Reminder - anyone is welcome to submit their #auto-related questions during our chat. We'll be online until 3pm. #MCPD

RT A5 Many costs associated with leasing a car. Know them first. <http://t.co/a752FKTr1R> #mcpd

RT A5. Do you know how car leases work? Learn more @ <http://bit.ly/11slvpY> #MCPD #sot #milfams

Q6 RT [REDACTED] I'm a mil spouse and I think bought a lemon. Where do I get help? #MCPD

A6 Under state "lemon laws" might B able 2 get refund/replacement. See <http://naag.org> to find state AG. <http://go.usa.gov/bFKm> #MCPD

Q7 A consumer is having a hard time making their auto loan payment...where can they get help? #MCPD

A7 Contact creditor directly ASAP to work something out - before lender repossesses your car. <http://go.usa.gov/bFkB> #MCPD

RT @MC_FP A7. #Troops & #Milfams: Find info for your branch's Personal #Financial Management Programs! <http://bit.ly/19ZnYSE> #MCPD

10 minutes left in our #auto chat...send us your questions now! #MCPD

Q8 Are there any auto-related scams consumers should know about when buying a new or used car? #MCPD

A8 To stay up-to-date on all scams the FTC knows about, subscribe to our scam alerts: <http://go.usa.gov/bFke> #MCPD #scam #consumertips

RT [REDACTED] A8 #milfams can be targets for car title scams. <http://t.co/2ugFIPS07C>
#mcpd

RT @MC_FP A8. Money Traps to Avoid and Special Protections for #Troops & #Milfams
<http://bit.ly/15yITF0> #MCPD

Q9 Any final thoughts you want to share with our military consumers about our auto chat today? #MCPD

A9 For all the FTC's #auto resources, see: <http://go.usa.gov/bF8H> #MCPD #vehicles #newcar

A9 Been scammed? File a complaint with the FTC at <http://www.ftc.gov/complaint> #MCPD

That's all the time we have today...thanks so much for participating in our second #MCPD Twitter Chat. Next time we'll discuss #idtheft.