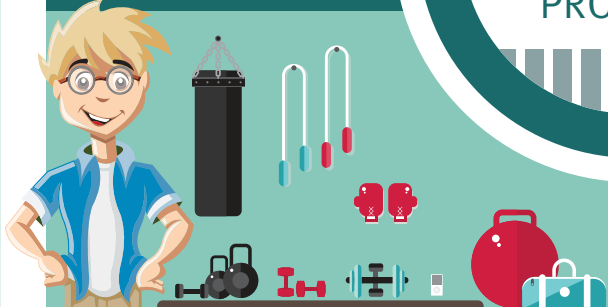


BUY SMART PROGRAM

CONTRACTS



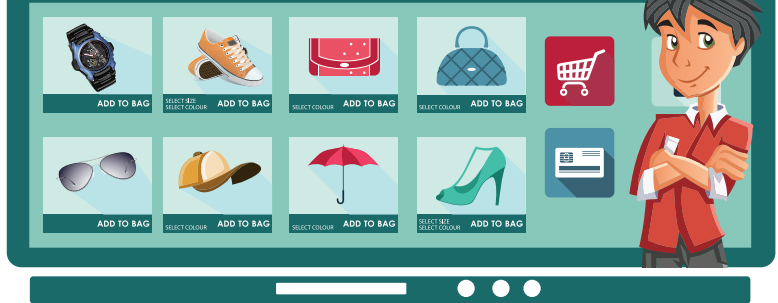
ADVERTISING



BUDGETING



ONLINE SCAMS



SHOPPING AROUND



CONSUMER RIGHTS



BUYING A CAR



ENTER NOW



Puzzle book

Office of Fair Trading | www.qld.gov.au/buysmartcomp





Letter tiles

Unscramble the tiles to reveal a hidden scam message (some have already been done for you).

I S	U N	T R	I F	O O	
B A	T	D	U E	B	
E	Y	I	G	T O	
P	,	I T	O O	B L	
D S	R O	S O	T		
					T O
				,	



Word search

S	D	E	R	H	S	E	C	U	R	E	D	T	L	O	Q
V	L	D	K	T	O	Q	R	G	L	T	G	Q	M	R	W
J	R	Y	N	M	Y	M	Z	R	Q	Q	W	N	E	K	G
E	V	E	R	Y	O	N	E	Y	J	H	R	G	M	N	N
G	Q	R	R	P	D	G	L	S	A	X	U	J	I	N	R
Y	N	G	L	Z	E	B	Y	L	S	L	J	M	J	E	D
C	Z	I	V	T	A	R	I	Z	A	A	R	L	T	Q	L
N	L	Q	R	B	L	N	S	R	Q	A	G	R	G	G	Z
E	L	X	O	E	G	P	L	O	H	Q	A	E	O	K	Y
G	X	R	S	S	D	Y	H	P	N	M	X	O	N	E	L
R	P	J	O	D	M	N	Y	I	S	A	G	I	N	K	V
U	G	M	T	L	N	O	U	T	S	L	L	O	Q	M	P
Y	T	T	O	D	Y	C	R	A	E	H	M	G	V	Z	J
Y	T	Z	H	B	C	W	P	F	L	J	I	Z	N	T	W
T	P	D	P	C	J	J	Z	R	K	Y	T	N	Q	P	D
N	Q	B	A	N	R	O	N	N	Y	M	R	N	G	P	L

PERSONAL
SHEDS
PHOTOS
ACCC
SMARTER
FROM
MONEY

WHALING
PHISHING
LAUNDERING
SECURE
GOOGLE
MESSAGE
REGULARLY

EVERYONE
URGENCY
PROBABLY
LINK
PHARMING





Decode the message

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z



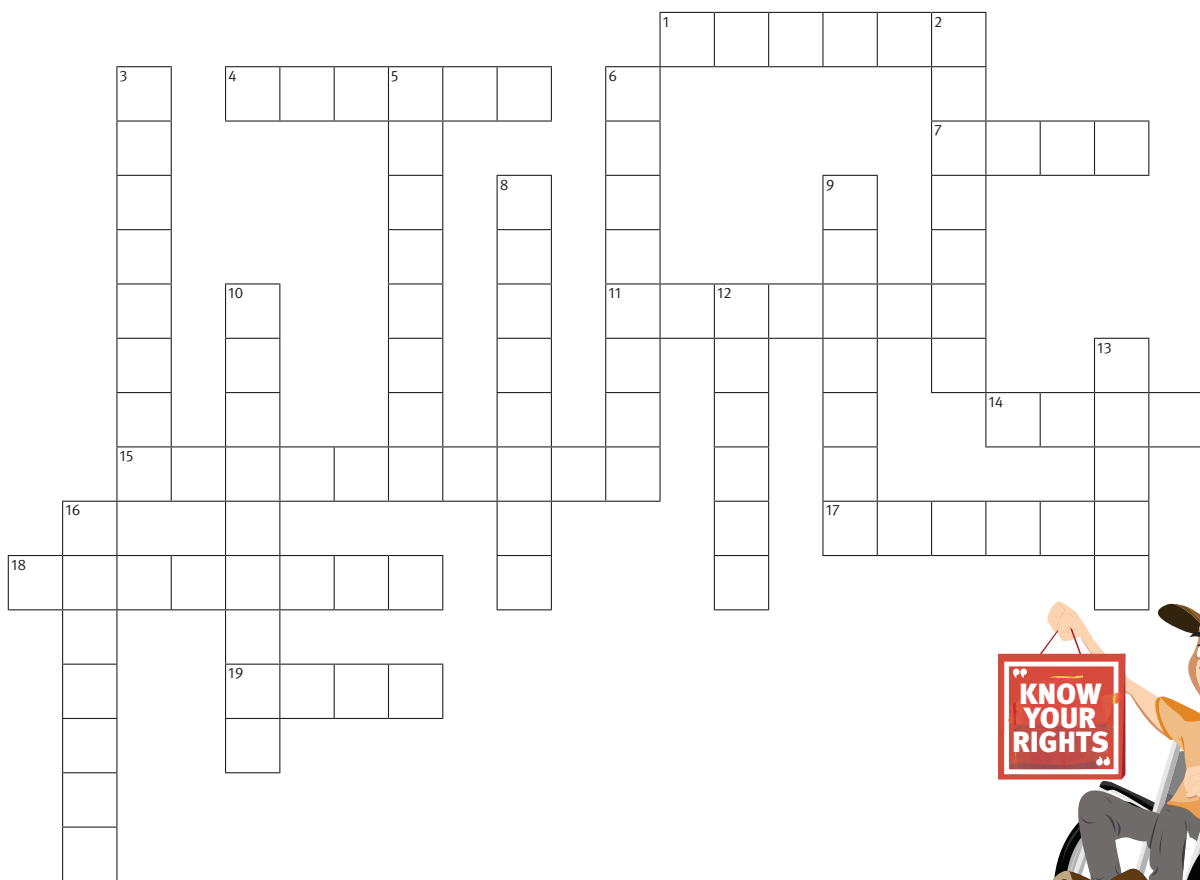
!





Crossword

RESEARCH CLUES—www.scamwatch.gov.au/types-of-scams/attempts-to-gain-your-personal-information/phishing



ACROSS

1. To create fake profiles, scammers often use fake _____ they've found online.
4. A person _____ their bills to keep their details secure.
7. Who do you report a scam to?
11. You may be contacted by a scammer by text _____.
14. Always check the _____ email address
15. Money _____ is a criminal offence.
17. You can do an image search of photos through _____?
18. If it looks too good to be true, it _____ is.
19. Do not click on an email _____ or attachment.

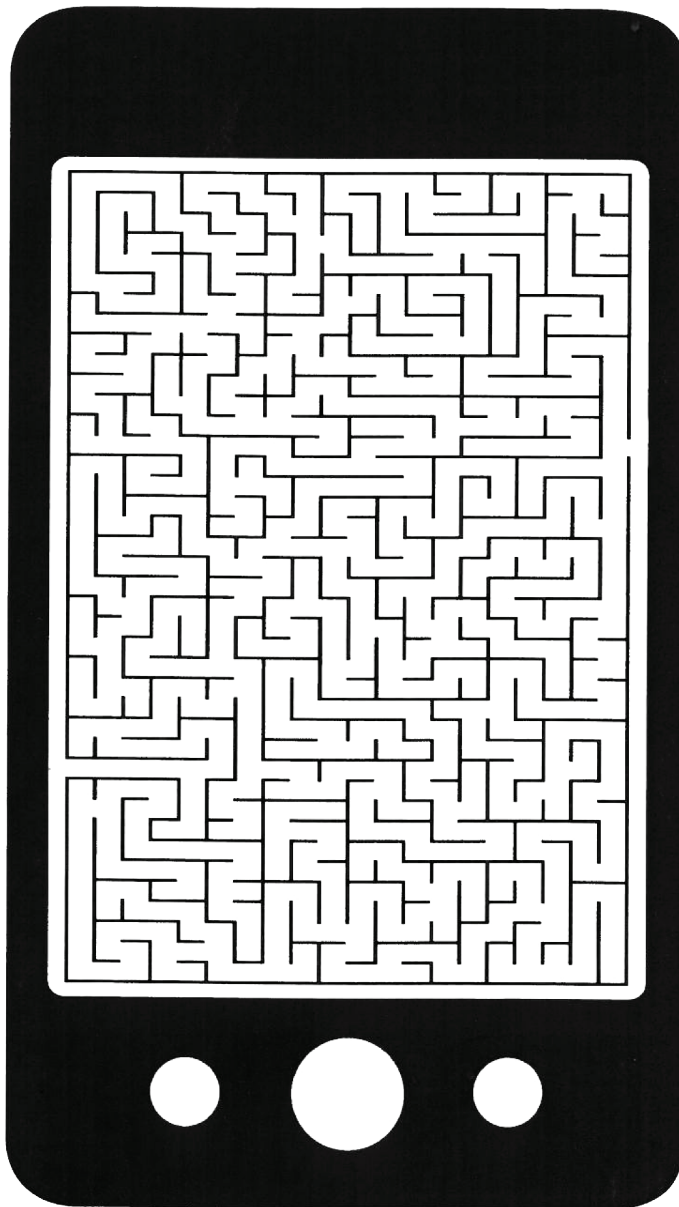
DOWN

2. Get _____ with your data.
3. Scammers ask you to confirm your _____ details.
5. Scammers target _____?
6. _____ redirects you to a fake website version.
8. _____ messages are designed to look genuine.
9. Another type of phishing scam?
10. How often should you update your password?
12. What does the 'S' stand for in https?
13. Never send _____ to anyone you don't know.
16. Scammers may feign a sense of _____?



Maze

Find your way through the mobile phone maze!



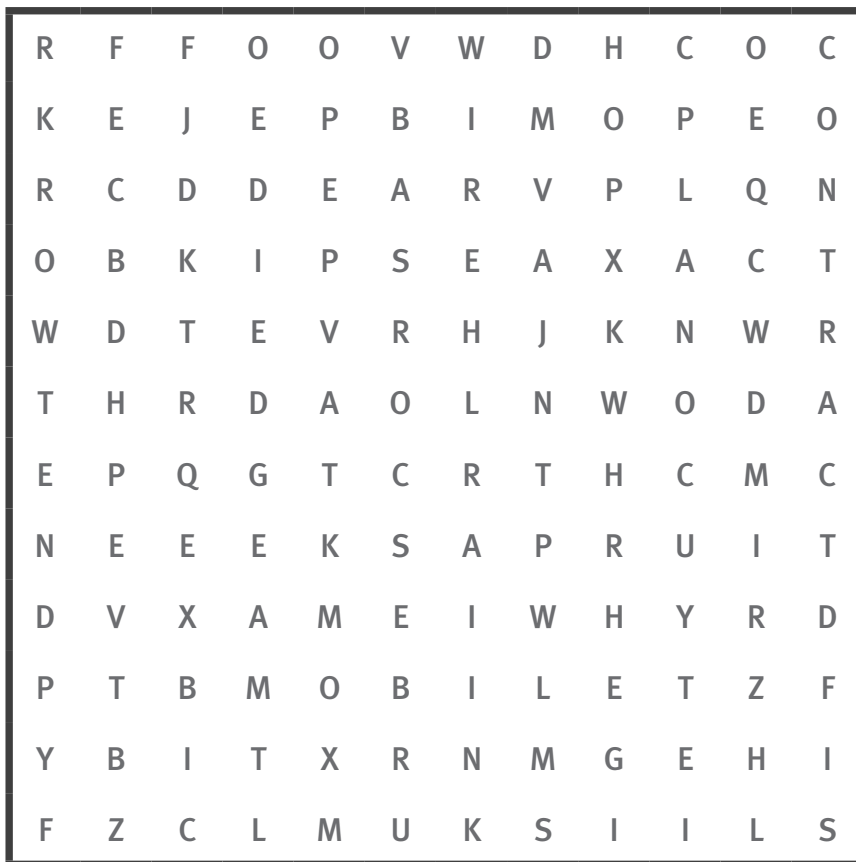
Start >

< Finish





Word search



CONTRACT
COVERAGE
DOWNLOAD
FEES
MOBILE

NETWORK
PLAN
PREPAID
PROVIDER
TEXT





Decode the message

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

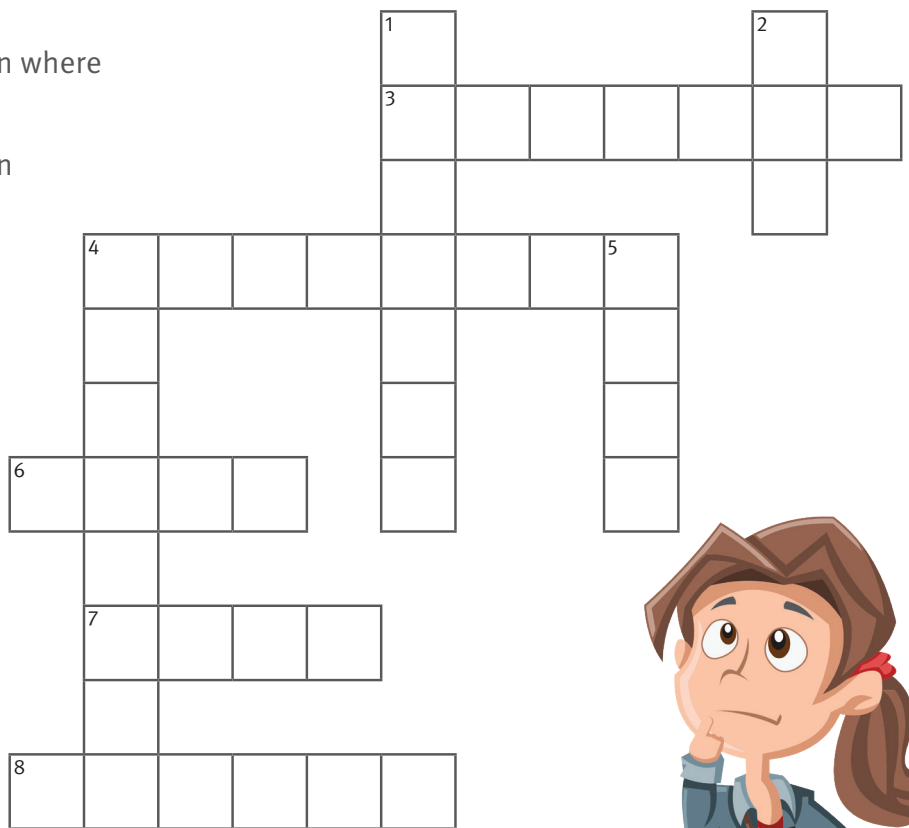




Crossword

ACROSS

- 3. A type of mobile phone plan where costs are paid upfront.
- 4. A type of mobile phone plan paid at regular intervals.
- 6. The three steps if you are being cyberbullied on your mobile are:
 - i) ignore it
 - ii) keep the evidence.
 - iii) _____ someone!
- 7. Small software programs you can either purchase or download for free on your mobile.
- 8. What you should do with text messages from people you do not know.



DOWN

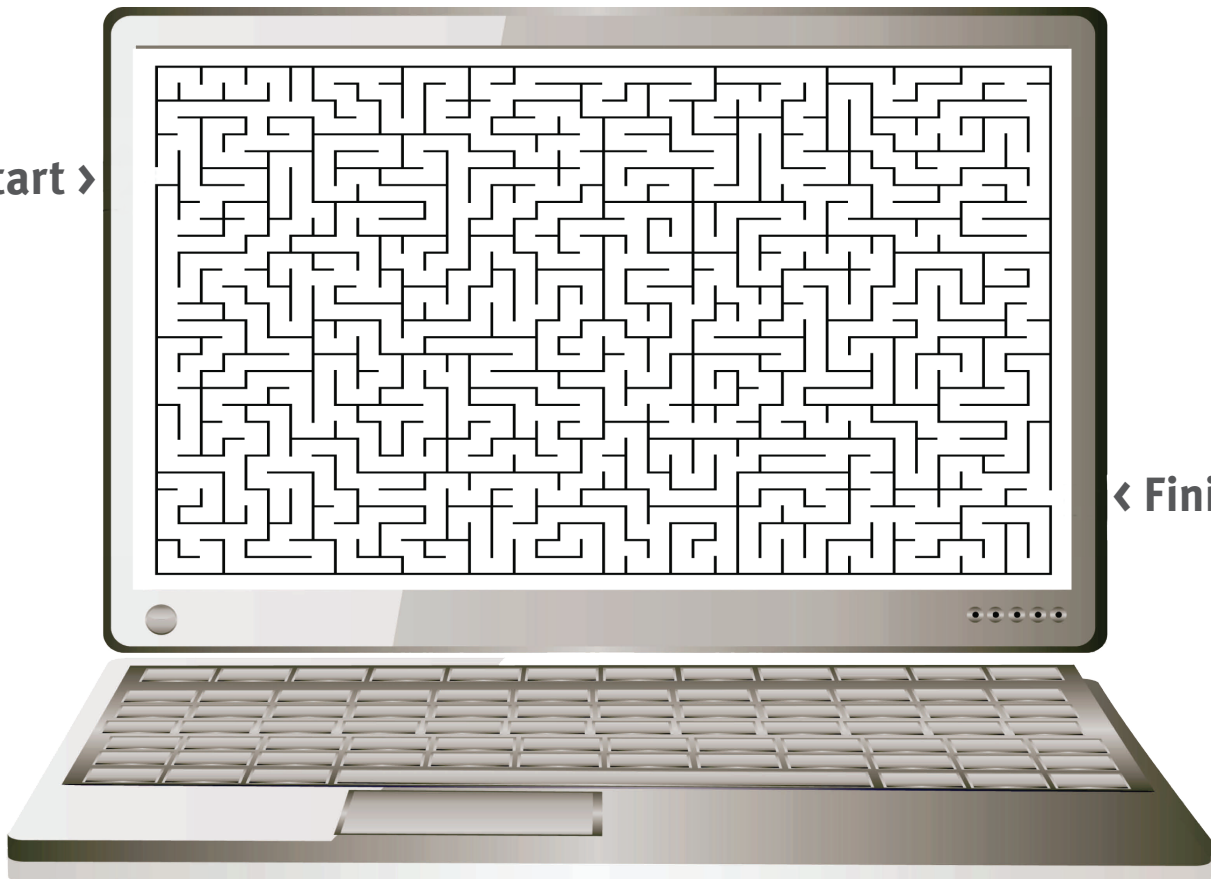
- 1. The time when prepaid mobile phones are paid for.
- 2. What you should use to prevent others from using your mobile phone.
- 4. The term referring to the geographical area where you can use your mobile phone.
- 5. The term for a keyed-in message sent between mobile phones.



Maze

Find your way through the online shopping maze!

Start >



< Finish



Online shopping puzzle



Word search

J	Z	T	P	T	K	N	D	S	W	B	E	S	S	T
R	J	F	Y	G	C	C	O	V	V	H	A	H	F	E
K	W	S	I	V	O	O	B	N	B	Y	I	F	X	R
N	T	I	B	U	L	I	G	P	L	P	G	H	P	M
D	B	U	X	A	D	H	S	U	P	I	X	H	W	S
G	B	C	O	M	A	R	T	I	Y	V	N	R	V	T
O	N	O	O	K	P	C	N	P	A	Y	M	E	N	T
C	F	N	Z	Q	C	G	H	L	B	H	X	G	P	T
B	H	D	Y	F	G	E	J	F	M	M	R	I	M	I
J	C	I	O	H	C	I	H	Q	Y	T	E	Y	I	N
H	O	T	A	X	D	J	Q	C	J	C	D	R	K	E
E	Z	I	Y	R	E	V	I	L	E	D	E	D	Y	E
O	H	O	Y	Z	T	B	S	R	Q	K	R	M	U	R
P	Q	N	X	U	J	G	L	L	W	R	T	X	J	S
B	A	S	J	W	K	S	G	U	L	N	J	B	W	O

BID

CHECKOUT

CONDITIONS

DELIVERY

ONLINE

PADLOCK

PAYMENT

RECEIPT

SHIPPING

TERMS





Decode the message

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

-----!





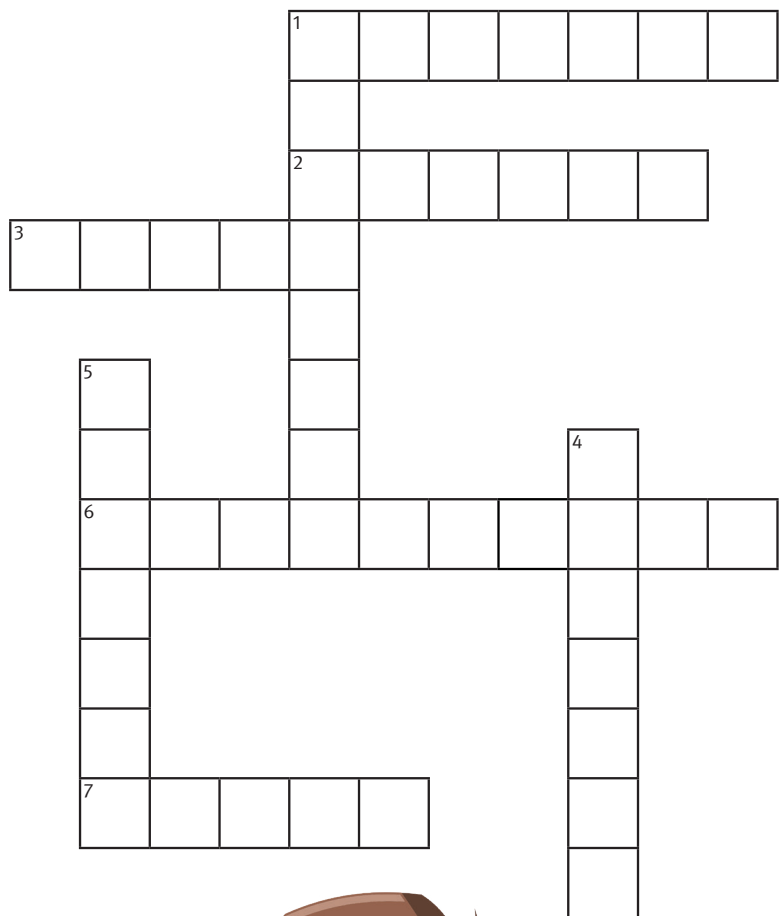
Crossword

ACROSS

1. The symbol found in the right-hand bottom corner of a secure website screen.
2. You should always check a website is _____ before you buy something online.
3. The starting letters of a secure website address.
6. & 7. Two things you should read before you buy something online.

DOWN

1. Something you use to keep your account secure.
4. An additional cost you may need to consider when buying online.
5. What you should always print out or keep a record of when you buy things online.





Secret alphabet

Decode the message using the alphabet to reveal the secret consumer message.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
24																									

_ _ _ **A** _ _ **T** _ _ _ _ _ _ **T** **T** _ _ _ _ _
 8 1 22 26 24 7 3 19 26 3 28 20 13 26 19 19 1 10 3 3 6

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
 24 28 3 4 3 18 8 20 21 8 1 22 14 22 8

_ _ _ _ **T** _ _ _ _ **T** _ **A** **T** _ _ _ _ _ **T** _ _ _ _ **T**
 10 1 4 3 19 26 20 15 13 19 26 24 19 18 1 3 10 15 19 4 3 3 19

A _ _ _ _ _ _ _ _ _ _ **A** _ **A** _ **T** _ _
 24 12 1 15 10 22 4 3 28 13 22 24 28 24 15 19 3 3





Word search

Word search grid:

```

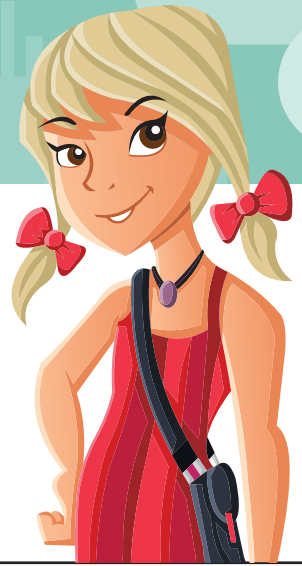
      K O B
    P S E Q E R S Y R
  A R U Y R D Z E T Q B G O
    F X O X F A E C V C H U F H Z F H
  H P D Z Q N D W Z R E G G U Y G I E R
R W U E G A M A D N N I I U G U U F H I U
C C Q K R W H T Z S N P R C O L A M C L V
U T M E X X A O B D P O T A O V X R E R U Z S
S M O G N C H U W M R G Q T M P W A Y A C H G
R S N O I T P E C X E O X V P P D E N U B R D M K
O J Q N S G D Y B L Y O Z E H E Y I T A O R H C Z
K O Y E E X V L B N R F M V W N R Y E Z I B E F A
T X X P Y G T W A K P C T N K H S S Z E Y L Q Q R I C
Q H U H J J N N K H K O V N C R A P V E Y D Y E D I R
I C B Z G B O A U E M N F R W T T J B R K N R U G I O
X O M A S U W H T L S G U C W I M C W J U L H A T
G G U A S L J D C T U J T U L O N D X T F B P F J
Y R E T A I L E R X M S E L C N A F C W E E Y L Z
R C C S U M N Y Q E O R N O I S A S O R Q K A
V H Y E D I O W C R B S M J S F K H X E I L R
F Y T P N W W R M K U K E U S E W D F J V
J E D P O K B T L D Q S N J H S M D T J R
  B P U R C H A S E T A I A I E O C N Y
    T E R E M E D Y M X N Q N K V E F
      Z X S Z E N C Y L O D G X
        C O N O U B T K D
          W Z N
  
```

REPAIR
REFUND
REMEDY
RETAILER
EXCHANGE

REASONABLE
LOSS
RETURN
PURCHASE
CONSUMER

RIGHTS
DAMAGE
GUARANTEE
MANUFACTURER
MINOR

PROOF
RECEIPT
PRODUCTS
EXCEPTIONS
COMPENSATION



Unscramble

Unscramble the words relevant to the topic of 'Consumer Guarantees' below.

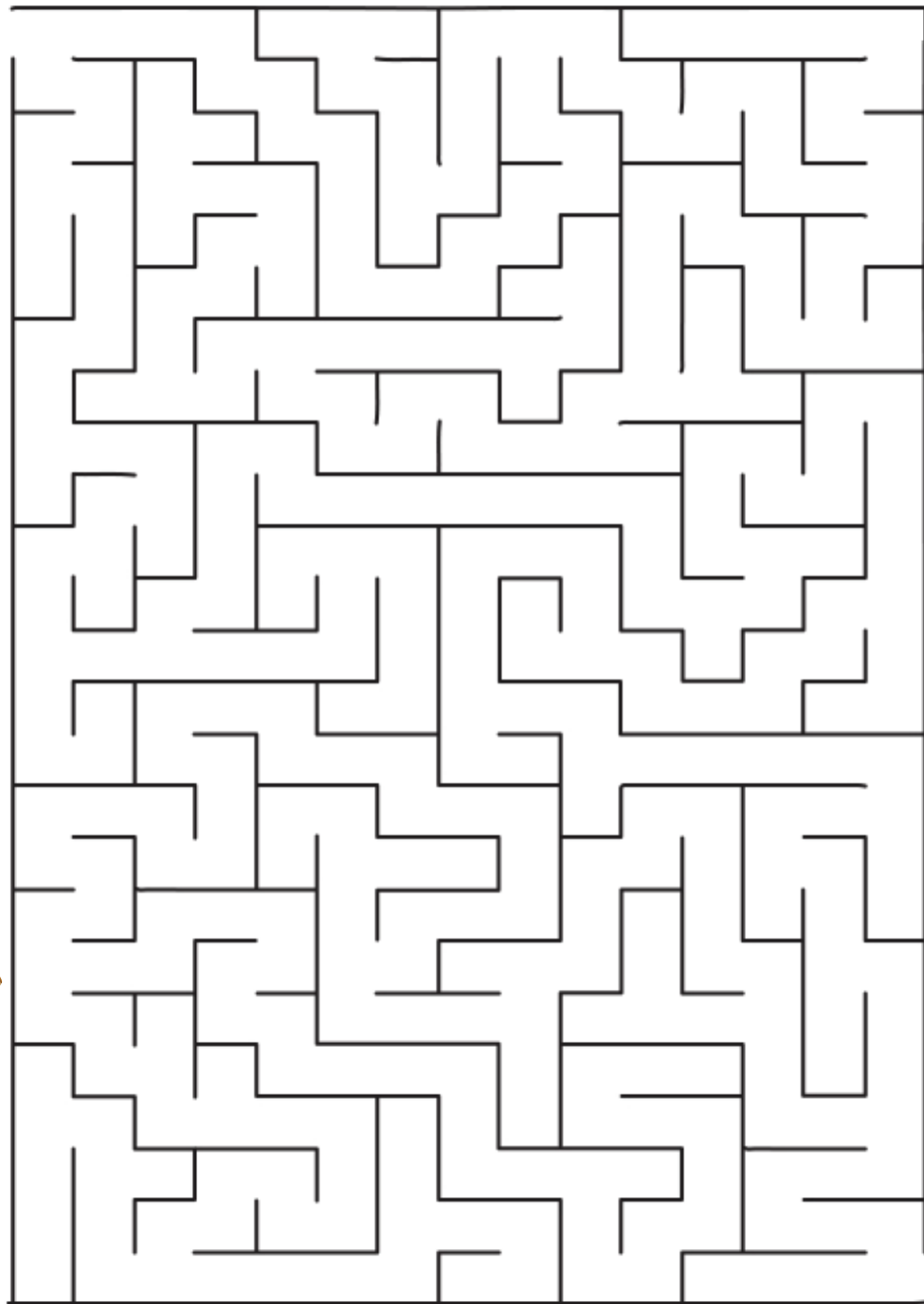
DENFUR		FCMUATUANRER	
RNURET		AANGUREET	
TSIHRG		EEYDMR	
ESOANRBALE		IEETXPOSCN	
HRPSCUEA		OEMATSONNICP	
RPOFO		GCHEANXE	
PIRRAE		ERIPTCE	
UCSMENOR		AGAEMD	
NOMIR		SSLO	
ERTEIALR		UPDCORST	



Maze

Find your way through the maze to your 'Consumer Rights'.

START



FINISH





Letter tiles

Unscramble the tiles to reveal a hidden scam message
(some have already been done for you).

I	S	U	N	T	R	I	F	O	O
B	A	T	D	U	E	B			
E	Y	I	G	T	O				
P	,	I	T	O	O	B	L		
D	S	R	O	S	O	T			
I	F	I	T	S	O	U	N	D	S
T	O	O	G	O	O	D	T	O	
B	E	T	R	U	E	,			
I	T	P	R	O	B	A	B	L	Y
I	S								



Word search

S	D	E	R	H	S	E	C	U	R	E	D	T	L	O	Q
V	L	D	K	T	O	Q	R	G	L	T	G	Q	M	R	W
J	R	Y	N	M	Y	M	Z	R	Q	Q	W	N	E	K	G
E	V	E	R	Y	O	N	E	Y	J	H	R	G	M	N	N
G	Q	R	R	P	D	G	L	S	A	X	U	J	I	N	R
Y	N	G	L	Z	E	B	Y	L	S	L	J	M	J	E	D
C	Z	I	V	T	A	R	I	Z	A	A	R	L	T	Q	L
N	L	Q	R	B	L	N	S	R	Q	A	G	R	G	G	Z
E	L	X	O	E	G	P	L	O	H	Q	A	E	O	K	Y
G	X	R	S	S	D	Y	H	P	N	M	X	O	N	E	L
R	P	J	O	D	M	N	Y	I	S	A	G	I	N	K	V
U	G	M	T	L	N	O	U	T	S	L	L	O	Q	M	P
Y	T	T	O	D	Y	C	R	A	E	H	M	G	V	Z	J
Y	T	Z	H	B	C	W	P	F	L	J	I	Z	N	T	W
T	P	D	P	C	J	J	Z	R	K	Y	T	N	Q	P	D
N	Q	B	A	N	R	O	N	N	Y	M	R	N	G	P	L

PERSONAL
SHREDS
PHOTOS
ACCC
SMARTER
FROM
MONEY

WHALING
PHISHING
LAUNDERING
SECURE
GOOGLE
MESSAGE
REGULARLY

EVERYONE
URGENCY
PROBABLY
LINK
PHARMING



Decode the message

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

YOU CANNOT WIN A

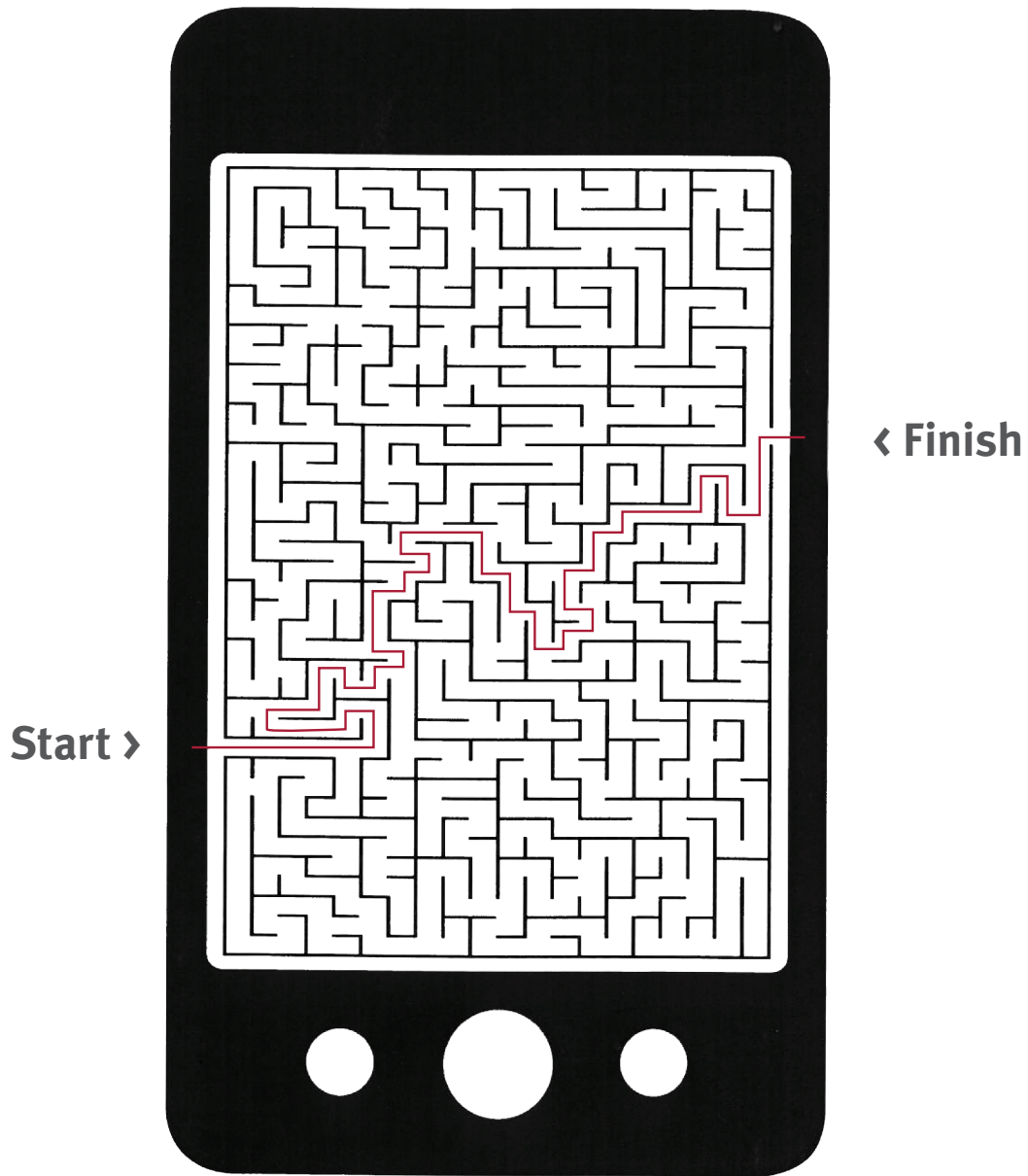
COMPETITION YOU

DID NOT ENTER!



Maze

Find your way through the mobile phone maze!





Word search

R	F	F	O	O	V	W	D	H	C	O	C
K	E	J	E	P	B	I	M	O	P	E	O
R	C	D	D	E	A	R	V	P	L	Q	N
O	B	K	I	P	S	E	A	X	A	C	T
W	D	T	E	V	R	H	J	K	N	W	R
T	H	R	D	A	O	L	N	W	O	D	A
E	P	Q	G	T	C	R	T	H	C	M	C
N	E	E	E	K	S	A	P	R	U	I	T
D	V	X	A	M	E	I	W	H	Y	R	D
P	T	B	M	O	B	I	L	E	T	Z	F
Y	B	I	T	X	R	N	M	G	E	H	I
F	Z	C	L	M	U	K	S	I	I	L	S

CONTRACT

COVERAGE

DOWNLOAD

FEES

MOBILE

NETWORK

PLAN



























PREPAID

PROVIDER

TEXT



Decode the message

												
A	B	C	D	E	F	G	H	I	J	K	L	M
												
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

Always read the mobile

☺ * 🩹 ☺ 🐱 🕊 🚲 🏆 ☺ 🚢 ⚡ ⚠ 🏆 🕸 ₹ 🌸 🚩 * 🏆

phone contract before

🎵 ⚠ ₹ 🚌 🏆 🚩 ₹ 🚌 ⚡ 🚲 ☺ 🚩 ⚡ 🌸 🏆 ✂ ₹ 🚲 🏆

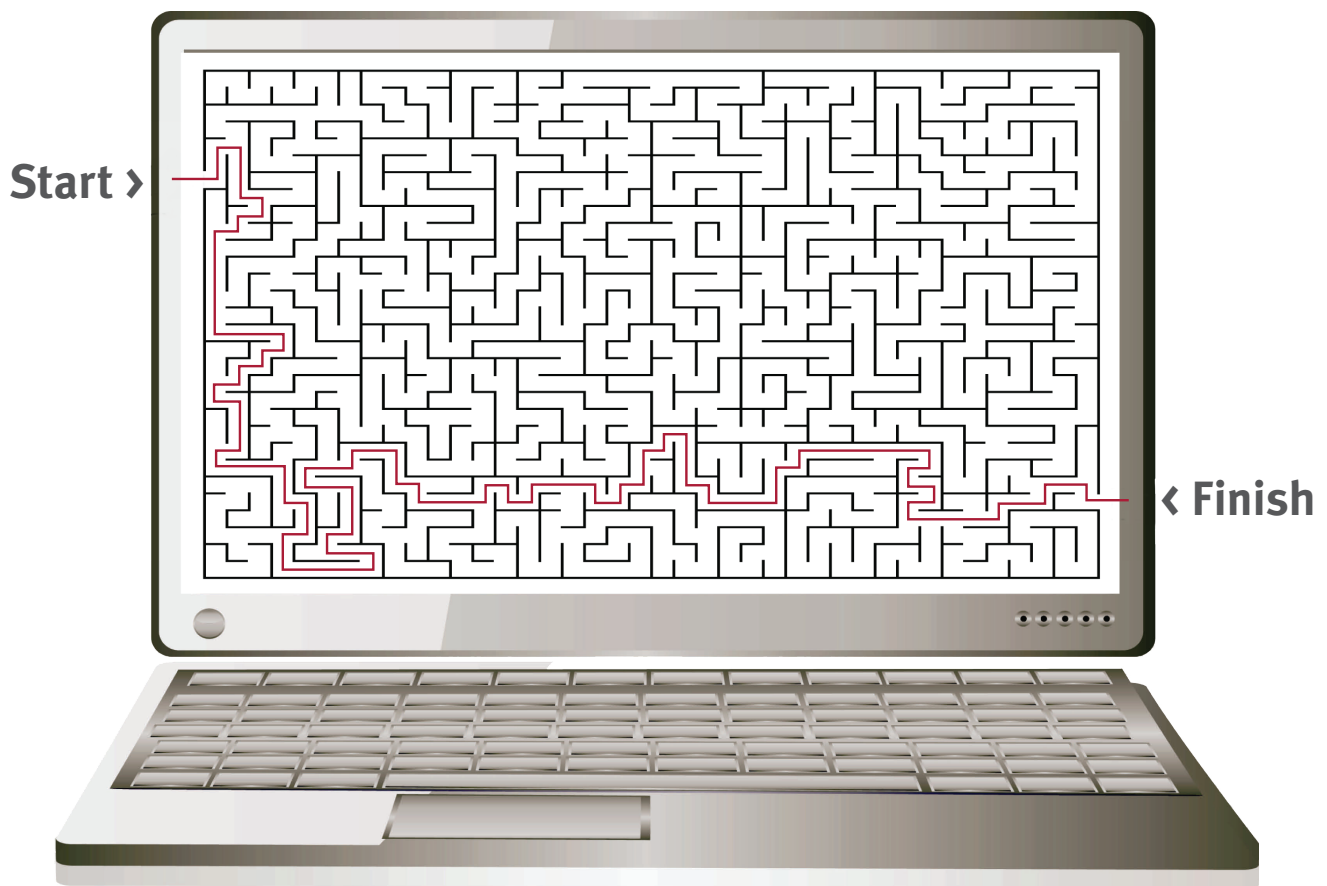
you buy

🐱 🚩 📱 🌸 📱 🐱



Maze

Find your way through the online shopping maze!





Word search

J	Z	T	P	T	K	N	D	S	W	B	E	S	S	T
R	J	F	Y	G	C	C	O	V	V	H	A	H	F	E
K	W	S	I	V	O	O	B	N	B	Y	I	F	X	R
N	T	I	B	U	L	I	G	P	L	P	G	H	P	M
D	B	U	X	A	D	H	S	U	P	I	X	H	W	S
G	B	C	O	M	A	R	T	I	Y	V	N	R	V	T
O	N	O	O	K	P	C	N	P	A	Y	M	E	N	T
C	F	N	Z	Q	C	G	H	L	B	H	X	G	P	T
B	H	D	Y	F	G	E	J	F	M	M	R	I	M	I
J	C	I	O	H	C	I	H	Q	Y	T	E	Y	I	N
H	O	T	A	X	D	J	Q	C	J	C	D	R	K	E
E	Z	I	Y	R	E	V	I	L	E	D	E	D	Y	E
O	H	O	Y	Z	T	B	S	R	Q	K	R	M	U	R
P	Q	N	X	U	J	G	L	L	W	R	T	X	J	S
B	A	S	J	W	K	S	G	U	L	N	J	B	W	O

BID

CHECKOUT

CONDITIONS

DELIVERY

ONLINE

PADLOCK

PAYMENT



























RECEIPT

SHIPPING

TERMS



Decode the message

												
A	B	C	D	E	F	G	H	I	J	K	L	M
												
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

Always shop on a secure

site!



Secret alphabet

Decode the message using the alphabet to reveal the secret consumer message.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
24	14	12	18	3	21	13	26	20		6		4	15	1			28	10	19	22	7			8	

YOU HAVE THE RIGHT TO SEEK

8 1 22 26 24 7 3 19 26 3 28 20 13 26 19 19 1 10 3 3 6

A REMEDY IF YOU BUY

24 28 3 4 3 18 8 20 21 8 1 22 14 22 8

SOMETHING THAT DOESNT MEET

10 1 4 3 19 26 20 15 13 19 26 24 19 18 1 3 10 15 19 4 3 3 19

A CONSUMER GUARANTEE .

24 12 1 15 10 22 4 3 28 13 22 24 28 24 15 19 3 3



Unscramble

Unscramble the words relevant to the topic of 'Consumer Guarantees' below.

DENFUR	REFUND	FCMUATUANRER	MANUFACTURER
RNURET	RETURN	AANGUREET	GUARANTEE
TSIHRG	RIGHTS	EEYDMR	REMEDY
ESOANRBALE	REASONABLE	IEETXPOSCN	EXCEPTIONS
HRPSCUEA	PURCHASE	OEMATSONNICP	COMPENSATION
RPOFO	PROOF	GCHEANXE	EXCHANGE
PIRRAE	REPAIR	ERIPTCE	RECEIPT
UCSMENOR	CONSUMER	AGAEMD	DAMAGE
NOMIR	MINOR	SSLO	LOSS
ERTEIALR	RETAILER	UPDCORST	PRODUCTS



Maze

Find your way through the maze to your 'Consumer Rights'.

