

一、 總則
本辦法係依據《消費者保護法》及《消費者保護法施行細則》之規定，訂定之。
凡在本市經營商業、服務業、製造業、建築業、營造業、運輸業、倉儲業、
租賃業、保險業、金融業、證券業、期貨業、信託業、不動產經紀業、
其他經主管機關指定之行業，均應遵守本辦法之規定。

二、 目的
為保護消費者之權益，維護市場秩序，特訂定本辦法。

三、 適用範圍
本辦法適用於在本市經營商業、服務業、製造業、建築業、營造業、運輸業、
倉儲業、租賃業、保險業、金融業、證券業、期貨業、信託業、不動產經紀業、
其他經主管機關指定之行業。

四、 消費者之權利
消費者享有以下權利：
（一）知情權：消費者有知悉其購買之商品或服務之真實情況之權利。
（二）選擇權：消費者有選擇商品或服務之權利。
（三）公平交易權：消費者有獲得公平交易之權利。
（四）求償權：消費者有向經營者請求賠償之權利。

五、 經營者之義務
經營者應遵守以下義務：
（一）提供真實資訊：經營者應提供真實、完整之資訊，不得隱瞞或虛偽。
（二）尊重消費者選擇：經營者應尊重消費者之選擇，不得強迫交易。
（三）公平交易：經營者應提供公平、合理之交易條件。
（四）賠償責任：經營者應對消費者之損害負賠償責任。

六、 爭議處理
消費者與經營者發生爭議時，應先通過協商解決。協商不成者，可向
消費者保護委員會申請調解。調解不成者，可向消費者保護委員會
申請鑑定。鑑定不成者，可向消費者保護委員會申請仲裁。仲裁不成者，
可向消費者保護委員會申請訴訟。

七、 附則
本辦法自公布之日起施行。

中華民國 年 月 日
消費者保護委員會 訂

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THE UNIVERSITY OF THE STATE OF NEW YORK OFFICE OF THE STATE COMPTROLLER

THE UNIVERSITY OF THE STATE OF NEW YORK OFFICE OF THE STATE COMPTROLLER HAS THE HONOR TO ACKNOWLEDGE THE RECEIPT OF YOUR CHECK FOR THE AMOUNT OF \$100.00 ON 05/15/2018. THE CHECK WAS DEPOSITED INTO THE UNIVERSITY OF THE STATE OF NEW YORK OFFICE OF THE STATE COMPTROLLER'S ACCOUNT ON 05/15/2018. YOUR CHECK IS BEING DEPOSITED INTO THE UNIVERSITY OF THE STATE OF NEW YORK OFFICE OF THE STATE COMPTROLLER'S ACCOUNT ON 05/15/2018.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE UNIVERSITY OF THE STATE OF NEW YORK OFFICE OF THE STATE COMPTROLLER AT (518) 474-2200. YOUR COPIES OF THE CHECK AND THE DEPOSIT SLIP WILL BE MAILED TO YOU WITHIN 10 BUSINESS DAYS.

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