



CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

Volume 3 / Issue 4 / April 2026

DID YOU KNOW?

In Connecticut, businesses are **not** allowed to charge consumers an additional fee for using a certain payment type over another. In other words, businesses cannot pass credit card processing costs onto the consumer.

Surcharges are often labeled on receipts as “processing fee,” most commonly in restaurants or counter service.

However, the law allows businesses to offer a cash discount.

If so, businesses must post a sign that advertises the discount and payment type.

This is known as “dual pricing” as it lists the credit card price and cash price.

Fridge Frenzy: How DCP’s Complaint Center helped a frustrated consumer with their broken fridge

Last year, a Connecticut consumer bought a brand-new refrigerator from a major retailer. The consumer paid for its delivery and installation. Shortly after it was installed, the fridge stopped working.

The fridge was covered under the warranty plan, and the consumer notified the company that it needed to be repaired, setting up a service appointment.

However, the company cancelled and rescheduled the appointment three times. The fridge was not getting repaired, and the consumer had trouble contacting the company. Frustrated, the consumer contacted the Department of Consumer Protection’s Complaint Center for help.

DCP’s Complaint Center helped to mediate the issue and got the company to go to the consumer’s home and fix the broken appliance.

The initial solution was resolved, but the Complaint Center reflected on the situation and thought it was unfair that the consumer bought a brand-new refrigerator for nearly \$1,700 and it broke shortly after it was installed.

DCP advocated for the consumer, who dealt with the inconvenience of a broken fridge for an extended period of time and several cancelled appointments. The Complaint Center persuaded the company to send a replacement fridge to the consumer.

Ultimately, our team felt that if you buy a brand-new refrigerator for nearly \$1,700 it should work perfectly. If it



SPEAKING REQUESTS

Want DCP to speak to your organization, or table at your event? Contact Erin Walsh at

erin.e.walsh@ct.gov to submit a request.

Contact Us

Connecticut Department of Consumer Protection

450 Columbus Boulevard,
Suite 901

Hartford, CT 06103-1840

Main Line: (860) 713-6100
(8:30 a.m. – 4:30 p.m.)

Consumer Complaint Center

(860) 713-6300

Toll Free: (800) 842-2649

8:30am-4:30pm

Email:

DCP.complaints@ct.gov

VISIT US ONLINE

CT.GOV/DCP

needs repairs, there is a chance it is faulty and may need additional repairs down the road. We encourage consumers in a similar situation to advocate for a replacement instead of a repair.

Consumers who have a complaint with a Connecticut business may email the Complaint Center at: DCP.complaints@ct.gov or submit an online complaint at: portal.ct.gov/dcp/complaint.

April is Financial Literacy Month

Financial literacy is the ability to understand money and how to best save, invest, and plan for your future. These skills develop along with our financial goals – buying a new house, new car, or retirement.

As a consumer protection agency, our role is to remind the public of their rights, to help ensure they are making informed decisions before they sign.

Financial Tips and Tools:

MyMoney.gov offers financial advice and resources for retirement planning, budget worksheets, spending and debt payoff calculators.

Test Your Knowledge:

Not sure how well you know your finances? The Federal Deposit Insurance Corporation (FDIC) offers [14 interactive games](http://14interactivegames) about earning, spending, saving and investing. Play now at playmoneysmart.fdic.gov/games.

Protect Yourself:

Scammers are always finding new ways to steal your money. Protect yourself by frequently changing passwords on your bank account, avoid engaging with messages from unknown senders, and turn on fraud notifications on your bank and credit card apps. [Learn more about preventing identity theft.](#)

Have a tip we missed? A topic you want more information about? Send us an email at DCP.Communications@ct.gov.