



# CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

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## SCAM ALERT

**What it is:** Fake CAPTCHA Scams

CAPTCHA is the online security tool used to verify that “you are not a robot”

**How it works:** Scammers will create fake CAPTCHA pop-ups on websites. Real CAPTCHA prompts will ask the user to click all images that include a bus or traffic light, for example.

Fraudulent pop-ups will ask users to scan a QR code or download a file. Some may even ask users to click a variety of keys on the keyboard.

**How to protect yourself:**

Avoid scanning the QR code or clicking on a link or attachment. Doing this can download harmful malware to your device.

If you’ve interacted with fake verification, close the tab immediately, delete the downloaded file, turn off Wi-Fi, and monitor your finances.

## When a manufacturer gives you a “lemon,” you contact DCP

### What to Know about DCP’s Lemon Law Program

The Department of Consumer Protection (DCP) is home to the state’s official Automobile Dispute Settlement Program, more commonly known as “Lemon Law.”

On June 4, 1982, Connecticut was the first state in the nation to create an automobile dispute program to help owners with defective vehicles. The program has returned more than **\$100 million** in refunds and replacement vehicles to Connecticut consumers.

### What does the program cover?

The Lemon Law program helps consumers with vehicles that have manufacturer defects that occurred during the eligibility period of 2 years from the original owner’s delivery date OR first 24,000 miles (whichever occurs first). It covers vehicles that are registered as “passenger and commercial” or “motorcycle” that are bought or leased new in Connecticut.

### What does the program not cover?

Any defects not covered under the manufacturer's express warranty or any defect caused by the consumer’s abuse, neglect or unauthorized modification of the vehicle.

### How do I know if I am eligible?

Vehicles must have a defect or condition that substantially impairs the use, safety, or value of the motor vehicle after a reasonable number of repair attempts have been made within the eligibility period.

The eligibility period is 2 years or 24,000 miles (whichever occurs first). **Not sure if you are eligible?** Take our short quiz to determine if you are eligible for arbitration by visiting [ct.gov/DCP/LemonLaw](https://ct.gov/DCP/LemonLaw).

## SPEAKING REQUESTS

Want DCP to speak to your organization, or table at your event? Contact Erin Walsh at [erin.e.walsh@ct.gov](mailto: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](mailto:DCP.complaints@ct.gov)

## VISIT US ONLINE

[CT.GOV/DCP](https://www.ct.gov/dcp)

**Have a tip we missed? A topic you want more information about?**

**Send us an email at**

[DCP.Communications@ct.gov](mailto:DCP.Communications@ct.gov)

### Follow us on social media:

Connecticut Department of  
Consumer Protection

@CTDCP



## What is the arbitration process?

Applications are reviewed by DCP's staff to determine if a case is eligible for arbitration. If your case is found eligible, there will be a scheduled hearing via Microsoft Teams between the consumer and the manufacturer's representatives.

Both parties will present their case before the arbitrator. Once the arbitrator makes the decision, it cannot be changed or modified.

### Farmers Market Season is Here!

#### Here are food safety tips to keep in mind this summer

An individual who intends to sell cottage food products directly to consumers, must obtain a Cottage Food Operator (CFO) license through DCP. Operators are required to:

- **Clearly label allergens:** If your product contains one of the 9 major allergens, you must include the allergen in the ingredient list or add a "Contains" statement with the allergen, directly after the ingredients.
- **Create detailed ingredient list:** List ingredients in descending order by weight, with heaviest item first.
- **Include all sub ingredients:** For example, "soy sauce" is not acceptable, but "soy sauce (wheat, soybeans, salt)" is acceptable.
- **Add Cottage Food Statement:** "Made in Cottage Food Operation That is Not Subject to Routine Government Food Safety Inspection" on label along with business name and address.

Consumers should look at the label closely, ask questions about the ingredient list or process, and look at display. Tables should be in shady area to prevent direct sunlight.

To learn more about Cottage Foods in CT, visit:

[portal.ct.gov/dcp/cottage-foods](https://portal.ct.gov/dcp/cottage-foods)

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