



CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

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SCAM ALERT

What it is: Mother's Day Website Scams

How it works:

Scammers will create fake websites to advertise Mother's Day gifts, oftentimes floral arrangements and jewelry. These sites often have "flash deals" to attract last-minute shoppers.

However, shopping on a phony website can put your money and personal information at risk. In past years, customers said the flowers either didn't deliver on time, were damaged, or did not arrive at all.

How to protect yourself:

Be wary of social media ads or websites that you are unfamiliar with. If able, use a trusted retailer or shop in person.

The most secure payment option is a credit card. If something goes wrong, you can dispute charges.

Need to rent a storage unit? Here are 10 tips to protect your-shelf.

- 1. Understand Rates and Pricing Changes:** Get all pricing details in writing. Check if rates are promoted as "intro rates" or "specials." Promotional or introductory rates typically increase after the first 1-3 months. Before you sign, ask how often rates increase and what the new cost will be.
- 2. Watch for Hidden or Non-Mandatory Fees:** Request a full breakdown of all fees. Check for admin, lock, or insurance fees that may not be mandatory. Review the contract carefully and confirm which fees are required vs. optional add-ons.
- 3. Insurance Requirements:** Most facilities require proof of insurance. Confirm if your renter's or homeowner's insurance covers storage units. If it is covered, you should be able to opt out of the facility's plan. If you must purchase the facility's insurance, be sure to read the options carefully.
- 4. Know the Facility's Policies on Unit Changes and Move-Out**
Clarify the fees or rate changes if you need to transfer to a different unit size. If you plan to leave, ask the facility how much notice is required. Some require 10-30 days. Ask if rent is prorated during move out. Many facilities do not prorate their units.
- 5. Inspect the Unit Before Signing:** Check for signs of water leakage, pests, mold, or damage. Verify that the unit's size aligns with the advertisement. Make sure that all doors and locks work.
- 6. Understand Lien and Late Payment Policies:** Know when the late fees start, some facilities apply late fees after **5 days**. Understand the timeline for lien status and auction eligibility. Ask for a clear schedule of all notices you will receive.

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

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

Send us an email at

DCP.Communications@ct.gov

Follow us on social media:

Connecticut Department of
Consumer Protection

@CTDCP



7. Do they use auto pay? What's the billing cycle? Ask the facility if auto pay is optional or if it is required to keep discounts. If you need to change your card or it declines, what happens with the auto pay? Keep track of important dates: renewal, promotional deal end date, rate increase timeline, and required notice periods.

8. Document your personal items and unit condition: Take photos of the empty unit, all floors, walls, ceilings, and doors. Do the same when you move out to avoid disputes over damage or cleanliness. Keep a simple inventory list to stay organized and to assist with claims if needed.

9. Research your facility. Review Google and Yelp for complaint patterns, rate hikes, poor security, or pest issues.

10. Keep every record. Keep all receipts, communications, policy sheets, and move-in documents in case you need them later.

Have a complaint about a storage facility in CT? Consumers may email DCP's Complaint Center at dcp.complaints@ct.gov

Looking for a Summer Job? Be Wary of Job Scams

Many high school and college students are looking for summer jobs. Be cautious of phony job listings.

Share this with someone on the job hunt!

Here are some ways to protect yourself on your job hunt:

- **Red flag: You have to pay to work.** Some fake listings will ask you to pay to hold your job or require you to purchase training, equipment, starter kits or certificates. An honest company will never request payment to work.
- **Research the company.** If you found a job posting that you are interested in, search the name of the company followed by "scam" or "review." Do not rely on the job posting, always verify the job opening on the company's website
- **Be wary of "flexible" job offers:** If you receive a text, email, or social media private message about a "flexible" or remote opportunity – it's most likely a scam. It is a red flag if the position offers high pay for few hours of work. Delete message and block sender.