

【Extract from Consumer Affairs Agency homepage】

Please be on alert and remain cautious of people causing trouble and attempting fraudulent acts in conjunction with the damage caused by the heavy rain in July 2018.

We mourn the precious lives that were lost in July 2018 due to the heavy rain. We extend our thoughts and condolences to the families who lost loved ones.

Not only in the event of heavy rain, but even in the event of a large-scale disaster, there is a tendency for people causing trouble and attempting fraudulent acts to approach innocent citizens and those who are mourning.

Donation fraud has been reported in the past, so please send your donation only after confirming that it is an authorized group that will be accepting your contribution.

When you receive a suspicious visit to your home or a suspicious phone call (※), firmly decline by ignoring the door or hanging up the phone, and please call the “consumers trouble hotline” (just dial 188) and talk with your nearest customer services center.

Contact: ■ Consumer trouble consultation liaison specifically open to the people residing in the affected areas.

Phone number: 0120—7934—48 (Toll free)

- In case of IP phone, dial 03-5793-4110
- 10:00 to 16:00 every day of the week

■ Consumer Center of Ehime Prefecture

Address : 450 Yamagoe-cho, Matsuyama 〒791-8014

Phone number: (089)925-3700

Opening hours : Monday through Friday 9:00- 17:00 except lunch hours

- On Wednesdays, open hours extended to 19:00.

NOTE (※) :

In regards to door-to-door sales, such as reform construction/repair, and telemarketing, based on Specified Commercial Transactions Law, reconsideration of a contract (cooling-off time period) is possible within eight days after receiving a legal document. Also, the “cooling-off period” is possible anytime unless it is on the day that the legal document was issued and unless it is issued as proper document with accurate required contents.

Furthermore, the contract or consent may be cancelled based on Specified Commercial Transaction Law when a company performs an *insincere notice* (an act that is different from the facts provided) or a *non-fact notice* (an act of intentionally not relaying certain truth/facts) about the contents or the value of a reform construction can occur even after the process of the “cooling-off time period”.