

Script: Anthony [First-Time Online Shopper]



Keywords: online shopping, financial privacy, avoiding scams

Background: Anthony needs a car to get around, but he couldn't find a car within his budget at any of the nearby car dealerships. After reaching out to friends online, they give him some sites to check out. However, Anthony is wary of buying a car online because a friend of his had their money stolen, so he decides to ask one of the library staff members for help when he was using the library computer.

Roles: Anthony, Library staff

Anthony: Excuse me, could you help me with something?

Library staff: Sure thing, what can I help you with?

Anthony: I'm trying to buy a car, but I'm nervous. I don't want to get my money stolen.

Library staff: I don't blame you. I can try to help you decide if an offer is legit. Try searching for advice on how to buy used cars online.

[Anthony performs search and he and the staff member look at the results together]

Library staff [pointing]: This [article](#) from Consumer Reports looks promising. They are a well-known and trusted organization, so they should have good advice. Why don't you read that over and let me know if you have any more questions?

Anthony: Okay, thanks.

[30 minutes later, Anthony comes back up to the staff]

Anthony: I read through the article and it was really helpful. I think I've found a car, can you come help me?

Library staff: Sure!

[walks over to the computers with Anthony]

Anthony: This car on Facebook's Marketplace is within my budget and looks like a good car. I've been talking to the seller and they're willing to sell it to me, but they're asking for a security deposit of \$500 before they drop the car off.

Library staff: Hmm. Aren't they going to let you inspect the car before they deliver it?

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Anthony: They said it's in good condition.

Library staff: I think you should still look at the car before they buy it because you can't know for sure until you see it yourself. I'm also concerned that they want money before you even see the car.

Anthony [sighing]: Yeah, that is a problem, but it looks like such a great deal.

Library staff: I know it does, but it's probably not worth the risk. A deal that looks too good to be true probably is. If you send this person money, you may not get the car, or the car might not be in as good condition as you think. Why don't you keep looking and let me know when you find another car?

Anthony: Okay, thanks for your help!