

Consumer Protection Alert

Service Alberta, Consumer Investigations Unit



Suspicious Website – Alberta Wide

Website: bookalbertaroadtest.com

Associated Business Names:

Book Alberta Drive Test

Road Test Services Ltd.

Details:

The Consumer Investigations Unit is warning Albertans about a website, representing itself as a driving test scheduler, operating throughout Alberta.

Book Alberta Road Test is a suspicious website that does not provide the driving test scheduling service it advertises. It is believed this website collects personal information, including driver's licence information, full names, addresses, and credit card information.

Albertans are reminded that personal, financial and banking information can be used in identity theft and fraud. Albertans should exercise caution, conduct research, and verify the legitimacy of a website and the use of the personal information before disclosing any over the internet.

Ongoing investigation by the Consumer Investigations Unit suggests that this website:

- requests personal and financial information
- charges consumers for a service not rendered
- engages in unfair practices, which includes taking actions and making statements that may reasonably deceive or mislead consumers.



Consumer Tips / Instructions:

Albertans are reminded not to use a third party to schedule a driving test. Albertans can only schedule an appointment directly through an approved Alberta registry at:

<https://www.alberta.ca/lookup/book-passenger-vehicle-road-test.aspx>

The Internet Sales Contract Regulation applies to residents of Alberta or to people purchasing goods or services from Alberta businesses that sell online. This regulation sets out the requirements of Internet Sales Contracts, cancellation, refunds and recourse. Further information on Internet Sales is located at:

<https://open.alberta.ca/publications/internet-shopping>

The Canadian Anti-Fraud Centre collects information on fraud and identity theft. They provide information on past and current scams affecting Canadians. If you think you're a victim of fraud, report it at: <https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

If you suspect someone of not complying with Alberta's Consumer Protection laws, report it at 1-877-427-4088.

Consumer Investigations Unit

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