

TRADE AND PROFESSIONAL ASSOCIATIONS

Companies that manufacture similar products or offer similar services often belong to an industry association. These associations help resolve problems between their member companies and consumers. Most also provide consumer information through publications and web sites.

If you have a problem with a company and cannot resolve it by working directly with that firm, ask if the company is a member of an association. Then, check this section to see if the association is listed. If the association is not included here, your local library has reference materials to help you find the appropriate contact.

Accrediting Council for Independent Colleges and Schools (ACICS)

750 First St., NE, Ste. 980
Washington, DC 20002
202-336-6780

Fax: 202-842-2593

e-mail: info@acics.org

www.acics.org

ACICS is an association of accredited career schools training in business and business-related subjects.

★ **AFSA Education Foundation**

919 Eighteenth St., NW
Washington, DC 20006
202-296-5544

Fax: 202-223-0321

e-mail: info@afsaef.org

www.afsaef.org

The AFSA Education Foundation develops personal money management educational materials to help the public understand the credit process, seek help if credit problems occur, and realize the benefits of responsible money management.

Alliance of Automobile Manufacturers

1401 Eye St., NW, Ste. 900
Washington, DC 20005
202-326-5500

Fax: 202-326-5598

www.autoalliance.org

The Alliance represents the common interests of its members on a broad range of public policy issues.

American Apparel Manufacturers Association

1601 North Kent St., Ste. 1200
Arlington, VA 22209

703-524-1864

Toll free: 1-800-520-2262

Fax: 703-522-6741

www.apparelandfootwear.org

Membership: manufacturers of clothing.

American Arbitration Association

New York, NY 10017

Toll free: 1-800-778-7879

www.adr.org

This association is a not-for-profit public service organization committed to the resolution of disputes through arbitration, mediation, conciliation and other voluntary procedures.

★ **American Association of Homes and Services for the Aging**

2519 Connecticut Ave., N.W.
Washington, DC 20008-1520
202-783-2242

Fax: 202-783-2255

e-mail: info@aahsa.org

www.aahsa.org

AAHSA is committed to advancing the vision of healthy, affordable, ethical aging services for America. The association represents 5,600 mission-driven, not-for-profit nursing homes, continuing care retirement communities, assisted living and senior housing facilities, and community service organizations.

American Bankers Association

1120 Connecticut Ave., NW
Washington, DC 20036

202-663-5000

Toll free: 1-800-226-5377

Fax: 202-663-7578

www.aba.com

The American Bankers Association is the largest banking trade association in the country. It will provide consumer education materials on request.

American Bar Association

321 N. Clark St.
Chicago, IL 60610

312-988-5000

202-662-1680

Fax: 312-988-5177

e-mail: askaba@abanet.org

www.abanet.org

The Bar Association publishes a directory of state and local alternative dispute resolution programs and provides consumer information on request.

American Collectors Association

PO Box 390106

Minneapolis, MN 55439

952-926-6547

Fax: 952-926-1624

www.acainternational.org

ACA International is the leading trade association for credit and collection companies.

American Council of Life Insurers

Washington, DC 20001-2133
202-624-2000
Toll free: 1-800-942-4242
(Consumer Helpline)
Fax: 202-624-2319
www.acli.com
Trade association of over 500 insurance companies that provide life insurance, pensions and annuities, long-term care, and disability income insurance.

American Fence Association

800 Roosevelt Rd., Bldg C-312
Glen Ellyn, IL 60137
630-942-6598
Toll free: 1-800-822-4342
Fax: 630-790-3095
www.americanfenceassociation.com
Membership: fence contractors, retailers, wholesalers, suppliers and manufacturers.

American Health Care Association

1201 L St., NW
Washington, DC 20005
202-842-4444
Toll free: 1-800-321-0343
(Bookstore Only)
Fax: 202-842-3860
www.ahca.org
Membership: state associations of long-term health care facilities and health related businesses.

American Institute of Certified Public Accountants

Harborside Financial Center
201 Plaza III
Jersey City, NJ 07311-3881
201-938-3000
Toll free: 1-888-777-7077 (Ethics Hotline)
Fax: 201-938-3329
e-mail: ethics@aicpa.org
www.aicpa.org
Membership: State-certified accountants

American Moving and Storage Association (AMSA)

Alexandria, VA 22314
703-683-7410
Fax: 703-683-7527
e-mail: info@moving.org
www.moving.org
The professional moving industry's national trade association offers a wealth of information on its consumer website, including a new Mover Referral Service. It also sponsors an arbitration service that helps consumers resolve loss and damage claims on interstate moves.

American Orthotic and Prosthetic Association

330 John Carlyle St., Ste. 200
Alexandria, VA 22314
571-431-0876 ext. 233
Fax: 571-431-0899
e-mail: info@aopanet.org
www.aopanet.org
The American Orthotic and Prosthetic Association is a national trade association committed to providing high quality, unprecedented business services and products to O&P professionals. Membership: companies, suppliers, and affiliates who design, fabricate, fit and supervise the use of orthoses (orthopedic braces) and prostheses (artificial limbs).

American Society of Travel Agents, Inc.

1101 King St., Ste. 200
Alexandria, VA 22314
703-739-2782
Fax: 703-684-8319
www.astanet.com

America's Community Bankers

900 19th St., NW, Ste. 400
Washington, DC 20006
202-857-3100
Fax: 202-296-8716
www.acbankers.org
ACB is the national trade association for 2,000 savings and community financial institutions and related business firms. Information developed ACB members on consumer financial services, housing, finance, and community development is available free of charge.

Better Hearing Institute (BHI)

Alexandria, VA 22314
703-684-3391
Toll free: 1-800-327-9355
Fax: 703-684-6048
e-mail: mail@betterhearing.org
www.betterhearing.org
A nonprofit educational organization, BHI informs persons with impaired hearing and the general public about hearing loss and available help through medicine, surgery, amplification, and other rehabilitation.

Blue Cross and Blue Shield Association

Consumer Affairs
1310 G St., NW
Washington, DC 20005
202-626-4780
Fax: 202-626-4833
www.bluecares.com
Membership: local Blue Cross and Blue Shield plans in the United States, Canada and Jamaica.

BOATU.S.

880 South Pickett St.
Alexandria, VA 22304-0730
703-823-9550
703-461-2856
Fax: 703-461-4674
e-mail: consumerprotection@boatus.com
www.boatus.com

The Consumer Protection Bureau at BoatU.S. mediates disputes between boat owners and the marine industry. We maintain the only database of consumer complaints involving boats, marine engines and boat-related businesses. BoatU.S. also works closely with the U.S. Coast Guard to monitor safety defect problems.

Career College Association

10 G St., NE, Ste. 750
Washington, DC 20002
202-336-6700
Fax: 202-336-6828
e-mail: cca@career.org
www.career.org

Membership: career-specific post-secondary education institutions.

Carpet and Rug Institute

PO Box 2048
Dalton, GA 30720
706-278-3176
Toll free: 1-800-882-8846
Fax: 706-278-8835
e-mail: communications@carpet-rug.com
www.carpet-rug.com

Membership: manufacturers of carpets, rugs, and bath mats; suppliers of raw materials and services to the industry.

Children's Advertising Review Unit (CARU)

Council of Better Business Bureaus, Inc.
70 West 36th St., 13th Floor
New York, NY 10018
866-334-6272 ext.111
e-mail: caru@caru.bbb.org
www.caru.org

CARU handles consumer complaints about truth and accuracy of advertising directed to children under 12.

★ **Consumer Electronics Association (CEA)**

2500 Wilson Blvd.
Arlington, VA 22201-3834
703-907-7600
Toll free: 1-866-858-1555
Fax: 703-907-7675
e-mail: cea@ce.org
www.ce.org
CEA is the preeminent trade association representing more than 2,000 corporate members involved in the design, development, manufacturing, distribution and integration of audio, video, mobile electronics, wireless and landline communications, information technology, home networking, multimedia and accessory products.

Credit Union National Association (CUNA)

5710 Mineral Point Rd.
Madison, WI 53701
608-231-4308
Toll free: 1-800-356-9655
Fax: 608-232-8240
e-mail: ethayer@cuna.com
www.cuna.org
CUNA serves more than 90% of credit unions through credit union leagues in all 50 states and the District of Columbia. Credit unions are cooperative non-profit financial institutions owned and controlled by members.

★ **Direct Marketing Association (DMA)**

Department of Corporate Responsibility
1615 L St., NW, Ste. 1100
Washington, DC 20036-5624
202-955-5030
Fax: 202-955-0085
e-mail: consumer@the-dma.org
www.the-dma.org
DMA is the largest trade association for businesses involved in direct marketing. Its members include companies that market goods and services directly to consumers using direct

mail, catalogs, telemarketing, magazines, newspaper and TV ads, and the Internet.

Mail Preference Service (MPS):

For removal from most national advertising mailing lists, register on DMA's website for \$1 (click "remove my name from mailing lists" button at upper right), or send your name and home address, along with a check or money order for \$1, payable to IMS, to Mail Preference Service, PO Box 643, Carmel, NY 10512-0643.

E-Mail Preference Service:

To reduce unsolicited commercial e-mails, register for free on DMA's website (click "information for consumers" button at upper right).

Deceased Do Not Contact List:

Relatives, friends, and caretakers can remove the names and contact information of individuals who are deceased. Register online (\$1 fee) at DMA's website (click "remove my name from mailing lists" button at upper right).

Do Not Contact Service for Caretakers:

If you care for someone who is elderly, sick, or disabled, you may register them to receive less commercial mail (\$1 fee) on DMA's website (click "remove my name from mailing lists" button at upper right). Or send those individuals' names and other contact information, along with a check or money order for \$1, payable to IMS, to DMA's Do Not Contact Service for Caretakers, PO Box 10512, Carmel, NY 10512.

In addition to name-removal services, DMA offers consumer education alerts on shopping safely and securely online, reviewing sweepstakes offers, and a number of other topics.

Direct Selling Association (DSA)

1667 K St., NW, Ste. 1100
 Washington, DC 20006
 202-452-8866
 Fax: 202-452-9010
 e-mail: info@dsa.org
www.dsa.org
 Membership: companies that manufacture and distribute consumer products person-to-person and through home-party plans using independent salespeople. All members comply with the DSA Code of Ethics.

Distance Education and Training Council

1601 18th St., NW
 Washington, DC 20009
 202-234-5100
 Fax: 202-332-1386
www.detc.org
 Membership: Home study schools.

Financial Industry Regulatory Authority (FINRA)

Office of Dispute Resolution
 1 Liberty Plaza
 165 Broadway, 27th Floor
 New York, NY 10006
 212-858-4400
 Toll free: 1-800-289-9999
 (BrokerCheck Hotline)
 Fax: 212-858-4429
www.finra.org/ArbitrationMediation
 FINRA operates the largest dispute resolution forum in the securities industry for disputes between investors and securities firms.

Financial Planning Association (FPA)

Offices in Denver, and Washington
 4100 E. Mississippi Ave., Ste. 400
 Denver, CO 80246-3053
 Toll free: 1-800-647-6340
 Fax: 303-759-0749
 e-mail: fpa@fpanet.org
www.fpanet.org/public
 FPA members demonstrate and support a professional commitment to education and a client-centered financial planning process.

Food Marketing Institute (FMI)

Washington, DC 20005
 202-452-8444
 Fax: 202-429-4519
www.fmi.org
 FMI conducts programs in research, education, industry relations and public affairs on behalf of grocery retailers and wholesalers.

Hearing Industries Association

515 King St., Ste. 420
 Alexandria, VA 22314
 703-684-5744
 Fax: 703-684-6048
 e-mail: hipaa@hearing.org
www.hearing.org
 Membership: companies engaged in the manufacture and/or sale of hearing aids, their components and parts, and related products and services.

Household Goods Forwarders Association of America, Inc.

5904 Richmond Highway, Ste. 404
 Alexandria, VA 22303
 703-317-9950
 Fax: 703-317-9960
 e-mail: info@hhgfaa.org
www.hhgfaa.org
 The Household Goods Forwarders Association of America, Inc. represents movers and forwarders who handle commercial, government and military shipments of household goods.

Insurance Information Institute

Consumer Affairs
 110 William St., 24th Floor
 New York, NY 10038
 212-346-5500
 Toll free: 1-800-331-9146
www.iii.org
 The National Insurance Consumer Helpline is a resource for consumers with automobile, homeowners and life insurance questions. Spanish-speaking operators also available.

International Cemetery and Funeral Association

Cemetery Consumer Service Council
 PO Box 2028
 Reston, VA 20195-0028
 703-391-8407
 Toll free: 1-800-645-7700
 Fax: 703-391-8416
www.icfa.org/ccsc.htm
 The Cemetery Consumer Service Council is an industry-sponsored dispute resolution program. Consumer information is available.

Monument Builders of North America

401 North Michigan Ave, Ste. 2200
 Chicago, IL 60611-4267
 Toll free: 1-800-233-4472
 Fax: 312-673-6732
 e-mail: info@monumentbuilders.org
www.monumentbuilders.org
 Membership: cemetery monument retailers, manufacturers and wholesalers; bronze manufacturers and suppliers. Brochures available on request.

Mortgage Bankers Association of America

Consumer Affairs
 1919 Penn. Ave., N.W
 Washington, DC 20006
 202-557-2700
www.mbaa.org
 Membership: mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

National Advertising Review Council

National Advertising Division
 70 West 36th St. - 13th Floor
 New York, NY 10018
 Toll free: 1-866-334-NARC (6272)
 Fax: 212-705-0136
www.narcpartners.org
www.nadreview.org

National Association of Home Builders

Member Service Center
1201 15th St., NW
Washington, DC 20005
202-266-8200
Toll free: 1-800-368-5242 (Outside DC metro area)
e-mail: info@nahb.com
www.nahb.com
Membership: home and commercial builders.

National Association of Insurance Commissioners (NAIC)

Government Relations
444 North Capitol St., NW Ste. 701
Washington, DC 20001
202-624-7790
Fax: 202-624-8579
www.naic.org
NAIC is the organization of insurance regulators from the 50 states, the District of Columbia and the four U.S. territories. One of its primary functions is consumer protection. It produces a number of guides which are distributed to insurance departments and directly to consumers upon request.

National Association of Personnel Services (NAPS)

PO Box 2128
The Village At Banner Elk, Ste. 108
Banner Elk, NC 28604
828-898-4929
Fax: 828-898-8098
Membership: Private employment agencies.

National Association of Professional Insurance Agents

400 North Washington St.
Alexandria, VA 22314
703-836-9340
e-mail: piainfo@pianet.org
www.PIANET.com
This association provides consumers practical advice on personal insurance buying through its national outreach program.

National Association of Realtors

430 North Michigan Ave
Chicago, IL 60611-4087
312-329-8200
Toll free: 1-800-874-6500
www.realtor.com
NAR's website offers property ads, home buying and selling tips, real estate news, information about using a realtor and more.

National Food Processors Association

1350 Eye St. N.W., Ste. 300
Washington, DC 20005
202-639-5900
Toll free: 1-800-355-0983
Fax: 202-639-5932
e-mail: nfpa@nfpa-food.org
www.nfpa-food.org
Membership: Commercial packers of such food products as fruit, vegetables, meat, poultry, seafood, and canned, frozen, dehydrated, pickled and other preserved food items.

National Foundation for Credit Counseling (NFCC)

Silver Spring, MD 20910
Toll free: 1-800-388-2227
Fax: 301-589-8256
www.nfcc.org
NFCC is the nation's oldest and largest network of non-profit credit counseling agencies. Many of our agencies are known locally as Consumer Credit Counseling Service. The mission of all NFCC agencies is to set the national standard for quality credit counseling, debt reduction services and education for financial wellness.

National Funeral Directors Association

13625 Bishop's Dr.
Brookfield, WI 53005-6607
262-789-1880
Toll free: 1-800-228-6332
e-mail: nfda@nfda.org
www.nfda.org
NFDA offers a third-party dispute resolution program for complaints regarding funeral homes.

★ **National Futures Association**

200 West Madison St., Ste. 1600
Chicago, IL 60606-3447
312-781-1300
Toll free: 1-800-621-3570
Fax: 312-781-1467
e-mail: information@nfa.futures.org
www.nfa.futures.org
National Futures Association is the industrywide self-regulatory organization for the U.S. futures industry. NFA's mission is to provide innovative and efficient regulatory programs and services that safeguard the integrity of the derivatives markets. Consumers should contact NFA regarding any firm or individual who solicits them for investments in futures, options on futures, or foreign currency.

National Turkey Federation

1225 New York Ave., Ste. 400
Washington, DC 20005
202-898-0100
Fax: 202-898-0203
e-mail: info@turkeyfed.org
www.eatturkey.com
The National Turkey Federation is the national advocate for all segments of the turkey industry.

North American Consumer Protection Investigators

Attn: Paul Meyers
 States Attorney's Office,
 16th Judicial Circuit
 530 Whitehead St., Ste 201
 Key West, FL 33040
 305-295-3958
 Fax: 305-295-3974
 e-mail: pmeyers@keyssao.org
 www.nacpi.org
 NACPI provides training and support for consumer protection investigators in government agencies at all levels. NACPI does not investigate individual consumer complaints, but helps investigators share information of mutual concern.

North American Securities Administrators Association, Inc. (NASAA)

750 First St, NE, Ste. 1140
 Washington, DC 20002
 202-737-0900
 Fax: 202-783-3571
 e-mail: info@nasaa.org
 www.nasaa.org
 NASAA is an international organization devoted to investor protection. NASAA is the voice of the 50 state securities agencies responsible for grass-roots investor protection, investor education and efficient capital formation.

Photo Marketing Association

3000 Picture Place
 Jackson, MI 49201
 517-788-8100
 Fax: 517-788-8371
 www.pmai.org
 Membership: retailers of photo equipment, film and supplies; firms that develop and print film.

Soap and Detergent Association

1500 K St., NW, Ste. 300
 Washington, DC 20005
 202-347-2900
 Fax: 202-347-4110
 www.cleaning101.com
 The Soap and Detergent Association is the premier nonprofit trade association dedicated to educating the public about the relationship between good hygiene practices and good health. SDA offers free/low cost practical information on hand hygiene, laundry, dish and surface care, food safety, poison prevention and cleaning to control allergies and asthma.

Tire Industry Association

1532 Pointer Ridge Place, Ste. G
 Bowie, MD 20716-1883
 301-430-7280
 Toll free: 1-800-876-8372
 Fax: 301-430-7283
 e-mail: info@tireindustry.org
 www.tireindustry.org
 Membership: independent tire dealers and retreaders.

Toy Industry Association Inc.

1115 Broadway, Ste. 400
 New York, NY 10010
 212-675-1141
 Fax: 212-633-1429
 www.toy-tia.org
 Membership: North American toy manufacturers.

United States Tour Operators Association

275 Madison Ave., Ste. 2014
 New York, NY 10016
 212-599-6599
 Fax: 212-599-6744
 e-mail: information@ustoa.com
 www.ustoa.com
 Membership: wholesale tour operators, common carriers, suppliers, and providers of travel services.