



Consumer Action Handbook

Published continuously since 1979, the *Consumer Action Handbook* is one of the most informative and popular consumer resources produced by the Federal Government. This 168-page guide helps citizens make smart consumer decisions and find the best and most direct sources for assistance with their consumer problems and questions.

What is the Consumer Action Handbook?

- Produced by the Federal Citizen Information Center (FCIC) in cooperation with 28 corporate and eight Federal partners, the *Handbook* is designed to help citizens make better purchasing decisions, avoid problems in the marketplace, and resolve difficulties that arise.
- Loaded with great tips your audience can use, including information on buying cars, shopping from home, understanding credit, protecting privacy, avoiding identity theft, choosing cell phone and internet service providers, and much more.
- Organized into separate sections for pre-purchase information and resolving problems after a purchase.
- Lists thousands of consumer contacts at companies, trade associations, Federal agencies, state and local consumer offices, and national consumer organizations.
- Includes a sample complaint letter to help consumers successfully express problems via regular mail, fax, or e-mail.
- Hailed by Dear Abby as a resource that “belongs in every household” and referred to as the “Consumer Bible” by consumer protection officials across the country.

How is the 2006 edition different?

- The 2006 edition includes 13 new and updated “Quick Consumer Tips” that address the most frequent and frustrating consumer problems.
- Features timely information on consumer technology, including new information on digital television. The 2006 edition also has information on the new Medicare prescription drug plans.

Is it available online?

- Yes! The *Consumer Action Handbook* is available at www.ConsumerAction.gov. The website provides searchable, interactive access to the information in the *Handbook*. The *Handbook* is also available online in Spanish at www.Consumidor.gov.
- New navigation tools create an attractive, user-friendly way for consumers to browse consumer topics, locate state consumer offices, contact corporations and much more. The site also features timely and relevant consumer news links and resources on every page. Consumers can also download various PDF (Portable Document Format) files, including the entire *Handbook* and the *Handbook* in Spanish.

How can you and your audience get a copy?

There are three easy ways to obtain a free copy of the *Consumer Action Handbook*:

- Send your name and address to: *Handbook*, Pueblo, Colorado 81009.
- Go online to www.ConsumerAction.gov and click on “Order Handbook.”
- Call toll-free, **1 (888) 8 PUEBLO**. That’s **1 (888) 878- 3256**, weekdays 8 a.m. to 8 p.m. Eastern Time, and ask for the *Handbook*.

You can find out more about the *Handbook*, request additional copies, or receive feature news releases via e-mail or in print by getting in touch with the Federal Citizen Information Center at samantha.donaldson@gsa.gov or calling **(202) 501-1794**.