

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.

AFSA Education Foundation

919 Eighteenth St., NW
Washington, DC 20006
202-466-8611
Toll free: 888-400-7577
Fax: 202-223-0321
E-mail: info@afsaef.org
www.afsaef.org

The AFSAEF mission is to educate all consumers – young and old – about the benefits of responsible money management so they can make informed financial decisions, understand the credit process, and seek help if credit problem occur. MoneySKILL educates young adults on the personal finance concepts in the areas of income, expenses, assets, liabilities and risk management to empower them to make sound financial decisions.

American Arbitration Association

New York, NY 10019
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., NW
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
Toll free: 1-800-226-5377
Fax: 202-663-7543
www.aba.com
The American Bankers Association is the largest banking trade association in the country. It will provide consumer education materials upon request.

American Bar Association

740 15th St., NW
Washington DC, 20005
321 N. Clark St.
Chicago, IL 60654
312-988-5000
202-662-1000
Fax: 312-988-5528
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 upon request.

American Council of Life Insurers

101 Constitution Ave. NW, Suite 700
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 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

220 Leigh Farm Rd.
Durham, NC 27707
919-402-4500
Toll free: 1-888-777-7077 (Ethics Hotline)
Fax: 919-402-4670
E-mail: ethics@aicpa.org
www.aicpa.org
Membership: State-certified accountants.

American Moving and Storage Association (AMSA)

1611 Duke St.
 Alexandria, VA 22314
 703-683-7410
 Toll free: 1-888-849-AMSA
 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 (dispute settlement program), helping consumers resolve loss and damage claims on interstate moves.

American Society of Travel Agents, Inc.

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

Better Hearing Institute (BHI)

1441 I St. NW, Suite 700
 Washington, DC 20005
 202-449-1100
 Toll free: 1-800-327-9355
 Fax: 202-216-9646
 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.

Boat Owners Association of The United States, 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
my.boatus.com/consumer/database.aspx, Consumer Complaint Database
 The Consumer Protection Bureau at BoatU.S. mediates disputes between boat owners and the marine industry. They 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.

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.iccfa.com
 The Cemetery Consumer Service Council is an industry-sponsored dispute resolution program. Consumer information is available.

Children's Advertising Review Unit (CARU)

Council of Better Business Bureaus, Inc.
 70 West 36th St., 12th Floor
 New York, NY 10018
 212-947-5137
 Toll free: 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 years of age.



Consumer Electronics Association (CEA)

1919 S. Eads St.
 Arlington, VA 22202
 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. (Zip: 53705)
 PO Box 431
 Madison, WI 53701
 608-231-4308
 Toll free: 1-800-356-9655
 Fax: 608-232-8240
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.

Automotive
 BBB
 Corporate Contacts
 Federal Agencies
 National Consumer
 State & Local
 Trade & Professional
 Index

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.DMAchoice.org

DMA is the largest and oldest trade association for organizations (both commercial and nonprofit) involved in direct marketing. Its members include organizations that market goods and services directly to consumers using direct mail, catalogs, the Internet, telemarketing, magazines, newspaper and TV ads. DMA's consumer website offers consumers options (free of charge) to better manage their mail. In addition to name-removal and modification services, DMA offers consumer education on subjects such as shopping safely and securely online, reviewing sweepstakes offers, and avoiding ID theft.

Direct Selling Association (DSA)

1667 K St., NW, Suite 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, Suite 2
Washington, DC 20009
202-234-5100

Fax: 202-332-1386
E-mail: rob@detc.org
www.detc.org
Membership: Home study (correspondence) schools.

Financial Industry Regulatory Authority (FINRA)

One Liberty Plaza
165 Broadway, 27th Floor
New York, NY 10006
212-858-4400

Toll free: 1-800-289-9999 (Broker Check 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., Suite 400
Denver, CO 80246-3053
Toll free: 1-800-647-6340

Fax: 303-759-0749
E-mail: fpa@fpanet.org
www.FPAforFinancialPlanning.org

The Financial Planning Association is a leadership and advocacy organization connecting those who provide the services with consumers they serve. This organization is a resource for the public to find educational resources and a financial planner who will deliver advice using an ethical, objective, client-centered process.

Food Marketing Institute (FMI)

2345 Crystal Drive, Suite 800
Arlington, VA 22202
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.

Grocery Manufacturers Association

1350 I St. NW, Suite 300
Washington, DC 20005
202-639-5900

Toll free: 1-800-355-0983
Fax: 202-639-5932
www.gmaonline.org
Membership: Commercial packers of food products such as fruit, vegetables, meat, poultry, seafood, and canned, frozen, dehydrated, pickled and other preserved food items.

Hearing Industries Association

14441 I St. NW, Suite 700
Washington, DC 20005
202-449-1090

Fax: 202-216-9646
E-mail: mspanglar@bostrom.com
www.hearing.org
Membership: companies engaged in the manufacture and/or sale of hearing aids, their components, parts, and related products and services.

HOPE NOW Alliance

1001 Pennsylvania Ave, NW,
7th Floor
Washington, DC 20004

Toll free: 1-888-995-4673
www.hopenow.com
HOPE NOW is an alliance between counselors, servicers, investors, and other mortgage market participants. This alliance will maximize outreach efforts to homeowners in distress to help them stay in their homes.

Household Goods Forwarders Association of America, Inc.

5904 Richmond Highway,
Suite 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

110 William St., 24th Floor
New York, NY 10038
212-346-5500
Toll free: 1-800-331-9146
E-mail: jeannes@iii.org
www.iii.org
The National Insurance Consumer Helpline is a resource for consumers with automobile, homeowners and life insurance questions. The Helpline is open Monday through Friday from 8 a.m. to 8 p.m., eastern time. Spanish-speaking operators are also available.

Mortgage Bankers Association of America

1331 L St., NW
Washington, DC 20005
202-557-2700
www.mbaa.org
Membership: mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

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 Metro DC)
Fax: 202-266-8400
E-mail: info@nahb.com
www.nahb.org
Membership: home and commercial builders.

National Association of Insurance Commissioners (NAIC)

Executive Headquarters
2301 McGee St., #800
Kansas City, MO 64108
816-842-3600
Toll free: 1-866-470-6242
Fax: 816-783-8175
E-mail: reslib@naic.org
www.naic.org,
www.InsureUonline.org,
Consumer insurance information
The National Association of Insurance Commissioners is the organization of insurance regulators from the 50 states, the District of Columbia and five U.S. territories. The organization helps insurance regulators to protect and educate consumers by providing credible, unbiased insurance information. Consumers can get shopper's guides, as well as insurance tips and other information.

National Association of Professional Insurance Agents

400 North Washington St.
Alexandria, VA 22314
703-836-9340
Fax: 703-836-1279
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
Fax: 312-329-5960
www.realtor.org
NAR's website offers property ads, home buying and selling tips, real estate news, information about using a realtor and more.

National Association of Securities Dealers

Office of Dispute Resolution
One Liberty Plaza
165 Broadway, 27th Floor
New York, NY 10006
212-858-4400
Toll free: 1-800-289-9999 (Broker Check Hotline)
Fax: 301-527-4873
E-mail: ciletters@nasd.com
www.nasdaq.com
NASD offers third-party dispute resolution forum for disputes between investors and securities firms.

National Foundation for Credit Counseling (NFCC)

801 Roeder Rd., Suite 900
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.

Automotive
BBB
Corporate Contacts
Federal Agencies
National Consumer
State & Local
Trade & Professional
Index

National Funeral Directors Association

13625 Bishop's Drive
 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

300 South Riverside Plaza,
 Suite 1800
 Chicago, IL 60606
 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 and foreign currency.

North American Consumer Protection Investigators

Attn: Anna Huddleston-Aycock
 Pinellas County Dept. of Justice & Consumer Services
 15251 Roosevelt Blvd., Suite 209
 Clearwater, FL 33760
 727-464-6200
 Fax: 727-464-6129
 E-mail: ahuddles@co.pinellas.fl.us
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)

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 the grass-roots investor protection, investor education and efficient capital formation.

Soap and Detergent Association

1500 K St., NW, Suite 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

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.

New York, NY 10010
 212-675-1141
 Fax: 212-633-1429
 E-mail: info@toyassociation.org
www.toy-tia.org
 Membership: North American toy manufacturers.

United States Tour Operators Association

275 Madison Ave., Suite 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.

