

**TABLE OF CONTENTS**

Automotive Manufacturers . . . . .	61	Environmental Protection Agency . . . . .	118
Automotive Dispute Resolution Resources . . . . .	64	Equal Employment Opportunity Commission . . . . .	118
Better Business Bureaus . . . . .	65	Federal Communications Commission . . . . .	119
Corporate Consumer Contacts . . . . .	70	Federal Deposit Insurance Corporation . . . . .	119
Federal Agencies . . . . .	107	Federal Maritime Commission . . . . .	119
Architectural and Transportation Barriers		Federal Reserve Board . . . . .	119
Compliance Board . . . . .	107	Federal Trade Commission . . . . .	119
Commission on Civil Rights . . . . .	107	General Services Administration . . . . .	119
Commodity Futures Trading Commission . . . . .	107	National Archives and Records Admin. . . . .	120
Consumer Product Safety Commission . . . . .	107	National Council on Disability . . . . .	120
Department of:		National Credit Union Administration . . . . .	120
Agriculture . . . . .	107	National Labor Relations Board . . . . .	120
Commerce . . . . .	108	Pension Benefit Guaranty Corporation . . . . .	120
Defense . . . . .	109	Railroad Retirement Board . . . . .	121
Education . . . . .	109	Securities and Exchange Commission . . . . .	121
Energy . . . . .	110	Small Business Administration . . . . .	121
Health and Human Services . . . . .	110	Social Security Administration . . . . .	121
Homeland Security . . . . .	112	U.S. Postal Service . . . . .	121
Housing and Urban Development . . . . .	113	National Consumer Organizations . . . . .	122
the Interior . . . . .	114	State, County and City Consumer	
Justice . . . . .	114	Protection Offices . . . . .	127
Labor . . . . .	115	State Banking Authorities . . . . .	143
State . . . . .	115	State Insurance Regulators . . . . .	147
Transportation . . . . .	116	State Securities Administrators . . . . .	152
the Treasury . . . . .	116	State Utilities Commissions . . . . .	156
Veterans Affairs . . . . .	117	Trade and Professional Associations . . . . .	160

If you have a problem with a car purchased from a local dealer, first try to work it out with the dealer. If the problem is not resolved, contact the manufacturer's regional or national office. Ask for the consumer affairs office.

If you are still unsuccessful, consider contacting the automotive dispute resolution resources listed at the end of this section. The method used to resolve your dispute may be arbitration, conciliation or mediation. Decisions of arbitrators are usually binding and must be accepted by both the customer and the business. Ask for a copy of the rules of the program before you file your case.

A local or state consumer agency (p. 127) could also be a useful resource in resolving problems with your vehicle. If you have a new vehicle, be sure to ask whether you have any protection under a state lemon law.

### Acura

Customer Relations Dept.  
1919 Torrance Blvd. 500-2N-7E  
Torrance, CA 90501-2746  
Toll free: 1-800-382-2238  
Toll free: 1-800-594-8500  
(Roadside Assistance)  
Fax: 310-783-3535  
[www.acura.com](http://www.acura.com)

### Alfa

Alfa Romeo Distributors of  
North America, Inc.  
7453 Brokerage Drive  
Orlando, FL 32809  
407-856-5000  
[www.alfaromeo.com](http://www.alfaromeo.com)

### American Honda Motor Co.

1919 Torrance Blvd.  
Torrance, CA 90501-2746  
310-783-2000  
Toll free: 1-800-999-1009  
Fax: 310-783-3273  
[www.honda.com](http://www.honda.com)

### American Suzuki Motor Corp.

Customer Relations Dept.  
PO Box 1100  
3251 East Imperial Hwy.  
Brea, CA 92822-1100  
714-572-1490 (Motorcycle/ATV/  
Marine)  
Toll free: 1-800-934-0934  
(Automotive)  
Fax: 714-524-8499 (Automotive)  
[www.suzuki.com](http://www.suzuki.com)

### Aston Martin

Customer Relations Dept.  
U.S. National Headquarters  
One Premier Place  
Irvine, CA 92618  
949-341-5800  
[www.astonmartin.com](http://www.astonmartin.com)

### Audi of America, Inc.

Client Relations  
3499 West Hamlin Rd.  
Rochester Hills, MI 48309  
Toll free: 1-800-822-2834  
Fax: 248-754-6504  
[www.audiusa.com](http://www.audiusa.com)

### BMW of North America, Inc.

Corporate Office  
Customer Relations  
300 Chestnut Ridge Rd.  
Woodcliff Lake, NJ 07675  
201-307-4000  
Toll free: 1-800-831-1117  
Fax: 201-930-8362  
[www.bmwusa.com](http://www.bmwusa.com)

### Buick Division, General Motors

Customer Assistance Center  
PO Box 33136  
Detroit, MI 48232-5136  
Toll free: 1-800-521-7300  
Toll free: 1-800-252-1112 (Roadside  
Assistance)  
TTY: 1-800-832-8425  
[www.buick.com](http://www.buick.com)

### Cadillac Motor Car Division

PO Box 33169  
Detroit, MI 48232-5169  
Toll free: 1-800-458-8006  
TTY: 1-800-833-2622 (Toll free)  
[www.cadillac.com](http://www.cadillac.com)

### Chevrolet Motor Division, General Motors

PO Box 33170  
Detroit, MI 48232-5170  
Toll free: 1-800-222-1020  
Toll free: 1-800-243-8872  
(Roadside Assistance)  
TTY: 1-800-833-2622 (Toll free)  
Fax: 313-556-5108  
[www.chevrolet.com](http://www.chevrolet.com)

### Chrysler LLC

Chrysler Customer Center  
PO Box 21-8004  
Auburn Hills, MI 48321-8004  
Toll free: 1-800-992-1997  
Fax: 248-512-8084  
[www.chrysler.com](http://www.chrysler.com)

### Ferrari North America Inc.






250 Sylvan Ave.  
Englewood Cliffs, NJ 07632  
201-816-2600  
Fax: 201-816-2626  
e-mail: [administrative@ferrariworld.com](mailto:administrative@ferrariworld.com)  
[www.ferrariworld.com](http://www.ferrariworld.com)

### Ford Motor Company

Customer Relationship Center  
16800 Executive Plaza Dr.  
PO Box 6248  
Dearborn, MI 48121  
Toll free: 1-800-392-3673  
TTY: 1-800-232-5952 (Toll free)  
[www.ford.com](http://www.ford.com)

## AUTOMOTIVE MANUFACTURERS

- General Motors Corporation**  
100 Renaissance Center  
Detroit, MI 48265  
313-667-3800  
313-556-5000  
Toll free: 1-800-462-8782  
www.gmc.com
- GMC Division, General Motors**  
Customer Assistance Center  
PO Box 33172  
Detroit, MI 48232-5172  
Toll free: 1-800-462-8782  
Toll free: 1-800-223-7799  
(Roadside Assistance)  
TTY: 1-800-462-8583  
www.gmc.com
- Hyundai Motor America**  
Consumer Affairs  
10550 Talbert Ave.  
PO Box 20850  
Fountain Valley, CA 92708-0850  
714-965-3000  
Toll free: 1-800-633-5151  
e-mail: cmd@hma.service.com  
www.hyundaiusa.com
- Isuzu Motors America, Inc.**  
Owner Relations Department  
13340 183rd St.  
Cerritos, CA 90703  
562-229-5000  
Toll free: 1-800-255-6727  
Fax: 562-921-9523  
www.isuzu.com
- Jaguar Cars**  
Customer Relationship Center  
555 MacArthur Blvd.  
Mahwah, NJ 07430-2327  
Toll free: 1-800-452-4827  
Fax: 201-818-9770  
www.jaguarusa.com
- Kia Motors America, Inc.**  
PO Box 52410  
Irvine, CA 92619-2410  
Toll free: 1-800-333-4542  
Fax: 949-470-2812  
www.kia.com
- Land Rover**  
Customer Relationship Center  
555 MacArthur Blvd.  
Mahwah, NJ 07430  
Toll free: 1-800-637-6837  
Fax: 201-760-8514  
e-mail: asklr@landrover.com  
www.landroverusa.com
- Lexus**  
Mail Drop L203  
19001 South Western Ave.  
Torrance, CA 90509-2732  
Toll free: 1-800-255-3987  
Fax: 310-468-2992  
www.lexus.com
- Mazda North America**  
Customer Assistance Center  
PO Box 19734  
Irvine, CA 92623-9734  
Toll free: 1-800-222-5500  
Fax: 949-727-6703  
www.mazdausa.com
- Mercedes Benz USA, Inc.**  
Customer Assistance Center  
3 Paragon Dr.  
Montvale, NJ 07645  
Toll free: 1-800-367-6372  
Fax: 201-476-6213  
www.mbusa.com
- Mitsubishi Motor**  
Mitsubishi Motors North America, Inc.  
Customer Relations  
PO Box 6400  
Cypress, CA 90630  
Toll free: 1-888-648-7820  
www.mitsubishicars.com
- Nissan Motor Corp. in USA**  
Nissan North America, Inc.  
Consumer Affairs Group  
PO Box 685003  
Franklin, TN 37068  
Toll free: 1-800-647-7261  
Fax: 310-771-2025  
www.nissan-usa.com
- Oldsmobile Division, General Motors**  
Customer Assistance Network  
PO Box 33171  
Detroit, MI 48232-5171  
Toll free: 1-800-442-6537  
TTY: 1-800-833-9935 (Toll free)  
www.oldsmobile.com
- Peugeot Motors of America, Inc.**  
Overlook at Great Notch  
150 Clove Rd.  
Little Falls, NJ 07424  
973-812-4444  
Fax: 973-812-2148  
e-mail: peugeot2@bellatlantic.net  
www.peugeot.com
- Pontiac Division, General Motors**  
Customer Assistance Center  
PO Box 33172  
Detroit, MI 48232-5172  
Toll free: 1-800-762-2737  
Toll free: 1-800-762-3743  
TTY: 1-800-833-9935 (Toll free)  
www.pontiac.com
- Porsche Cars North America, Inc.**  
Customer Commitment  
Owner Relations  
980 Hammond Dr., Suite 1000  
Atlanta, GA 30328  
Toll free: 1-800-545-8039  
Fax: 770-360-3711  
www.porsche.com
- Saab Cars USA, Inc.**  
4405-A International Blvd.  
Norcross, GA 30093  
Toll free: 1-800-955-9007  
www.saabusa.com
- Saturn Corporation**  
Saturn Customer Assistance Center  
100 Saturn Pkwy.  
Spring Hill, TN 37174  
Toll free: 1-800-553-6000  
TTY: 1-800-833-6000 (Toll free)  
Fax: 931-486-5059  
www.saturn.com

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**Subaru of America, Inc.**  

 Subaru Plaza, PO Box 6000  
 Cherry Hill, NJ 08034  
 Toll free: 1-800-782-2783  
[www.subaru.com](http://www.subaru.com)
  
- 
**Toyota Motor Sales USA, Inc.**  
 Customer Assistance Center  
 Department H200  
 19001 S. Western Ave.  
 Torrance, CA 90509  
 310-468-4000  
 Toll free: 1-800-331-4331  
 TTY: 1-800-443-4999 (Toll free)  
 Fax: 310-468-7800  
[www.toyota.com](http://www.toyota.com)
  
- 
**Volkswagen of America**  
 Hills Corporate Center  
 3499 West Hamlin Rd.  
 Rochester Hills, MI 48309  
 Toll free: 1-800-822-8987  
 Fax: 248-340-4660  
[www.vw.com](http://www.vw.com)
  
- 
**Volvo Cars of North America**  
 Corporate Office  
 Customer Service  
 7 Volvo Dr., Bldg. A  
 Rockleigh, NJ 07647-0915  
 Toll free: 1-800-458-1552  
 Fax: 1-800-992-3970 (Toll free)  
[www.volvocars.com](http://www.volvocars.com)

## AUTOMOTIVE DISPUTE RESOLUTION RESOURCES

### BBB Auto Line

Council of Better  
Business Bureaus, Inc.  
4200 Wilson Blvd., Ste. 800  
Arlington, VA 22203-1838  
703-276-0100  
Toll free: 1-800-955-5100  
TTY: 703-276-1862  
Fax: 703-525-8277  
e-mail: [info@cbbb.bbb.org](mailto:info@cbbb.bbb.org)  
[www.bbb.org](http://www.bbb.org)

BBB Auto Line is a third-party dispute resolution program for automobile manufacturers.

### DOT Auto Safety Hotline

Office of Defects Investigation  
400 7th St., SW  
Washington, DC 20590  
Toll free: 1-888-327-4236  
TTY: 1-800-424-9153 (Toll free)  
Fax: 202-366-7882

Consumers can contact the DOT Auto Safety Hotline to report safety defects in vehicles, tires, and child safety seats. Information is available about air bags, child safety seats, seat belts, and general highway safety. Consumers who experience a safety defect in their vehicle are encouraged to report the defect to the Hotline in addition to the dealer or manufacturer.

### International Association of Lemon Law Administrators

E-mail: [ialla@ialla.net](mailto:ialla@ialla.net)  
[www.TheLemonLaw.org](http://www.TheLemonLaw.org)

This organization supports and promotes government agencies that administer motor vehicle warranty and related laws, through the publication of a newsletter, consumer and industry education, and other intergovernmental activities.

### Motorist Assurance Program

7101 Wisconsin Ave., Ste. 1200  
Bethesda, MD 20814  
301-634-4954  
301-634-4955  
Fax: 202-318-0378  
e-mail: [webmaster@motorist.org](mailto:webmaster@motorist.org)  
[www.motorist.org](http://www.motorist.org)

MAP accredits those auto repair shops that apply and follow industry developed standards for inspecting vehicles as well as meet other requirements. MAP handles inquiries/disputes between accredited shops and customers and offers information to consumers about how to locate a repair shop, how to talk to a technician and how to work successfully with auto repair shops.

### National Automobile Dealers Association AUTOCAP

8400 Westpark Dr.  
McLean, VA 22102  
Toll free: 1-800-252-6232  
[www.nada.org](http://www.nada.org)

NADA is a third-party dispute resolution program administered through the National Automobile Dealers Association. The national office makes referrals to state auto dealer associations.

### National Institute for Automotive Service Excellence (ASE)

101 Blue Seal Dr. SE, Ste. 101  
Leesburg, VA 20175  
703-669-6600  
Toll free: 1-888-273-8378  
[www.ase.com](http://www.ase.com)

ASE is an independent, national nonprofit organization founded in 1972 to help improve the quality of automotive service and repair through the voluntary testing and certification of automotive repair professionals. More than 424,000 ASE-certified technicians work in dealerships, independent repair shops, service stations, auto parts stores, fleets and schools. ASE publishes several consumer publications about auto maintenance and repair.

### RV Consumer Group

PO Box 520  
Quilcene, WA 98376  
360-765-3846  
Toll free: 1-800-405-3325 (Order Desk)  
Fax: 360-765-3233  
e-mail: [rvgroup@rv.org](mailto:rvgroup@rv.org)  
[www.rv.org](http://www.rv.org)

RV Consumer Group is a nonprofit organization dedicated to the safety of recreational vehicles. This group is not aligned or affiliated with the RV industry. It offers books and memberships to help consumers select the best RV for them.

Better Business Bureaus (BBBs) are nonprofit organizations that encourage honest advertising and selling practices and are supported primarily by local businesses. BBBs offer a variety of consumer services, including: consumer education materials; business reports, particularly unanswered or unsettled complaints or other problems; mediation and arbitration services; and information about charities and other organizations that are seeking public donations.

Complaints should be submitted in writing so that an accurate record exists of the dispute. The BBB will then present the complaint to the company involved. If the complaint is not resolved, the BBB may offer an alternative dispute settlement process. BBBs do not judge or rate individual products or brands, handle employer/employee wage disputes or give legal advice.

If you need help with a consumer question or complaint, call your local BBB or visit their website.

**BBBOnLine** ([www.bbbonline.org](http://www.bbbonline.org)) provides Internet users an easy way to verify the legitimacy of online businesses. Companies carrying the **BBBOnLine** seal have been checked out by the BBB, and agree to resolve customer concerns.

**BBB MILITARY LINE** ([www.military.bbb.org](http://www.military.bbb.org)) offers consumer education and advocacy to service members and their families (p. 58).

The Council of Better Business Bureaus, the umbrella organization for the BBBs, can assist with complaints about the truthfulness and accuracy of national advertising claims, including children's advertising; provide reports on national soliciting charities; and help to settle disputes with automobile manufacturers through the **BBB AUTO LINE** program (p. 64).

**Council of Better Business Bureaus, Inc.**

4200 Wilson Blvd., 8th Floor  
Arlington, VA 22203-1838  
703-276-0100  
Fax: 703-525-8277  
E-mail: [info@bbb.org](mailto:info@bbb.org)  
[www.bbb.org](http://www.bbb.org)

**Alaska**

**Anchorage, AK**  
907-562-0704  
[www.thebbb.org](http://www.thebbb.org)

**Alabama**

**Birmingham, AL**  
205-558-2222  
Toll free: 1-800-824-5274  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Boaz, AL**  
256-840-3888  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Decatur, AL**  
256-355-2226  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Dothan, AL**  
334-794-0492  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Cullman, AL**  
256-775-2917  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Florence, AL**  
256-740-8224  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Huntsville, AL**  
256-533-1640  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Mobile, AL**  
251-433-5494  
[www.bbbsouthal.org](http://www.bbbsouthal.org)

**Montgomery, AL**  
334-273-5530  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Arkansas**

**Little Rock, AR**  
501-664-7274  
Toll free: 1-800-482-8448  
[www.arkansas.bbb.org](http://www.arkansas.bbb.org)

**Arizona**

**Phoenix, AZ**  
602-264-1721  
Toll free: 1-877-291-6222  
[www.phoenix.bbb.org](http://www.phoenix.bbb.org)

**Prescott, AZ**  
928-772-3410  
[www.arizonabbb.org](http://www.arizonabbb.org)

**Tucson, AZ**  
520-888-5353  
Toll free: 1-800-696-2827 (South AZ)  
[www.tucson.bbb.org](http://www.tucson.bbb.org)

**California**

**Bakersfield, CA**  
661-322-2074  
[www.cencal.bbb.org](http://www.cencal.bbb.org)

**Colton, CA**  
909-835-6064  
[www.labbb.org](http://www.labbb.org)

**Culver City, CA**  
310-945-3166  
[www.labbb.org](http://www.labbb.org)

**Fresno, CA**  
559-222-8111  
[www.cencal.bbb.org](http://www.cencal.bbb.org)



**Long Beach, CA**

562-216-9240  
www.labbb.org

**Oakland, CA**

866-411-2221  
www.goldengatebbb.org

**Placentia, CA**

714-985-8922  
www.labbb.org

**Reseda, CA**

818-386-5510  
www.labbb.org

**Sacramento, CA**

916-443-6843  
www.necal.bbb.org

**San Diego, CA**

858-496-2131  
www.sandiego.bbb.org

**San Jose, CA**

408-278-7400  
www.bbbsilicon.org

**Santa Barbara, CA**

805-963-8657  
www.santabarbara.bbb.org

**Stockton, CA**

209-948-4880  
www.midcalbbb.org

**Colorado****Colorado Springs, CO**

719-636-1155  
Toll free: 1-866-206-1800  
www.bbbsc.org

**Denver, CO**

303-758-2100  
www.denver.bbb.org

**Fort Collins, CO**

970-484-1348  
www.mountainstates.bbb.org

**Connecticut****Wallingford, CT**

203-269-2700  
www.connecticut.bbb.org

**District of Columbia****Washington, DC**

202-393-8000  
www.mybbb.org

**Delaware****Wilmington, DE**

302-230-0108  
www.wilmington.bbb.org

**Florida****Altamonte Springs, FL**

407-621-3300  
www.orlando.bbb.org

**Clearwater, FL**

727-535-5522  
www.bbwestflorida.org

**Jacksonville, FL**

904-721-2288  
www.bbbsnefla.org

**Pembroke Pines, FL**

561-842-1918  
www.bbbsoutheastflorida.org

**Pensacola, FL**

850-429-0002  
www.nwfl.bbb.org

**Port St. Lucie, FL**

772-335-2017  
www.bbbsoutheastflorida.org

**West Palm Beach, FL**

561-842-1918  
www.bbbsoutheastflorida.org

**Georgia****Albany, GA**

229-883-0744  
www.columbus-ga.bbb.org

**Athens, GA**

706-549-9955  
Toll free: 1-866-225-1090 (GA)  
www.athensnegabbb.org

**College Park, GA**

404-766-0875  
www.atlanta.bbb.org

**Columbus, GA**

706-324-0712  
www.columbus-ga.bbb.org

**Macon, GA**

478-742-7999  
www.centralgeorgia.bbb.org

**Savannah, GA**

912-354-7521  
www.bbbsoutheastatlantic.org

**Hawaii****Honolulu, HI**

808-536-6956  
www.hawaii.bbb.org

**Iowa****Bettendorf, IA**

563-355-6344  
www.desmoines.bbb.org

**Des Moines, IA**

515-243-8137  
Toll free: 1-800-222-1600  
www.desmoines.bbb.org

**Idaho****Boise, ID**

208-342-4649  
www.boise.bbb.org

**Idaho Falls, ID**

208-523-9754  
www.idahofalls.bbb.org

**Spokane, WA**

509-455-4200  
Toll free: 1-800-356-1007  
www.thelocalbbb.com

**Illinois****Chicago, IL**

312-832-0500  
www.chicago.bbb.org

**Peoria, IL**

309-688-3741  
www.peoria.bbb.org

**Rockford, IL**

815-963-2222  
www.rockford.bbb.org

**Indiana****Elkhart, IN**

260-423-4433  
Toll free: 1-800-552-4631  
www.fortwayne.bbb.org

**Evansville, IN**  
812-473-0202  
Toll free: 1-800-359-0979  
www.evansville.bbb.org

**Fort Wayne, IN**  
260-423-4433  
Toll free: 1-800-552-4631  
(Northeast IN)  
www.fortwayne.bbb.org

**Indianapolis, IN**  
317-488-2222  
Toll free: 1-866-463-9222  
www.indybbb.org

**South Bend, IN**  
574-277-9121  
Toll free: 1-800-439-5313  
www.michiana.bbb.org

**Kansas**

**Topeka, KS**  
785-232-0454  
www.topeka.bbb.org

**Wichita, KS**  
316-263-3146  
Toll free: 1-800-856-2417 (KS)  
www.wichita.bbb.org

**Kentucky**

**Lexington, KY**  
859-259-1008  
Toll free: 1-800-866-6668 (National)  
www.ky.bbb.org

**Louisville, KY**  
502-583-6546  
Toll free: 1-800-388-2222 (KY)  
www.ky-in.bbb.org

**Louisiana**

**Alexandria, LA**  
318-473-4494  
www.alexandria-la.bbb.org

**Baton Rouge, LA**  
225-346-5222  
www.batonrouge.bbb.org

**Houma, LA**  
985-868-3456  
Toll free: 1-866-695-4222 (LA)  
www.houma.bbb.org

**Lafayette, LA**  
337-981-3497  
lafayette.bbb.org

**Lake Charles, LA**  
337-478-6253  
Toll free: 1-800-542-7085  
www.lakecharles.bbb.org

**Monroe, LA**  
318-387-4600  
Toll free: 1-800-960-7756  
www.monroe.bbb.org

**New Orleans, LA**  
504-581-6222  
www.neworleans.bbb.org

**Shreveport, LA**  
318-222-7575  
www.shreveport.bbb.org

**Massachusetts**

**Natick, MA**  
508-652-4800  
www.bosbbb.org

**West Springfield, MA**  
413-734-3114  
Toll free: 1-866-566-9222  
www.cne.bbb.org

**Worcester, MA**  
508-755-2548  
Toll free: 1-866-566-9222  
www.cne.bbb.org

**Maryland**

**Baltimore, MD**  
410-347-3990  
www.baltimore.bbb.org

**Maine**

**Portland, ME**  
207-878-2715  
www.bosbbb.org

**Michigan**

**Grand Rapids, MI**  
616-774-8236  
www.grandrapids.bbb.org

**Southfield, MI**  
248-644-9100  
www.easternmichiganbbb.org

**Minnesota**

**St. Paul, MN**  
651-699-1111  
Toll free: 1-800-646-6222  
www.mnd.bbb.org

**Missouri**

**Kansas City, MO**  
816-421-7800  
www.kansascity.bbb.org

**Springfield, MO**  
417-862-4222  
www.springfield-mo.bbb.org

**St. Louis, MO**  
314-645-3300  
www.stlouis.bbb.org

**Mississippi**

**Ridgeland, MS**  
601-977-1020  
Toll free: 1-800-987-8280  
www.bbbmississippi.org

**Montana**

**Spokane, WA**  
509-455-4200  
Toll free: 1-800-356-1007  
www.thelocalbbb.com

**North Carolina**

**Asheville, NC**  
828-253-2392  
www.asheville.bbb.org

**Charlotte, NC**  
704-927-8611  
Toll free: 1-877-317-7236  
www.charlotte.bbb.org

**Greensboro, NC**  
336-852-4240  
www.greensboro.bbb.org

**Raleigh, NC**  
919-277-4222  
Toll free: 1-800-222-0950 (East NC)  
www.bbbenc.org

**Winston-Salem, NC**  
336-725-8348  
Toll free: 1-800-777-8348  
(Northwest NC)  
www.nwnc.bbb.org



**Nebraska**

**Lincoln, NE**  
402-436-2345  
Toll free: 1-800-649-6814 (Outside  
Lincoln)  
www.bbbnebraska.org

**Omaha, NE**  
402-391-7612  
Toll free: 1-800-649-6814 (Outside  
Omaha)  
www.bbbnebraska.org

**New Hampshire**

**Concord, NH**  
603-224-1991  
www.bbbnh.org

**New Jersey**

**Trenton, NJ**  
609-588-0808  
www.trenton.bbb.org

**New Mexico**

**Albuquerque, NM**  
505-346-0110  
Toll free: 1-800-873-2224 (NM)  
www.bbbsw.org

**Farmington, NM**  
505-326-6501  
www.bbbsw.org

**Nevada**

**Las Vegas, NV**  
702-320-4500  
www.vegasbbb.org

**Reno, NV**  
775-322-0657  
www.renobbb.org

**New York**

**Buffalo, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
www.upstateny.bbb.org

**Farmingdale, NY**  
212-533-6200  
www.newyork.bbb.org

**New York, NY**  
212-533-6200  
www.newyork.bbb.org

**Rochester, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
www.rochester.bbb.org

**Syracuse, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
www.syracuse.bbb.org

**Tarrytown, NY**  
212-533-6200  
www.newyork.bbb.org

**Ohio**

**Akron, OH**  
330-253-4590  
www.akronbbb.org

**Canton, OH**  
330-454-9401  
Toll free: 1-800-362-0494 (OH)  
www.cantonbbb.org  
www.greaterwestvirginiabbb.org

**Cincinnati, OH**  
513-421-3015  
www.cinbbb.org

**Cleveland, OH**  
216-241-7678  
www.cleveland.bbb.org

**Columbus, OH**  
614-486-6336  
Toll free: 1-800-759-2400  
www.columbus-ohbbb.org

**Dayton, OH**  
937-222-5825  
Toll free: 1-800-776-5301  
www.dayton.bbb.org

**Lima, OH**  
419-223-7010  
www.limabbb.org

**Toledo, OH**  
419-531-3116  
www.toledobbb.org

**Youngstown, OH**  
330-744-3111  
www.youngstownbbb.org

**Oklahoma**

**Oklahoma City, OK**  
405-239-6081  
www.oklahomacity.bbb.org

**Tulsa, OK**  
918-492-1266  
www.tulsa.bbb.org

**Oregon**

**Lake Oswego, OR**  
503-212-3022  
www.thebbb.org

**Pennsylvania**

**Bethlehem, PA**  
610-866-8780  
www.easternpa.bbb.org

**Harrisburg, PA**  
717-364-3250  
www.mybbb.org

**Moosic, PA**  
570-614-4222  
www.nepa.bbb.org

**Philadelphia, PA**  
215-985-9313  
www.mybbb.org

**Pittsburgh, PA**  
412-456-2700  
www.pittsburgh.bbb.org

**Rhode Island**

**Warwick, RI**  
401-785-1212  
www.rhodeisland.bbb.org

**South Carolina**

**Columbia, SC**  
803-254-2525  
www.columbia.bbb.org

**Conway, SC**  
843-488-2227  
www.carolina.bbb.org

**Greenville, SC**  
864-242-5052  
Toll free: 1-800-948-5791  
www.greenville.bbb.org

**South Dakota**

**Sioux Falls, SD**  
605-271-2066  
Toll free: 1-800-649-6814 (NE, SD,  
Southwest IA)  
www.bbbsouthdakota.org

**Tennessee**

**Chattanooga, TN**  
423-266-6144  
Toll free: 1-800-548-4456 (423 & 706  
Area Codes)  
www.chattanooga.bbb.org

**Clarksville, TN**  
931-503-2222  
www.gobbb.org

**Fayetteville, TN**  
931-433-9501  
www.gobbb.org

**Franklin, TN**  
615-250-7431  
www.gobbb.org

**Knoxville, TN**  
865-692-1600  
www.knoxville.bbb.org

**Memphis, TN**  
901-759-1300  
Toll free: 1-800-222-8754 (Service  
Area Only)  
www.midsouth.bbb.org

**Murfreesboro, TN**  
615-867-0032  
www.middletennessee.bbb.org

**Nashville, TN**  
615-242-4222  
Toll free: 1-800-989-4222 (Mid TN)  
www.gobbb.org

**Texas**

**Abilene, TX**  
325-691-1533  
www.abilene.bbb.org

**Amarillo, TX**  
806-379-6222  
www.amarillo.bbb.org

**Austin, TX**  
512-445-2911  
www.centraltx.bbb.org

**Beaumont, TX**  
409-835-5348  
www.bbbssetexas.org

**College Station, TX**  
979-260-2222  
www.bbhbryan.org

**Corpus Christi, TX**  
361-852-4949  
Toll free: 1-800-379-4222  
www.caller.com/bbb

**Dallas, TX**  
214-220-2000  
www.dallas.bbb.org

**El Paso, TX**  
915-577-0191  
www.bbbspaso.com

**Fort Worth, TX**  
817-332-7585  
www.fortworth.bbb.org

**Houston, TX**  
713-868-9500  
www.bbhhou.org

**Longview, TX**  
903-758-3222  
www.longview.bbb.org

**Lubbock, TX**  
806-763-0459  
Toll free: 1-800-687-7890 (South  
Plains)  
www.southplains.bbb.org

**Midland, TX**  
432-563-1880  
Toll free: 1-800-582-4433 (TX)  
www.permianbasinbbb.org

**San Angelo, TX**  
325-949-2989  
www.sanangelo.bbb.org

**San Antonio, TX**  
210-828-9441  
www.sanantonio.bbb.org

**Texarkana, TX**  
903-793-4565  
Toll free: 1-800-372-4222  
www.texarkana.bbb.org

**Tyler, TX**  
903-581-5704  
Toll free: 1-800-443-0131 (903 & 430  
Area Codes)  
www.tyler.bbb.org

**Waco, TX**  
254-755-7772  
www.waco.bbb.org

**Weslaco, TX**  
956-968-3678  
www.weslaco.bbb.org

**Wichita Falls, TX**  
940-691-1172  
Toll free: 1-800-388-1778  
www.bbbnorcentx.org

**Utah**

**Salt Lake City, UT**  
801-892-6009  
Toll free: 1-800-456-3907  
www.utah.bbb.org

**Virginia**

**Norfolk, VA**  
757-531-1300  
www.hamptonroadsbbb.org

**Richmond, VA**  
804-648-0016  
www.richmond.bbb.org

**Roanoke, VA**  
540-342-3455  
www.vabbb.org

**Washington**  
**DuPont, WA**  
206-431-2222  
www.thebbb.org

**Spokane, WA**  
509-455-4200  
www.thelocalbbb.org

**Wisconsin**

**West Allis, WI**  
414-847-6000  
www.wisconsin.bbb.org

**West Virginia**  
**Charleston, WV**  
304-345-7502  
Toll free: 1-800-362-0494 (Service  
Area Only)  
www.greaterwestvirginiabbb.org

The following directory lists the addresses and phone numbers for hundreds of Corporations. Many companies have a special department that handles consumer questions and concerns. Other companies opt to list their corporate headquarters. If you do not find the company you are looking for, try checking your public libraries for the following resource books:

- *The Standard & Poor's Register of Corporations, Directors and Executives*
- *Trade Names Directory*
- *Standard Directory of Advertisers*
- *Dun & Bradstreet Directory*

To identify the name of a company that manufactures a specific product, check the product label and other documents given to you at the time of your purchase. The *Thomas Register of American Manufacturers*, another book available at many public libraries, might also be helpful. It lists the manufacturers of thousands of products.

If you have a complaint about an item or service, it is usually best to go back to the seller BEFORE you contact the companies in this directory. Follow-up with a letter, phone call or e-mail message to the consumer affairs department of the company to let them know about your complaint and whether the seller was able to resolve your problem. Consumer affairs offices are set up within companies because they want to hear from you.

### SOCAP INTERNATIONAL

Many of the companies listed in this handbook are members of the Society of Consumer Affairs Professionals International (SOCAP). A professional organization established in 1973, the Society's goal is to improve the marketplace for consumers by improving customer care through education and networking. SOCAP members are identified in this directory by the SOCAP logo. For more information, contact SOCAP (p. 126).

#### A

##### **A&W Restaurants, Inc.**

See: YUM! Brands, Inc.  
1900 Colonel Sanders Lane  
PO Box 34550 (ZIP 40232)  
Louisville, KY 40213  
Toll free: 1-866-456-2929  
www.awrestaurants.com

##### **A. J. Wright**

See: TJX Companies, Inc.  
www.tjx.com/about/ajwright.html

##### **AAMCO Transmissions, Inc.**

Consumer Affairs  
201 Gibraltar Road  
Horsham, PA 19044  
610-668-2900 ext. 224  
Toll free: 1-800-292-8500, ext. 224  
Fax: 610-664-5897  
e-mail: awright@AAMCO.com  
www.aamco.com

##### **Abbott Laboratories**

Customer Relations  
100 Abbott Park Rd.  
Abbott Park, IL 60064-6400  
847-937-6100 (General Info)  
Toll free: 1-800-323-9100  
(Diagnostic products)  
Toll free: 1-800-222-6883 (Vascular Products)  
Toll free: 1-800-255-5162  
(Pharmaceuticals)  
www.abbott.com

##### **ABC, Inc.**

500 S. Buena Vista St.  
Burbank, CA 91521-4551  
818-460-7477  
www.abc.com

##### **Accor North America**

4001 International Parkway  
Carrollton, TX 75007  
972-360-9000  
www.accor-na.com

##### **Ace Hardware Corporation**

2200 Kensington Court  
Oak Brook, IL 60523  
630-990-6600  
Fax: 630-990-3145  
www.acehardware.com

##### **ACE USA Companies**

Customer Services  
PO Box 1000  
436 Walnut St.  
Philadelphia, PA 19106  
215-640-4555  
Fax: 215-640-2489  
www.ace-ina.com

##### **Adaptec**

Customer Service  
691 South Milpitas Blvd.  
Milpitas, CA 95035  
408-945-8600  
Toll free: 1-800-959-7274  
Fax: 408-262-2533  
e-mail: support@adaptec.com  
www.adaptec.com

**Adidas USA**

Consumer Service  
5055 N Greeley Ave.  
Portland, OR 97217  
Toll free: 1-800-448-1796  
Fax: 971-234-4515  
e-mail: customerservice@shopadidas.com  
www.adidas.com

**Admiral**

See: Maytag Corporation  
Toll free: 1-800-688-1100

**Adobe Systems Inc.**

345 Park Ave.  
San Jose, CA 95110-2704  
408-536-6000  
Toll free: 1-800-833-6687  
Fax: 408-537-6000  
www.adobe.com

**Aerus Electrolux Corporation**

Customer Service  
300 East Valley Dr.  
Bristol, VA 24201  
Toll free: 1-800-243-9078  
Fax: 540-645-2863  
e-mail: customerservice@aerusononline.com  
www.aerusononline.com

**AETNA, Inc.**

151 Farmington Ave.  
Hartford, CT 06156  
860-273-0123  
Toll free: 1-800-872-3862  
(Outside CT)  
www.aetna.com

**Alamo Rent A Car**

208 St James Ave.  
Goose Creek, SC 29445  
918-401-6234  
Toll free: 1-800-445-5664  
e-mail: crelations@alamo.com  
www.alamo.com

**Alaska Airlines**

See: Horizon Air  
Consumer Care  
PO Box 24948-SEAGT  
Seattle, WA 98124-0948  
206-431-3647 (Horizon Air)  
206-392-6580 (Baggage Claims)  
206-392-7722 (Refunds/Lost tickets)  
Toll free: 1-800-654-5669  
Fax: 206-439-4477  
www.alaskaair.com

**Alberto Culver Co.**

Consumer Relations  
2525 Armitage Ave.  
Melrose Park, IL 60160  
708-450-3000  
Toll free: 1-800-333-0005  
Fax: 708-450-3435  
www.alberto.com

**Albertsons Inc.**

Community Relations  
250 Parkcenter Blvd.  
Boise, ID 83706  
208-395-6392  
Toll free: 1-877-932-7948  
Fax: 208-395-4382  
www.albertsons.com

**Alcon Laboratories, Inc.**

Consumer Affairs QA-Q122  
6201 South Freeway  
Fort Worth, TX 76134  
817-551-8454  
Toll free: 1-800-757-9195  
Fax: 817-551-3092  
www.alconlabs.com

**Allied Van Lines, Inc.**

Customer Service  
PO Box 4403  
Chicago, IL 60680-4403  
630-717-3590  
Toll free: 1-800-510-7469  
Toll free: 1-800-470-2851  
Fax: 630-717-3123  
e-mail: custsvc@alliedvan.com  
www.allied.com

**Allstate Insurance Co.**

2775 Sanders Rd.  
Northbrook, IL 60062  
847-402-5000  
Toll free: 1-800-255-7828  
Fax: 847-418-5966  
www.allstate.com

**Alltel Corporation**

Corporate  
One Allied Dr.  
Little Rock, AR 72202  
501-905-8000  
Toll free: 1-800-255-8351  
Fax: 501-905-5444  
www.alltel.com

**Alltel Corporation**

Customer Relations - Call Center  
2001 NW Sammamish Rd.  
Issaquah, WA 98027  
425-313-5200  
Toll free: 1-800-873-2349  
Fax: 425-313-5520  
www.alltel.com

**Almaden Vineyards**

Consumer Relations  
12667 Road 24  
Madera, CA 93637  
Toll free: 1-800-726-9977  
www.almaden.com

**Aloha Airlines**

Customer Care Center  
PO Box 30028  
Honolulu, HI 96820  
808-539-5994  
Toll free: 1-888-771-2855  
(Customer Care)  
Toll free: 1-800-803-9454 (Baggage)  
Fax: 808-539-5999  
www.alohaairlines.com

**Amana Appliances**

See: Maytag Corporation  
Consumer Affairs  
403 W 4th St., N  
Newton, IA 50208  
Toll free: 1-800-843-0304  
(Consumer Affairs)  
Toll free: 1-800-628-5782  
(National Service)  
Toll free: 1-877-232-6771  
(National Parts)  
www.amana.com

### Amazon.com, Inc.

Customer Service  
PO Box 81226  
Seattle, WA 98108-1226  
206-266-1000  
Toll free: 1-800-201-7575  
Fax: 206-266-2335  
www.amazon.com

### America Online, Inc.

Member Services  
222000 AOL Way  
Dulles, VA 20166  
703-265-1000  
Toll free: 1-800-827-6364  
Fax: 703-918-1400  
www.aol.com


### American Airlines, Inc.

PO Box 619612 MD 2400  
Dallas, TX 75261-9612  
817-967-2000  
817-967-4162  
Fax: 817-967-4162  
www.aa.com

### American Automobile Association

Member Relations  
1000 AAA Dr., Mailspace 61  
Heathrow, FL 32746  
407-444-8391  
Fax: 407-444-8416  
www.aaa.com

### ★ American Express Company

 Consumer Relations  
777 American Express Way  
Ft. Lauderdale, FL 33337  
212-640-2000  
Toll free: 1-800-528-4800 (Green Card Inquiries)  
Toll free: 1-800-327-2177 (Gold Card Inquiries)  
Toll free: 1-800-525-3355 (Platinum Card Inquiries)  
Toll free: 1-877-877-0987 (Centurion Card Inquiries)  
www.americanexpress.com

### American Greetings Corp.

Consumer Relations  
One American Rd.  
Cleveland, OH 44144  
216-252-7300  
Toll free: 1-800-777-4891  
Toll free: 1-800-321-3040  
e-mail: consumer.relations@amgreetings.com  
www.corporate.americangreetings.com

### American Standard, Inc.

Consumer Affairs  
PO Box 6820  
1 Centennial Plaza  
Piscataway, NJ 08855-6820  
Toll free: 1-800-442-1902  
Fax: 732-980-6170  
www.americanstandard.com

### American Tourister

See: Samsonite Corporation  
Toll free: 1-800-547-2247  
www.americantourister.com

### America's Favorite Chicken Co. (AFC Enterprises)

5555 Glenridge Connector, NE  
Ste. 300  
Atlanta, GA 30342  
Toll free: 1-800-222-5857  
www.afce.com

### Amgen, Inc.

Customer Service Department  
One Amgen Center Dr.  
Thousand Oaks, CA 91320-1799  
805-447-1000  
Toll free: 1-800-28-AMGEN  
Fax: 805-447-1010  
www.amgen.com

### Amway Corporation

Customer Service - North American Business Region  
7575 Fulton St. East  
Ada, MI 49355-0001  
616-787-6000  
Toll free: 1-800-253-6500 (Customer Service)  
Toll free: 1-800-544-7167 (Locate Distributor)  
TTY: 1-800-548-3878 (Toll free)  
Fax: 616-682-4000  
e-mail: order.support@quixtar.com  
www.amway.com

### Andersen Windows, Inc.

Window Care Call Center  
100 Fourth Ave. North  
Bayport, MN 55003-1096  
651-264-5150  
Toll free: 1-888-888-7020  
Fax: 651-264-5827  
www.andersenwindows.com

### Anheuser-Busch, Inc.

Customer Call Center  
One Busch Place  
St. Louis, MO 63118  
Toll free: 1-800-342-5283  
www.budweiser.com

### AON Corporation

AON Center  
200 East Randolph  
Chicago, IL 60601  
312-381-1000  
Fax: 312-701-3793  
www.aon.com

### Apple Computer, Inc.

1 Infinite Loop  
Cupertino, CA 95014  
Toll free: 1-800-676-2775 (Customer Service)  
Toll free: 1-800-275-2273 (Extended Service and Support)  
Toll free: 1-800-800-2775 (Education)  
TTY: 1-800-767-2775 (Disability solutions)  
www.apple.com

### Appleseed's

Customer Service  
30 Tozer Rd.  
Beverly, MA 01915  
978-922-2040  
Toll free: 1-800-767-6666  
Fax: 800.755.7557  
e-mail: CustomerService@Appleseeds.com  
www.appleseeds.com

### Arby's Restaurant Group, Inc.

Corporate  
1155 Perimeter Center W  
Atlanta, GA 30338  
678-514-4100  
Fax: 678-514-5347  
www.arbys.com



**Arizona Mail Order**

PO Box 27800  
Tucson, AZ 85713  
Toll free: 1-800-362-8410  
Toll free: 1-800-964-1975 (Fax)  
e-mail: CustomerService@  
OldPuebloTraders.com  
www.oldpueblo traders.com

**Armstrong World Industries, Inc.**

Customer Service  
PO Box 3001  
2500 Columbia Ave  
Lancaster, PA 17604  
717-397-0611  
Toll free: 1-800-233-3823  
Fax: 717-396-4270  
www.armstrong.com

**Asante Networks, Inc.**

2223 Old Oakland Road  
San Jose, CA 95131  
408-435-8388  
Toll free: 1-800-303 9121 (Customer  
Service)  
Toll free: 1-866-880-9524 (Rebates)  
Fax: 408-432 7511  
e-mail: support@asante.com  
www.asante.com

**A.T. Cross Company**

Consumer Relations  
One Albion Rd.  
Lincoln, RI 02865  
401-333-1200  
Toll free: 1-800-282-7677  
Fax: 401-334-4351  
e-mail: consumerre@cross.com  
www.cross.com

**AT&T**

AT&T Mobility  
Glenridge Highlands Two  
5565 Glenridge Connector  
Atlanta, GA 30342  
1-800-331-0500  
TTY: 1-866-241-65672  
www.att.com

**AT&T Wireless Services, Inc.**

See: AT&T  
www.att.wireless.com

**Ateeco, Inc.**

Consumer Affairs Department  
PO Box 606  
600 East Center St.  
Shenandoah, PA 17976-0606  
570-462-2745  
Toll free: 1-800-233-3170  
Fax: 570-462-3299  
www.pierogies.com

**ATI Technologies, Inc.**

33 Commerce Valley Dr., E  
Markham, ONT L3T 7X6  
905-882-2600  
Fax: 905-882-2620  
www.ati.com

**Atlas World Group, Inc**

Customer Service  
1212 St. George Road  
Evansville, IN 47711-2364  
812-424-2222  
Toll free: 1-800-638-9797  
Fax: 812-421-7129  
www.atlasworldgroup.com

**Avis Rent-A-Car System**

Customer Service  
4500 South 129th East Ave.  
PO Box 699000  
Tulsa, OK 74169-9000  
Toll free: 1-800-352-7900  
Fax: 918-621-4819  
e-mail: custserv@avis.com  
www.avis.com

**Avon Products, Inc.**

Consumer Information Center  
1251 Ave. of the Americas  
New York, NY 10020  
212-282-7000  
Toll free: 1-800-367-2866  
Toll free: 1-800-445-2866 (Product  
Information Center)  
Toll free: 1-800-367-2866  
(Consumer Information Center)  
www.avon.com

**AXA Equitable Co., Inc.**

1290 Ave. of the Americas  
12th Floor  
New York, NY 10104  
212-554-1234  
www.equitable.com

**B****B&H Photo Video**

420 9th Ave  
New York, NY 10001  
212-502-6234  
Toll free: 1-800-336-7408  
www.bhphotovideo.com

**Bacardi U.S.A., Inc.**

Consumer Services  
2100 Biscayne Blvd.  
Miami, FL 33137  
Toll free: 1-800-222-2734  
www.bacardi.com

**Bali Company**

Intimate Apparel  
Consumer Services  
PO Box 450  
Winston-Salem, NC 27102  
336-519-6053  
Toll free: 1-800-225-4872  
www.balicompany.com

**Bally Total Fitness Corporation**

Member Services  
PO Box 1090  
Norwalk, CA 90651-1090  
562-484-2980  
Toll free: 1-800-515-2582  
Toll free: 1-866-402-2559  
Fax: 773-693-2982  
www.ballyfitness.com

**Bank of America Corporation**

100 North Tryon St.  
Mail Code NC1-007-18-01  
Charlotte, NC 28255  
Toll free: 1-800-432-1000  
www.bankofamerica.com



### BankUnited

Customer Service  
7815 NW 148th St.  
Miami Lakes, FL 33016  
Toll free: 1-877-779-2265  
www.bankunited.com

### Baskin Robbins

Dunkin Brands Consumer Care  
130 Royall St.  
Canton, MA 02021  
Toll free: 1-800-859-5339  
www.baskinrobbins.com

### Bass Pro Shops, Inc.

Customer Service  
2500 East Kearney  
Springfield, MO 65898  
417-873-5000  
Toll free: 1-800-227-7776  
Toll free: 1-800-976-6344  
(Customer Service)  
Toll free: 1-800-554-5488 (Catalog)  
TTY: 1-800-442-5788 (Toll free)  
Fax: 417-873-5060  
www.basspro.com

### Bath & Body Works

Customer Service  
Seven Limited Parkway East  
Reynoldsburg, OH 43068  
Toll free: 1-800-395-1001  
www.bathandbodyworks.com

### Bayer HealthCare

Consumer Relations/Consumer  
Care  
36 Columbia Rd.  
PO Box 1910  
Morristown, NJ 07962-1910  
973-254-5000  
Toll free: 1-800-331-4536  
Fax: 973-408-8000  
www.consumer.bayer.com

### BD (Becton, Dickinson and Company)

1 Becton Dr. MC376  
Franklin Lakes, NJ 07417  
201-847-6800  
Toll free: 1-888-232-2737  
Toll free: 1-800-255-6334  
(Education Center)  
Toll free: 1-888-237-2762  
(Customer Service)  
www.bd.com

### Bear Creek Corp.

2518 South Pacific Hwy.  
PO Box 299  
Medford, OR 97501  
Toll free: 1-541-864-2121  
Toll free: 1-800-345-5655 (Harry  
and David)  
Toll free: 1-800-872-7673 (Jackson  
and Perkins)  
Fax: 541-776-2194  
www.harryanddavid.com

### Beech-Nut Nutrition Corp.

Consumer Affairs  
100 S 4th St - Ste. 1010  
St Louis, MO 63102  
314-436-7667  
Toll free: 1-800-233-2468  
Fax: 314-436-7679  
www.beech-nut.com

### Beiersdorf Inc

Consumer Relations  
Wilton Corporate Center  
187 Danbury Rd.  
Wilton, CT 06897  
203-563-5900  
Toll free: 1-800-227-4703  
Fax: 203-563-5890  
www.bdfusa.com

### BellSouth Telecommunications

Executive Appeals Manager  
BellSouth Center  
675 West Peachtree St., NE  
Ste. 37D57  
Atlanta, GA 30375  
404-927-7400  
Toll free: 1-800-346-9000 (Bell  
South Products)  
TTY: 1-800-251-5325 (Toll free)  
Fax: 404-584-6545  
e-mail: Headquarters.Appeals@  
BellSouth.com  
www.bellsouth.com

### Benihana Inc.

Customer Relations Manager  
8685 Northwest 53rd Terrace  
Miami, FL 33166  
305-593-0770  
Toll free: 1-800-327-3369  
Fax: 305-592-6371  
e-mail: customerrelations@  
benihana.com  
www.benihana.com

### Best Buy Company, Inc.

Complaint Dept.  
7601 Penn Ave. South  
Richfield, MN 55423  
612-291-1000  
Toll free: 1-888-237-8289  
www.bestbuy.com

### Best Foods

See: Unilever  
Consumer Services  
920 Sylvan Ave., 2nd Floor  
Englewood Cliffs, NJ 07632-9976  
Toll free: 1-800-418-3275  
(Consumer Services)  
www.bestfoods.com

### Best Western International, Inc.

Customer Relations  
PO Box 42007  
Phoenix, AZ 85080-2007  
623-780-6181  
Toll free: 1-800-780-7234  
(Reservations Assistance)  
Toll free: 1-800-528-1238  
(Customer Relations)  
TTY: 1-800-528-2222 (Toll free)  
Fax: 623-780-6199  
www.bestwestern.com

### BIC Corp

Consumer Affairs Department  
500 Bic Dr.  
Milford, CT 06460  
203-783-2000  
www.bicworld.com

### Big Lots, Inc.

Customer Relations  
300 Phillipi Rd.  
PO Box 28512  
Columbus, OH 43228-0512  
614-278-6800  
Toll free: 1-800-877-1253  
www.biglots.com

**Binney & Smith Inc.**

1100 Church Lane  
Easton, PA 18044-0431  
610-253-6272  
Toll free: 1-800-272-9652  
www.crayola.com

**Birds Eye Foods, Inc.**

Attn: Consumer Relations  
PO Box 19027  
Green Bay, WI 54307-9027  
920-435-5300  
Toll free: 1-800-563-1786 (Birds  
Eye, Freshlike, Nalley or Berstein's  
products)  
Toll free: 1-800-270-2743 (Other)  
www.birdseyefoods.com

**Bissell Homecare, Inc.**

Customer Service  
2345 Walker Ave., NW  
PO Box 3606 (ZIP 49501)  
Grand Rapids, MI 49544-2597  
Toll free: 1-800-237-7691  
www.bissell.com

**Black and Decker (US) Inc.**

Customer Service  
101 Schilling Road  
Hunt Valley, MD 21031  
Toll free: 1-800-544-6986 (Customer  
Service/Product Support)  
Toll free: 1-888-678-7278 (Parts)  
Toll free: 1-800-328-0590 (DIY  
Books/Publishing)  
www.blackanddecker.com

**Blockbuster Entertainment**

Customer Care  
1201 Elm St.  
Dallas, TX 75270  
214-258-1017  
Toll free: 1-866-692-2789  
(Blockbuster Online)  
www.blockbuster.com

**Bloomingdale's, Inc.**

1000 Third Ave  
New York, NY 10022  
212-705-2000  
Toll free: 1-800-950-0047 (Credit  
Inquiries)  
www.bloomingdales.com

**Bob Evans Farms, Inc.**

3776 South High St.  
Columbus, OH 43207  
614-491-2225  
Toll free: 1-800-272-7675  
Fax: 614-497-4330  
www.bobevans.com

**Bojangles' Restaurants, Inc.**

Customer Relations  
9432 Southern Pine Blvd.  
Charlotte, NC 28273  
704-527-2675  
Toll free: 1-888-300-4265 (Customer  
Service)  
Fax: 704-523-6803  
www.bojangles.com

**Borland Software Corporation**

Customer Support  
100 Enterprise Way  
Scotts Valley, CA 95066  
Toll free: 1-800-523-7070 (Customer  
Service)  
e-mail: customer-service@  
borland.com  
www.borland.com

**BP Corporation**

Consumer Relations  
PO Box 3011  
Naperville, IL 60566  
Toll free: 1-800-333-3991  
Fax: 630-300-5254  
e-mail: bpconsum@bp.com  
www.bp.com

**Braun**

1 Gillette Park  
Boston, MA 02127-1096  
Toll free: 1-800-272-8611  
www.braun.com

**The Breathe Right Company**

CNS, Inc.  
20 Troy Road  
Whippany, NJ 07981  
Toll free: 1-800-858-6673  
e-mail: cnsinfo@consumerfirst.com  
www.breatheright.com

**★ Bridgestone Firestone LLC**

Consumer Affairs  
PO Box 7988  
Chicago, IL 60680-9534  
Toll free: 1-800-367-3872  
Fax: 1-800-760-7859 (Toll free)  
e-mail: firestone\_consumer\_affairs  
@inspyresolutions.com  
www.firestonecompleteautocare.  
com

**Bristol-Myers Squibb  
Company**

Customer Relations  
PO Box 4000  
Princeton, NJ 08543-4000  
609-252-4000  
Toll free: 1-800-332-2056  
Fax: 609-897-6016  
www.bms.com

**British Airways**

75-20 Astoria Blvd.  
Jackson Heights, NY 11370  
Toll free: 1-800-247-9297  
Toll free: 1-800-828-8144 (Baggage  
Claims)  
Toll free: 1-800-403-0882 (Online  
Support)  
TTY: 1-866-393-0961 (Reservations)  
Fax: 347-418-4395  
www.britishairways.com

**Brother International Corp.**

Customer Service  
100 Somerset Corp. Blvd.  
Bridgewater, NJ 08807  
908-704-1700  
Toll free: 1-800-276-7746  
www.brother-usa.com

**Brown Shoe Company, Inc.**

Consumer Care  
8300 Maryland Ave.  
St. Louis, MO 63105  
314-854-4000  
Toll free: 1-800-766-6465  
Fax: 314-854-4274  
e-mail: info@brownshoe.com  
www.brownshoe.com

### Brown-Forman Beverages Worldwide

Consumer Services  
PO Box 1080  
Louisville, KY 40201  
502-585-1100  
Toll free: 1-800-753-4567  
www.brown-forman.com

### Brunswick Corporation

Service Department  
1 North Field Court  
Lake Forest, IL 60045-4811  
847-735-4700  
Fax: 847-735-4765  
e-mail: services@brunswick.com  
www.brunswick.com

### Budget Gourmet

See: Michelina's (Luigino's, Inc.)  
www.michelinas.com

### Budget Rent A Car System, Inc.

Customer Service  
4500 S. 129th East Ave.  
PO Box 69084  
Tulsa, OK 74169-0840  
Toll free: 1-800-214-6094 (Customer Service)  
Toll free: 1-800-404-8033 (Technical Assistance)  
Toll free: 1-800-527-0700 (Reservations)  
Toll free: 1-800-283-4382 (Moving Truck Customer Service)  
Toll free: 1-800-354-2847 (Roadside Assistance)  
1-800-526-6408 (Drivers with Disabilities)  
TTY: 1-800-826-5510  
www.budget.com

### Bulova Corporation

Customer Relations  
One Bulova Ave.  
Woodside, NY 11377  
718-204-3300  
718-204-4603 (Technical assistance)  
Toll free: 1-800-228-5682 (Hotline)  
Toll free: 1-800-233-3350 (Service Department)  
Fax: 718-204-3546  
www.bulova.com

### Burlington Coat Factory Direct

1830 Route 130 North  
Burlington, NJ 08016  
609-387-7800  
Toll free: 1-888-223-2628  
Fax: 609-387-7071  
www.burlingtoncoatfactory.com

### Burlington Industries, Inc.

804 Green Valley  
Greensboro, NC 27408  
336-379-6220  
Toll free: 1-800-763-0123  
Fax: 336-379-6476  
e-mail: info@burlingtonworldwide.com  
www.burlington.com

### Bush Brothers & Company

Consumer Relations  
PO Box 52330  
Knoxville, TN 37950-2330  
865-558-5445  
e-mail: letters@bushbros.com  
www.bushbeans.com

## C

### CA, Inc.

1 Computer Associates Plaza  
Islandia, NY 74101-3391  
631-342-6000  
Toll free: 1-800-637-5858 (Customer Inquiries)  
Toll free: 1-800-225-5224 (Product Information)  
Fax: 631-342-6800  
www.ca.com

### Cabela's Government Outfitter

Government Sales  
One Cabela Dr.  
Sidney, NE 69160  
308-254-5505  
Toll free: 1-800-242-1596  
TTY: 1-800-695-5000 (Toll free)  
Fax: 308-255-6680  
e-mail: government@cabelas.com  
www.cabelas.com

### Cablevision Systems, Inc.

1111 Stewart Ave  
Bethpage, NY 11714  
516-803-2300  
Toll free: 1-800-244-2328  
www.cablevision.com

### Calvin Klein

1001 Frontier Road  
Bridgewater, NJ 08807  
212-719-2600  
Fax: 212-221-4541  
www.calvinklein.com

### ★ Campbell Soup Company

Consumer Affairs  
One Campbell Place  
Camden, NJ 08103-1701  
Toll free: 1-800-257-8443  
www.campbellsoup.com

### ★ CARFAX, Inc.

Consumer Affairs  
10304 Eaton Place, Ste. 500  
Fairfax, VA 22030  
703-218-0340  
Fax: 1-866-728-6455 (Toll free)  
e-mail: carfaxwebsupport@carfax.com  
www.carfax.com/help

### ★ Carnival Cruise Lines

Guest Relations  
3655 N.W. 87th Ave.  
Miami, FL 33178-2428  
305-599-2600  
Toll free: 1-800-438-6744  
Toll free: 1-888-227-6482  
TTY: 1-800-972-4386  
Fax: 305-406-8630  
www.carnival.com

### ★ Carrier Air Conditioning Co.

Customer Relations  
PO Box 4808  
Syracuse, NY 13221-4808  
860-674-3000  
Toll free: 1-800-227-7437 (Customer Service Hotline)  
Fax: 315-432-6620  
www.global.carrier.com

### ★ Carvel Corporation

Customer Service Dept.  
175 Capital Blvd., Ste. 400  
Rocky Hill, CT 06067-3914  
860-257-4448  
Toll free: 1-800-322-4848  
Fax: 860-257-8859  
www.carvel.com

**Casio, Inc.**

570 Mt. Pleasant Ave.  
Dover, NJ 07801  
973-361-5400  
Toll free: 1-800-962-2746  
Fax: 973-537-8926  
www.casio.com

**Casual Male Retail Group**

555 Turnpike St.  
Canton, MA 02021  
781-828-9300  
Toll free: 1-800-767-0319  
www.cmrginc.com

**The CBS Television Network**

Audience Services  
524 West 57th St.  
New York, NY 10019  
212-975-3247  
e-mail: audsvcs@cbs.com  
www.cbs.com

**CEC Entertainment, Inc.**

4441 West Airport Freeway  
Irving, TX 75015  
972-258-8507  
Toll free: 1-888-778-7193  
Fax: 972-258-8545  
www.chuckecheese.com

**Cellular One**

Customer Service  
401 E Memorial Road, Ste. 500  
Oklahoma City, OK 73114  
Toll free: 1-800-934-3996  
www.celloneusa.com

**Ceridian Corporation**

3311 East Old Shakopee Road  
Minneapolis, MN 55425  
952-853-8100  
Toll free: 1-888-401-5878  
Toll free: 1-800-272-9605 (Plan  
Sponsor Customer Service)  
www.ceridian.com

**Chanel, Inc.**

Customer Service  
9 West 57th St., 44th Floor  
New York, NY 10019-2790  
212-688-5055  
Toll free: 1-800-550-0005  
www.chanel.com

**Chase Bank (J.P. Morgan Chase Bank)**

1 Chase Plaza  
New York, NY 10005  
212-270-6000  
Toll free: 1-866-879-3207  
Toll free: 1-877-576-6616  
www.chase.com

**Chattem, Inc.**

Consumer Affairs  
PO Box 22219  
Chattanooga, TN 37409  
423-821-4571  
www.chattem.com

**Chevron Corporation**

Dealer and Consumer Affairs  
6001 Bollinger Canyon Road  
San Ramon, CA 94583  
925-842-1000  
832-854-6000  
Toll free: 1-800-962-1223  
www.chevron.com

**Chicken of the Sea International**

Consumer Affairs  
9330 Scranton Rd., Ste. 500  
San Diego, CA 92121  
858-597-4242  
Toll free: 1-800-456-1511  
Fax: 858-597-4248  
www.chickenofthesea.com

**Chuck E Cheese's Restaurants**

See: CEC Entertainment, Inc.  
www.chuckecheese.com

**Church & Dwight Company, Inc.**

Consumer and  
Professional Relations  
469 North Harrison St.  
Princeton, NJ 08543-5297  
609-683-5900  
Toll free: 1-800-524-1328  
www.churchdwright.com

**CIBA Vision**

Consumer Relations  
11460 Johns Creek Pkwy.  
Duluth, GA 30097  
678-415-3937  
Toll free: 1-800-875-3001  
www.cibavision.com

**Cingular Wireless**

See: AT&T

**Circuit City Stores, Inc.**

9954 Mayland Dr.  
Richmond, VA 23233  
804-527-4000  
Toll free: 1-800-843-2489  
www.circuitcity.com

**Citigroup, Inc.**

U S Service Center - Citi  
Inquiries  
100 Citibank Dr. - PO Box 769004  
San Antonio, TX 78245-9004  
www.citibank.com

**Citizen America**

Customer Service  
363 Van Ness Way, Ste. 404  
Torrance, CA 90501  
310-781-1460  
Toll free: 1-800-258-8529  
Fax: 310-781-9152  
e-mail: customerservice@  
citizen-america.com  
www.citizen-america.com

**Citizen Watch Company of America, Inc.**

1000W. 190 St.  
Torrance, CA 90502-1040  
Toll free: 1-800-321-1151  
Toll free: 1-800-321-1023, Ext. 4234  
(Repairs/Technical Support)  
Toll free: 1-800-321-1023, Ext. 4299  
(Parts)  
Fax: 310-532-8171  
e-mail: customerservice\_us@  
citizenwatch.com  
www.citizenwatch.com

**Clopay Building Products Co.**

Consumer Affairs  
8585 Duke Blvd.  
Mason, OH 45040-3101  
Toll free: 1-800-225-6729  
www.clopaydoor.com



### **The Clorox Co.**

Consumer Services  
1221 Broadway  
Oakland, CA 94612-1888  
Toll free: 1-800-292-2200 (Laundry Brands)  
Toll free: 1-800-835-4523 (GLAD)  
Toll free: 1-800-227-1860 (Household Surface Cleaners)  
Toll free: 1-800-242-7482 (Water Purification Systems)  
Toll free: 1-800-426-6228 (Insecticides)  
www.thecloroxcompany.com

### **Coats & Clark Inc**

Consumer Service  
PO Box 12229  
Greenville, SC 29612-0229  
864-877-8985  
Toll free: 1-800-648-1479  
www.coatsandclark.com

### **The Coca-Cola Co.**

Industry and Consumer Affairs  
PO Box 1734  
Atlanta, GA 30301  
404-676-2121  
Toll free: 1-800-438-2653  
TTY: 1-800-262-2653 (Toll free)  
Fax: 404-676-4903  
e-mail: crreview@na.ko.com  
www.thecocacola.com

### **Coldwell Banker Real Estate Corporation**

One Campus Dr.  
Parsippany, NJ 07054  
973-428-9700  
Toll free: 1-877-373-3829  
www.coldwellbanker.com

### ★ **The Colgate-Palmolive Co.**

 Consumer Affairs  
300 Park Ave.  
New York, NY 10022  
212-310-2000  
Toll free: 1-800-468-6502  
Fax: 212-310-3243  
www.colgate.com

### **Colonial Penn Life Insurance**

399 Market St., 5th Floor  
Philadelphia, PA 19181  
Toll free: 1-877-877-8052.  
Toll free: 1-800-891-0915 (NY)  
Toll free: 1-800-523-9100 (Life Customer Service)  
www.colonialpenn.com

### **The Columbia House Company**

1400 N. Fruitridge Ave.  
Terre Haute, IN 47811-0100  
Toll free: 1-800-562-4046 (Music)  
Toll free: 1-800-262-2001 (Video/DVD)  
Toll free: 1-800-901-5545 (TV Library Club)  
Toll free: 1-800-965-9665 (Audiobook)  
Fax: 1-800-590-6656  
www.columbiahouse.com

### **Combe Incorporated.**

1101 Westchester Ave.  
White Plains, NY 10604-3503  
914-694-5454  
Toll free: 1-800-431-2610 (Consumer Affairs)  
Toll free: 1-800-873-7400 (Product Questions)  
Fax: 914-694-6320  
www.combe.com

### **CompUSA, Inc.**

Customer Service  
14951 N. Dallas Pkwy.  
Dallas, TX 75254  
972-982-4000  
Toll free: 1-800-266-7872  
Fax: 972-528-5687  
e-mail: customer\_service@compusa.com  
www.compusa.com

### **ConAgra Foods**

Consumer Affairs  
P.O. Box 3768  
Omaha, NE 68103-0768  
Toll free: 1-800-722-1344  
Fax: 402-595-7880  
www.conagrafoods.com

### **Conair Cuisinart Corporation**

Consumer Affairs  
150 Milford Road  
East Windsor, NJ 08520  
609-426-1300  
Toll free: 1-800-366-5391  
Fax: 609-426-9475  
www.conair.com

### **Congoleum Corp.**

Consumer Affairs  
3700 Quakerbridge Rd.  
Mercerville, NJ 08619  
609-584-3610  
Toll free: 1-800-274-3266  
www.congoleum.com

### **ConocoPhillips**

600 N. Dairy Ashford Rd.  
Houston, TX 77079  
281-293-1000  
www.conocophillips.com

### **Constellation Wines U.S.**

See: Centerra Wine Company  
235 North Bloomfield Road  
Canandaigua, NY 14424  
585-396-7600  
831-675-2481 (Pacific Wine Partners LLC)  
585-396-7600 (North Lake Wines)  
Toll free: 1-888-659-7900 (Centerra Wine Company)  
www.cwinesus.com

### **Consumer Credit Counseling Service/MMI**

15847 Crabbs Branch Way  
Rockville, MD 20855  
1-888-845-5669  
Toll free: 1-800-747-4222  
www.moneymanagement.org

### **Contempo Casuals**

See: Wet Seal Inc.  
Toll free: 1-866-938-7325  
e-mail: customerservice@wetseal.com

**S Continental Airlines, Inc.**

Customer Relations  
PO Box 4607 - NH CCR  
Houston, TX 77210-4607  
713-324-5000  
Toll free: 1-800-932-2732  
e-mail: [custo@coair.com](mailto:custo@coair.com)  
[www.continental.com](http://www.continental.com)

**S Continental Tire North America, Inc.**

Consumer Relations  
1800 Continental Blvd.  
Charlotte, NC 28273  
Toll free: 1-800-847-3349  
Fax: 1-888-847-3329 (Toll Free)  
[www.continentaltire.com](http://www.continentaltire.com)

**Converse, Inc.**

Customer Service Group  
One High St.  
North Andover, MA 01845  
Toll free: 1-800-547-2667  
[www.converse.com](http://www.converse.com)

**Conwood Company, L.P.**

813 Ridge Lake Blvd.  
Memphis, TN 38120  
901-761-2050  
901-767-1302  
Toll free: 1-800-238-5990  
[www.cwdlp.com](http://www.cwdlp.com)

**S Coors Brewing Co.**

Consumer Info./Consumer Relations  
311 10th St. - NH475  
Golden, CO 80401  
303-279-6565  
Toll free: 1-800-642-6116  
Fax: 303-277-5415  
[www.coors.com](http://www.coors.com)

**Corel Corporation**

US - Corel Minneapolis  
7905 Fuller Road  
Eden Prairie, MN 55344  
Toll free: 1-800-772-6735  
[www.corel.com](http://www.corel.com)

**S Coty Inc.**

Consumer and Public Affairs  
406 American Rd.  
Morris Plains, NJ 07950  
Toll free: 1-800-715-4023  
Fax: 973-644-9175  
[www.coty.com](http://www.coty.com)

**Craftmatic Organization, Inc.**

Consumer Affairs  
2500 Interplex Dr.  
Trevose, PA 19053-6998  
Toll free: 1-800-828-1033  
Fax: 215-639-9941  
e-mail: [consumeraf@aol.com](mailto:consumeraf@aol.com)  
[www.craftmatic.com](http://www.craftmatic.com)

**Creative Labs**

Customer Service  
1523 Cimarron Plaza  
Stillwater, OK 74075  
405-742-6622 (Technical Support)  
405-742-6655 (Customer Service)  
Toll free: 1-800-998-5227 (Technical Support)  
Toll free: 1-800-998-1000 (Customer Service)  
[www.us.creative.com](http://www.us.creative.com)

**Crowne Plaza**

See: InterContinental Hotels Group  
Toll free: 1-800-227-6963  
(Reservations)  
Toll free: 1-800-465-2680 (Guest Services)  
[www.crowneplaza.com](http://www.crowneplaza.com)

**Cuisinart**

See: Conair Corporation  
Sales and Marketing Operations  
203-975-4600  
Toll free: 1-800-726-0190 (Outside NJ)  
Toll free: 1-800-726-6247, ext. 4605  
Fax: 203-975-4660  
e-mail: [cuisinart@conair.com](mailto:cuisinart@conair.com)  
[www.cuisinart.com](http://www.cuisinart.com)

**Culligan International Co.**

Office of the President  
One Culligan Pkwy.  
Northbrook, IL 60062  
847-205-5757  
Toll free: 1-800-947-4759  
Fax: 1-888-777-8715 (Toll Free)  
e-mail: [consumeraffairs@culligan.com](mailto:consumeraffairs@culligan.com)  
[www.culligan.com](http://www.culligan.com)

**Cumberland Packing Corporation**

Sweet 'N Low Division  
Two Cumberland St.  
Brooklyn, NY 11205  
718-858-4200  
Fax: 718-260-9017  
[www.sweetnlow.com](http://www.sweetnlow.com)

**Cunard Line Limited**

Guest Relations (Cunard Line Limited/Seabourne Cruise Line)  
6100 Blue Lagoon Dr., Ste. 400  
Miami, FL 33126  
305-463-3000  
Toll free: 1-800-728-6273  
[www.cunard.com](http://www.cunard.com)

**Current, Inc.**

1005 East Woodmen Rd.  
Colorado Springs, CO 80920  
719-594-4100  
Toll free: 1-877-665-4458  
Toll free: 1-800-848-2848  
Toll free: 1-800-832-4845 (Large Quantity Orders)  
Fax: 1-800-993-3232 (orders) or 719-531-2122 (large quantity orders)  
[www.currentinc.com](http://www.currentinc.com)

**CVS/pharmacy**

Customer Relations Department  
One CVS Dr.  
Woonsocket, RI 02895  
401-765-1500  
Toll free: 1-800-746-7287  
Fax: 401-770-6949  
[www.cvs.com](http://www.cvs.com)

## D

**S Dairy Queen Corporation**

Customer Relations  
7505 Metro Blvd.  
Minneapolis, MN 55439  
952-830-0200  
[www.dairyqueen.com](http://www.dairyqueen.com)

**★ The Dannon Co., Inc.**

S Consumer Response Center  
PO Box 90296  
Allentown, PA 18109-0296  
Toll free: 1-877-326-6668  
[www.dannon.com](http://www.dannon.com)



### Danskin

4075 E Market St.  
PO Box 15015 (ZIP 17405-7015)  
York, PA 17402  
Toll free: 1-800-288-6749  
e-mail: edanskin@danskin.com  
danskin.com

### DAP Products, Inc

Customer Service  
2400 Boston St., Ste. 200  
Baltimore, MD 21224  
410-675-2100  
Toll free: 1-800-543-3840  
Toll free: 1-888-327-8477  
Fax: 410-534-2650  
www.dap.com

### Days Inns Worldwide Inc.

Customer Service  
PO Box 4090  
1910 8th Ave. NE  
Aberdeen, SD 57402  
Toll free: 1-800-441-1618  
www.daysinn.com

### Deere & Company

Corporate Communications  
One John Deere Place  
Moline, IL 61265  
309-765-8000  
www.deere.com

### Del Laboratories, Inc.

Consumer Relations  
PO Box 9357  
Uniondale, NY 11553  
516-844-2020  
Toll free: 1-800-952-5080  
(Pharmaceuticals)  
Toll free: 1-800-953-5080  
(Cosmetics)  
Fax: 516-349-0904  
www.dellabs.com

### Del Monte Foods Company

Consumer Affairs  
PO Box 80  
Pittsburgh, PA 15230-0080  
415-247-3000  
Toll free: 1-800-543-3090  
www.delmonte.com

### ★ Dell Inc.

Customer Service  
1 DellWay  
Round Rock, TX 78682  
Toll free: 1-800-624-9897 (Customer Service)  
Toll free: 1-800-624-9896 (Tech Support)  
www.dell.com

### S Delta Air Lines, Inc.

Customer Care  
PO Box 20980  
Dept. 980  
Atlanta, GA 30320-2980  
404-715-1450  
Fax: 1-888-286-3163 (Toll Free)  
www.delta.com

### Delta Faucets Company

55 East 111th St.  
PO Box 40980  
Indianapolis, IN 46280  
317-848-1812  
Toll free: 1-800-345-3358  
www.deltafaucet.com

### Deneba Software

Public Relations  
8550 NW 33rd St., Ste. 101  
Miami, FL 33122  
305-596-5644  
Toll free: 1-800-733-6322  
Fax: 305-406-9802  
www.acdsystems.com

### Denny's Corporation

Customer Service  
203 East Main St.  
Spartanburg, SC 29319  
864-597-8000  
Toll free: 1-800-733-6697 (Customer Service)  
Fax: 864-597-8780  
www.dennys.com

### S The Dial Corporation

15101 North Scottsdale Rd.  
Scottsdale, AZ 85254-1619  
480-754-3425  
Toll free: 1-800-258-3425 (Personal Cleaning Products)  
Toll free: 1-800-528-0849 (Armour Star)  
www.dialcorp.com

### Diamond of California

Consumer Affairs  
1050 South Diamond St.  
Stockton, CA 95201  
209-467-6260  
Fax: 209-467-6205  
www.diamonnuts.com

### Diet Center Worldwide, Inc.

ATTN: Administration  
395 Springside Dr.  
Akron, OH 44333  
330-665-5861  
Toll free: 1-800-656-3294  
Fax: 330-666-2197  
e-mail: info@dietcenter.com  
www.dietcenterworldwide.com

### Dillard's, Inc.

Customer Service Dept.  
1600 Cantrell Rd.  
Little Rock, AR 72201  
501-376-5200  
Toll free: 1-800-643-8278 (Credit Cards)  
Toll free: 1-877-272-2601 (Furniture)  
TTY: 1-800-547-6296 (Toll free)  
www.dillards.com

### Diners Club International

Customer Relations  
7958 S. Chester  
Englewood, CO 80112  
303-799-9000  
Toll free: 1-800-234-6377  
Fax: 303-649-2891  
www.dinersclub.com

### DIRECTV Enterprises, Inc.

2230 E. Imperial Hwy.  
El Segundo, CA 90245  
310-964-0700  
Toll free: 1-800-494-4388  
TTY: 1-800-779-4388  
www.DIRECTV.com

### Discover Financial Services, Inc.

2500 Lake Cook Rd.  
Riverwoods, IL 60015-3851  
224-405-0900  
Toll free: 1-800-347-2683 (Customer Service)  
Fax: 224-405-4993  
www.discoverfinancial.com

### D-Link Systems, Inc.

Customer Services

17595 Mt. Hermann St.  
Fountain Valley, CA 92708  
714-885-6000  
Toll free: 1-800-326-1688  
Fax: 1-866-743-4684 (Toll free)  
e-mail: customerservice@  
dlink.com  
www.dlink.com

**Dole Food Company, Inc.**  
Consumer Center  
One Dole Dr.  
Westlake Village, CA 91362-7300  
818-874-4000  
Toll free: 1-800-232-8888  
Fax: 818-874-4997  
www.dole.com

**Dollar Rent A Car Systems, Inc.**  
Customer Center  
CIMS 7082, 5330 East 31st St.  
PO Box 33167  
Tulsa, OK 74153-1167  
918-669-3000  
Toll free: 1-800-800-5252  
(Customer Service)  
Toll free: 1-800-800-6080 (Frequent  
Flyer Center)  
Fax: 918-669-8596  
www.dollar.com

**Domino's Pizza, Inc.**  
Customer Service  
30 Frank Lloyd Wright Dr.  
PO Box 997  
Ann Arbor, MI 48106  
734-930-3030  
Toll free: 1-888-366-6557 (Store  
Locator)  
www.dominos.com

**Dot Hill Systems Corp.**  
Customer Satisfaction  
2200 Faraday Ave., Ste.100  
Carlsbad, CA 92008  
760-931-5500 (Sales, Support)  
Toll free: 1-800-872-2783 (Sales)  
Toll free: 1-877-368-7924 (Support)  
Fax: 760-931-5527  
www.dothill.com

**Doubletree**  
See: Hilton Hospitality Inc.

Toll free: 1-800-222-8733  
www.doubletree.com

**Dr Pepper/Seven Up, Inc.**  
Corporate Communications/  
Consumer Relations  
PO Box 869077  
Plano, TX 75086  
972-673-7000  
Toll free: 1-800-527-7096  
www.dpsu.com

**Dreyer's Grand Ice Cream**  
Consumer Relations  
5929 College Ave.  
Oakland, CA 94618  
Toll free: 1-877-437-3937 (Dreyer's)  
Toll free: 1-888-590-3397 (Edy's)  
Toll free: 1-800-767-0120 (Häagen-  
Dazs)  
Toll free: 1-800-441-2525 (Nestle  
Ice Cream)  
Toll free: 1-888-442-3722 (The  
Skinny Cow)  
www.icecream.com

**DS Waters of America**  
4170 Tanners Creek Dr.  
Flowery Branch, Georgia 30542  
Toll free: 1-800-492-8377  
e-mail: customerservice@  
water.com  
www.water.com

**Dunkin Donuts**  
Customer Service  
130 Royall St.  
Canton, MA 02021  
Toll free: 1-800-859-5339  
www.dunkindonuts.com

**Dunlop Tire Corp.**  
See: Goodyear Tire & Rubber Co.  
www.dunloptire.com

**DuPont Co.**  
Corporate Information Center  
Chestnut Run Plaza - 705/GS38  
Wilmington, DE 19880-0705  
302-774-1000  
Toll free: 1-800-441-7515  
e-mail: info@dupont.com  
www.dupont.com

**Duracell North America**  
Consumer Affairs Department

Berkshire Corporate Park  
Bethel, CT 06801  
Toll free: 1-800-551-2355  
TTY: 1-800-341-0654  
Fax: 1-800-796-4565 (Toll Free)  
www.duracell.com

**DWS Scudder**  
Customer Service Dept.  
PO Box 219669 (ZIP 64121-9669)  
210W 10th St., 6th Floor  
Kansas City, MO 64105,  
Toll free: 1-800-728-3337  
(8 am-5 pm, CST, M-F)  
Toll free: 1-800-343-2890 (24 hr.  
Shareholder)  
TTY: 1-800-972-3006 (8 am-5 pm,  
CST, M-F)  
e-mail: service@dws.com  
www.dws-scudder.com

## E

**Eagle Family Foods**  
Corporate Relations  
735 Taylor Road, Ste. 200  
Gahanna, OH 43230  
614-501-4200  
Toll free: 1-877-645-6681  
Fax: 614-501-4295  
www.eaglefamilyfoods.com

**EarthLink, Inc.**  
1375 Peachtree St. NE  
Atlanta, GA 30309  
404-815-0770  
Toll free: 1-800-719-4660  
Toll free: 1-866-576-8465  
e-mail: support@earthlink.net  
www.earthlink.net

**Eastman Kodak Co.**  
Kodak Info Ctr./Consumer  
Contact Ctr.  
343 State St.  
Rochester, NY 14650  
585-724-4000  
Toll free: 1-800-242-2424  
www.kodak.com

**e-Bay, Inc.**  
2145 Hamilton Ave.

San Jose, CA 95125  
408-376-7400  
Toll free: 1-800-322-9266  
www.eBay.com

### **Eddie Bauer, Inc.**

Customer Service  
PO Box 7001  
Groveport, OH 43125  
Toll free: 1-800-625-7935  
TTY: 1-800-462-6757 (Toll free)  
www.eddiebauer.com

### **Edmund Scientific Co.**

60 Pearce Ave.  
Tonawanda, NY 14150  
Toll free: 1-800-728-6999  
Fax: 1-800-828-3299 (Toll Free)  
www.scientificsonline.com

### **Eizo Nanao Technologies**

5710 Warland Dr.  
Cypress, CA 90630  
562-431-5011  
Toll free: 1-800-800-5202 (Order Tracking)  
Toll free: 1-888-900-8383 (Technical Support)  
Fax: 562-431-4811  
www.eizo.com

### **The Electrolux Group**

Consumer Assistance Center  
PO Box 212378  
Augusta, GA 30917  
614-761-2633  
Toll free: 1-800-724-7519  
www.electrolux.com

### **Eli Lilly & Co.**

Consumer Communications  
Lilly Corporate Center  
Indianapolis, IN 46285  
317-276-2000  
Toll free: 1-800-545-5979  
www.lilly.com

### **Elizabeth Arden, Inc.**

Consumer Relations Dept.

309 South St.  
New Providence, NJ 07974  
203-462-5809  
Toll free: 1-800-326-7337  
e-mail: consumer@elizabetharden.com  
www.elizabetharden.com

### **E-Machines**

7565 Irvine Center Dr.  
Irvine, CA 92618  
408-273-0888  
www.e4me.com

### **Embassy Suites**

See: Hilton Hospitality Inc.  
Toll free: 1-800-362-2779  
www.embassysuites.com

### **Encyclopedia Britannica, Inc.**

Customer Support  
331 La Salle Blvd.  
Chicago, IL 60610  
Toll free: 1-800-323-1229  
Fax: 312-294-2104  
www.britannica.com

### **Epson America, Inc.**

3840 Kilroy Airport Way  
Long Beach, CA 90806  
562-981-3840  
562-276-1300 (Technical Support)  
Toll free: 1-800-463-7766 (Pre-Sales Support)  
Toll free: 1-800-922-8911 (Automated Service and Tech Support)  
www.epson.com

### **Equifax**

Office of Consumer Affairs  
PO Box 105851  
Atlanta, GA 30348  
Toll free: 1-800-685-1111  
TTY: 1-866-478-0030 (Toll free)  
www.equifax.com

### **Ernest & Julio Gallo Winery**

Consumer Relations  
600 Yosemite Blvd.

Modesto, CA 95354  
209-341-3161  
Fax: 209-341-6600  
e-mail: consumerrelations@ejgallo.com  
www.gallo.com

### **Estee Lauder Companies, Inc.**

Consumer Communications  
767 Fifth Ave.  
New York, NY 10153  
646-602-7551  
646-602-7552  
Fax: 646-602-7553  
www.elcompanies.com

### **Ethan Allen, Inc.**

PO Box 1966  
Danbury, CT 06813-1966  
203-743-8668  
Toll free: 1-888-324-3571  
Fax: 203-743-8298  
e-mail: orders@ethanallen.com  
www.ethanallen.com

### **The Eureka Co.**

Consumer Service Dept.  
PO Box 3900  
Peoria, IL 61612  
Toll free: 1-800-282-2886  
www.eureka.com

### **Expedia, Inc.**

Customer Support  
13810 SE Eastgate Way, Ste. 400  
Bellevue, WA 98005  
Toll free: 1-800-397-3342  
e-mail: travel@customer-care.expedia.com  
www.expedia.com

### **Experian**

National Consumer Assistance Center  
PO Box 2104  
Allen, TX 75013  
Toll free: 1-888-397-3742  
www.experian.com

### **Exxon Mobil**

Customer Relations  
Fuels Marketing Company

PO Box 1049  
Buffalo, NY 14240-1049  
Toll free: 1-800-243-9966  
www.exxonmobil.com

## F

**Fasco Industries Inc.**

Fasco World Headquarters  
402 E Haven St.  
Eaton Rapids, MI 48827  
517-663-2161  
636-829-1010 (OEM - FHP AC/DC  
Motors & Blowers)  
636-629-1010 (OEM - FHP  
Gearmotors/Linear Actuators)  
Toll free: 1-800-325-8313  
(Replacement Motors)  
Fax: 517-663-1315  
www.fasco.com

**Faultless Starch/Bon Ami Co.**

Consumer Affairs Department  
1025W. 8th St.  
Kansas City, MO 64101-1200  
816-842-1230  
e-mail: info@faultless.com  
www.bonami.com  
www.faultless.com

**Federated Dept. Stores, Inc.**

7 West 7th St.  
Cincinnati, OH 45202  
513-579-7000  
Toll free: 1-800-264-0069  
www.fds.com

**FedEx Kinko's**

Customer Relations  
PO Box 1935  
Provo, UT 84603-9926  
Toll free: 1-800-254-6567  
Fax: 801-342-9263  
e-mail: customerrelations@  
fedexkinkos.com  
www.FedExKinkos.com

**Fidelity & Guarantee Co.**

Policy Holder Service Center  
PO Box 81497

Lincoln, NE 68501  
Toll free: 1-888-513-8797  
Fax: 1-800-638-2255 (Toll free)  
www.omfn.com

**Fingerhut Direct Marketing, Inc.**

6250 Ridgewood Rd.  
St. Cloud, MN 56396  
Toll free: 1-800-325-6168  
www.fingerhut.com

**Fisher-Price**

Consumer Affairs  
636 Girard Ave.  
East Aurora, NY 14052  
716-687-3000  
Toll free: 1-800-432-5437  
TTY: 1-800-382-7470 (Toll free)  
Fax: 716-687-3494  
www.fisher-price.com

**Florsheim, Inc.**

Customer Service  
333W Estabrook Blvd  
Glendale, WI 53212  
Toll free: 1-866-454-0449  
e-mail: us.consumers@  
florsheim.com  
www.florsheim.com

**Flowers Foods, Inc.**

1919 Flowers Circle  
Thomasville, GA 31757  
229-226-9110 (Corporate/Bakeries)  
229-227-2333 (VP  
Communications)  
770-723-0173 (Specialty Group)  
www.flowersfoods.com

**Food Lion, Inc.**

Customer Relations  
PO Box 1330  
Salisbury, NC 28145-1330  
Toll free: 1-800-210-9569  
www.FoodLion.com

**Fortune Brands**

Consumer Affairs Department  
520 Lake Cook Road

Deerfield, IL 60015  
847-484-4400  
Toll free: 1-800-989-4923  
Fax: 1-800-247-1317 (Toll free)  
e-mail: mail@fortunebrands.com  
www.fortunebrands.com

**The Franklin Mint**

105 Commerce Dr.  
Aston, PA 19014  
Toll free: 1-800-523-7622  
Toll free: 1-888-771-6468  
www.franklinmint.com

**Frigidaire Home Products**

See: Electrolux Group, The  
www.frigidaire.com

**★ Frito-Lay**

Consumer Affairs  
7701 Legacy Dr.  
Plano, TX 75024  
972-334-5022  
Toll free: 1-800-352-4477  
Fax: 972-334-5071  
www.fritolay.com

**Fruit of the Loom, Inc.**

Consumer Services  
One Fruit of the Loom Dr.  
Bowling Green, KY 42102-9015  
270-781-6400  
Fax: 270-781-6400  
e-mail: consumer.srv@fruit.com  
www.fruit.com

**FTD Inc.**

Customer Service  
3113 Woodcreek Dr.  
Downers Grove, IL 60515  
630-719-7800  
Toll free: 1-800-736-3383  
Toll free: 1-800-788-9000  
www.ftd.com

**Fuji Photo Film U.S.A., Inc.**

Consumer Information Service Ctr.  
1100 King George Post  
Edison, NJ 08837  
Toll free: 1-800-800-3854  
Fax: 732-857-3487  
www.fujifilm.com



## Fujitsu Computer Products of America

Accounting: Service Sales  
1255 East Arquez Ave.  
Building 17  
Sunnyvale, CA 94085  
408-746-6700  
Toll free: 1-800-626-4686 (Tech Support)  
Fax: 408-746-6904  
www.fcpa.com

## Fuller Brush Co.

Customer Service  
PO Box 1247  
Great Bend, KS 67530-0729  
620-792-1711  
Toll free: 1-800-523-3794  
Fax: 620-793-4523  
www.fuller.com

## G

## Gateway, Inc.

Corporate Escalations  
610 Gateway Dr.  
North Sioux City, SD 57049  
Toll free: 1-800-846-2000  
Fax: 605-232-2450  
www.gateway.com

## General Electric Company

3135 Easton Turnpike  
Fairfield, CT 06828-0001  
203-373-2211  
Toll free: 1-800-626-2000 (Answer Center)  
Fax: 203-373-3131  
www.geappliances.com

## General Mills, Inc.

Consumer Services  
PO Box 9452  
Minneapolis, MN 55440-9452  
Toll free: 1-800-249-0562  
Fax: 763-764-8330  
www.generalmills.com

## General Motors Acceptance Corp. (GMAC)

PO Box 3100  
Midland, TX 79702  
Toll free: 1-800-200-GMAC (4622)  
TTY: 1-800-833-4622  
Fax: 248-879-4134  
www.gmacfs.com

## General Tire

See: Continental Tire Co.  
Toll free: 1-800-847-3349  
www.generaltire.com

## The Generra Company

See: Public Clothing Company  
499 Seventh Ave., 20th Floor, South  
New York, NY 10018  
212-594-5801  
Fax: 212-594-5802  
www.generra.com

## Georgia-Pacific Corp.

PO Box 105605  
Atlanta, GA 30348-5605  
Toll free: 1-800-BUILD-GP  
(Building Products)  
Toll free: 1-800-283-5547 (Imaging and Printing)  
www.gp.com

## Gerber Products Co.

Consumer Affairs  
445 State St.  
Fremont, MI 49413  
Toll free: 1-800-443-7237  
www.gerber.com

## Giant Food, Inc.

6300 Sheriff Rd.  
Landover, MD 20785  
301-341-4322  
TTY: 301-200-8995  
Fax: 301-618-4968  
www.giantfood.com

## Gillette Co.

Consumer Affairs  
PO Box 61  
Boston, MA 02199  
617-421-7000  
Toll free: 1-800-445-5388  
Fax: 617-463-3410  
www.gillette.com

## GlaxoSmithKline Consumer Healthcare

Consumer Information  
PO Box 1467  
Pittsburgh, PA 15205  
412-928-1000  
Toll free: 1-800-245-1040  
Fax: 412-928-5864  
www.GSK.com

## Glidden Paints

See: ICI Paints in North America  
Toll free: 1-800-454-3336

## Global Village

See: Zoom Technologies, Inc.  
561-241-8789  
www.globalvillage.com

## The Golden Grain Co.

PO Box 049003  
Chicago, IL 60604-9003  
Toll free: 1-800-421-2444  
www.ricearoni.com

## Gold's Gym International

Customer Care Department  
125 East John Carpenter, Ste. 1300  
Irving, TX 75062  
214-574-4653  
Toll free: 1-866-465-3775  
www.goldsgym.com

## Goldstar

See: LG Electronics Inc  
www.goldstarappliances.com/  
appliance\_main.html

## Goodrich Corporation

Consumer Relations Department  
PO Box 19001  
Greenville, SC 29602-9001  
Toll free: 1-877-788-8899  
www.bfgoodrichtires.com

## The Goodyear Tire & Rubber Co.

Department 728  
1144 East Market St.  
Akron, OH 44316  
330-769-2121  
Toll free: 1-800-321-2136  
Fax: 330-796-2222  
www.goodyear.com

## Gordon's Jewelers

See: Zale Corporation  
Toll free: 1-888-467-3661  
www.gordonsjewelers.com

## Greyhound Lines, Inc.

PO Box 660362, MS 490  
Dallas, TX 75266-0689  
214-849-8966  
Toll free: 1-800-231-2222 (Fares/Schedules)  
TTY: 1-800-345-3109  
www.greyhound.com

**GTCO CalComp, Inc.**

Corporate  
7125 Riverwood Dr.  
Columbia, MD 21046  
410-381-6688  
Toll free: 1-800-344-4723  
Fax: 410-290-9065  
www.gtcocalcomp.com

**Guess? Inc.**

Consumer Services  
1444 South Alameda St.  
Los Angeles, CA 90021  
213-765-3100  
Toll free: 1-800-394-8377  
Fax: 213-744-0855  
www.guess.com

**Guinness**

801 Main Ave.  
Norwalk, CT 06851  
203-229-2100  
Toll free: 1-800-521-1591  
Fax: 203-229-8901  
e-mail: guinness@  
consumer-care.net  
www.guinness.com

## H

**H&R Block, Inc.**

4400 Main St.  
Kansas City, MO 64111-9986  
816-753-6900  
Toll free: 1-800-829-7733  
www.hrblock.com

**Hain Celestial Group, Inc.**

Consumer Affairs  
4600 Sleepytime Dr.  
Boulder, CA 80301  
Toll free: 1-800-434-4246  
www.hain-celestial.com

**Hallmark Cards, Inc.**

Consumer Affairs  
PO Box 419034  
MD #216  
Kansas City, MO 64141  
816-274-7656  
Toll free: 1-800-425-5627  
www.hallmark.com

**Hampton Inn/Suites**

See: Hilton Hospitality Inc.  
Toll free: 1-800-426-7866  
www.hamptoninn.com

**Hanes and Hanes Her Way Underwear**

Consumer Services  
475 Corporate Square Dr  
PO Box 5000 (ZIP 27098)  
Winston-Salem, NC 27105  
Toll free: 1-800-832-0594  
Fax: 336-519-4226  
www.hanes.com

**Hanes Hosiery**

Consumer Relations  
PO Box 450  
401 Hanes Mill Rd.  
Winston-Salem, NC 27102  
Toll free: 1-800-342-7070  
Fax: 336-519-2154  
www.haneshosiery.com

**Hartz Mountain Corp.**

Consumer Relations  
400 Plaza Dr.  
Secaucus, NJ 07094  
201-271-4800  
Toll free: 1-800-275-1414  
www.hartz.com

**Hasbro, Inc.**

Consumer Affairs Department  
PO Box 200  
Pawtucket, RI 02862  
401-431-8746  
Toll free: 1-800-255-5516  
Fax: 401-431-8082  
www.hasbro.com

**Heinz North America**

Consumer Resource Ctr./  
Consumer Affairs  
Heinz 57 Center  
357 6th Ave.  
Pittsburgh, PA 15222-2530  
Toll free: 1-800-255-5750  
Fax: 412-237-5291  
www.heinz.com

**Hershey Food Corp.**

Consumer Relations  
100 Crystal A Dr.  
Hershey, PA 17033  
Toll free: 1-800-468-1714  
www.hersheys.com

**Hertz Corp.**

Customer Relations  
225 Brae Blvd.  
Park Ridge, NJ 07656  
201-307-2000  
Toll free: 1-888-777-6095  
TTY: 1-800-654-2280  
www.hertz.com

**Hewlett-Packard Co.**

3000 Hanover St.  
Bldg. 6A, Mail Stop 1247  
Palo Alto, CA 94304  
650-857-1501  
Toll free: 1-800-752-0900 (Tech  
Support)  
Toll free: 1-800-752-0900 (General  
Inquiries)  
Fax: 650-857-5518  
www.hp.com

**Highfalls Brewing Co., Inc.**

Customer Service Department  
445 St. Paul St.  
Rochester, NY 14605  
585-263-9446  
Toll free: 1-800-729-4366  
www.highfalls.com

**Hilton Hospitality Inc.**

755 Crossover Lane  
Building A2  
Memphis, TN 38117  
Toll free: 1-800-445-8667  
www.hilton.com

**Holiday Inn/Holiday Inn Express**

See: InterContinental Hotels  
Group  
Toll free: 1-800-465-4329  
www.holiday-inn.com



### Home Depot, Inc.

2455 Paces Ferry Rd  
Atlanta, GA 30339-4024  
770-433-8211  
Toll free: 1-800-553-3199  
Fax: 1-877-496-9470 (Toll free)  
www.homedepot.com

### Home Goods

See: TJX Companies, Inc.  
www.homegoods.com

### Home Shopping Network (HSN)

Customer Service  
One HSN Dr.  
St. Petersburg, FL 33729  
727-872-1000  
Toll free: 1-800-284-3900 (Phone  
Orders)  
Toll free: 1-800-933-2887 (Online  
Orders)  
TTY: 1-800-753-5353  
www.hsn.com

### Homewood Suites

See: Hilton Hospitality Inc.  
Toll free: 1-800-225-5466  
www.homewoodsuites.com

### Honeywell International Inc.

101 Columbia Road  
Morristown, NJ 07962  
973-455-2000  
Toll free: 1-800-328-5111 (Home/  
Building Solutions)  
Toll free: 1-800-601-3099 (Aerospace  
& General Co Inquires)  
Fax: 973-455-4807  
www.honeywell.com

### Hoover Company

Consumer Response Center  
240 Edwards St.  
Cleveland, TN 37311  
330-499-9499  
Toll free: 1-800-944-9200  
www.hoover.com

### Hormel Foods Co.

Consumer Affairs  
One Hormel Place  
Austin, MN 55912-9989  
507-437-5032  
Toll free: 1-800-523-4635  
Fax: 507-437-9852  
www.hormel.com

### Howard Johnson, Inc.

PO Box 4090  
Aberdeen, SD 57402-4090  
Toll free: 1-800-544-9881  
www.hojo.com

### Huffy Corporation

225 Byers Road  
Miamisburg, OH 45342  
937-865-2800  
Toll free: 1-800-872-2453  
Fax: 937-865-5470  
e-mail: customer.service@  
huffybikes.com  
www.huffybikes.com

### Humana Inc.

500 West Main St.  
Louisville, KY 40202  
502-580-1000  
Toll free: 1-800-448-6262  
www.humana.com

### Hyatt Hotels & Resorts

Quality Assurance  
71 South Wacker Dr.  
Chicago, IL 60606  
312-750-1234  
Toll free: 1-800-228-3336  
Fax: 402-593-5151  
www.hyatt.com



### IBM

1133 Westchester Ave.  
White Plains, NY 10604  
Toll free: 1-800-426-4968 (Customer  
Service)  
Toll free: 1-800-426-6006 (Order  
Supplies)  
www.ibm.com

### ICI Paints in North America

15885 West Sprague Road  
Strongsville, OH 44136  
216-344-8000  
Toll free: 1-800-221-4100  
Fax: 216-344-8900  
www.icipaintsinna.com

### Intel

Consumer Relations  
1900 Prairie City Rd.  
Folsom, CA 95630  
916-377-7000 (Customer Service)  
916-356-8080 (Headquarters)  
www.intel.com

### InterContinental Hotels Group

3 Ravinia Dr., Ste. 100  
Atlanta, GA 30346-2149  
770-604-2000  
www.ihgplc.com

### Iomega

500 West 500 North Lindon  
Roy, UT 84067  
Toll free: 1-888-516-8467 (Customer  
Service)  
e-mail: customersupport\_super@  
cs.iomega.com  
www.iomega.com

## J

### Jackson & Perkins Nursery Stock

PO Box 2600  
2500 South Pacific Ave.  
Medford, OR 97501  
Toll free: 1-800-872-7673  
Fax: 1-800-242-0329 (Toll free)  
www.jacksonandperkins.com

### Jameson Inns, Inc.

Guest Services Dept.  
41 Perimeter Center East, Ste. 400  
Atlanta, GA 30346-1604  
770-901-9020  
Fax: 770-901-9550  
e-mail: comments@  
jamesoninns.com  
www.jamesoninns.com

**JanSport, Inc.**

PO Box 1817  
 Appleton, WI 54912-1817  
 920-734-5708  
 Toll free: 1-800-558-3600  
 e-mail: consumer\_relations@  
 vfc.com  
 www.jansport.com

**Jarden Consumer Solutions, Inc.**

Consumer Affairs  
 2381 Executive Center Dr.  
 Boca Raton, FL 34331  
 516-912-4100  
 Toll free: 1-800-458-8407  
 Toll free: 1-800-882-5842  
 Fax: 1-800-478-6737 (Toll Free)  
 www.sunbeam.com

**JCPenney Co., Inc.**

Corporate Customer Relations  
 PO Box 10001  
 Dallas, TX 75301-7303  
 972-431-1000  
 Toll free: 1-800-322-1189 (Online  
 Orders)  
 Toll free: 1-800-709-5777 (Phone  
 Orders)  
 www.jcpenney.com

**Jenn-Air**

See: Maytag Corporation  
 Toll free: 1-800-688-1100  
 www.jennair.com

**Jenny Craig, Inc.**

Customer Care  
 5770 Fleet St.  
 Carlsbad, CA 92008  
 760-696-4000  
 Toll free: 1-800-536-6922  
 e-mail: jennycraig@tpli.com  
 www.jennycraig.com

**JetBlue Airways Corporation**

Customer Relations  
 PO Box 17435  
 Salt Lake City, UT 84117-7435  
 Toll free: 1-800-538-2583  
 TTY: 1-800-336-5530  
 Fax: 801-365-2440; 801-365-2440  
 www.jetblue.com

**Jewell-Osco**

See Also: Albertson's  
 250 Parkcenter Blvd  
 Boise, ID 83706  
 Toll free: 1-877-932-7948  
 www.jewelosco.com

**Jiffy Lube International, Inc.**

Jiffy Lube Customer Service  
 Customer Service - PO Box 4458  
 (ZIP 77210-4458)  
 Jiffy Lube Int. - PO Box 4427  
 Houston, TX 77210-4427  
 713-546-4100  
 Toll free: 1-800-344-6933  
 www.jiffylube.com

**Jockey International, Inc.**

2300 60th St.  
 PO Box 1417  
 Kenosha, WI 53141-1417  
 262-658-8111  
 Toll free: 1-800-562-5391  
 www.jockey.com

**John Hancock Financial Services, Inc.**

PO Box 111  
 Boston, MA 02117  
 617-572-6000  
 Toll free: 1-800-732-5543  
 TTY: 1-800-832-5282  
 Fax: 617-572-8707  
 www.jhancock.com

**Johns-Manville Corporation**

PO Box 5108  
 Denver, CO 80217-5108  
 303-978-2000  
 Toll free: 1-800-654-3103  
 www.jm.com

**★ Johnson & Johnson Consumer Products, Inc.**

199 Grandview Rd.  
 Skillman, NJ 08558  
 908-874-1000  
 Toll free: 1-800-526-3967  
 www.jnj.com

**Johnson Publishing Co., Inc.**

820 S. Michigan Ave.  
 Chicago, IL 60605  
 312-322-9200  
 www.johnsonpublishing.com

**Jordache Enterprises, Inc.**

1400 Broadway, 15th Floor  
 New York, NY 10018  
 212-944-1330  
 e-mail: contact@  
 jordachevintage.com  
 www.jordache.com

**Jostens, Inc.**

Customer Care  
 3601 Minnesota Dr.  
 Minneapolis, MN 55435  
 Toll free: 1-800-854-7464  
 Toll free: 1-800-413-3857  
 www.jostens.com

**Juno Online Services**

See: United Online Inc.  
 Toll free: 1-866-491-5866 (Tech  
 Support)  
 Toll free: 1-888-839-5866 (Billing  
 Questions)  
 www.juno.com

**Just Born, Inc**

Customer Relations  
 1300 Stefko Blvd.  
 Bethlehem, PA 18017  
 610-867-7568  
 Toll free: 1-888-645-3453 (Consumer  
 Relations)  
 Toll free: 1-800-652-3267 (Customer  
 Service)  
 Fax: 1-800-543-4981 (Toll Free)  
 www.justborn.com

**Just My Size Clothing Co.**

Consumer Relations  
 PO Box 1938  
 401 Hanes Mill Rd.  
 Winston Salem, NC 27105  
 Toll free: 1-800-261-6098  
 TTY: 1-800-816-4833 (Toll free)  
 www.justmysize.com

**Just My Size Panties**

Consumer Services  
 PO Box 3013 (ZIP 27102)  
 475 Corporate Square Dr.  
 Winston-Salem, NC 27105  
 Toll free: 1-888-567-3487  
 Toll free: 1-800-994-4348  
 Fax: 336-519-4226  
 www.justmysize.com

## JVC Company of America

Customer Relations  
1700 Valley Rd.  
Wayne, NJ 07494  
973-315-5000  
Toll free: 1-800-252-5722  
Fax: 973-315-5042  
e-mail: customerrelation@  
jvcamerica.com  
www.jvcservice.com

## K

## Kawasaki Motor Corp., USA

Consumer Services  
PO Box 25252  
Santa Ana, CA 92799-5252  
949-460-5688  
Toll free: 1-800-661-7433  
www.kawasaki.com

## **KB Toys Inc.**

Customer Service  
100 West St.  
Pittsfield, MA 01201  
413-496-3000  
303-228-9000 (KBtoys.com)  
Toll free: 1-877-452-5437 (KBtoys.com)  
Fax: 413-496-3616  
www.kbtoys.com

## Kellogg Company

 Consumer Affairs  
PO Box CAMB  
Battle Creek, MI 49016  
269-961-2000  
Toll free: 1-800-962-1413  
www.kelloggcompany.com

## **Kelly Tires**

See: Goodyear Tire & Rubber Co.  
Toll free: 1-800-321-2136  
www.kellytires.com

## **Kemper Insurance Companies**

Customer Relations  
1 Kemper Dr., 11-SE  
Long Grove, IL 60049  
847-320-3237  
Toll free: 1-800-833-0355  
www.kemperinsurance.com

## **Key Tronic Corporation**

North 4424 Sullivan Road  
Lower Level  
Spokane, WA 99216  
509-928-8000  
Toll free: 1-800-262-6006  
Fax: 509-927-5383  
www.keytronic.com

## **KFC (Kentucky Fried Chicken)**

See: YUM! Brands, Inc.  
P.O. Box 725489  
Atlanta, GA 31139  
Toll free: 1-800-225-5532  
www.kfc.com

## Kimberly-Clark Corporation

Consumer Services  
401 North Lake  
Neenah, WI 54956  
920-721-8000  
Toll free: 1-800-553-3639  
Fax: 920-721-4766  
www.kimberly-clark.com

## **Kinetico**

10845 Kinsman Rd.  
PO Box 193  
Newbury, OH 44065  
440-564-9111  
Toll free: 1-800-944-9283  
Fax: 440-564-9541  
e-mail: custserv@kinetico.com  
www.kinetico.com

## The Kirby Company

Customer Relations  
1920 West 114th St.  
Cleveland, OH 44102  
216-228-2400  
Toll free: 1-800-494-8586  
Fax: 216-529-6146  
e-mail: consumer@kirbywhq.com  
www.kirby.com

## **KitchenAid**

Customer Satisfaction Center  
553 Benson Road  
Benton Harbor, MI 49022  
269-923-5000  
Toll free: 1-800-422-1230 (Large Appliances)  
Toll free: 1-800-541-6390 (Small Appliances)  
www.kitchenaid.com

## **Kmart Corp.**

Customer Service  
3100 W. Big Beaver Rd.  
Troy, MI 48084  
248-463-1000  
Toll free: 1-866-562-7848  
Fax: 248-463-2563  
e-mail: Kmartccn@kmart.com  
www.kmart.com

## **Kohler Co.**

444 Highland Dr.  
Mail Stop 10  
Kohler, WI 53044  
920-457-4441  
Toll free: 1-800-456-4537  
www.kohler.com

## **Kohl's Corporation**

Customer Service  
N. 56 W 17000 Ridgewood Dr.  
Menomonee Falls, WI 53051  
262-703-7000  
Toll free: 1-800-694-2647  
Fax: 262-703-6363  
e-mail: customerservice@  
kohls.com  
www.kohls.com

## **Konica Minolta Group.**

Business Division  
101 Williams Dr.  
Ramsey, NJ 07446  
201-825-4000  
Toll free: 1-800-523-2696  
(Corporate)  
Toll free: 1-877-778-2687 (Printers)  
Toll free: 1-800-222-7669 (Cameras-Sony Support)  
TTY: 1-800-523-2696 (Toll free)  
www.konicaminolta.us

## Kraft Foods, Inc.

Consumer Response Center  
One Kraft Court  
Glenview, IL 60025  
Toll free: 1-800-323-0768  
Fax: 847-646-7853  
www.kraftfoods.com

**Kroger Co.**

1014 Vine St.  
Cincinnati, OH 45202  
Toll free: 1-800-632-6900 (Product information)  
Toll free: 1-866-221-4141 (Customer Comments)  
www.kroger.com

**Kroll Ontrack Inc.**

9023 Colombine Rd.  
Eden Prairie, MN 55347-4182  
952-937-1107  
Toll free: 1-800-347-6105  
Fax: 952-937-5750  
www.krollontrack.com

**Kyocera Optics, Inc.**

2301-200 Cottontail Lane  
Somerset, NJ 08873  
732-560-0060  
Toll free: 1-800-526-0266  
Fax: 732-560-9221  
e-mail: koi@kyocera.com  
americas.kyocera.com

## L

**LA Gear**

Customer Service Department  
844 Moraga Dr.  
Los Angeles, CA 90049  
310-889-3499  
Toll free: 1-800-252-4327  
Fax: 310-889-3500  
www.lagear.com

**Land O'Lakes, Inc.**

Consumer Affairs  
PO Box 64101  
Mail Station 1070  
St. Paul, MN 55164-0101  
651-481-2135  
Toll free: 1-800-328-4155  
Fax: 651-481-2959  
www.landolakes.com

**Lands' End, Inc.**

Customer Service  
1 Lands' End Lane  
Dodgeville, WI 53595  
Toll free: 1-800-963-4816  
TTY: 1-800-541-3459 (Toll free)  
Fax: 1-800-332-0103 (Toll free)  
www.landsend.com

**Lane Furniture**

PO Box 1627  
Hwy 145 South  
Tupelo, MS 38802  
662-566-7211  
www.lanefurniture.com

**La-Z-Boy, Inc.**

Consumer Services  
1284 North Telegraph Rd.  
Monroe, MI 48162-3309  
734-242-1444  
e-mail: cservice@la-z-boy.com  
www.la-z-boy.com

**Leap Wireless International**

10307 Pacific Center Ct.  
San Diego, CA 92121  
858-882-6000  
Toll free: 1-877-977-5327  
Fax: 858-882-6010  
www.leapwireless.com

**Lee Jeans**

Consumer Services  
9001 West 67th St.  
Merriam, KS 66202  
Toll free: 1-800-453-3348  
e-mail: leemail@vfc.com  
www.lee.com

**L'eggs Products**

Consumer Relations  
1000 E. Hanes Mill Rd.  
Winston-Salem, NC 27105  
Toll free: 1-800-925-3447  
Fax: 336-519-2154  
www.leggs.com

**LEGO Systems Inc**

Consumer Affairs  
555 Taylor Rd.  
PO Box 1600  
Enfield, CT 06083-1600  
Toll free: 1-800-422-5346  
Fax: 860-763-7754  
www.lego.com

**Lennox Industries, Inc.**

Consumer Affairs  
PO Box 799900  
Dallas, TX 75379-9900  
972-497-5000  
Toll free: 1-800-953-6669, ext. 3144  
Fax: 972-497-5331  
www.davelennox.com

**★ Levi Strauss & Company**

1155 Battery St.  
San Francisco, CA 94111  
415-501-6000  
Toll free: 1-800-872-5384  
www.levi.com

**Levolor/Kirsch Window Fashion**

4110 Premier Dr.  
High Point, NC 27265  
336-812-8181  
336-881-5873  
Toll free: 1-800-538-6567  
Fax: 336-881-5873  
e-mail: info@levolor.com  
www.levolor.com

**Lexmark International**

740 New Circle Road NW  
Lexington, KY 40550  
Toll free: 1-800-332-4120 (Inkjet Printers)  
Toll free: 1-800-539-6275 (Laser Printers)  
Toll free: 1-800-253-9778 (Warranty Information)  
Fax: 1-800-532-9727 (Toll free)  
www.lexmark.com

**LG Electronics Inc**

Customer Service  
PO Box 240007  
201 James Record Road  
Huntsville, AL 35824  
256-772-8860  
Toll free: 1-800-243-0000  
Fax: 1-800-448-4026 (Toll Free)  
us.lgservice.com

**Liberty Mutual Insurance**

Customer Service, MS 01D  
175 Berkeley St.  
Boston, MA 02117-0140  
617-357-9500  
Toll free: 1-800-344-0197 ext. 41015  
Fax: 617-574-6688  
e-mail: PresidentialSvcTeam@LibertyMutual.com  
www.libertymutual.com

## Lillian Vernon Corporation

Customer Service  
2600 International Pkwy  
Virginia Beach, VA 23452  
757-430-1500  
Toll free: 1-800-505-2250  
TTY: 1-800-285-5536 (Toll free)  
www.lillianvernon.com

## Limited Brands, Inc.

Customer Service  
Three Limited Pkwy.  
Columbus, OH 43230  
Toll free: 1-800-945-5088  
www.limitedbrands.com

## Lincoln Electric Co.

Machine and Consumables  
22801 St. Claire Ave.  
Cleveland, OH 44117  
Toll free: 1-800-833-9353  
Fax: 216-486-1751  
www.lincolnelectric.com

## L.L. Bean, Inc.

15 Casco St.  
Freeport, ME 04033-0001  
207-865-4761  
1-888-552-3261 (Outdoor  
Discovery Schools)  
Toll free: 1-800-441-5713  
Toll free: 1-800-832-1889  
(Corporate sales)  
TTY: 1-800-545-0090  
Fax: 207-552-3080  
www.llbean.com

## Long John Silver's Restaurants, Inc.

See: YUM! Brands, Inc.  
1441 Gardiner Ln.  
Louisville, KY 40213  
Toll free: 1-888-806-3474  
www.ljsilvers.com

## The Longaberger Company

Customer Satisfaction  
One Market Square  
1500 E Main St.  
Newark, OH 43055-8447  
740-322-7800  
TTY: 740-322-5897  
Fax: 740-322-7807  
e-mail: info@longaberger.com  
www.longaberger.com

## L'Oreal Cosmetics

PO Box 1010  
Clarke, NJ 07091-9987  
Toll free: 1-800-322-2036  
(Cosmetics)  
Toll free: 1-800-631-7358 (Hair)  
Toll free: 1-800-944-0730  
(Maybelline)  
www.lorealusa.com

## Los Angeles Times

202W. First St.  
Los Angeles, CA 90012  
213-237-5000  
Toll free: 1-800-528-4637  
www.latimes.com

## Lowe's Companies, Inc.

Customer Care  
PO Box 1111  
North Wilkesboro, NC 28656  
Toll free: 1-800-445-6937  
Fax: 336-658-2607  
www.lowes.com

## M

## MAACO Enterprises, Inc.

381 Brooks Road  
King of Prussia, PA 19406  
610-337-6155  
Toll free: 1-800-523-1180  
www.maaco.com

## Macromedia, Inc.

See: Adobe Systems Incorporated  
Toll free: 1-800-833-6687  
www.adobe.com

## Macy's

See Also: Federated Dept. Stores  
151 West 34th St.  
New York, NY 10001  
Toll free: 1-800-526-1202 (Customer  
Service)  
Toll free: 1-800-972-4243 (Credit  
Inquiries)  
www.macys.com

## Magic Chef

See: Maytag Corporation  
Toll free: 1-800-688-1100

## Magnavox

See: Philips Consumer  
Electronics North America  
Toll free: 1-800-705-2000  
www.usasupport.magnavox.com

## Marriott International, Inc.

1818 N 90th St.  
Omaha, NE 68114  
Corporate Offices:  
One Marriott Dr.  
Washington, DC 20058  
301-380-3000 (Corporate)  
Toll free: 1-800-535-4028 (Guest  
Relations)  
e-mail: customer.care@  
marriott.com  
www.marriott.com

## Marshall Field's

See: Macy's  
www.marshallfields.com

## Marshalls Inc.

See: TJX Companies, Inc.  
Toll free: 1-888-627-7425  
www.marshallsonline.com

## Massachusetts Mutual Insurance Co. (Mass Mutual)

Assistant Vice President  
Customer Relations  
1295 State St.  
Springfield, MA 01111-0001  
413-744-6592  
Toll free: 1-800-487-7844  
Fax: 1-888-599-0010 (Toll free)  
www.massmutual.com

## ★ MasterCard Worldwide

(Contact your issuing bank first)  
Toll free: 1-800-622-7747  
TTY: 1-800-300-3069  
www.mastercard.com



- Masterfoods USA**  
800 High St.  
Hackettstown, NJ 07840  
908-852-1000  
Toll free: 1-800-222-0293  
e-mail: askus@masterfoodsusa.com  
www.masterfoods.com
- Mattel, Inc.**  
Worldwide Consumer Affairs  
333 Continental Blvd.  
El Segundo, CA 90245-5012  
310-252-2000  
Toll free: 1-800-524-8697  
Fax: 310-252-4190  
www.mattel.com
- Maxtor Corporation**  
Customer Relations  
500 McCarthy Blvd.  
Milpitas, CA 95035  
Toll free: 1-800-262-9867  
Fax: 408-894-3600  
www.maxtor.com
- Maybelline, Inc.**  
PO Box 1010  
Clark, NJ 07066-1010  
Toll free: 1-800-944-0730  
www.maybelline.com
- Mayflower Transit, LLC.**  
One Premier Dr  
Fenton, MO 63026  
636-305-4000  
Toll free: 1-800-428-1234  
www.mayflower.com
- Maytag Corporation**  
Consumer Affairs  
240 Edwards St.  
Cleveland, TN 37311  
Toll free: 1-800-688-9900  
TTY: 1-800-688-2080 (Toll free)  
www.maytag.com
- McCormick & Co., Inc.**  
Consumer Affairs  
211 Schilling Circle  
Hunt Valley, MD 21031  
Toll free: 1-800-632-5847  
Fax: 410-527-6005  
www.mccormick.com
- McDonald's Corp.**  
Customer Satisfaction Dept.  
McDonald's Plaza  
Oak Brook, IL 60523  
Toll free: 1-800-244-6227  
www.mcdonalds.com
- McGraw-Hill Companies, Inc.**  
Customer Service  
PO Box 182604  
Columbus, OH 43272  
212-512-2000  
Toll free: 1-877-833-5524  
Fax: 614-759-3749  
e-mail: customer.service@mcgraw-hill.com  
www.mcgraw-hill.com
- MCI**  
See: Verizon Communications
- McKee Foods Corp.**  
PO Box 750  
Collegedale, TN 37315  
Toll free: 1-800-522-4499  
www.mckeefoods.com
- Medco Health Solutions Inc.**  
Public Affairs  
100 Parsons Pond Dr.  
Franklin Lakes, NJ 07417  
201-269-3400  
Toll free: 1-800-631-7780  
www.medco.com
- Meineke Car Care Centers, Inc.**  
Customer Relations Department  
PO Box 32401  
Charlotte, NC 28232-2401  
704-377-3070  
Toll free: 1-800-447-3070  
www.meineke.com
- Melitta USA, Inc.**  
Consumer Relations  
13925 58th St. North  
Clearwater, FL 33760  
727-535-2111  
Toll free: 1-888-635-4882  
www.melitta.com
- Mellon Financial Corp.**  
One Mellon Center  
Pittsburgh, PA 15258  
412-234-5000  
www.mellon.com
- The Mentholatum Co., Inc.**  
Consumer Affairs  
707 Sterling Dr.  
Orchard Park, NY 14127  
716-677-2500  
Toll free: 1-800-688-7660  
Fax: 716-677-9528  
www.mentholatum.com
- Mercury Marine**  
See: Brunswick Corporation  
W6250 W Pioneer Road  
PO Box 1939  
Fond Du Lac, WI 54936-1939  
920-929-5000  
Fax: 920-929-5060  
www.mercurymarine.com
- Merillat Industries**  
5353 West U.S. 223  
Adrian, MI 49221  
517-263-0771  
Toll free: 1-866-850-8557  
www.merillat.com
- Merisant Worldwide, Inc.**  
10 South Riverside Plaza, Ste. 850  
Chicago, IL 60606  
312-840-6000  
Toll free: 1-800-323-5316 (Equal)  
www.merisant.com
- Merrill Lynch & Co., Inc.**  
(contact local branch manager first)  
PO Box 1520  
Tennington, NJ 08534-1520  
Toll free: 1-800-637-7455  
TTY: 1-800-262-3340  
www.merrilllynch.com
- Mervyn's**  
22301 Foothill Blvd.  
Mailstop 2115  
Hayward, CA 94541  
Toll free: 1-800-637-8967  
e-mail: guest.relations@mervyns.com  
www.mervyns.com
- ★ **MetLife, Inc.**  
500 Schoolhouse Road  
Johnstown, PA 15904  
1-800-METLIFE  
Toll free: 1-800-METLIFE  
www.metlife.com

### ★ Michelin North America, Inc.

Consumer Relations Department  
PO Box 19001  
Greenville, SC 29602-9001  
Toll free: 1-800-847-3435  
www.michelin-us.com

#### Michelina's

525 S Lake Ave.  
PO Box 16630 (ZIP 55816)  
Duluth, MN 55082  
218-723-5555  
www.michelinas.com

#### Michigan Bulb Co.

Customer Service  
PO Box 4180  
Lawrenceburg, IN 47025  
513-354-1497  
513-354-1498  
e-mail: service@  
michiganbulb.com  
michiganbulb.com

### ★ Microsoft Corporation

1 Microsoft Way  
Redmond, WA 98052-6399  
425-882-8080  
Toll free: 1-800-642-7676  
Fax: 425-936-7329  
www.microsoft.com

### ★ Midas Inc.

Consumer Relations  
1300 Arlington Heights Rd.  
Itasca, IL 60143  
Toll free: 1-800-621-0144  
www.midas.com

#### Midas Mutual Funds

PO Box 6110  
Indianapolis, IN 46209-6110  
212-363-1100  
Toll free: 1-800-400-6432  
Fax: 212-363-1101  
e-mail: info@mutualfunds.net  
www.mutualfunds.net

#### Miles Kimball Co.

Customer Service  
250 City Center  
Oshkosh, WI 54906  
920-231-3800  
Toll free: 1-800-255-4590  
TTY: 920-231-5506  
Fax: 920-231-6942  
www.mileskimball.com

### Miller Brewing Company

3939 W. Highland Blvd.  
Milwaukee, WI 53208  
414-931-2000  
Fax: 414-931-3735  
www.millerbrewing.com

#### Milton Bradley

See: Hasbro, Inc.  
Toll free: 1-800-836-7025  
www.hasbro.com/miltonbradley

#### Minolta Corp.

See: Konica Minolta Group

#### Minwax

See: Sherwin-Williams  
10 Mountain View Rd.  
Upper Saddle River, NJ 07458  
Toll free: 1-800-523-9299  
e-mail: askminwax@sherwin.com  
www.minwax.com

### Mitsubishi Digital Electronics America, Inc.

Consumer Relations Dept.  
9351 Jeronimo Rd.  
Irvine, CA 92618  
949-830-8364  
Toll free: 1-800-332-2119 (Consumer Relations)  
Fax: 949-465-6147  
www.mitsubishi-tv.com

#### Monsanto Company

800 N Lindbergh Blvd.  
St. Louis, MO 63167  
314-694-1000  
www.monsanto.com

#### The Mony Group

See: AXA Equitable Co., Inc.  
Toll free: 1-800-487-6669  
www.mony.com

#### Morgan Stanley

1585 Broadway  
New York, NY 10036  
212-761-4000  
Toll free: 1-800-733-2307  
www.morganstanley.com

### Morton International, Inc.

Consumer Affairs  
123 N. Wacker Dr.  
Chicago, IL 60606-1743  
312-807-2693  
Fax: 312-807-2769  
www.mortonsalt.com

#### Motorola, Inc.

Corporate Communications  
1303 East Algonquin Road  
Schaumburg, IL 60196  
847-576-5000  
Toll free: 1-800-331-6456  
TTY: 847-538-7116  
www.motorola.com

#### Motts, Inc.

Consumer Services Department  
900 King St.  
Rye Brook, NY 10573  
Toll free: 1-800-426-4891  
www.motts.com

#### Movado Group, Inc.

650 From Rd.  
Paramus, NJ 07652  
201-267-8000  
Toll free: 1-800-810-2311 (Movado, ESQ)  
Toll free: 1-800-920-3153 (Ebel)  
Toll free: 1-800-547-4073 (Concord)  
Toll free: 1-800-796-7103 (Coach Watch, Hugo Boss)  
www.movadogroupinc.com

#### MSN Internet Services

MSN Consumer Advocate  
One Microsoft Way  
Redmond, WA 98052  
Toll free: 1-800-386-5550  
www.msn.com

### Mutual of Omaha Insurance Co.

Customer Service  
Mutual of Omaha Plaza  
Omaha, NE 68175  
402-342-7600  
Toll free: 1-800-775-6000  
Toll free: 1-800-948-9478  
Fax: 402-351-3768  
e-mail: individualclaims@  
mutualofomaha.com  
www.mutualofomaha.com

## N

**Nabisco Foods Group**

Consumer Affairs  
100 DeForest Ave.  
East Hanover, NJ 07936-1911  
201-503-2000  
Toll free: 1-800-622-4726  
www.nabiscoworld.com

**National Amusements, Inc.**

200 Elm St.  
Dedham, MA 02026  
781-461-1600  
www.national-amusements.com

**National Car Rental System, Inc.**

Customer Services  
208 St. James Ave.  
Goose Creek, SC 29445  
Toll free: 1-800-468-3334  
www.nationalcar.com

**National Fuel Gas Company**

Quality Assurance Department  
6363 Main St.  
Williamsville, NY 14221-5887  
Toll free: 1-800-453-3513 (NY)  
Toll free: 1-800-352-1900 (PA)  
Fax: 716-857-7061  
www.nationalfuelgas.com

**National Presto Industries, Inc.**

3925 North Hastings Way  
Eau Claire, WI 54703-3703  
715-839-2121  
Fax: 715-839-2122  
www.gopresto.com

**Nationwide Financial Network**

Corporate Compliance  
300 Continental Dr.  
Newark, DE 19713  
Toll free: 1-800-523-4681  
Fax: 302-452-7634  
www.nationwideprovident.com

**Nautica Enterprises, Inc.**

Consumer Relations  
40 West 57th St.  
New York, NY 10019  
212-541-5757  
Toll free: 1-877-628-8422  
Fax: 212-887-8136  
www.nautica.com

**NBC Universal, Inc.**

Viewer Relations  
30 Rockefeller Plaza  
New York, NY 10112  
212-664-2333  
www.nbc.com

**NCE Computer Group**

1973 Friendship Dr., Ste. B  
El Cajon, CA 92020  
619-212-3000  
Toll free: 1-800-767-2587  
Fax: 619-212-3039  
www.ncegroup.com

**Near East Food Products**

See: Quaker Oats  
PO Box 049003  
Chicago, IL 60604-9003  
Toll free: 1-800-822-7423  
www.neareast.com

**The Neiman-Marcus Group, Inc.**

Customer Relations  
PO Box 650589  
Dallas, TX 75265-0589  
214-761-2660  
Toll free: 1-800-685-6695  
Toll free: 1-888-888-4757  
Fax: 214-761-2650  
www.neimanmarcus.com

**Nestle Purina PetCare Company**

Office of Consumer Affairs  
Checkerboard Square  
St. Louis, MO 63164  
314-982-1000  
Toll free: 1-800-778-7462  
Fax: 314-982-4580  
www.purina.com

**Nestle USA**

Consumer Services Center  
800 North Brand Blvd.  
Glendale, CA 91203  
Toll free: 1-800-225-2270  
www.nestle.com

**Nestle Waters North America Inc.**

777 West Putnam Ave.  
Greenwich, CT 06830-5091  
203-531-4100  
www.nestle-watersna.com

**NetZero**

See Also: United Online, Inc.  
Toll free: 1-877-912-5866 (Tech Support)  
Toll free: 1-866-841-1442 (Billing Questions)  
www.netzero.net

**Neutrogena Corp.**

See: Johnson & Johnson Consumer Products, Inc.  
Consumer Affairs  
5760 West 96th St.  
Los Angeles, California 90045  
310-642-1150  
Toll free: 1-800-582-4048  
e-mail: ntgweb@neuus.jnj.com  
www.neutrogena.com

**New England Life Insurance Co.**

See: MetLife, Inc.  
New England Services Administration  
501 Boylston  
Boston, MA 02117  
Toll free: 1-800-388-4000  
www.nefn.com

**New York Life Insurance Co.**

Corporate Compliance Department  
One Rockwood Road  
Sleepy Hollow, NY 10591  
914-846-3883  
Fax: 914-846-5497  
www.newyorklife.com

**New York Magazine Holdings**

444 Madison Ave., 4th Floor  
New York, NY 10022-6999  
212-508-0700  
Toll free: 1-800-678-0900  
www.newyorkmag.com

**New York Times Co.**

229 West 43rd St.  
New York, NY 10036  
212-556-1234  
www.nytc.com

### Newport News

See Also: Spiegel Brands, Inc.  
5100 City Line Road  
Hampton, VA 23630-5100  
757-827-7010  
Toll free: 1-800-759-3950 (Customer Service)  
Fax: 757-825-4103  
e-mail: [customercare@newport-news.com](mailto:customercare@newport-news.com)  
[www.newport-news.com](http://www.newport-news.com)

### Newsweek, Inc.

PO Box 5571  
Harlan, IA 51593  
Toll free: 1-800-631-1040  
Fax: 1-888-385-1428 (Toll free)  
[www.newsweek.msnbc.com](http://www.newsweek.msnbc.com)

### Nextel Communications, Inc.

See: Sprint  
[www.nextel.com](http://www.nextel.com)

### Nexus Products Co.

PO Box 1274  
Santa Barbara, CA 93116-9976  
805-968-6900  
Toll free: 1-800-444-6399  
Fax: 805-968-6540  
[www.nexusproducts.com](http://www.nexusproducts.com)

### Niagara Mohawk

Admin. and Consumer Advocacy  
535 Washington St, 5th Floor  
Buffalo, NY 14203  
716-857-4807  
Toll free: 1-800-443-1832  
[www.nationalgridus.com/niagara\\_mohawk/](http://www.nationalgridus.com/niagara_mohawk/)

### ★ Nike, Inc.

Consumer Services  
PO Box 4027  
One Bowerman Dr.  
Beaverton, OR 97076-4027  
503-671-6453  
Toll free: 1-800-344-6453  
[www.nike.com](http://www.nike.com)

### S Nikon Inc.

1300 Walt Whitman Road  
Melville, NY 11747  
Toll free: 1-800-645-6687 (Film Technical Support)  
Toll free: 1-800-645-6689 (Digital Technical Support)  
Fax: 631-547-4025  
[www.nikonusa.com](http://www.nikonusa.com)

### Nine West Group Inc.

Customer Relations  
9 West Plaza  
1129 Westchester Ave.  
White Plains, NY 10604  
914-640-6400  
Toll free: 1-800-999-1877  
[www.ninewest.com](http://www.ninewest.com)

### Nokia USA

Customer Contact Center  
4630 Woodland Corporate Blvd  
Ste. 100  
Tampa, FL 33614  
Toll free: 1-888-665-4228  
TTY: 1-800-246-6542 (Toll free)  
Fax: 813-243-1256  
e-mail: [customercare@nokia.com](mailto:customercare@nokia.com)  
[www.nokiausa.com](http://www.nokiausa.com)

### S Norelco Consumer Products

See: Philips Electronics North America Corporation  
Consumer Relations Department  
America Corporation  
1251 Ave. of the Americas  
New York, NY 10020  
Toll free: 1-800-243-3050  
[www.philips.com/norelco](http://www.philips.com/norelco)

### The North Face, Inc.

Customer Service  
2013 Farallon Dr.  
San Leandro, CA 94577  
510-618-3500  
Toll free: 1-800-447-2333  
Toll free: 1-866-715-3223  
Fax: 510-618-3541  
e-mail: [tnf\\_consumerservices@vfc.com](mailto:tnf_consumerservices@vfc.com)  
[www.thenorthface.com](http://www.thenorthface.com)

### S Northwest Airlines

Customer Relations, C6590  
5101 Northwest Dr.  
St. Paul, MN 55121  
612-726-2046  
Toll free: 1-800-692-6955  
TTY: 1-800-225-2525 (Reservations - Toll free)  
[www.nwa.com](http://www.nwa.com)

### Northwestern Mutual Life Insurance Co.

Corporate Relations  
720 East Wisconsin Ave.  
Milwaukee, WI 53202  
414-271-1444  
[www.northwesternmutual.com](http://www.northwesternmutual.com)

### Norwegian Cruise Line

Customer Relations  
7665 Corporate Center Dr.  
Miami, FL 33126  
305-436-4000  
Toll free: 1-866-625-1164  
[www.ncl.com](http://www.ncl.com)

### S Novartis Pharmaceuticals Corporation

Customer Response/  
Pharmaceuticals  
One Health Plaza  
East Hanover, NJ 07936-1080  
862-778-8300  
Toll free: 1-800-742-2422  
Toll free: 1-888-669-6682  
Fax: 973-781-8265  
[www.pharma.us.novartis.com](http://www.pharma.us.novartis.com)

### Novell, Inc.

1800 S Novell Place  
Provo, UT 84606  
801-861-7000  
Toll free: 1-800-453-1267  
Toll free: 1-800-858-4000 (Tech Support)  
Fax: 801-861-5203 (Tech Support)  
e-mail: [customer\\_service@novell.com](mailto:customer_service@novell.com)  
[www.novell.com](http://www.novell.com)



**Nuance Communications, Inc.**

1 Wayside Road  
Burlington, MA 01803-4609  
781-565-5000  
Toll free: 1-800-654-1187 (Customer Service)  
Fax: 407-241-1830  
www.nuance.com

**Nu Tone, Inc.**

Consumer Relations  
4820 Redbank Rd.  
Cincinnati, OH 45227  
Toll free: 1-888-336-3948 (Nu Tone)  
e-mail: ask@nutone.com  
www.nutone.com

**The NutraSweet Company**

Customer Service  
1762 Lovers Lane  
Augusta, GA 30901  
Toll free: 1-800-323-5321  
www.nutrasweet.com

**NutriSystem, Inc.**

200 Welsh Road  
Horsham, PA 10944  
215-706-5300  
Toll free: 1-800-585-5483  
Fax: 215-706-5388  
www.nutrisystem.com

## O

**Ocean Spray Cranberries Inc.**

Consumer Affairs Department  
One Ocean Spray Dr.  
Lakeville-Middleboro, MA 02349  
Toll free: 1-800-662-3263  
Fax: 508-923-0036  
www.oceanspray.com

**Office Depot, Inc.**

2200 Old Germantown Rd.  
Delray Beach, FL 33445  
561-438-4800  
Toll free: 1-800-463-3768  
Toll free: 1-800-937-3600 (Store Issues)  
Fax: 1-800-685-5010 (Toll free)  
www.officedepot.com

**OfficeMax, Inc.**

Customer Service  
263 Shuman Blvd.  
Naperville, IL 60563  
630-438-7800  
Toll free: 1-877-633-4236 (Consumer)  
Toll free: 1-800-788-8080 (General)  
Toll free: 1-888-669-2778 (Executive Resolution)  
Toll free: 1-877-484-3629 (Contract/Retail)  
Fax: 1-800-995-9644 (Toll free)  
e-mail: customerresolution@officemax.com  
www.officemax.com

**Okidata**

2000 Bishops Gate Blvd.  
Mt Laurel, NJ 08054-4620  
Toll free: 1-800-654-3282  
www.okidata.com

**Olan Mills, Inc.**

Customer Service  
4325 Amnicola Hwy.  
PO Box 23456  
Chattanooga, TN 37422-3456  
Toll free: 1-800-251-6320  
Fax: 423-499-3864  
www.olanmills.com

**Olympus America**

3500 Corporate Parkway  
PO Box 610  
Center Valley, PA 18034-0610  
Toll free: 1-800-622-6372 (Film Cameras)  
Toll free: 1-888-553-4448 (Digital Cameras)  
Toll free: 1-800-622-6372 (Binoculars)  
www.olympusamerica.com

**Oneida, Ltd.**

Customer Service  
PO Box 1  
Oneida, NY 13421-2899  
315-361-3000  
Toll free: 1-800-877-6667  
www.oneida.com

**Orbitz, Inc.**

Customer Service  
200 South Wacker Dr., Ste. 1900  
Chicago, IL 60606  
312-894-5000  
Toll free: 1-888-656-4546  
Fax: 312-894-5001  
www.orbitz.com

**Orkin**

Customer Care Center  
2170 Piedmont Rd.  
Atlanta, GA 30324  
404-329-7400  
Toll free: 1-800-346-7546  
Toll free: 1-888-675-4662  
Fax: 404-633-2315  
www.orkin.com

**Oster**

See: Jarden Consumer Solutions  
Toll free: 1-800-339-2547  
www.oster.com

**Owens Corning**

One Owens Corning Pkwy.  
Toledo, OH 43659-0001  
419-248-8000  
Toll free: 1-800-438-7465  
www.owenscorning.com

## P

**Palm, Inc.**

Customer Service  
950 W. Maude Ave.  
Sunnyvale, CA 94085  
408-617-7000  
Toll free: 1-800-881-7256  
Toll free: 1-888-956-7256 (Computer Software)  
Fax: 408-617-0100  
www.palm.com

**Panasonic Company**

Consumer Affairs  
Panazip 2F-3  
One Panasonic Way  
Secaucus, NJ 07094  
201-348-7000  
Toll free: 1-800-211-7262  
www.panasonic.com

**Paper Direct, Inc**

See: Current, Inc.  
Toll free: 1-800-272-7377  
www.paperdirect.com



### **Parker Brothers**

See: Hasbro, Inc.  
Toll free: 1-888-836-7025  
www.hasbro.com

### **Pathmark Stores, Inc.**

Customer Relations  
200 Milik St.  
Carteret, NJ 07008  
732-499-3500  
Toll free: 1-800-272-8462  
e-mail: customers@pathmark.com  
www.pathmark.com

### **Pella Corporation**

Customer Service Department  
102 Main St.  
Pella, IA 50219  
641-628-1000  
Toll free: 1-800-374-4758 (Service and Repair)  
www.pella.com

### **Pennzoil**

See Also: Shell Oil Company  
Corporate Communications  
Pennzoil Place  
PO Box 2967  
Houston, TX 77252-2967  
713-546-4000  
Toll free: 1-800-990-9811  
www.pennzoil.com

### **Pentair Pool Products, Inc.**

Customer Support  
1620 Hawkins Ave.  
Sanford, NC 27330  
919-774-4151  
Toll free: 1-800-831-7133  
Fax: 1-800-284-4151 (Toll free)  
www.pentairpool.com

### **Pep Boys Auto**

311 West Allegheny Ave.  
Philadelphia, PA 19132  
Toll free: 1-800-737-2697  
Fax: 205-430-4622  
e-mail: custserv@pepboys.com  
www.pepboys.com

### **Pepperidge Farm, Inc.**

Consumer Affairs  
595 Westport Ave.  
Norwalk, CT 06851  
Toll free: 1-888-737-7374  
www.pepperidgefarm.com

### **Pepsi-Cola Co.**

Public Affairs  
700 Anderson Hill Road  
Purchase, NY 10577  
Toll free: 1-800-433-2652  
Fax: 914-767-6177  
www.pepsico.com

### **Perdue Farms Incorporated**

Consumer Relations  
PO Box 1656  
Horsham, PA 19044-6656  
Toll free: 1-800-473-7383  
www.perdue.com

### **Pernod Ricard USA**

Customer Relations  
777 Westchester Ave.  
White Plains, NY 10604  
914-539-4500  
www.pernod-ricard.com

### **Pfizer Inc**

Consumer Affairs  
235 E 42nd St.  
New York, NY 10017  
Toll free: 1-800-879-3477  
(Prescription Medicines)  
Toll free: 1-800-223-0182 (Non-prescription Consumer Products)  
www.pfizer.com  
www.prodhelp.com

### **Pharmavite Corporation**

Consumer Affairs  
PO Box 9606  
Mission Hills, CA 91346-9606  
Toll free: 1-800-276-2878 (Nature Made)  
Toll free: 1-800-314-4372 (Nature's Resource)  
Toll free: 1-800-710-6529 (Olay Vitamins)  
Fax: 818-221-6618  
www.pharmavite.com

### **Philip Morris USA**

Consumer Affairs  
Consumer Response Center  
PO Box 26603  
Richmond, VA Richmond  
Toll free: 1-800-343-0975  
www.philipmorris.com

### **Philips Consumer Electronics North America**

Customer Service  
64 Perimeter Center East  
PO Box 467300  
Atlanta, GA 31146-7300  
770-821-2400  
Toll free: 1-888-744-5477 (Consumer Support)  
www.philipsusa.com

### **Phillips-Van Heusen Corporation**

Customer Services  
1001 Frontier Rd., Ste. 100  
Bridgewater, NJ 08807  
908-685-0050  
Toll free: 1-800-388-9122  
www.pvh.com

### **Pioneer Electronics Service, Inc.**

Customer Service  
PO Box 1760  
Long Beach, CA 90810  
Toll free: 1-800-421-1404  
Fax: 310-952-2821  
www.pioneerelectronics.com

### **Pirelli Tire Corporation**

100 Pirelli Dr.  
Rome, GA 30161  
706-368-5800  
Toll free: 1-800-747-3554  
Fax: 706-368-5832  
e-mail: consumer.affairs@us.pirelli.com  
www.us.pirelli.com

### **Pizza Hut**

See Also: YUM! Brands, Inc.  
14841 Dallas Parkway  
Dallas, TX 75254  
Toll free: 1-800-948-8488  
www.pizzahut.com

### **Playskool**

See Also: Hasbro Inc.  
Toll free: 1-800-752-9755  
Toll free: 1-800-242-7276  
e-mail: customersupport@hasbro.com  
www.hasbro.com/playskool

**Playtex Products Inc.**  
 Consumer Affairs  
 75 Commerce Dr.  
 Allendale, NJ 07401  
 Toll free: 1-888-310-4290  
 (Consumers)  
 Toll free: 1-800-451-7847 (Rug  
 Cleaners - Woolite)  
 Toll free: 1-888-456-8371 (Playtex  
 Gloves)  
 Toll free: 1-888-532-2229 (Baby  
 Magic)  
 Toll free: 1-899-723-3786 (Banana  
 Boat Sun Care)  
 Toll free: 1-888-724-7500 (Ogilvie  
 Hair Care)  
 Toll free: 1-800-843-6430 (Diaper  
 Genie)  
 Fax: 201-785-8202  
 www.playtexproductsinc.com

#### **Plextor America**

48383 Fremont Blvd., Ste. 120  
 Fremont, CA 94538  
 510-440-2000  
 Toll free: 1-866-204-0332  
 Fax: 510-651-9755  
 www.plextor.com

**Polaroid Corp.**  
 Customer Care Center  
 1265 Main St.  
 Waltham, MA 02451  
 781-386-2000 (Collect calls  
 accepted within MA)  
 Toll free: 1-800-343-5000  
 (Outside MA)  
 Fax: 781-386-5605  
 www.polaroid.com

#### **Polo/Ralph Lauren Corp.**

Consumer Relations  
 4100 Beachwood Dr.  
 Greensboro, NC 27410  
 Toll free: 1-800-775-7656  
 Toll free: 1-888-475-7674  
 Fax: 336-632-9097  
 www.polo.com

#### **Price Chopper Supermarkets**

Consumer Marketing Services  
 501 Duanesburg Rd.  
 PO Box 1074  
 Schenectady, NY 12301  
 518-355-5000  
 www.pricechopper.com

**Primedia Consumer  
 Magazines**  
 745 Fifth Ave.  
 New York, NY 10151  
 212-745-0100  
 Fax: 212-745-0121  
 e-mail: information@primedia.com  
 www.primedia.com

#### **Procom Technology, Inc.**

18821 Bardeen Ave.  
 Irvine, CA 92612  
 949-852-1000  
 Toll free: 1-800-800-8600 (Tech  
 Support)  
 e-mail: info@procom.com  
 www.procom.com

#### **★ The Procter & Gamble Co.**

**S** Consumer Relations  
 PO Box 599  
 Cincinnati, OH 45202  
 513-983-1100  
 Toll free numbers appear on all  
 labels  
 www.pg.com

#### **Proview Technology, Inc**

7373 Hunt Ave.  
 Garden Grove, CA 92841  
 714-799-3899  
 Toll free: 1-800-776-8439  
 Fax: 714-379-6290  
 e-mail: customersupport@  
 proview.net  
 www.proview.net

#### **Prudential Financial, Inc.**

Policyowner Relations Dept.  
 PO Box 1136  
 Minneapolis, MN 55440-1136  
 Toll free: 1-800-201-6690  
 Toll free: 1-800-486-3770  
 TTY: 1-800-526-8061 (Toll free)  
 www.prudential.com

#### **Public Clothing Company**

1407 Broadway, 38th Floor  
 New York, NY 10018  
 212-768-8440  
 www.publicclothing.com

#### **Publishers Clearing House**

Consumer Affairs  
 382 Channel Dr.  
 Port Washington, NY 11050  
 516-944-4918  
 Toll free: 1-800-337-4724  
 Fax: 516-883-5769  
 www.pch.com

#### **Q**

#### ****S** The Quaker Oats Co.**

Consumer Response/QTG  
 555 W Monroe  
 Chicago, IL 60661  
 312-821-1000  
 www.quakeroats.com

#### **Quantum Corp.**

1650 Technology Dr., Ste. 700  
 San Jose, CA 95110-1382  
 408-944-4000  
 Toll free: 1-800-677-6268  
 www.quantum.com

#### **Quark, Inc.**

Quark Distribution, Inc.  
 PO Box 12027  
 Cheyenne, WY 82003  
 307-772-7100  
 Toll free: 1-800-676-4575  
 Fax: 307-772-7123  
 e-mail: cservice@quark.com  
 www.quark.com

#### **QVC Inc.**

Customer Service  
 1200 Wilson Dr. at Studio Park  
 West Chester, PA 19380  
 484-701-1000  
 Toll free: 1-800-367-9444  
 TTY: 1-800-544-3316 (Toll free)  
 www.qvc.com

#### ****S** Qwest Communications International, Inc.**

1801 California St.  
 Denver, CO 80202  
 303-992-1400  
 Toll free: 1-800-244-1111  
 (Residential Sales/Billing)  
 Toll free: 1-800-573-1311  
 (Residential Repair)  
 Toll free: 1-800-899-7780 (Corporate  
 Headquarters)  
 Fax: 303-992-8515  
 www.qwest.com

## R

### Radio Shack Corporation

Customer Care  
300 Radio Shack Circle  
Fort Worth, TX 76102  
817-415-3011  
Toll free: 1-800-843-7422  
Fax: 817-415-2303  
www.radioshack.com

### Rayovac Corporation

PO Box 44960  
Madison, WI 53744  
Toll free: 1-800-237-7000  
Fax: 1-888-677-4770  
e-mail: consumers@rayovac.com  
www.rayovac.com

### Readers Digest Association, Inc.

Customer Service  
Readers Digest Rd.  
Pleasantville, NY 10570-7000  
914-238-1000  
Toll free: 1-800-234-9000  
Toll free: 1-800-846-2100  
TTY: 1-800-735-4327 (Toll free)  
Fax: 914-238-4559  
www.readersdigest.com

### Reckitt Benckiser, Inc.

Consumer Relations  
Morris Corporate Center IV  
399 Interpace Parkway, PO Box 225  
Parsippany, NJ 07054-0225  
973-404-2600  
1-877-870-8174 (Lysol Purifiers)  
1-888-265-3343 (MSDS)  
Toll free: 1-800-333-3899  
Toll free: 1-800-228-4722 (Household)  
Toll free: 1-800-841-1256 (Food Products)  
Toll free: 1-800-260-1066 (Spray N Wash)  
e-mail: corpcomms@reckittbenckiser.com  
www.reckittbenckiser.com

### Regal Ware Inc.

Consumer Service  
1675 Reigle Dr.  
Kewaskum, WI 53040  
262-626-2121  
www.regalware.com

### Remington Arms Company, Inc.

870 Remington Dr.  
PO Box 700  
Madison, NC 27025-0700  
Toll free: 1-800-243-9700  
Fax: 336-548-7801  
www.remington.com

### Remington Products Co.

See: Rayovac Corporation  
Toll free: 1-800-736-4648  
www.remington-products.com

### Rich-Seapak Corporation

Corporate Quality Assurance  
PO Box 20670  
McKinnon Airport Rd.  
St. Simons Island, GA 31522  
912-638-5000  
Toll free: 1-888-732-7251  
www.seapak.com

### Ricoh Corporation

5 Dedrick Place  
West Caldwell, NJ 07006  
973-882-2000  
Toll free: 1-800-327-8349  
e-mail: tech@ricohdms.com  
www.ricoh-usa.com

### Rite Aid Corporation

Customer Service  
PO Box 3165  
Harrisburg, PA 17105  
717-761-2633  
Toll free: 1-800-748-3243  
www.riteaid.com

### Rodale, Inc.

Customer Satisfaction Call Center  
33 E. Minor St.  
Emmaus, PA 18098-0099  
610-967-5171  
Toll free: 1-800-848-4735 (Books)  
Fax: 610-967-8963  
e-mail: customer\_service@rodale.com  
www.rodale.com

### Rolex Watch U.S.A. Inc.

665 Fifth Ave. - 5th Floor  
New York, NY 10022  
212-758-7700  
Fax: 212-980-2166  
www.rolex.com

### Ross Products Division

See Also: Abbott Laboratories  
Consumer Relations  
625 Cleveland Ave.  
Columbus, OH 43215-1754  
614-624-7677  
Toll free: 1-800-227-5767  
Fax: 614-624-7616  
www.ross.com

### Roto-Rooter Corp.

300 Ashworth Rd.  
West Des Moines, IA 50265  
515-223-1343  
Toll free: 1-800-438-7686  
www.roto-rooter.com

### Royal Caribbean International

Customer Support  
1050 Caribbean Way  
Miami, FL 33132-2096  
Toll free: 1-800-398-9819  
www.rccl.com

### Royal Silk

6117 Harrison Place  
West New York, NJ 07093  
Toll free: 1-800-962-6262  
www.royalsilk.com

### Rubbermaid

Consumer Services - Home Products  
3320 W. Market St  
Fairlawn, OH 44333  
Toll free: 1-888-895-2110  
www.rubbermaid.com

## S

### Safeway, Inc.

MS 10501  
PO Box 29093  
Phoenix, AZ 85038-9093  
925-467-3000  
Toll free: 1-877-723-3929  
Fax: 623-869-4397  
www.safeway.com

**Saks Fifth Ave.**

Customer Relations  
12 East 49th St., 4th Floor  
New York, NY 10017  
212-940-5027  
Toll free: 1-800-238-3089  
Toll free: 1-877-551-7257  
Fax: 212-940-5031  
www.saks.com

**Samsonite Corporation**

Consumer Relations  
PO Box 90124  
Allentown, PA 18109  
Toll free: 1-800-262-8282  
Fax: 610-871-3343  
www.samsonite.com

**Samsung Electronics America**

Customer Service  
& Technical Support  
400 Valley Road, Ste. 101  
Mount Arlington, NJ 07856  
973-691-6200  
Toll free: 1-800-726-7864  
Fax: 973-691-6001  
www.samsung.com

**Sanofi-Aventis**

300 Somerset Corporate Blvd.  
Bridgewater, NJ 08807-2854  
Toll free: 1-800-981-2491  
www.sanofi-aventis.us

**Sara Lee Foods**

Consumer Affairs  
PO Box 756  
Neenah, WI 54957-0756  
Toll free: 1-800-328-2426  
Fax: 1-888-514-5970 (Toll free)  
www.saraleefoods.com

**Sargento Foods Inc.**

Consumer Affairs  
One Persnickety Place  
Plymouth, WI 53073  
920-893-8484  
Toll free: 1-800-243-3737  
Fax: 920-893-8399  
www.sargento.com

**SBC Communications, Inc.**

Customer Relations  
175 E Houston St.  
San Antonio, TX 78205  
210-821-4105  
Toll free: 1-800-464-7928  
Fax: 210-351-2071  
www.att.sbc.com

**SC Johnson and Son, Inc.**

1525 Howe St.  
Racine, WI 53403  
262-260-2000  
Toll free: 1-800-558-5252  
Fax: 262-260-4805  
www.scjohnsonwax.com

**Schering-Plough HealthCare Products, Inc.**

Consumer Relations  
3030 Jackson Ave.  
Memphis, TN 38151-0001  
901-320-2386  
Toll free: 1-800-842-4090  
Fax: 901-320-2292  
www.sphcp.com

**The Scotts Company**

Consumer Service  
14111 Scottslawn Rd.  
Marysville, OH 43041  
937-644-0011  
Toll free: 1-800-543-8873  
www.scotts.com

**Seagate Technology, Inc.**

Customer Support  
920 Disc Dr.  
Scotts Valley, CA 95066  
Toll free: 1-800-732-4283 (Tech Support)  
TTY: 405-324-3655  
www.seagate.com

**Sealy Corporation**

Consumer Support  
One Office Pkwy at Sealy Dr.  
Trinity, NC 27370  
336-861-3500  
Toll free: 1-800-697-3259  
(9 am-4:30 pm, EST, M-F)  
www.sealy.com

**Sears, Roebuck and Co.**

Sears National Customer Relations  
3333 Beverly Rd.  
Hoffman Estates, IL 60179  
847-286-2500  
Toll free: 1-800-549-4505  
TTY: 1-800-659-7017  
(7 am-9 pm, CST)  
Fax: 1-800-427-3049 (Toll free)  
www.sears.com

**Seiko Corporation of America**

1111 MacArthur Blvd.  
Mahwah, NJ 07430  
201-529-5730  
Fax: 201-529-4525  
e-mail: custserv@scamahwah.com  
www.seikousa.com

**Seiko Instruments USA, Inc.**

Corporate  
1309 Rutherford, Ste. 160  
Austin, TX 78753  
512-349-3800  
Toll free: 1-800-443-3617 (Watches)  
Toll free: 1-800-757-1011 (Bus & Home Office)  
Toll free: 1-866-587-6573 (Consumer)  
Toll free: 1-800-553-6570 (Micro Printers)  
Fax: 512-349-3000  
e-mail: customerservice@siu-austin.com  
www.seikoinstruments.com

**Sempra Energy**

Customer Service  
101 Ash St.  
San Diego, CA 92101-3017  
619-696-2000  
Toll free: 1-800-411-7343 (SDG&E)  
Toll free: 1-800-427-2200 (SoCalGas)  
www.sempra.com

**Seneca Foods Corporation**

3736 South Main St.  
Marian, NY 14505  
315-926-8100  
Toll free: 1-800-872-1110  
Fax: 315-926-8300  
e-mail: consumer\_affairs@senecafoods.com  
www.senecafoods.com



### Serta, Inc.

Customer Service  
5401 Trillium Blvd. Ste. 250  
Hoffman Estates, IL 60192  
847-645-0200  
Toll free: 1-800-426-0371  
Toll free: 1-888-557-3782  
Fax: 847-645-0205  
e-mail: customer.service@serta.com  
serta.com  
www.serta.com

### 7-Eleven, Inc

Customer Relations  
2711 North Haskell  
Dallas, TX 75204  
214-828-7011  
Toll free: 1-800-255-0711  
Toll free: 1-800-360-1265  
(Questions)  
www.7-Eleven.com

### Sharp Electronics Corp.

Customer Service  
1300 Naperville Dr.  
Romeoville, IL 60446  
Toll free: 1-800-237-4277  
www.sharppusa.com

### Sharper Image Corporation

350 Embarcadero, 6th Floor  
San Francisco, CA 94105-1218  
Toll free: 1-800-344-5555  
e-mail: care@web.sharperimage.com  
www.sharperimage.com

### Shell Oil Co.

ATTN: TellShell US  
PO Box 2463  
Houston, TX 77252  
713-241-6161  
Toll free: 1-888-467-4355  
www.localshell.com  
www.shellus.com

### Sherwin-Williams Company

Midland Bldg.  
101 Prospect Ave., NW  
PO Box 647  
Cleveland, OH 44115  
216-566-2000  
216-566-2902  
Toll free: 1-800-474-3794 (Sherwin Williams)  
Toll free: 1-800-647-9365  
www.sherwin-williams.com

### Shoney's Inc.

Guest Relations  
1717 Elm Hill Pike, Ste. B-1  
Nashville, TN 37210  
615-391-5395  
Toll free: 1-877-474-6639  
Fax: 615-231-2621  
www.shoneys.com

### Siemens Communications

900 Broken Sound Pkwy.  
Boca Raton, FL 33487  
561-923-5000  
www.siemens.com

### Simmons Bedding Company

Consumer Services  
1 Concourse Parkway - Ste 800  
Atlanta, GA 30328  
770-512-7700  
Toll free: 1-877-399-9397  
Fax: 770-613-8575  
e-mail: customerassistance@simmons.com  
www.simmons.com

### Simon and Schuster

1230 Ave. of the Americas  
New York, NY 10020  
212-698-7000  
Toll free: 1-800-223-2336  
Fax: 1-800-943-9831 (Toll free)  
www.simonsays.com

### Simple Tech, Inc.

3001 Daimler St.  
Santa Ana, CA 92705  
949-476-1180  
Toll free: 1-800-945-3444 (Customer Support)  
Toll free: 1-800-367-7330 (Sales/Tech Support)  
Fax: 949-476-1209  
www.simpletech.com

### Singer Sewing Company

Consumer Affairs  
1224 Heil Quaker Blvd.  
PO Box 7017  
LaVergne, TN 37086  
Toll free: 1-800-474-6437  
Fax: 615-213-0994  
e-mail: talktous@singerco.com  
www.singerco.com

### Slim-Fast Foods Co.

Consumer Services Dept.  
PO Box 3625  
Englewood, NJ 07631-6065  
Toll free: 1-877-375-4632  
Toll free: 1-800-754-3278  
e-mail: support@slimfast.com  
www.slimfast.com

### Snapper, A Division of Simplicity Mfg. Inc.

535 Macon Rd.  
McDonough, GA 30253  
770-954-2500  
770-957-9141  
Toll free: 1-888-477-8650  
Fax: 770-957-7981  
www.snapper.com

### Snapple Beverage Corporation

Consumer Response Center  
709 Westchester Ave.  
White Plains, NY 10604  
Toll free: 1-800-762-7753  
www.snapple.com

### Sonesta International Hotels

116 Huntington Ave.  
Boston, MA 02116  
617-421-5400  
Toll free: 1-800-SONESTA  
Fax: 617-421-5402  
e-mail: info@sonesta.com  
www.sonesta.com

### Sony Corp. of America

Customer Service  
Consumer Information Service Ctr.  
12451 Gateway Blvd.  
Fort Myers, FL 33913  
Toll free: 1-800-222-7669  
www.sel.sony.com

### Southwest Airlines

Constomer Relations Department  
PO Box 36647-1CR  
Dallas, TX 75235-1647  
214-792-4223  
Toll free: 1-800-435-9792  
Toll free: 1-800-221-0016 (Spanish)  
TTY: 1-866-281-8464 (Toll free)  
Fax: 214-792-5099  
www.southwest.com



**Spencer's**

Customer Service Dept.  
6826 Black Horse Pike  
Egg Harbor Township, NJ 08234  
609-645-8424  
Toll free: 1-800-527-7977  
www.spencersonline.com

**Spiegel Brands, Inc**

Corporate  
711 3rd Ave., 4th Floor  
New York, NY 10017  
212-986-2585  
Fax: 212-916-8281  
www.spiegel.com

**Spiegel Catalog**

See: Spiegel Brands, Inc.  
Customer Services  
5100 City Line Road  
Hampton, VA 23630  
Toll free: 1-800-474-5555  
www.spiegel.com

 **Springs Global U.S., Inc.**

Public Relations Dept of  
Corporate Communication  
PO Box 70  
Fort Mill, SC 29716  
803-547-1500  
Toll free: 1-888-926-7888  
Toll free: 1-800-221-6352 (Window  
Products)  
www.springs.com

 **Sprint Nextel**

 PO Box 8077  
London, KY 40742  
Toll free: 1-888-211-4727  
www.sprint.com/consumerinfo

**St. Paul Travelers Co., Inc.**

Consumer Affairs  
One Tower Square 5GS  
Hartford, CT 06183-9079  
Toll free: 1-800-328-2189  
www.stpaultravelers.com

**Stanley Hardware**

Customer Service  
480 Myrtle St.  
New Britain, CT 06053  
860-225-5111  
Toll free: 1-800-622-4393  
www.stanleyhardware.com

**Staples, Inc.**

Consumer Affairs  
500 Staples Dr.  
Framingham, MA 01702  
508-253-5000  
Toll free: 1-800-378-2753  
Toll free: 1-800-338-0252 (Store  
Relations)  
www.staples.com

**State Fair Foods, Inc.**

See: Sara Lee Foods  
Toll free: 1-800-294-3247 (Sara Lee)  
www.statefairbrand.com

 **State Farm Mutual Automobile Insurance Co.**

Executive Customer Service  
One State Farm Plaza  
Bloomington, IL 61710  
309-766-6393  
www.statefarm.com

**Stop & Shop Supermarket, Inc.**

Public Affairs  
PO Box 55888  
Boston, MA 02205-5888  
Toll free: 1-800-767-7772  
Fax: 617-770-6033  
www.stopandshop.com

**Swatch Watch USA**

Customer Service  
55 Metro Way, Ste. #1  
Secaucus, NJ 07094-1905  
201-271-1400  
Toll free: 1-866-3-SWATCH  
Toll free: 1-800-879-2824  
e-mail: swatch.cservice.estimate@  
swatch.com  
www.swatch.com

**The Swiss Colony, Inc**

Customer Service  
1112 Seventh Ave.  
Monroe, WI 53566  
608-324-4603  
Toll free: 1-800-544-9036  
Fax: 608-242-1001  
e-mail: swisscolony@  
sccompanies.com  
www.swisscolony.com

**Symantec Corporation**

Customer Service  
20330 Stephens Creek Blvd.  
Cupertino, CA 95014  
Toll free: 1-800-441-7234  
Fax: 541-335-5020  
www.symantec.com

**Syngenta**

410 Swing Rd.  
Greensboro, NC 27409  
336-632-6000  
Toll free: 1-800-334-9481  
Fax: 336-632-2240  
www.syngenta-us.com

## T

**Taco Bell**

See Also: YUM! Brands, Inc.  
Customer Relations  
17901 Von Karman  
Irvine, CA 92614  
949-863-4500  
Toll free: 1-800-822-6236  
www.tacobell.com

**Talbots**

Public Relations Department  
One Talbots Dr.  
Hingham, MA 02043  
781-749-7600  
Toll free: 1-800-992-9010  
Toll free: 1-800-826-2687  
Toll free: 1-800-533-3201  
TTY: 1-800-624-9179 (Toll free)  
Fax: 781-741-4136  
www.talbots.com

 **Target Stores**

Guest Relations  
and Quality Assurance  
PO Box 9350  
Minneapolis, MN 55440-9350  
612-307-9800  
Toll free: 1-800-440-0680  
TTY: 1-800-755-5852 (Toll free)  
Fax: 612-307-8870  
www.target.com

### **TEAC America, Inc.**

7733 Telegraph Rd.  
Montebello, CA 90640  
323-726-0303  
Fax: 323-727-7656  
www.teac.com

### **Teleflora**

11444 West Olympic Blvd., 4th Floor  
Los Angeles, CA 90064  
Toll free: 1-800-421-4051  
Fax: 310-966-3666  
www.teleflora.com

### **Tenneco, Inc.**

500 North Field Dr.  
Lake Forest, IL 60045  
847-482-5000  
Fax: 847-482-5940  
www.tenneco.com

### **Tetley USA Inc.**

Consumer Affairs Department  
PO Box 856  
100 Commerce Dr.  
Shelton, CT 06484-0856  
203-929-9200  
Toll free: 1-800-728-0084  
Fax: 203-929-9263  
www.tetleyusa.com

### **Texas Instruments, Inc.**

Consumer Relations  
7839 Churchill Way MS3962  
Dallas, TX 75251  
972-917-8324 (Technical support)  
Toll free: 1-800-842-2737  
Fax: 972-917-0747  
www.ti.com

### **3COM Corporation**

350 Campus Dr.  
Marlborough, MA 01752-3064  
508-323-5000  
Toll free: 1-800-876-3266  
Fax: 508-323-1111  
support.3com.com/index.htm

### **3M**

Customer Relations  
St. Paul, MN 55144-1000  
651-737-6501  
Toll free: 1-800-364-3577  
Fax: 1-800-713-6329 (Toll free) or  
651-737-7117  
www.3m.com

### **Thrifty Rent A Car System, Inc.**

5310 East 31st St.  
Tulsa, OK 74135  
Toll free: 1-800-334-1705  
TTY: 1-888-332-3677 (Toll free)  
Fax: 918-669-2060  
e-mail: customercare@thrifty.com  
www.thrifty.com

### **Time Warner Inc.**

One Time Warner Center  
New York, NY 10019  
212-484-8000  
www.timewarner.com

### **Time, Inc.**

3000 University Center Dr.  
Tampa, FL 33612  
813-979-6105  
Toll free: 1-800-541-1000  
Fax: 813-979-6615  
www.time.com

### **Timex Corp.**

Customer Service  
PO Box 2740  
Little Rock, AR 72203-2740  
501-372-1111  
Toll free: 1-800-448-4639  
Fax: 501-370-5747  
www.timex.com

### **TJ Maxx**

See: TJX Companies, Inc.  
Toll free: 1-800-926-6299  
www.tjmaxx.com

### **TJX Companies, Inc.**

770 Cochituate Rd.  
Framingham, MA 01701  
508-390-1000  
Toll free: 1-877-746-7259 (A. J. Wright)  
Toll free: 1-800-926-6299 (TJ Maxx)  
Toll free: 1-800-888-0776 (Home  
Goods)  
Toll free: 1-888-627-7425  
(Marshalls)  
Fax: 508-390-2091  
www.tjx.com

### **T-Mobile Wireless**

Customer Relations  
PO Box 37380  
Albuquerque, NM 87176-7380  
Toll free: 1-800-937-8997 (Current  
Customers Only)  
Toll free: 1-800-866-2453  
Fax: 505-998-3775  
www.tmobile.com

### **Togo's Eateries**

Dunkin Brands Consumer Service  
130 Royall St.  
Canton, MA 02021  
Toll free: 1-800-859-5339  
www.togos.com

### **Tone Brothers, Inc.**

2301 S.E. Tone's Dr.  
Ankeny, IA 50021  
515-965-2711  
Toll free: 1-800-247-5251  
e-mail: spice\_advice@tones.com  
www.spiceadvice.com

### **Top-Flite Professional Golf Co.**

Consumer Department  
425 Meadow St.  
PO Box 901  
Chicopee, MA 01021-0901  
413-536-1200  
Toll free: 1-866-834-6532  
www.topflite.com

### **The Toro Co.**

Consumer Service  
8111 Lyndale Ave., South  
Bloomington, MN 55420  
612-888-8801  
Toll free: 1-800-348-2424  
e-mail: consumer.service@  
toro.com  
www.toro.com

### **Toshiba America**

82 Totowa Rd.  
Wayne, NJ 07470  
973-628-8000  
Toll free: 1-800-631-3811  
e-mail: tacpsvc@aol.com  
www.tacp.toshiba.com

**Totes/Isotoner**

Consumer Affairs  
9655 International Blvd.  
Cincinnati, OH 45246-5658  
513-682-8200  
Toll free: 1-800-762-8712  
Fax: 513-682-8606  
e-mail: consumeraffairs@  
totes.com  
www.totes.com

**Tourneau, Inc.**

3 East 54th St., 3rd Floor  
New York, NY 10022  
212-758-3265  
Toll free: 1-800-348-3332  
www.tourneau.com

**Toys "R" Us, Inc.**

Guest Relations  
1 Geoffrey Way  
Wayne, NJ 07470-2030  
973-617-3500  
Toll free: 1-800-869-7787  
www.toysrus.com

**Trane**

Residential Customer Relations  
PO Box 9010  
Tyler, TX 75707  
903-581-3200 (Residential)  
931-645-6471 (Commercial)  
www.trane.com

**TransUnion, LLC**

PO Box 1000  
Chester, PA 19022  
610-546-4600  
Toll free: 1-800-888-4213  
Fax: 610-546-4605  
www.transunion.com

**Travelocity.com L.P.**

Customer Service  
11603 Crosswinds Way  
San Antonio, TX 78233  
Toll free: 1-888-872-8356  
Toll free: 1-888-709-5983  
www.travelocity.com

**Tripp Literan**

Office of Consumer Affairs  
1111 W 35th St.  
Chicago, IL 60609  
773-869-1234  
www.triplite.com

**True Value Company**

8600 West Bryn Mawr  
Chicago, IL 60631-3505  
773-695-5000  
www.truevalue.com

**Tupperware Corporation**

Customer Care  
PO Box 2353  
Orlando, FL 32802  
Toll free: 1-800-366-3800  
www.tupperware.com

**Turtle Wax, Inc.**

Consumer Affairs  
625 Willowbrook Center Pkwy.  
Willowbrook, IL 60527  
630-455-3700  
708-563-3600  
Toll free: 1-800-805-7695  
Fax: 708-563-4302  
www.turtlewax.com

**TV Guide**

ATTN: Customer Relations  
Four Radnor Corporate Center  
100 Matson Ford Rd.  
Radnor, PA 19088  
Toll free: 1-800-866-1400  
Fax: 610-687-6965  
www.tvguide.com

 **TXU**

TXU Electric and Gas Company  
1601 Bryan St.  
Dallas, TX 75201-3401  
972-791-2888  
Toll free: 1-800-242-9113  
Toll free: 1-800-460-3030  
TTY: 1-800-468-3388 (Toll free)  
Fax: 1-800-232-9448 (Toll free)  
e-mail: txuenergy@txu.com  
www.txu.com

 **Tyson Foods**

Consumer Relations  
PO Box 2020  
Springdale, AR 72765-2020  
479-290-4714  
Toll free: 1-800-233-6332  
Fax: 479-290-7930  
www.tyson.com

**U****UBS Financial Services Inc.**

Client Relations  
1000 Harbor Blvd.  
Weehawken, NJ 07086  
Toll free: 1-888-279-3343  
e-mail: onlineservices@ubs.com  
financialservicesinc.ubs.com

**U-Haul International**

Customer Service  
PO Box 21502  
Phoenix, AZ 85036-1502  
602-263-6771  
Toll free: 1-800-528-0463  
Toll free: 1-800-263-6011  
Toll free: 1-800-789-3638  
Toll free: 1-800-468-4285  
www.uhaul.com

**Umax Technologies**

10460 Brockwood Rd.  
Dallas, TX 75238  
214-342-9799 (Main Office)  
214-739-1915 (Tech Support)  
www.umax.com

**Uniden America Corporation**

Customer Service  
4700 Amon Carter Blvd.  
Fort Worth, TX 76155  
817-858-3300  
Toll free: 1-800-297-1023  
TTY: 1-800-874-9314 (Toll free)  
Fax: 1-800-323-2641 (Toll free)  
e-mail: cservice@uniden.com  
www.uniden.com

 **Unilever**

Consumer Affairs Department/  
Consumer Services  
800 Sylvan Ave.  
Englewood Cliffs, NJ 07632  
Toll free: 1-800-621-2013  
Toll free: 1-800-782-8301  
www.unilever.com

**Uniroyal Tires**

Consumer Relations  
PO Box 19001  
Greenville, SC 29602-9001  
Toll free: 1-877-458-5878  
www.uniroyal.com

## Unisys Corporation

Customer Satisfaction  
Unisys Way  
Blue Bell, PA 19424  
215-986-4011  
Toll free: 1-800-874-8647  
www.unisys.com

## United Airlines

Customer Relations  
PO Box 66100  
Chicago, IL 60666  
847-700-6796  
Toll free: 1-877-228-1327  
Fax: 1-877-406-1059 (Toll free)  
www.ual.com

## United Online Inc.

LNR Warner Center  
2301 Burbank Blvd.  
Woodland Hills, CA 91367  
805-418-2000  
Fax: 805-418-2001  
www.unitedonline.com

## United Van Lines, Inc.

PO Box 26120  
Fenton, MO 63026  
636-326-3100  
Toll free: 1-800-948-4885  
www.unitedvanlines.com

## UPS

Customer Service  
55 Glenlake Parkway, NE  
Atlanta, GA 30328  
Toll free: 1-800-742-5877  
TTY: 1-800-833-0056 (Toll free)  
Fax: 404-828-6204  
www.ups.com

## US Airways

Consumer Affairs  
PO Box 1501  
Winston-Salem, NC 27102  
336-661-8126  
Toll free: 1-866-523-5333  
Fax: 336-661-8187  
www.usairways.com

## US Bancorp

U S Bancorp Center  
800 Nicollet Mall  
Minneapolis, MN 55402  
Toll free: 1-800-872-2657  
TTY: 1-800-685-5065 (Toll free)  
www.usbank.com

## V

## The Valvoline Company

Customer Service  
PO Box 14000  
Lexington, KY 40512  
Toll free: 1-800-832-6825  
www.valvoline.com

## Verizon Communications Inc.

140 West St.  
New York, NY 10007  
Toll free: 1-800-621-9900  
TTY: 1-800-974-6006 (Toll free)  
www.verizon.com

## Vertical Communications, Inc.

Communications Software Group  
1 Memorial Dr.  
Cambridge, MA 02142  
617-354-0600  
617-491-2944  
Toll free: 1-800-914-9985  
Fax: 617-452-9159  
www.vertical.com

## Viacom, Inc.

Corporate Relations  
1515 Broadway, 51st Floor  
New York, NY 10036  
212-258-6000  
www.viacom.com

## Victoria's Secret Stores

Customer Service  
North American Office  
PO Box 16589  
Columbus, OH 43216-6589  
Toll free: 1-800-411-5116  
Toll free: 1-800-474-7834 (Spanish)  
TTY: 1-800-666-0268  
www.victoriasecret.com

## Visa USA, Inc.

(Contact your issuing bank first)  
PO Box 8999  
San Francisco, CA 94128-8999  
Toll free: 1-800-847-2911  
www.visa.com

## Vivendi Universal Games

Comments  
6060 Center Dr., 5th Floor  
Los Angeles, CA 90045  
310-649-8033 (Technical Support)  
Toll free: 1-800-757-7707 (Customer Service)  
e-mail: games.comment@vugames.com  
www.sierra.com

## The Vons Companies, Inc.

See Also: Safeway  
Consumer Affairs  
628-821-7000  
Fax: 626-821-7902  
www.vons.com

## W

## Wachovia Corporation

Customer Service  
1525 West W.T. Harris Blvd.  
Charlotte, NC 28212  
Toll free: 1-800-922-4684  
wachovia.com

## Wachovia Securities, LLC

Brokerage Services Operations  
Liaison  
901 E. Byrd St.  
Richmond, VA 23219  
www.wachoviasec.com

## Wagner Spray Tech Corp.

Customer Service  
1770 Fernbrook Lane  
Plymouth, MN 55447  
763-553-7000  
Toll free: 1-800-328-8251  
Fax: 763-519-3563  
e-mail: custserv@wagnerspraytech.com  
www.wagnerspraytech.com

## Walgreen Co.

Consumer Relations  
200 Wilmot Rd.  
Deerfield, IL 60015  
847-914-2500  
Toll free: 1-800-289-2273  
Toll free: 1-877-250-5823  
TTY: 1-877-924-7889 (Toll free)  
Fax: 847-914-3105  
www.walgreens.com



**Wal-Mart Stores, Inc.**

Customer Relations  
702 SW Eighth St.  
Bentonville, AR 72716-0117  
501-273-4000  
Toll free: 1-800-925-6278  
Fax: 501-621-2063  
e-mail: letters@wal-mart.com  
www.wal-mart.com

**Walter Drake, Inc.**

4630 Forge Rd. Ste. A  
Colorado Springs, CO 80907  
719-638-2400  
Toll free: 1-800-525-9291  
Fax: 1-888-252-8462 (Toll free)  
www.wdrake.com

**Waste Management, Inc.**

1001 Fannin St., Ste. 4000  
Houston, TX 77002  
713-512-6200  
www.wastemanagement.com

**Water Pik Inc.**

Consumer Affairs  
1730 East Prospect Rd.  
Fort Collins, CO 80553-0001  
970-484-1352  
Toll free: 1-800-525-2774  
Fax: 970-221-8715  
www.waterpik.com

**Weider Publications**

21100 Erwin St.  
Woodland Hills, CA 91367  
818-884-6800  
Toll free: 1-800-423-5590

**Weight Watchers Gourmet Food Company**

Consumer Affairs  
11 Madison Ave.  
New York, NY 10010  
212-817-4200  
Toll free: 1-800-651-6000  
e-mail: customerservice@weightwatchers.com  
www.weightwatchers.com

**★ Wells Fargo & Company**

Corporate Office  
420 Montgomery St.  
San Francisco, CA 94104  
Toll free: 1-800-869-3557 (General)  
Toll free: 1-800-956-4442 (Online)  
Toll free: 1-866-867-5568 (Report Online Fraud)  
TTY: 1-800-877-4833 (Toll free)  
1-888-355-6052 (Spanish-Toll free)  
www.wellsfargo.com

**Wendy's International, Inc.**

Dept. 1350  
4288 W. Dublin-Granville Rd.  
Dublin, OH 43017-0256  
614-764-3100  
Toll free: 1-800-443-7266  
Fax: 614-764-6707  
www.wendys.com

**West Bend Cookware**

See: Regal Ware Inc.  
262-626-8623  
e-mail: info@westbendcookware.com  
www.westbendcookware.com

**West Point Home Inc**

Consumer Affairs  
PO Box 71  
West Point, GA 31833-0609  
212-930-2000 (NY Office)  
Toll free: 1-800-533-8229  
e-mail: consumer.affairs@wpstv.com  
www.martex.com

**Western Digital**

20511 Lake Forest Dr.  
Lake Forest, CA 92630-7741  
949-672-7000  
Toll free: 1-800-275-4932  
www.wdc.com

**Western Union Financial Services, Inc.**

Customer Relations  
13022 Hollenberg Dr.  
Bridgeton, MO 63044  
314-291-8000  
Toll free: 1-800-634-1311  
Toll free: 1-800-325-6000  
Fax: 314-291-5271  
www.westernunion.com

**Wet Seal, Inc.**

26972 Burbank  
Foothill Ranch, CA 92610  
949-699-3900  
Toll free: 1-866-938-7325  
e-mail: customerservice@wetseal.com  
www.wetseal.com

**Whirlpool Corporation**

Corporate Headquarters  
2000 N. M-63  
Benton Harbor, MI 49022-2692  
269-923-5000  
Toll free: 1-866-698-2534  
www.whirlpool.com

**The White Rain Company**

Consumer Affairs Department  
410 Ware Blvd, Ste. 900  
Brandon, FL 33510  
813-622-8895  
Toll free: 1-800-575-7960  
Fax: 1-800-789-0828 (Toll free)  
e-mail: comments@whiterain.com  
www.whiterain.com

**Wilke/Thornton, Inc.**

545 Metro Place South, Ste. 430  
Dublin, OH 43017  
614-792-6900 ext. 176  
Fax: 614-792-6901  
e-mail: info@wilke-thornton.com  
www.wilke-thornton.com

**Williams-Sonoma, Inc.**

10000 Covington Cross Dr.  
Las Vegas, NV 89144  
702-360-7000  
Toll free: 1-800-541-1262  
Fax: 702-360-7091  
www.williams-sonoma.com

**Winn Dixie Stores, Inc.**

Consumer Affairs  
PO Box B  
Jacksonville, FL 32203  
904-783-5000  
Fax: 904-370-7789  
www.winn-dixie.com



## Winnebago Industries

Owner Relations  
605 W. Crystal Lake Rd.  
PO Box 152  
Forest City, IA 50436-0152  
641-585-3535  
Toll free: 1-800-537-1885  
Fax: 641-585-6966  
e-mail: [or@winnebagoind.com](mailto:or@winnebagoind.com)  
[www.winnebagoind.com](http://www.winnebagoind.com)

## Woodworker's Supply, Inc.

Customer Service  
1108 N. Glenn Rd.  
Casper, WY 82601  
505-821-0574 ext 3001  
Toll free: 1-800-231-2748, ext. 3001  
Fax: 1-800-853-9663 (Toll free)  
[www.woodworker.com](http://www.woodworker.com)

## Wrangler

Consumer Relations  
VF Jeanswear LP - Quality  
Control  
1421 South Elm St.  
Greensboro, NC 27406  
336-332-3564  
Toll free: 1-800-888-8010  
Toll free: 1-888-784-8571  
e-mail: [wranglerweb@vfc.com](mailto:wranglerweb@vfc.com)  
[www.wrangler.com](http://www.wrangler.com)

## Wm. Wrigley Jr. Co.

Consumer Affairs  
410 North Michigan Ave.  
Chicago, IL 60611  
312-644-2121  
Toll free: 1-800-974-4539  
Fax: 312-644-0015  
[www.wrigley.com](http://www.wrigley.com)

## Wyeth Consumer Health Care

Product Quality  
PO Box 26609  
Richmond, VA 23261-6609  
973-660-5000  
Toll free: 1-800-934-5556  
[www.wyeth.com](http://www.wyeth.com)

## Wyse Technology

3471 North First St.  
San Jose, CA 95134  
408-473-1200  
Toll free: 1-800-438-9973  
[www.wyse.com](http://www.wyse.com)

## X

## Xerox Corporation

PO Box 1600  
800 Long Ridge Rd.  
Stamford, CT 06904  
203-968-3000  
Toll free: 1-800-275-9376  
Toll free: 1-800-822-2200 (Supplies)  
Toll free: 1-877-979-8498 (Customer  
Relations)  
Toll free: 800-821-2797 (Customer  
Technical Support)  
e-mail: [webmaster@xerox.com](mailto:webmaster@xerox.com)  
[www.xerox.com](http://www.xerox.com)

## Y

## Yahoo! Online

Customer Service  
701 First Ave.  
Sunnyvale, CA 94089  
408-349-3300  
Toll free: 1-866-562-7219  
Fax: 408-349-3301  
[www.yahoo.com](http://www.yahoo.com)

## Yamaha Motor Corporation

Customer Relations  
6555 Katella Ave.  
Cypress, CA 90630  
714-761-7435  
Toll free: 1-800-962-7926  
Fax: 714-761-77303  
[www.yamaha-motor.com](http://www.yamaha-motor.com)

## Yashica

See: Kyocera Optics, Inc.  
[www.kyoceraimaging.com](http://www.kyoceraimaging.com)

## YUM! Brands, Inc.

1441 Gardiner Ln.  
Louisville, KY 40213  
Toll free: 1-800-544-5774  
[www.yum.com](http://www.yum.com)

## Z

## Zale Corporation

Customer Service  
901 W. Walnut Hill Ln.  
MS 6A-6  
Irving, TX 75038-1003  
Toll free: 1-800-311-5393  
Fax: 972-580-5219  
e-mail: [CustomerService@zales.com](mailto:CustomerService@zales.com)  
[www.zalecorp.com](http://www.zalecorp.com)

## Zenith Electronics Corp.

See: LG Electronics Inc  
Customer Service  
Toll free: 1-800-243-0000  
[www.zenithservice.com](http://www.zenithservice.com)

## Zoom Technologies, Inc.

207 South St  
Boston, MA 02111  
617-423-1072  
561-997-0686 (Tech Support)  
[www.zoom.com](http://www.zoom.com)

Many federal agencies have enforcement and/or complaint-handling duties for products and services used by the general public. Others act for the benefit of the public, but do not resolve individual consumer problems. Agencies also have fact sheets, booklets and other information that may be helpful when making purchase decisions or dealing with consumer problems. If you need help in deciding which federal agency to contact, check the index at the end of this book or call the Federal Citizen Information Center (FCIC) toll free, 1-800 (FED) INFO (333-4636). The federal agencies listed below respond to consumer complaints and inquiries.

**Architectural and Transportation Barriers Compliance Board (ACCESS Board)**

1331 F St., NW, Ste. 1000  
 Washington, DC 20004-1111  
 202-272-0080  
 Toll free: 1-800-872-2253  
 TTY: 1-800-993-2822  
 Fax: 202-272-0081  
 e-mail: [info@access-board.gov](mailto:info@access-board.gov)  
[www.access-board.gov](http://www.access-board.gov)

**Commission on Civil Rights**

624 9th St., NW  
 Washington, DC 20743  
 202-376-8513 (Complaint Referral in DC)  
 202-376-8110 (Publications)  
 Toll free: 1-800-552-6843 (Complaint Referral Outside DC)  
 TTY: 202-376-8116 (Nationwide Complaint Referral)  
[www.usccr.gov](http://www.usccr.gov), provides updates on briefings, rulings, enforcements and news

**Commodity Futures Trading Commission (CFTC)**

Office of External Affairs  
 Lafayette Center  
 1155 21st St., NW  
 Washington, DC 20581  
 202-418-5000  
 202-418-5080  
 Fax: 202-418-5525  
 e-mail: [oea@cftc.gov](mailto:oea@cftc.gov)  
[www.cftc.gov](http://www.cftc.gov)  
 The mission of the CFTC is to protect market users and the public from fraud, manipulation, and abusive practices related to the sale of commodity and financial futures and options, and to foster open, competitive, and financially sound futures and option markets. In pursuit of its mission, the CFTC investigates and prosecutes commodities

fraud, including foreign currency schemes, energy manipulation and hedge fund fraud, and works with other federal and state agencies to bring criminal and other actions. The CFTC also engages in public education and outreach by participating in consumer groups and issuing Consumer Advisories and other educational materials.

★ **Consumer Product Safety Commission (CPSC)**

4330 East West Highway  
 Bethesda, MD 20814  
 Toll free: 1-800-638-2772 (CPSC Hotline)  
 TTY: 1-800-638-8270  
 Fax: 301-504-0051  
 e-mail: [info@cpsc.gov](mailto:info@cpsc.gov)  
[www.cpsc.gov](http://www.cpsc.gov)  
[www.recalls.gov](http://www.recalls.gov), government recalls  
 CPSC is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products including: toys and nursery equipment, appliances, sports, yard and playground equipment, furniture, clothing, computers, and fireworks. CPSC announces more than 300 product recalls every year. Contact CPSC to get information on product recalls or report a dangerous product.

**Department of Agriculture (USDA)**

**Animal and Plant Health Inspection Service**

Legislative and Public Affairs  
 1400 Independence Ave., SW  
 South Building, Room 1147  
 Washington, DC 20250  
 202-720-2511  
 e-mail: [webmaster@aphis.usda.gov](mailto:webmaster@aphis.usda.gov)  
[www.aphis.usda.gov](http://www.aphis.usda.gov)

*Dept. of Agriculture, continued*

### ★ **Cooperative State Research, Education, and Extension Service (CSREES)**

1400 Independence Ave., SW  
Washington, DC 20250-2215  
202-720-2908  
202-720-7947  
Fax: 202-690-2469 or 202-690-3162  
[www.csrees.usda.gov](http://www.csrees.usda.gov)

To find your local Cooperative Extension office, consult the county government lists in your local telephone directory.

### **Center for Nutrition Policy and Promotion**

Food, Nutrition and Consumer Services  
3101 Park Center Dr., Room 1034  
Alexandria, VA 22302-1594  
703-305-7600  
Fax: 703-305-3300  
[www.cnpp.usda.gov](http://www.cnpp.usda.gov)

### **Food and Nutrition Service**

Food, Nutrition and Consumer Services  
3101 Park Center Drive, Room 926  
Alexandria, VA 22302  
703-305-2281  
e-mail: [webmaster@fns.usda.gov](mailto:webmaster@fns.usda.gov)  
[www.fns.usda.gov](http://www.fns.usda.gov)

### **Meat and Poultry Hotline**

Food Safety and Inspection Service  
Washington, DC 20250-3700  
Toll free: 1-888-674-6854 (10 am-4 pm EST, English/  
Spanish)  
TTY: 1-800-256-7072  
e-mail: [mph hotline.fsis@usda.gov](mailto:mph hotline.fsis@usda.gov)  
[www.fsis.usda.gov](http://www.fsis.usda.gov)

### **Information Line USDA**

1400 Independence Ave.  
Washington, DC 20250  
202-720-2791 (8:30 am - 5:00 pm EST)  
[www.usda.gov](http://www.usda.gov)

## Department of Commerce

### **Bureau of the Census**

Customer Services  
Washington, DC 20233  
301-763-INFO (4636)  
Fax: 301-457-4714  
[www.census.gov](http://www.census.gov)

### **Weights and Measures Division**

National Institute of Standards and Technology  
100 Bureau Drive, Stop 2600  
Gaithersburg, MD 20899-2600  
301-975-4004  
Fax: 301-926-0647  
e-mail: [owm@nist.gov](mailto:owm@nist.gov)  
[www.nist.gov/owm](http://www.nist.gov/owm)  
The Weights and Measures Division promotes uniformity in U.S. weights and measures laws, regulations, and standards to achieve equity between buyers and sellers in the marketplace.

### **Seafood Inspection Program**

National Oceanic and Atmospheric Administration (NOAA)  
1315 East-West Hwy., F/SI - Room 10837  
Silver Spring, MD 20910  
301-713-2355  
Toll free: 1-800-422-2750  
Fax: 301-713-1081  
[seafood.nmfs.noaa.gov](http://seafood.nmfs.noaa.gov)  
NOAA oversees fisheries management in the United States and provides a voluntary inspection service to the industry. The NOAA Seafood Inspection Program offers product quality evaluation, grading, and certification services. NOAA provides official marks to eligible products, such as U.S. Grade A, Processed Under Federal Inspection (PUFI), and Lot Inspection.

### **United States Patent and Trademark Office**

Toll free: 1-800-786-9199  
TTY: 571-272-9950  
Fax: 703-872-9306  
[www.uspto.gov](http://www.uspto.gov)

Trademarks: Commissioner for Trademarks  
Attention MPU  
PO Box 1451  
Alexandria, VA 22313-1451  
e-mail: [TrademarkAssistanceCenter@uspto.gov](mailto:TrademarkAssistanceCenter@uspto.gov)

Patents: Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450  
e-mail: [usptoinfo@uspto.gov](mailto:usptoinfo@uspto.gov)

## ★ Department of Defense

### National Committee for Employer Support of the Guard and Reserve

1555 Wilson Blvd., Ste. 200  
Arlington, VA 22209-2405  
703-696-1386

Toll free: 1-800-336-4590 (Outside DC)

Fax: 703-696-1409

[www.esgr.com](http://www.esgr.com)

This office provides assistance with employer/employee problems for members of the Guard and Reserve and their employers.

## Department of Education

400 Maryland Ave., SW  
Washington, DC 20202-2800

TTY: 1-800-437-0833

Fax: 202-401-0689

[www.ed.gov](http://www.ed.gov)

### Publications Center (ED Pubs)

8242 Sandy Court  
Jessup, MD 20794-1398

Toll free: 1-877-4ED-PUBS (433-7827)

TTY: 1-877-576-7734 (Toll free)

Fax: 301-470-1244

e-mail: [edpubs@inet.ed.gov](mailto:edpubs@inet.ed.gov)

[www.edpubs.ed.gov](http://www.edpubs.ed.gov)

ED Pubs is the Education Publications Center for the Department of Education. You can contact ED Pubs to find out what's available on topics of interest to you and to order free copies of publications, videotapes, CD-ROMS, posters, bookmarks, and other products. Many Department publications can be acquired instantly in electronic form via the Internet. Use the contact information above to order copies of publications.

### 1-800-USA-LEARN

Toll free: 1-800-872-5327

TTY: 1-800-437-0833 (Toll free)

Fax: 202-401-0689

e-mail: [USA\\_LEARN@ed.gov](mailto:USA_LEARN@ed.gov)

[www.ed.gov/about/contacts/tollfree/index.html](http://www.ed.gov/about/contacts/tollfree/index.html)

Use this phone number and website to obtain information on the Department of Education's programs and major initiatives; publications, videos, and other materials; directory assistance; and referrals to specialists or other experts.

### No Child Left Behind

Toll free: 1-888-814-NCLB (6252)

TTY: 1-800-437-0833 (Toll free)

Fax: 202-401-0689

e-mail: [NoChildLeftBehind@ed.gov](mailto:NoChildLeftBehind@ed.gov)

[www.ed.gov/nclb/landing.jhtml](http://www.ed.gov/nclb/landing.jhtml)

### National Library of Education

202-205-5019

Toll free: 1-800-424-1616

TTY: 202-205-7561

e-mail: [library@ed.gov](mailto:library@ed.gov)

Use this phone number to obtain information about education statistics, research, and publications published by the Office of Educational Research and Improvement.

### Educational Resources Information Center (ERIC)

Toll free: 1-800-LET-ERIC (538-3742)

e-mail: [support@eric.com](mailto:support@eric.com)

[www.eric.ed.gov](http://www.eric.ed.gov)

Use this phone number to find out about the Educational Resources Information Center (ERIC) and the world's largest database of educational materials. Call to learn about new materials or receive referrals to other agencies.

### EDInfo Electronic Newsletter

[www.ed.gov/news/newsletters/edinfo/index.html?src=In](http://www.ed.gov/news/newsletters/edinfo/index.html?src=In)

Join the EDInfo mailing list by:

1. Addressing an email message to [listproc@inet.ed.gov](mailto:listproc@inet.ed.gov)
2. Writing this (and nothing else) in the message: subscribe EDInfo yourfirstname yourlastname (for example "subscribe EDInfo John Doe"). If you have a signature block please turn it off.

### Information Resource Center

400 Maryland Ave., SW  
Washington, DC 20202-0498

202-401-2000 (DC Metro Area)

Toll free: 1-800-USA-LEARN (872-5327)

TTY: 1-800-437-0833

e-mail: [education@custhelp.com](mailto:education@custhelp.com)

[www.ed.gov/about/offices/list/oia/irc.html](http://www.ed.gov/about/offices/list/oia/irc.html)

The IRC provides customers with accurate education information and offers guidance in accessing education resources.

## FEDERAL AGENCIES

*Dept. of Education, continued*

### **Office of Special Education and Rehabilitative Services (OSERS)**

400 Maryland Ave., SW  
Washington, DC 20202-2800  
202-245-7488  
Toll free: 1-866-889-6737  
TTY: 202-205-4208  
Fax: 202-245-7591  
[www.ed.gov/about/offices/list/osers/index.html](http://www.ed.gov/about/offices/list/osers/index.html)

### **Federal Student Aid Information Center**

319-337-5665  
Toll free: 1-800-4FED-AID (433-3243)  
TTY: 1-800-730-8913 (Toll free)  
Fax: 202-708-7970  
e-mail: [OPE\\_SFA@ed.gov](mailto:OPE_SFA@ed.gov)  
[www.ed.gov/finaid.html](http://www.ed.gov/finaid.html)  
[www.studentaid.ed.gov](http://www.studentaid.ed.gov), for students  
[www.ifap.ed.gov](http://www.ifap.ed.gov), for financial aid professionals  
[www.dl.ed.gov](http://www.dl.ed.gov), for information about direct loans  
The Center provides information about federal student aid programs, including: help completing the FAFSA; help making corrections to your Student Aid Report (the document that contains your application results); information about the process of determining financial need and awarding aid; and information about your federal student loans.

## Department of Energy (DOE)

### **Office of Consumer Information**

Department of Energy  
1000 Independence Ave., SW  
Washington, DC 20585  
202-586-1908  
Toll free: 1-800-342-5363  
Fax: 202-586-8006  
[www.doe.gov](http://www.doe.gov)

### **Energy Efficiency and Renewable Energy (EERE)**

Office of the Assistant Secretary  
Mail Stop EE-1  
Department of Energy  
Washington, DC 20585  
202-586-9220  
202-586-0303  
Toll free: 1-877-337-3463  
e-mail: [eereic@ee.doe.gov](mailto:eereic@ee.doe.gov)  
[www.eere.energy.gov/consumer](http://www.eere.energy.gov/consumer)

### **Office of Scientific and Technical Information (OSTI)**

PO Box 62  
Oak Ridge, TN 37832  
865-576-1188  
865-576-8401 (Document Requests)  
Fax: 865-576-3589  
[www.osti.gov](http://www.osti.gov)  
Use OSTI resources to find out about ongoing research projects, explore significant DOE discoveries, learn about DOE Nobel Prize Winners, access and search scientific e-prints, sign up for alerts, locate science conference papers and proceedings, and more.

## Department of Health and Human Services (HHS)

### **Administration for Children & Families (ACF)**

370 L'Enfant Promenade, SW  
Washington, DC 20447  
[www.acf.dhhs.gov](http://www.acf.dhhs.gov)  
ACF is responsible for federal programs that promote the economic and social well-being of families, children, individuals, and communities. ACF provides national leadership and creates opportunities for families to lead economically and socially productive lives. ACF's programs are designed to help children develop into healthy adults and communities become more prosperous and supportive of their members.

### **Child Welfare Information Gateway**

Administration for Children and Families (ACF)  
1250 Mayland Ave., SW, 8th Fl.  
Washington, DC 20024  
703-385-7565  
Toll free: 1-800-394-3366 (M-F, 9 am-5:30 pm EST)  
Fax: 703-385-3206  
e-mail: [info@childwelfare.gov](mailto:info@childwelfare.gov)  
[www.childwelfare.gov](http://www.childwelfare.gov)  
[www.childwelfare.gov/espanol/](http://www.childwelfare.gov/espanol/), Spanish website

### **Administration on Aging (AoA)**

Washington, DC 20201  
202-619-0724  
Fax: 202-357-3555  
e-mail: [aoainfo@aoa.hhs.gov](mailto:aoainfo@aoa.hhs.gov)  
[www.aoa.gov](http://www.aoa.gov)  
AoA is the Federal focal point and advocate agency for older persons and their concerns. In this role, AoA works to heighten awareness among



*Dept. of HHS, continued*

other Federal agencies, organizations, groups, and the public about the valuable contributions that older Americans make to the nation. AoA also alerts others to the needs of vulnerable older people. Through information, referral and outreach efforts at the community level, AoA seeks to educate older people and their caregivers about the benefits and services available to help them.

### **Eldercare Locator**

Administration on Aging  
Toll free: 1-800-677-1116 (M-F, 9 am-8 pm EST)  
From Outside the United States: 301-419-3900  
(When the operator answers - ask for the Eldercare Locator line)  
TTY: 1-800-677-1116 (Toll free)  
e-mail: [eldercarelocator@spherix.com](mailto:eldercarelocator@spherix.com)  
[www.eldercare.gov](http://www.eldercare.gov)

The Eldercare Locator is the first step to finding resources for older adults in any U.S. community. It is a free national service of the Administration on Aging that provides an instant connection to resources that enable older persons to live independently in their communities and offers support for caregivers. The National Association of Area Agencies on Aging administers the Eldercare Locator in partnership with the National Association of State Units on Aging (NASUA).

### **Centers for Medicare & Medicaid Services (CMS)**

Office of External Affairs  
7500 Security Blvd.  
Baltimore, MD 21244-1850  
Toll free: 1-800-MEDICARE (24/7)  
TTY: 1-866-226-1819 (Toll free)  
[www.medicare.gov](http://www.medicare.gov)  
Call 1-800-MEDICARE to get help with your questions about Medicare. You can order Medicare publications (English, Spanish, audio-tape, braille), get detailed information about the Medicare managed care plans in your area, order Medicare health plan quality and customer satisfaction information, and listen to recorded questions and answers on topics such as Medicare health plan choices and health plan quality information. CMS runs the Medicare, Medicaid, Clinical Laboratories (under the CLIA program), and Children's Health Insurance programs, and works to make sure that the beneficiaries in these programs are able to get high quality health care.

### **Centers for Disease Control and Prevention**

1600 Clifton Rd.  
Atlanta, GA 30333  
404-639-3534 (Public Inquiries)  
Toll free: 1-800-311-3435  
[www.cdc.gov](http://www.cdc.gov)  
[www.cdc.gov/spanish](http://www.cdc.gov/spanish), Spanish website

### **CDC National STD Hotline**

Toll free: 1-800-227-8922 (24 hrs.)  
TTY: 1-800-243-7889 (M-F, 10 am-10 pm - Toll free)  
[www.cdc.gov/nchstp/dstd](http://www.cdc.gov/nchstp/dstd)

### **Food and Drug Administration**

5600 Fishers Lane  
Rockville, MD 20857-0001  
Toll free: 1-888-INFO-FDA (463-6332)  
[www.fda.gov](http://www.fda.gov)

### **Center for Food Safety and Applied Nutrition Information Line**

Food and Drug Administration  
Outreach and Information Center  
5100 Paint Branch Parkway HFS-555  
College Park, MD 20740-3835  
Toll free: 1-888-SAFEFOOD (723-3366)  
[www.cfsan.fda.gov](http://www.cfsan.fda.gov)

### **National Institutes of Health (NIH)**

9000 Rockville Pike  
Bethesda, MD 20892  
301-496-4000  
TTY: 301-402-9612  
e-mail: [NIHinfo@od.nih.gov](mailto:NIHinfo@od.nih.gov)  
[www.nih.gov](http://www.nih.gov)  
[salud.nih.gov](http://salud.nih.gov), Spanish website  
NIH is the primary Federal agency for conducting and supporting medical research.

### **National Runaway Switchboard**

Administration for Children and Families  
3080 N. Lincoln Ave.  
Chicago, IL 60657  
Toll free: 1-800-RUNAWAY (786-2929)  
e-mail: [info@nrscrisisline.org](mailto:info@nrscrisisline.org)  
[www.1800runaway.org](http://www.1800runaway.org)

### **Office of Child Support Enforcement**

Administration for Children and Families  
370 L'Enfant Promenade, SW,  
4th Floor East  
Washington, DC 20447  
202-401-9373  
Fax: 202-205-5927  
[www.acf.hhs.gov/programs/cse](http://www.acf.hhs.gov/programs/cse)

*Dept. of HHS, continued*

### **National Health Information Center**

PO Box 1133  
Washington, DC 20013-1133  
301-565-4167  
Toll free: 1-800-336-4797  
Fax: 301-984-4256  
e-mail: [info@nhic.org](mailto:info@nhic.org)  
[www.health.gov/NHIC](http://www.health.gov/NHIC)  
[www.healthfinder.gov](http://www.healthfinder.gov)  
NHIC is a health information referral service that links consumers and health professionals with organizations best able to provide answers to their health-related questions.

### **National Cancer Institute (NCI)**

NCI Public Inquiries Office  
6116 Executive Blvd. - Room 3036A  
Bethesda, MD 20892-8322  
Toll free: 1-800-422-6237 (M-F, 9 am-4 pm)  
TTY: 1-800-332-8615 (Toll free)  
e-mail: [cancergovstaff@mail.nih.gov](mailto:cancergovstaff@mail.nih.gov)  
[www.cancer.gov](http://www.cancer.gov)  
[www.cancer.gov/espanol](http://www.cancer.gov/espanol), Spanish website

### **National Institute of Mental Health**

National Institutes of Health  
6001 Executive Blvd.  
Room 8184, MSC 9663  
Bethesda, MD 20892-9663  
301-443-4513  
Toll free: 1-866-615-6464  
TTY: 301-443-8431, 1-866-415-8051 (Toll free)  
Fax: 301-443-4279  
e-mail: [nimhinfo@nih.gov](mailto:nimhinfo@nih.gov)  
[www.nimh.nih.gov](http://www.nimh.nih.gov)  
NIMH is the federal agency that conducts and supports research that seeks to understand, treat, and prevent mental illness. Trained information specialists are available Monday-Friday, 8:30 am to 5:00 pm ET. Contact NIMH for information on the symptoms, diagnosis and treatment of mental disorders, clinical trials and research. A publications ordering system is available on the NIMH website. Some publications are available in Spanish.

### **President's Council on Physical Fitness and Sports**

Department W  
200 Independence Ave., SW, Room 738-H  
Washington, DC 20201-0004  
202-690-9000  
Fax: 202-690-5211  
[www.fitness.gov](http://www.fitness.gov)

### **HHS-TIPS Fraud Hotline**

Office of Inspector General  
330 Independence Ave., SW  
Cohen Building, Room 5541  
Washington, DC 20201  
Toll free: 1-800-HHS-TIPS (1-800-447-8477)  
Fax: 1-800-223-8164 (Toll free)  
e-mail: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)  
[www.oig.hhs.gov](http://www.oig.hhs.gov)

### **HIV/AIDS Prevention**

Toll free: 1-800-232-4636 (24 hrs., 7 days a week, in English and Spanish)  
TTY: 1-888-232-6348 (Toll free)  
e-mail: [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)  
[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

### **AIDSInfo**

PO Box 6303  
Rockville, MD 20849-6363  
Toll free: 1-800-HIV-0440 (English/Spanish 12 pm-5 pm)  
TTY: 1-888-480-3739 (Toll free)  
Fax: 301-519-6616  
e-mail: [ContactUs@aidsinfo.nih.gov](mailto:ContactUs@aidsinfo.nih.gov)  
[www.aidsinfo.nih.gov](http://www.aidsinfo.nih.gov)  
[www.aidsinfo.nih.gov/infoSIDA](http://www.aidsinfo.nih.gov/infoSIDA), Spanish  
[www.aidsinfo.nih.gov/LiveHelp](http://www.aidsinfo.nih.gov/LiveHelp), Live help (M-F, 12 pm-4 pm, Spanish-speaking agents available)

## Department of Homeland Security

Washington, DC 20528  
202-282-8000  
[www.dhs.gov](http://www.dhs.gov), Homeland Security homepage  
[www.ready.gov](http://www.ready.gov), terrorism or emergency preparation website

### **Federal Emergency Management Agency (FEMA)**

500 C St., S.W.  
Washington, DC 20472  
Toll free: 1-800-621-FEMA (3362)  
TTY: 1-800-462-7585 (Toll free)  
[www.fema.gov](http://www.fema.gov)

### **National Flood Insurance Program**

FEMA  
500 C St., SW  
Washington, DC 20472  
202-646-2780  
Toll free: 1-888-CALL-FLOOD  
TTY: 1-800-427-5593 (Toll free)  
Fax: 202-646-2531  
e-mail: [floodsmart@dhs.gov](mailto:floodsmart@dhs.gov)  
[www.floodsmart.gov](http://www.floodsmart.gov)

*Dept. of Homeland Security, continued*

### **Transportation Security Administration**

601 South 12th St.  
Arlington, VA 22202-4220  
571-227-2900  
Toll free: 1-866-289-9673  
e-mail: [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)  
[www.tsa.gov](http://www.tsa.gov)

The TSA can assist you with questions or concerns about travel tips, permitted and prohibited items, and information on filing a claim for items that were damaged or lost during a TSA screening.

### **Bureau of Citizenship and Immigration Services (USCIS)**

Toll free: 1-800-375-5283 (National Customer Service Center)  
TTY: 1-800-767-1833  
[www.uscis.gov](http://www.uscis.gov)

### **U.S. Customs and Border Protection**

1300 Pennsylvania Ave., NW  
Washington, DC 20229  
202-354-1000  
Fax: 202-927-1380  
[www.cbp.gov](http://www.cbp.gov)

### **United States Coast Guard**

Toll free: 1-800-424-8802 (To report chemical and oil spills)  
[www.uscgboating.org](http://www.uscgboating.org), boat safety tips  
[www.nrc.uscg.mil](http://www.nrc.uscg.mil), for information about chemical or oil spills

### **United States Fire Administration**

National Emergency Training Center (NETC)  
16825 South Seton Ave.  
Emmitsburg, MD 21727  
301-447-1117 (Office of the Superintendent, National Fire Academy)  
301-447-1286 (Office of the Superintendent, Emergency Management Institute)  
Toll free: 1-800-238-3358  
[www.usfa.dhs.gov](http://www.usfa.dhs.gov)

## **Department of Housing and Urban Development (HUD)**

### **Home Improvement Branch**

451 7th St., SW, Room 9272  
Washington, DC 20410  
202-708-2121  
Fax: 202-708-4308  
[www.hud.gov/improvements](http://www.hud.gov/improvements)

### **Home Mortgage Insurance Division**

451 7th St., SW, Room 9266  
Washington, DC 20410  
202-708-2121  
Fax: 202-708-4308  
[www.hud.gov](http://www.hud.gov)

### **Inspector General's Fraud Hotline**

Office of Investigations  
451 7th St., SW  
Washington, DC 20410-4500  
202-708-4200  
Toll free: 1-800-347-3735 (Outside DC)  
TTY: 1-800-304-9597 (Toll free)  
Fax: 202-708-4829  
e-mail: [hotline@hudoig.gov](mailto:hotline@hudoig.gov)  
[www.hud.gov/offices/oig/hotline](http://www.hud.gov/offices/oig/hotline)

### **Office of Manufactured Housing Program**

Office of Deputy Assistant Secretary for Regulatory Affairs and Manufactured Housing  
451 7th St., SW, Room 9164  
Washington, DC 20410-8000  
202-708-6423  
Toll free: 1-800-927-2891  
Fax: 202-708-4213  
e-mail: [mhs@hud.gov](mailto:mhs@hud.gov)

[www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm](http://www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm), manufactured housing  
[www.hud.gov/offices/hsg/sfh/mps/mpshome.cfm](http://www.hud.gov/offices/hsg/sfh/mps/mpshome.cfm), minimum property standards  
The Manufactured Housing Program is a consumer protection program that regulates the construction of certain factory-built housing units called "manufactured homes," formerly known as "mobile homes." HUD works with 37 states to respond to consumer complaints. The Minimum Property Standards (MPS) establish certain minimum standards for buildings constructed under HUD housing programs. This includes new single family homes, multi-family housing and health care type facilities.

### **Office of Affordable Housing Programs**

451 7th St., SW, Room 7164  
Washington, DC 20410  
202-708-2685  
Toll free: 1-800-998-9999 (Community Connections)  
Fax: 202-708-1744  
[www.hud.gov](http://www.hud.gov)

## FEDERAL AGENCIES

*Dept. of HUD, continued*

### **Office of Fair Housing and Equal Opportunity**

451 7th St., SW - Room 5204  
Washington, DC 20410-2000  
202-708-4252  
Toll free: 1-800-669-9777 (Complaints Hotline)  
TTY: 1-800-927-9275 (Toll free)  
Fax: 202-708-4483  
[www.hud.gov/complaints/housediscrim.cfm](http://www.hud.gov/complaints/housediscrim.cfm)

### **Office of RESPA and Interstate Land Sales**

Office of the Deputy Assistant Secretary for  
Regulatory Affairs and Manufactured Housing  
451 7th St., SW, Room 9158  
Washington, DC 20410  
202-708-0502  
Toll free: 1-800-CALL-FHA (225-5342)  
Fax: 202-708-4559  
e-mail: [hsg-respa@hud.gov](mailto:hsg-respa@hud.gov)  
[www.hud.gov/offices/hsg/sfh/res/respa\\_hm.cfm](http://www.hud.gov/offices/hsg/sfh/res/respa_hm.cfm),  
RESPA  
[www.hud.gov/offices/hsg/sfh/ils/ilshome.cfm](http://www.hud.gov/offices/hsg/sfh/ils/ilshome.cfm),  
interstate land sales  
The office handles complaints and provides  
information regarding real estate loan transactions  
and borrower rights under the Real Estate  
Settlement Procedures Act (RESPA). The  
Interstate Land Sales program protects consumers  
from fraud and abuse in the sale or lease of land.

## Department of the Interior

### **Bureau of Reclamation**

1849 C St., NW  
Mail Code 92-00000  
Washington, DC 20240  
202-513-0535 (Public Affairs)  
[www.usbr.gov](http://www.usbr.gov)

### **Minerals Management Service**

1849 C St. NW  
Washington, DC 20240  
202-208-3985 (Public Affairs)  
[www.mms.gov](http://www.mms.gov)

### **Bureau of Indian Affairs**

1849 C St., NW, Room 4542  
Washington, DC 20240  
202-208-3710 (Public Affairs)  
[www.doi.gov/bureau-indian-affairs](http://www.doi.gov/bureau-indian-affairs)  
The Bureau of Indian Affairs administers and  
manages 55.7 million acres of land held in trust  
for American Indians, Indian tribes, and Alaska  
Natives.

### **Bureau of Land Management**

1849 C St., NW, Room 406-LS  
Washington, DC 20240  
202-452-5125 (Public Affairs)  
Fax: 202-452-5124  
[www.blm.gov](http://www.blm.gov)  
BLM's website provides information on such topics  
as energy, fire, grazing lands, wild horses and  
burros, and recreation.

### **Fish and Wildlife Service**

18th and C St., NW  
MS 3351  
Washington, DC 20240  
202-208-5634 (Public Affairs)  
Toll free: 1-800-344-WILD (9453)  
[www.fws.gov](http://www.fws.gov)

### **Geological Survey**

12201 Sunrise Valley Dr.  
Reston, VA 20192  
703-648-4460 (Public Affairs)  
Toll free: 1-888-ASK-USGS (275-8747)  
[www.usgs.gov](http://www.usgs.gov)

### **National Park Service**

1849 C St. NW  
Washington, DC 20240  
202-208-4747 (Public Inquiries)  
[www.nps.gov](http://www.nps.gov)

## Department of Justice

### **Americans with Disabilities Act (ADA) Information Line**

Civil Rights Division  
950 Pennsylvania Ave., NW  
Disability Rights Section—NYAV  
Washington, DC 20530  
Toll free: 1-800-514-0301  
TTY: 1-800-514-0383 (Toll free)  
[www.ada.gov](http://www.ada.gov)

### **Drug Enforcement Administration (DEA)**

Washington, DC 20537  
202-305-8500  
[www.dea.gov](http://www.dea.gov)

**Department of Labor****Office of Disability Employment Policy**

U.S. Department of Labor  
200 Constitution Ave., NW, Room S1303  
Washington, DC 20210  
202-693-7880  
Toll free: 1-866-633-7365  
TTY: 202-693-7881 or 1-877-889-5627 (Toll free)  
Fax: 202-693-7888  
[www.dol.gov/odep](http://www.dol.gov/odep)

**U.S. Department of Labor  
National Contact Center**

Toll free: 1-866-4-USA-DOL (487-2365)  
TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov](http://www.dol.gov)

**Employee Benefits Security Administration**

Office of Program Services  
Department of Labor, Room S2524  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-866-444-3272  
TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov/ebsa](http://www.dol.gov/ebsa)  
The Employment Benefits Security Administration provides information and answers questions on private sector, employer-sponsored pension benefit and health benefit plans.

**Employment Standards Administration**

Department of Labor, Room S2321  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-866-4-USA-DOL (487-2365)  
TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov/esa](http://www.dol.gov/esa)

**Employment and Training Administration**

Office of Public Affairs  
Department of Labor, Room N4643  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-877-US-2JOBS (872-5627)  
TTY: 1-877-889-5627 (Toll free)  
[www.doleta.gov](http://www.doleta.gov)  
The Employment and Training Administration manages federal government job training and worker dislocation programs, dispenses federal grants to states for public employment service programs, and administers unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.

**Occupational Safety and Health  
Administration (OSHA)**

Office of Information and Consumer Affairs  
Department of Labor, Room N3647  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-800-321-OSHA (321-6742)  
TTY: 1-877-889-5627 (Toll free)  
[www.osha.gov](http://www.osha.gov)

**Veteran's Employment and Training Service**

Department of Labor, Room S1325  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-866-4-USA-DOL (487-2365)  
TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov/vets](http://www.dol.gov/vets)

**Women's Bureau**

Department of Labor, Room S3002  
200 Constitution Ave., NW  
Washington, DC 20210  
Toll free: 1-800-827-5335  
TTY: 1-877-889-5627 (Toll free)  
Fax: 202-693-6725  
[www.dol.gov/wb](http://www.dol.gov/wb)  
The Women's Bureau addresses work issues such as sexual harassment, pregnancy discrimination, and family and medical leave, and dependent care (child and/or elder care) policies.

**Department of State****Overseas Citizens Services**

Washington, DC 20520  
202-647-5225 (Emergencies and Non-emergencies, M-F, 8:15 am-10 pm)  
202-647-4000 (After hours emergencies, Sundays, and holidays ask for the duty officer)  
Toll free: 1-888-407-4747  
[www.travel.state.gov](http://www.travel.state.gov)  
Contact the State Department for help with emergencies and non-emergencies affecting private Americans abroad.

**National Passport Information Center**

Passport Services  
Toll free: 1-877-4USA-PPT (487-2778)  
TTY: 1-888-874-7793 (Toll free)  
[www.travel.state.gov](http://www.travel.state.gov)  
Contact the National Passport Information Center for information on U.S. passports, including the status of pending applications, as well as the locations of the over 4,500 passport acceptance facilities.



## FEDERAL AGENCIES

*Dept. of State, continued*

### Visa Services

Washington, DC 20520  
202-663-1225 (8:30 am - 5:00 pm, EST, M-F)  
202-647-1512 (Emergency after hours)  
Fax: 202-663-3897  
e-mail: [usvisa@state.gov](mailto:usvisa@state.gov)  
[www.travel.state.gov/visa](http://www.travel.state.gov/visa)  
Contact Visa Services for information on U.S. visas for foreigners.

### Department of Transportation (DOT)

#### Federal Motor Carrier Safety Administration

400 7th St., SW  
Washington, DC 20590  
202-366-2519  
Toll free: 1-800-832-5660  
TTY: 1-800-877-8339 (Toll free)  
[www.fmcsa.dot.gov](http://www.fmcsa.dot.gov)  
[www.fmcsa.dot.gov/factsfigs/moving.htm](http://www.fmcsa.dot.gov/factsfigs/moving.htm),  
information about your rights when moving  
The Federal Motor Carrier Safety Administration  
provides information about your rights when  
moving across state lines (interstate moves).  
Moves within the same state are the responsibility  
of state and local authorities. Consumers should  
submit household goods (HHG) commercial  
complaints to the administration by calling toll free,  
1-888-DOT-SAFE (368-7238). This same toll-free  
number may be used to report dangerous safety  
violations involving a commercial truck or bus.

#### Federal Aviation Administration

800 Independence Ave., SW  
Washington, DC 20591  
202-366-4000  
Toll free: 1-866-835-5322  
[www.faa.gov](http://www.faa.gov)

#### AIR Consumer Protection Division

Office of Aviation Enforcement & Proceedings  
400 7th St., SW  
C-75, Room 4107  
Washington, DC 20590  
202-366-2220 (Airline service complaints)  
TTY: 202-366-0511  
e-mail: [airconsumer@dot.gov](mailto:airconsumer@dot.gov)  
[airconsumer.ost.dot.gov/problems.htm](http://airconsumer.ost.dot.gov/problems.htm)  
[airconsumer.ost.dot.gov/spanish/index.cfm](http://airconsumer.ost.dot.gov/spanish/index.cfm),  
Spanish  
Contact AIR Consumer Protection Division with  
airline service complaints.

### Office of Safety (RRS)

Federal Railroad Administration office address:  
1120 Vermont Ave., NW  
Washington, DC 20005  
202-493-6300  
Fax: 202-493-6309  
[www.fra.dot.gov](http://www.fra.dot.gov)  
Railway Safety mailing address:  
Federal Railroad Administration  
400 7th St., SW  
Mail Stop 25  
Washington, DC 20590

### National Highway Traffic Safety Administration (NHTSA)

400 7th St., SW, Room 5232  
Washington, DC 20590  
Toll free: 1-888-DASH 2 DOT (327-4236), Vehicle  
Safety Hotline  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)  
NHTSA wants to hear from consumers regarding  
potential defects in their cars. NHTSA's hotline  
has information on safety recalls; crash test  
ratings; child safety seats; bicycles; air bags; and  
impaired driving prevention.

### Department of the Treasury

#### Alcohol and Tobacco Tax and Trade Bureau

Public Information Officer  
1310 G St., NW, 3rd Floor  
Washington, DC 20220  
202-927-8062  
Fax: 202-927-5611  
e-mail: [ttbquestions@ttb.treas.gov](mailto:ttbquestions@ttb.treas.gov)  
[www.ttb.gov](http://www.ttb.gov)

#### Bureau of Engraving and Printing

Office of External Relations  
14th and C Streets, SW, Room 533 M  
Washington, DC 20228  
202-874-8888  
Toll free: 877-874-4114  
Fax: 202-874-3177  
[www.moneyfactory.com](http://www.moneyfactory.com)

#### Bureau of the Public Debt

Customer Call Center  
Treasury Direct  
PO Box 9150  
Minneapolis, MN 55480  
Toll free: 1-800-722-2678  
[www.publicdebt.treas.gov](http://www.publicdebt.treas.gov)

*Dept. of the Treasury, continued*

### **Comptroller of the Currency**

Customer Assistance Group  
1301 McKinney St., Ste. 3450  
Houston, TX 77010  
Toll free: 1-800-613-6743  
www.occ.treas.gov

### **Financial Management Service**

Office of Legislative and Public Affairs  
Liberty Center 401, 14th St., SW  
Room 555  
Washington, DC 20227  
202-874-6740  
Fax: 202-874-7016  
www.fms.treas.gov

### **Internal Revenue Service (IRS)**

Toll free: 1-800-829-1040 (General Information)  
Toll free: 1-800-829-4477 (Automated Refund Information)  
TTY: 1-800-829-4059 (Toll free)  
www.irs.gov

IRS e-file and IRS e-payment are now available through the IRS website. To find out whether the IRS received your return and whether it was processed, visit the IRS website or call 1-800-829-4477 or 1-800-829-1040. Whichever method you choose, you'll need your social security number, filing status, and the refund amount.

Employer Identification Numbers (EIN) can be obtained by fax, mail, or phone. To get an EIN by fax or mail, download Form SS-4, Application for Employer ID Number, from irs.gov or order a copy from 1-800-829-3676. Complete the form and fax or mail it to the number or address shown on the form for your state. To get an EIN by phone, call toll-free 1-866-816-2065 M-F, 7:30 am-5:30 pm local time.

Don't fall victim to a frivolous tax argument or abusive scheme. Be on guard for tax scams and recognize that if something sounds too good to be true, it probably is.

### **Office of Thrift Supervision**

Compliance Policy  
1700 G St., NW  
Washington, DC 20552  
202-906-6000  
Toll free: 1-800-842-6929  
www.ots.treas.gov

The Office of Thrift Supervision handles complaints about Federal savings and loans and Federal savings banks.

### **United States Mint**

Customer Service Center  
801 9th St., NW  
Washington, DC 20220  
Toll free: 1-800-872-6468  
www.usmint.gov

### **Department of Veterans Affairs (VA)**

Toll free: 1-800-827-1000  
TTY: 1-800-829-4833  
www.va.gov

For information about VA medical care or benefits, write, call or visit your nearest VA facility.

### **Consumer Affairs Service**

810 Vermont Ave., NW  
Washington, DC 20420  
202-273-5770  
Fax: 202-273-5716  
www.va.gov

Contact the Consumer Affairs Service for consumer information or general assistance.

### **National Cemetery Administration**

810 Vermont Ave., NW  
Washington, DC 20420  
202-273-5221  
Fax: 202-273-6698  
www.va.gov

Contact the National Cemetery Administration for information about burials, headstones or markers, the State Cemetery Grants Program, and presidential memorial certificates.

### **Veterans Benefits Administration**

810 Vermont Ave., NW  
Washington, DC 20420  
202-461-9760 (Publications Only)  
Toll free: 1-800-827-1000  
www.va.gov

### **Veterans Health Administration**

810 Vermont Ave., NW  
Washington, DC 20420  
Toll free: 1-877-222-8387  
Fax: 202-273-9609

## Environmental Protection Agency (EPA)

### Energy Star® Program

1200 Pennsylvania Ave., NW  
Room 6202J  
Washington, DC 20460  
Toll free: 1-888-STAR-YES (1-888-782-7937)  
e-mail: [info@energystar.gov](mailto:info@energystar.gov)  
[www.energystar.gov](http://www.energystar.gov)

The ENERGY STAR® label is awarded to products for the home and office that are highly energy efficient. Buying appliances, consumer electronics, lighting, heating and cooling equipment, and other products that carry this label can help protect the environment and save money.

### Indoor Air Quality Information Clearinghouse (IAQ INFO)

PO Box 37133  
Washington, DC 20013-7133  
703-356-4020  
Toll free: 1-800-438-4318  
Fax: 703-356-5386  
e-mail: [IAQINFO@aol.com](mailto:IAQINFO@aol.com)  
[www.epa.gov/iaq/iaqxline.html](http://www.epa.gov/iaq/iaqxline.html)

The IAQ is central source of information on indoor air quality. The website lists numerous toll-free numbers and has links to information specialists and publications.

### Inspector General's Fraud, Waste and Abuse Hotline

1200 Pennsylvania Ave., NW, Mail Code 2491T  
Washington, DC 20460  
202-566-2476  
Toll free: 1-888-546-8740  
Fax: 202-566-2549  
e-mail: [oig\\_hotline@epa.gov](mailto:oig_hotline@epa.gov)  
[www.epa.gov/oig/ombudsman-hotline.htm](http://www.epa.gov/oig/ombudsman-hotline.htm)

### EPA Headquarters Information Resources Center

1200 Pennsylvania Ave., NW  
Mail Code 3404T  
Washington, DC 20460  
202-566-0556  
Fax: 202-556-0562  
e-mail: [library-hq@epa.gov](mailto:library-hq@epa.gov)  
[www.epa.gov/natlibra/hqirc](http://www.epa.gov/natlibra/hqirc)

This is the EPA headquarters library, which provides assistance in locating EPA and environmental information, including general interest, non-technical publications on a variety of environmental topics.

### National Pesticide Information Center

Oregon State University  
333 Weniger Hall  
Corvallis, OR 97331-6502  
Toll free: 1-800-858-7378 (United States, Puerto Rico, Virgin Islands)  
Fax: 541-737-0761  
e-mail: [npic@ace.orst.edu](mailto:npic@ace.orst.edu)  
[npic.orst.edu](http://npic.orst.edu)  
A service that provides objective, science-based information about a wide variety of pesticide-related subjects, including: pesticide products, recognition and management of pesticide poisonings, toxicology, environmental chemistry.

### Resource Conservation and Recovery Act

RCRA, Superfund and EPCRA Hotline  
Washington, DC 20460  
703-412-9810 (DC metro area)  
Toll free: 1-800-424-9346 (Outside DC)  
TTY: 1-800-553-7672; 703-412-3323 (local)  
Fax: 703-412-3333  
e-mail: [epahotline@bah.com](mailto:epahotline@bah.com)  
[www.epa.gov/epaoswer/hotline](http://www.epa.gov/epaoswer/hotline)

### Safe Drinking Water Hotline

703-412-3330  
Toll free: 1-800-426-4791  
e-mail: [hotline-sdwa@epamail.epa.gov](mailto:hotline-sdwa@epamail.epa.gov)  
[www.epa.gov/safewater](http://www.epa.gov/safewater)  
The Office of Ground Water and Drinking Water oversees implementation of the Safe Drinking Water Act, which is the national law safeguarding tap water in America.

### Toxic Substances Control Act Assistance Information Service Hotline (TSCA)

202-554-1404  
Fax: 202-554-5603  
e-mail: [tsca-hotline@email.epa.gov](mailto:tsca-hotline@email.epa.gov)

## Equal Employment Opportunity Commission

### Office of Communications and Legislative Affairs

1801 L St., NW  
Washington, DC 20507  
202-663-4900  
Toll free: 1-800-669-4000  
TTY: 202-663-4494  
[www.eeoc.gov](http://www.eeoc.gov)

**Federal Communications Commission (FCC)**

**Consumer & Governmental Affairs Bureau (CGB)**

445 12th St., SW  
 Washington, DC 20554  
 Toll free: 1-888-CALL-FCC (225-5322)  
 TTY: 1-888-TELL-FCC (835-5322)  
 Fax: 1-866-418-0232  
 e-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[www.fcc.gov](http://www.fcc.gov)  
 FCC accepts public inquiries, informal complaints, and questions regarding cable, radio, satellite, telephone, television and wireless services.

**Federal Reserve Board**

**Federal Reserve Consumer Help**

PO Box 1200  
 Minneapolis, MN 55480  
 Toll free: 1-888-851-1920 (8 am-6 pm, CST)  
 TTY: 1-877-766-8533 (Toll free)  
 Fax: 1-877-888-2520 (Toll free)  
[www.federalreserveconsumerhelp.gov](http://www.federalreserveconsumerhelp.gov)  
 The Federal Reserve Board has consolidated its consumer channels to allow for more efficient investigation of complaints about state member banks.

★ **Federal Deposit Insurance Corporation (FDIC)**

Division of Supervision and Consumer Protection  
 Consumer Response Center  
 2345 Grand Boulevard, Ste 100  
 Kansas City, MO 64108  
 Toll free: 1-877-ASK-FDIC (1-877-275-3342)  
 TTY: 1-800-925-4618 (Toll free)  
 Fax: 816-234-9060  
[www.fdic.gov](http://www.fdic.gov)  
 FDIC handles questions about federal deposit insurance coverage and complaints about FDIC-insured state banks which are not members of the Federal Reserve System.

★ **Federal Trade Commission (FTC)**

**Federal Trade Commission**

Bureau of Consumer Protection  
 Consumer Response Center  
 600 Pennsylvania Ave., NW  
 Washington, DC 20580  
 Toll free: 1-877-FTC-HELP (382-4357)  
 TTY: 1-866-653-4261 (Toll free)  
[www.ftc.gov](http://www.ftc.gov)  
 The FTC works for the consumer to prevent fraudulent, deceptive, and unfair business practices in the marketplace and to provide information to help consumers spot, stop, and avoid them. To file a complaint or to get free information on consumer issues, visit the website or call the toll-free numbers above. The FTC records Internet, telemarketing, identity theft, and other fraud-related complaints in Consumer Sentinel, a secure, online database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad.

**Federal Maritime Commission (FMC)**

**Federal Maritime Commission (FMC)**

Office of Consumer Affairs  
 & Dispute Resolution Service  
 800 North Capitol St., NW  
 Washington, DC 20573  
 202-523-5807  
 Fax: 202 275-0059  
 e-mail: [Complaints@fmc.gov](mailto:Complaints@fmc.gov)  
[www.fmc.gov/bureau/OfficeofConsumerAffairsandDisputeResolutionServices.asp](http://www.fmc.gov/bureau/OfficeofConsumerAffairsandDisputeResolutionServices.asp)  
 FMC is the regulatory agency overseeing ocean carriers and certain other entities, operating in the waterborne foreign commerce of the U.S. FMC assists consumers engaged in disputes with transporting carriers, ocean transportation intermediaries and cruise operators.

★ **General Services Administration (GSA)**

**Federal Citizen Information Center**

Federal Citizen Information Center (FCIC)  
 1800 F St., NW, Room G-142  
 Washington, DC 20405  
 202-501-1794  
 Toll free: 1-800-FED-INFO  
 Fax: 202-501-4281  
[www.USA.gov](http://www.USA.gov)  
[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)  
[www.ConsumerAction.gov](http://www.ConsumerAction.gov)  
[www.GobiernoUSA.gov](http://www.GobiernoUSA.gov)  
[www.consumidor.gov](http://www.consumidor.gov)  
 FCIC publishes the free, quarterly Consumer Information Catalog, which lists more than 200 free

## FEDERAL AGENCIES

*General Services Administration, continued*

and low-cost Federal booklets on a wide variety of consumer topics, and maintains a family of websites to help provide free, timely and useful information to citizens. Consumers can get the information they need in three ways: through printed publications, by calling toll-free 1-800 (FED) INFO (333-4636), or by visiting USA.gov, the U.S. government's official web portal.

### **Surplus Federal Property Sales**

1800 F St., NW  
Washington, DC 20405  
Toll free: 1-800-488-3111  
www.gsa.gov, GSA homepage  
gsaauctions.gov, GSA online auctions  
GSA helps federal agencies dispose of unneeded property by selling directly to the public. They sell personal property, real estate, and vehicles to the public. The GSA Auctions® e-tool offers the general public the opportunity to bid electronically on many federal assets. The auctions are web-enabled, allowing all registered participants to bid on a single item or multiple items (lots) within specified timeframes. To access GSA Auctions, visit the second website listed above.

### **National Archives and Records Administration**

8601 Adelphi Rd.  
College Park, MD 20740-6001  
Toll free: 1-866-272-6272  
TTY: 301-837-0482  
Fax: 301-837-0483  
e-mail: inquire@nara.gov  
www.nara.gov  
NARA is an independent federal agency that helps preserve our nation's history by overseeing the management of all federal records.

### **National Council on Disability (NCD)**

Director of Communications  
1331 F St., NW, Ste. 850  
Washington, DC 20004  
202-272-2004  
TTY: 202-272-2074  
Fax: 202-272-2022  
e-mail: ncd@ncd.gov  
www.ncd.gov  
The National Council on Disability is an independent federal agency making recommendations to the President and Congress on policies affecting Americans with disabilities. NCD works to empower individuals with disabilities and to promote equal opportunity.

### **National Credit Union Administration**

#### **National Credit Union Administration (NCUA)**

1775 Duke St.  
Alexandria, VA 22314-3428  
703-518-6300  
Toll free: 1-800-827-9650 (Fraud Hotline)  
e-mail: pacamail@ncua.gov  
www.ncua.gov  
NCUA is the federal agency that charters and supervises federal credit unions and insures savings in federal and most state-chartered credit unions across the country through the National Credit Union Share Insurance Fund.

### **National Labor Relations Board**

Division of Information  
1099 14th St., NW  
Washington, DC 20570-0001  
202-273-1991  
Toll free: 1-866-667-NLRB (6572)  
TTY: 1-866-315-NLRB (6572)  
Fax: 202-273-1789  
www.nlr.gov  
The NLRB conducts elections to determine whether or not employees want union representation and investigates and remedies unfair labor practices by employers and unions.

### **Pension Benefit Guaranty Corporation**

#### **Contact Center**

Consumer Contact Center  
PO Box 151750  
Alexandria, VA 22315-1750  
Toll free: 1-800-400-PBGC (7242)  
Fax: 202-326-4047 or 202-326-4147  
www.pb.gc.gov  
www.pb.gc.gov/workers-retirees/header-footer-general/content/page13308.html, Contact Us  
Questions and comments about the website should go to webmaster@pb.gc.gov.  
Personal Pension Inquiries should go to mypension@pb.gc.gov. When you call, it helps to have your Social Security number and your plan's name or number, which can be found on the upper left corner of letters sent to members.



**Railroad Retirement Board**

844 North Rush St.  
Chicago, IL 60611-2092  
312-751-7139  
Toll free: 1-800-808-0772 (Helpline)  
TTY: 312-751-4701  
[www.rrb.gov/default.asp](http://www.rrb.gov/default.asp)

The Railroad Retirement Board is an independent agency in the executive branch of the Federal Government. The Board's primary function is to administer comprehensive retirement-survivor and unemployment-sickness benefit programs for the nation's railroad workers and their families, under the Railroad Retirement and Railroad Unemployment Insurance Acts.

★ **Securities and Exchange Commission (SEC)**

**Office of Investor Education and Assistance**

100 F St., NE  
Washington, DC 20549-0213  
202-551-6551  
Toll free: 1-800-SEC-0330  
Fax: 202-772-9295  
[www.sec.gov/complaint.shtml](http://www.sec.gov/complaint.shtml)  
[www.sec.gov/investor.shtml](http://www.sec.gov/investor.shtml), investor information

**Small Business Administration (SBA)**

409 3rd St., SW, Ste. 7600  
Washington, DC 20416  
202-205-6740  
Toll free: 1-800-U-ASK-SBA (827-5722)  
(Information)  
TTY: 704-344-6640  
Fax: 202-481-6190  
e-mail: [answerdesk@sba.com](mailto:answerdesk@sba.com)  
[www.sba.gov](http://www.sba.gov)

SBA offices are located in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. For the office nearest you, look under "U.S. Government" in your telephone directory.

**Social Security Administration**

**Office of Public Inquiries**

2555 Windsor Park Bldg.  
6401 Security Blvd.  
Baltimore, MD 21235  
Toll free: 1-800-772-1213  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

The Social Security Administration provides retirement, survivors and disability benefits, as well as administers Supplemental Security Income (SSI) payments. To report Social Security or SSI fraud, call toll free: 1-800-269-0271.

**Surface Transportation Board (STB)**

1925 K St., NW  
Washington, DC 20423-0001  
202-565-1500  
[www.stb.dot.gov](http://www.stb.dot.gov)

The STB resolves railroad rate and service disputes and reviews proposed railroad mergers. The STB is decisionally independent, although it is administratively affiliated with the Department of Transportation.

**U.S. Postal Service**

**Vice President and Consumer Advocate**

475 L'Enfant Plaza, SW  
Room 10427  
Washington, DC 20260-2200  
202-268-2282  
Toll free: 1-800-ASK-USPS (275-8777)  
TTY: 1-877-889-2457  
[www.usps.gov](http://www.usps.gov)

The US Postal Service Consumer Advocate listens to the voice of the customer and amplifies the message to postal management. Through proactive external messaging, the Consumer Advocate also channels information from the Postal Service to customers on postal policy and procedures and on ways to get the most from their Post Office.

**United States Postal Inspection Service**

Criminal Investigations Service Center  
ATTN: Mail Fraud  
222 S. Riverside Plaza, Ste. 1250  
Chicago, IL 60606-6100  
[www.usps.gov/postalinspectors](http://www.usps.gov/postalinspectors)

If you believe you have been the victim of a crime involving the U.S. mail or need assistance with postal-related problems of a law enforcement nature, you should contact your nearest Postal Inspection Service office. Addresses and telephone numbers can be found in the government pages of your telephone book or by visiting the Postal Inspection Service website.

## NATIONAL CONSUMER ORGANIZATIONS

These organizations define their missions as consumer assistance, protection and/or advocacy. The descriptions below are based on information they provided.

The type of service provided by each organization varies. Those that assist individuals with problems are specified. The others do not assist consumers with individual complaints, but they may be interested in hearing from consumers about problems, issues and trends in connection with their advocacy and consumer education activities.

Most, though not all, distribute consumer education and information materials. Where informational or educational materials are offered, there may be a charge; contact the organization to find out.

### ★ AARP

Consumer Protection  
601 E St., NW  
Washington, DC 20049  
202-434-2222  
Toll free: 1-888-687-2277  
TTY: 1-877-434-7598 (Toll free)  
Fax: 202-434-6470  
www.aarp.org

The Consumer Protection unit is charged by AARP to examine those consumer problems and issues that impact the financial security of people 50 years of age and older, and to help its members protect themselves from marketplace fraud and deception. To this end, Consumer Protection stays abreast of current and breaking consumer developments, and employs a variety of strategies to inform AARP members.

### Alliance Against Fraud in Telemarketing and Electronic Commerce (AAFTEC)

National Consumers League  
1701 K St., NW, Ste. 1200  
Washington, DC 20006  
202-835-3323  
Fax: 202-835-0747  
e-mail: info@nclnet.org  
www.fraud.org

The Alliance, coordinated by the National Consumers League, is a coalition of public interest groups, trade associations, labor unions, businesses, law enforcement agencies, educators, and consumer protection agencies. AAFTEC members promote efforts to educate the public about telemarketing and Internet fraud and how to shop safely by phone and online.

### American Council on Consumer Interests (ACCI)

415 South Duff Ave., Ste. C  
Ames, IA 50010-6600  
515-956-4666  
Fax: 515-233-3101  
e-mail: info@consumerinterests.org  
www.consumerinterests.org  
ACCI is the leading consumer policy research and education organization consisting of a world-wide community of researchers, educators and related professionals.

### American Council on Science and Health (ACSH)

1995 Broadway, 2nd Floor  
New York, NY 10023-5860  
212-362-7044  
Fax: 212-362-4919  
e-mail: acsh@acsh.org  
www.acsh.org

A nonprofit public education group, ACSH provides consumers with up-to-date scientifically sound information on the relationship between human health and chemicals, foods, lifestyles, and the environment. Booklets and special reports on a variety of topics are available.

### Center for Auto Safety (CAS)

1825 Connecticut Ave., NW Ste. 330  
Washington, DC 20009  
202-328-7700  
www.autosafety.org  
CAS advocates on behalf of consumers in auto safety and quality, fuel efficiency, emissions, and related issues. For advice on specific problems, CAS requests that consumers write a brief statement of the problem or

question, including the year, make and model of the vehicle. Mail it with a stamped self-addressed envelope to the address above.

### Center for Science in the Public Interest (CSPI)

1875 Connecticut Ave., NW, Ste. 300  
Washington, DC 20009  
202-332-9110  
Fax: 202-265-4954  
e-mail: cspi@cspinet.org  
www.cspinet.org

A nonprofit, membership organization, CSPI conducts research, education, and advocacy on nutrition, health, food safety and related issues, and publishes the monthly Nutrition Action Healthletter as well as other consumer information materials.

### Center for the Study of Services/Consumers' Checkbook Magazine

1625 K St, NW, 8th Floor  
Washington, DC 20006  
202-347-7283  
Toll free: 1-800-213-7283  
e-mail: support@checkbook.org  
www.checkbook.org

The Center for the Study of Services is an independent, nonprofit consumer organization with help from the U.S. Office of Consumer Affairs. Our purpose is to provide consumers with information to help them get high quality services and products at the best possible prices. We do not accept business donations and our publications carry no advertising. *Consumers' CHECKBOOK* evaluates the quality and prices of service firms

and stores. The Center also provides various kinds of help to consumers who want to buy or lease a new car. Our *CarBargains* and *LeaseWise* services help consumers get great deals from new car dealers. *Cardeals* is a bi-weekly newsletter detailing auto rebates and incentives offered by car manufacturers. The Center also publishes national guides, including *The Guide to Health Plans for Federal Employees*, *Guide to Top Doctors* and *Consumers' Guide to Hospitals*. These guides are available in book form and online.

**Certified Financial Planner Board of Standards**

CFP Board  
1425 K St., NW, Ste. 500  
Washington, DC 20005  
202-379-2200  
Toll Free: 1-888-237-6275  
Fax: 202-379-2299  
E-mail: mail@cfpboard.org  
www.cfp.net  
Certified Financial Planner Board of Standards is a nonprofit regulatory organization that fosters professional standards in personal financial planning. The CFP Board works to ensure that the public values, has access to, and benefits from competent financial planning. The CFP Board certifies financial planners who meet its requirements by granting use of these marks, CFP®, CERTIFIED FINANCIAL PLANNER™ and CFP (with flame logo).

**Coalition Against Insurance Fraud**

1012 14th St. NW, Ste. 200  
Washington, DC 20005  
202-393-7330  
Toll free: 1-800-835-6422  
Fax: 202-318-9189  
e-mail: info@insurancefraud.org  
www.InsuranceFraud.org  
The Coalition Against Insurance Fraud is a national alliance of consumer groups, government agencies, and insurance companies dedicated

to combating all forms of insurance fraud through advocacy and public information. It conducts research, develops public education programs and provides information on how to avoid becoming a victim of insurance fraud.

**Congress Watch**

215 Pennsylvania Ave., SE  
Washington, DC 20003  
202-546-4996  
Fax: 202-547-7392  
e-mail: congresswatch@citizen.org  
www.citizen.org/congress  
An arm of Public Citizen, Congress Watch works for consumer-related legislation, regulation, and policies in such areas as health and safety, and campaign financing, and has publications available on the issues with which it deals.

**Consumer Action**

221 Main St., Ste. 480  
San Francisco, CA 94105  
415-777-9635 (Consumer Complaints)  
213-623-8327 (Hotline)  
TTY: 415-777-9456  
Fax: 415-777-5267  
e-mail: info@consumer-action.org  
www.consumer-action.org  
An education and advocacy organization specializing in credit, finance, and telecommunications issues, Consumer Action offers a multi-lingual consumer complaint hotline, free information on its surveys of banks and long-distance telephone companies, and consumer education materials in as many as eight languages. Community-based organizations can receive these free publications in bulk.

**Consumer Federation of America (CFA)**

1620 I St., Ste. 200  
Washington, DC 20006  
202-387-6121  
Fax: 202-265-7989  
e-mail: cfa@consumerfed.org  
www.consumerfed.org  
CFA is a consumer advocacy and education organization. It currently

represents consumer interests on issues such as, telephone service, insurance and financial services, product safety, indoor air pollution, health care, product liability, and utility rates. It develops and distributes studies of various consumer issues, as well as consumer guides in book and pamphlet form. In addition, CFA publishes several newsletters.

**Consumer Reports**

101 Truman Ave.  
Yonkers, NY 10703-1057  
914-378-2000  
Fax: 914-378-2900  
www.consumerreports.org  
Consumer Reports® is published by Consumers Union (CU), an expert, independent nonprofit organization whose mission is to work for a fair, just, and safe marketplace for all consumers and to empower consumers to protect themselves. To achieve this mission, CU tests, informs, and protects. To maintain our independence and impartiality, CU accepts no outside advertising, no free test samples, and has no agenda other than the interests of consumers. See also: Consumers Union.

**Consumers for World Trade (CWT)**

1001 Connecticut Ave., N.W., Ste. 1110  
Washington, DC 20036  
202-293-2944  
Fax: 202-293-0495  
e-mail: cwt@cwt.org  
www.cwt.org  
A nonprofit organization, CWT supports trade expansion and liberalization to promote economic growth and increase consumer choice and price competition in the marketplace. Various publications are available.

**Consumers Union**

101 Truman Ave.  
Yonkers, NY 10703-1057  
914-378-2000  
Fax: 914-378-2900  
www.consumersunion.org

## NATIONAL CONSUMER ORGANIZATIONS

Consumers Union (CU), publisher of *Consumer Reports*®, is an independent, nonprofit testing and information organization serving only consumers. CU is a comprehensive source for unbiased advice about products and services, personal finance, health and nutrition, and other consumer concerns. Since 1936, CU's mission has been to test products, inform the public, and protect consumers. CU's income is derived solely from the sale of *Consumer Reports*® and other services, and from noncommercial contributions, grants, and fees. Staffers at the CU's Advocacy Offices listed below provide tools to consumers to make their concerns heard by government and industry. They also testify before Federal and state legislative and regulatory bodies, petition government agencies, emphasizing a national grass roots approach on behalf of consumers. The Consumer Policy Institute, in Yonkers, NY, conducts research and education projects on such issues as biotechnology, toxic air pollution, community right-to-know laws, and pesticides. See also: *Consumer Reports*.

Consumer Policy Institute  
914-378-2455  
Fax: 914-378-2928

Washington DC Office  
1101 17th St. NW, Ste. 500  
Washington, DC 20036  
202-462-6262  
Fax: 202-265-9548

Southwest Regional Office  
506 West 14th, Ste. A  
Austin, TX 78701-1643  
512-477-4431  
Fax: 512-477-8934

West Coast Regional Office  
1535 Mission St.  
San Francisco, CA 94103-2512  
415-431-6747  
Fax: 415-431-0906

### Families USA

1201 New York Ave. NW  
Ste. 1100  
Washington, DC 20005  
202-628-3030  
202-628-3030  
Fax: 202-347-2417  
e-mail: [info@familiesusa.org](mailto:info@familiesusa.org)  
[www.familiesusa.org](http://www.familiesusa.org)  
A national, nonprofit membership organization committed to comprehensive reform of health and long-term care, Families USA works to educate and mobilize consumers on healthcare issues. Families USA develops and distributes reports and other materials on health and long-term care issues.

### The Federation of American Consumers and Travelers

318 Hillsboro Ave.  
PO Box 104  
Edwardsville, IL 62025  
Toll free: 1-800-USA-FACT  
Toll free: 1-877-444-FACT  
Fax: 202-250-5811  
e-mail: [cservice@usafact.org](mailto:cservice@usafact.org)  
[www.usafact.org](http://www.usafact.org)  
FACT provides help to individuals and small associations. FACT provides non-biased and non-partisan weekly Eye-on-Washington Reports directly from the nation's capital, no-strings-attached Disaster Aid, continuing education scholarships, community and classroom grants, assistance for small business owners, travel discounts, and a Consumer Hotline/Library.

### ★ Financial Industry Regulatory Authority (FINRA)

Investor Complaint Center  
9509 Key West Avenue  
Rockville, MD 20850-3329  
Toll free: 1-800-289-9999  
(BrokerCheck Hotline)  
Fax: (866) 397-3290  
[www.finra.org/complaint](http://www.finra.org/complaint)  
[www.finra.org/investor](http://www.finra.org/investor)  
FINRA is the largest non-governmental regulator of the securities industry in the U.S.

### Funeral Consumers Alliance

33 Patchen Road  
South Burlington, VT 05403  
802-865-8300  
Toll free: 1-800-765-0107  
Fax: 802-865-2626  
e-mail: [info@funerals.org](mailto:info@funerals.org)  
[www.funerals.org](http://www.funerals.org)  
Funeral Consumers Alliance is a nonprofit educational organization protecting a consumer's right to choose a dignified, meaningful, and affordable funeral. In addition to informing the public about their available options and rights, FCA will assist in mediating complaints. There are more than 100 local affiliates around the country, many of which work for better legislation, conduct funeral price surveys, and counsel members and the general public.

### HALT: An Organization of Americans for Legal Reform

1612 K St. NW, Ste. 510  
Washington, DC 20006  
202-887-8255  
Toll free: 1-888-367-4258  
Fax: 202-887-9699  
e-mail: [halt@halt.org](mailto:halt@halt.org)  
[www.halt.org](http://www.halt.org)  
HALT's mission is to enable Americans to handle their legal affairs affordably, equitably, and simply. HALT publishes a series of self-help legal manuals, operates a legal information clearinghouse, and advocates for legal reforms which will benefit consumers.

### Health Research Group (HRG)

1600 20th St., NW  
Washington, DC 20009  
202-588-1000  
e-mail: [pcmail@citizen.org](mailto:pcmail@citizen.org)  
[www.citizen.org/hrg](http://www.citizen.org/hrg)  
A division of Public Citizen, HRG works for protection against unsafe foods, drugs, medical devices, and workplaces, and advocates for greater consumer control over personal health decisions. A monthly Health Letter and a monthly letter on prescription drugs are available.



**Hearing Loss Association of America**

7910 Woodmont Ave Ste. 1200  
Bethesda, MD 20814  
301-657-2248  
TTY: 301-657-2249  
Fax: 301-913-9413

e-mail: [info@hearingloss.org](mailto:info@hearingloss.org)  
[www.hearingloss.org](http://www.hearingloss.org)

The Hearing Loss Association of America is nonprofit serving the interests of consumers with hearing loss through self help, advocacy and education. It offers publications on: hearing aids, cochlear implants, assistive listening devices, Americans with Disabilities Act, employment, travel, lip-reading, education, parenting, medical research, psychological stress and telephone and television strategies. Hearing Loss Association of America holds annual conventions, fundraising walks, and publishes *Hearing Loss Magazine*.

**Jump\$tart Coalition for Personal Financial Literacy**

919 18th St., NW, Ste. 300  
Washington, DC 20006  
202-466-8604

Toll free: 1-888-453-3822

Fax: 202-223-0321

e-mail: [info@jumpstartcoalition.org](mailto:info@jumpstartcoalition.org)  
[www.jumpstart.org](http://www.jumpstart.org)

The Coalition's direct objective is to encourage curriculum enrichment to ensure that basic personal financial management skills are attained during the kindergarten through college experience.

**National Association of Consumer Agency Administrators (NACAA)**

Two Brentwood Commons, Ste. 150  
750 Old Hickory Blvd.  
Brentwood, TN 37027  
615-371-6125

Toll free: 1-866-729-6222

Fax: 615-369-6225

e-mail: [nacaa@nacaa.net](mailto:nacaa@nacaa.net)

[www.nacaa.net](http://www.nacaa.net)

An association of the administrators of local, state,

and federal government consumer protection agencies, NACAA provides training programs, public policy studies and conferences, professional publications, and other member services.

**National Coalition for Consumer Education**

c/o National Consumers League  
1701 K St., NW, Ste. 1200  
Washington, DC 20006  
202-835-3323

Fax: 202-835-0747

[www.nclnet.org](http://www.nclnet.org)

NCCE is a coalition coordinated by the National Consumers League. It develops and provides educational materials and resources to consumer educators through a network of state coordinators. The coalition sponsors LifeSmarts, a game-show competition open to all teens in the 9th through 12th grade.

**National Community Reinvestment Coalition (NCRC)**

733 15th St., NW, Ste. 540  
Washington, DC 20005-2112  
202-628-8866

Fax: 202-628-9800

e-mail: [member@ncrc.org](mailto:member@ncrc.org)

[www.ncrc.org](http://www.ncrc.org)

NCRC was founded in 1990 with the goal of ending discriminatory banking practices and increasing the flow of private capital and credit into underserved communities across the country.

**National Consumer Law Center (NCLC)**

77 Summer St., 10th Floor  
Boston, MA 02111-1006  
617-542-8010

Fax: 617-542 8028

e-mail: [consumerlaw@nclc.org](mailto:consumerlaw@nclc.org)

[www.consumerlaw.org](http://www.consumerlaw.org)

NCLC is an advocacy and research organization focusing on the needs of low-income and elderly consumers. Limited resources prevent the organization from responding to individual inquiries.

The Center publishes *Surviving Debt: A Guide for Consumers*. A newsletter on consumer law developments, *NCLC Reports*, is published 24 times a year.

**The National Consumer Protection Technical Resource Center**

1155 21st St. NW, Ste. 202  
Washington, DC 20036  
Toll free: 1-877-808-2468

Fax: 202-331-9334

e-mail: [info@smpresource.org](mailto:info@smpresource.org)

[www.smpresource.org](http://www.smpresource.org)

The Center is funded by the U.S. Administration on Aging to support community based Senior Medicare Patrol Programs (SMP). SMP projects utilize the skills and expertise of retired professionals to educate and empower communities to take an active role in the detection and prevention of healthcare fraud and abuse, with a focus on Medicare and Medicaid programs.

**National Consumers League**

1701 K St., NW, Ste. 1200  
Washington, DC 20006  
202-835-3323

Fax: 202-835-0747

[www.nclnet.org](http://www.nclnet.org)

[www.fraud.org](http://www.fraud.org)

[www.fakechecks.org](http://www.fakechecks.org)

Founded in 1899, the mission of the NCL is to protect and promote social and economic justice for consumers and workers. The league is a nonprofit membership organization working for health, safety, and fairness in the marketplace and workplace. Current principal issue areas include consumer fraud, food and drug safety, fair labor standards, child labor, healthcare, e-commerce, financial services and telecommunications. The league promotes consumer education through outreach to high school students and provides information to consumers through publications, media outreach and multiple web sites.



### **National Council on the Aging (NCOA)**

300 D St., SW, Ste. 801  
Washington, DC 20024  
202-479-1200  
TTY: 202-479-6674  
Fax: 202-479-0735  
e-mail: [info@ncoa.org](mailto:info@ncoa.org)  
[www.ncoa.org](http://www.ncoa.org)

NCOA is the nation's first association of organizations and professionals dedicated to promoting the dignity, self-determination, well being, and contributions of older persons

### **Public Citizen, Inc.**

1600 20th St., NW  
Washington, DC 20009  
202-588-1000  
e-mail: [rpleatman@citizen.org](mailto:rpleatman@citizen.org)  
[www.citizen.org](http://www.citizen.org)

A national, nonprofit membership organization representing consumer interests through lobbying, litigation, research, and publications, Public Citizen represents consumer interests in the areas of product liability, healthcare delivery, safe medical devices and medications, open and ethical government, and safe and sustainable energy use.

### ★ **Society of Consumer Affairs Professionals in Business (SOCAP)**

675 N. Washington St., Ste. 200  
Alexandria, VA 22314  
703-519-3700  
Fax: 703-549-4886  
e-mail: [socap@socap.org](mailto:socap@socap.org)  
[www.socap.org](http://www.socap.org)

SOCAP provides training, conferences and publications to encourage and promote effective communication and understanding among business, government and consumers. SOCAP also strives to define and advance the consumer affairs profession.

### **U.S. Public Interest Research Group (U.S. PIRG)**

218 D St., SE  
Washington, DC 20003-1900  
202-546-9707  
Fax: 202-546-2461  
e-mail: [uspirg@pirg.org](mailto:uspirg@pirg.org)  
[www.uspirg.org](http://www.uspirg.org)

U.S. PIRG is the national lobbying office for the state public interest research groups. The PIRGs are consumer and environmental advocacy groups that address issues such as: bank fees, identity theft, credit bureau abuses, clean air and clean water, right to know, campaign finance reform, and various other issues. U.S. PIRG does not handle individual consumer complaints directly but measures complaint levels to gauge the need for remedial legislation.

City, county and state consumer offices offer a variety of important services. They might mediate complaints, conduct investigations, prosecute offenders of consumer laws, license and regulate professionals, provide educational materials and advocate in the consumer interest.

An advantage of contacting a city or county government office is that they are familiar with local businesses and local ordinances. If there is not a consumer office in your local area, contact your state consumer office. State offices are familiar with state laws and look for statewide patterns of problems.

To save time, call before sending a written complaint. Ask if the office handles the type of complaint you have and if complaint forms are provided. Many offices distribute consumer materials specifically geared to state laws and local issues. Ask if any information is available on your problem.

This list is arranged in alphabetical order by state name.

## Alabama

### County Offices

Consumer Affairs Section  
Office of the Attorney General  
11 South Union St.  
**Montgomery, AL** 36130  
334-242-7335  
Toll free: 1-800-392-5658 (AL)  
[www.ago.state.al.us](http://www.ago.state.al.us)

## Alaska

### State Offices

Consumer Protection Unit  
1031 West 4th Ave., Ste. 200  
**Anchorage, AK** 99501-5903  
907-269-5100  
Toll free: 1-888-576-2529  
Fax: 907-276-8554  
[www.law.state.ak.us](http://www.law.state.ak.us)

## Arizona

### State Offices

Consumer Protection and  
Advocacy Section  
Office of the Attorney General  
1275 West Washington St.  
**Phoenix, AZ** 85007  
602-542-5025  
602-542-5763 (Consumer  
Information and Complaints)  
Toll free: 1-800-352-8431 (AZ)  
Fax: 602-542-4085  
[www.azag.gov](http://www.azag.gov)

Consumer Protection  
Office of the Attorney General  
400 West Congress South Bldg.,  
Ste. 315  
**Tucson, AZ** 85701  
520-628-6504  
Toll free: 1-800-352-8431 (AZ)  
Fax: 520-628-6530  
[www.azag.gov](http://www.azag.gov)

### County Offices

Greenlee County Attorney's Office  
PO Box 1717  
**Clifton, AZ** 85533  
928-865-4108  
Fax: 928-865-4665  
[www.azag.gov](http://www.azag.gov)

Coconino County Attorney's Office  
110 East Cherry Ave.  
**Flagstaff, AZ** 86001  
928-779-6518  
Toll free: 1-800-559-9289  
Fax: 928-779-5618  
[www.coconino.az.gov/ca.aspx](http://www.coconino.az.gov/ca.aspx)

Pinal County Attorney's Office  
PO Box 887  
**Florence, AZ** 85232  
520-866-6271  
Toll free: 1-800-208-6897  
Fax: 520-866-6423  
e-mail: [PinalCountyAttorney@co.pinal.az.us](mailto:PinalCountyAttorney@co.pinal.az.us)  
[www.pinalcounty.org/Attorney](http://www.pinalcounty.org/Attorney)

Gila County Attorney's Office  
1400 East Ash St.  
**Globe, AZ** 85501  
928-425-3231 ext. 8630  
Fax: 928-425-3720  
[www.azag.gov](http://www.azag.gov)

Navajo County Attorney's Office  
PO Box 668  
**Holbrook, AZ** 86025  
928-524-4026  
Fax: 928-524-4244  
[www.azag.gov](http://www.azag.gov)

Mohave County Attorney's Office  
PO Box 7000  
315 North 4th St.  
**Kingman, AZ** 86402-7000  
928-753-0719  
Fax: 928-753-2669  
[www.co.mohave.az.us/depts/attorney/attorney\\_default.asp](http://www.co.mohave.az.us/depts/attorney/attorney_default.asp)

Santa Cruz County Attorney's  
Office  
2150 North Congress Dr., Ste 201  
**Nogales, AZ** 85621  
520-375-7780  
Fax: 520-761-7859  
[www.co.santa-cruz.az.us/county\\_attorney/](http://www.co.santa-cruz.az.us/county_attorney/)

La Paz County Attorney's Office  
1320 Kofa Ave.  
**Parker, AZ** 85344  
928-669-6118  
Fax: 928-669-2019  
[www.co.la-paz.az.us/attorney.htm](http://www.co.la-paz.az.us/attorney.htm)

Yavapai County Attorney's Office  
255 East Gurley  
Yavapai County Courthouse  
**Prescott, AZ** 86301  
928-771-3344  
Fax: 928-771-3110  
[www.azag.gov](http://www.azag.gov)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Graham County Attorney's Office  
800 West Main  
Graham County Courthouse  
**Safford, AZ 85546**  
928-428-3620  
Fax: 928-428-7200  
www.azag.gov

Apache County Attorney's Office  
PO Box 637  
**St. Johns, AZ 85936**  
928-337-7560  
Fax: 928-337-2427  
www.azag.gov

Yuma County Attorney's Office  
Ste. G  
250 West Second Ave.  
**Yuma, AZ 85364**  
928-817-4300  
Fax: 928-373-1551  
www.co.yuma.az.us/atty

### Arkansas

#### State Offices

Consumer Protection Division  
Office of the Attorney General  
323 Center St., Ste. 200  
**Little Rock, AR 72201**  
501-682-2007  
501-682-2341 (Consumer Hotline)  
Toll free: 1-800-482-8982 (Do Not Call Program)  
Toll free: 1-800-448-3014 (Crime Victims Hotline)  
Toll free: 1-877-866-8225 (In-State Do Not Call Program)  
TTY: 501-682-6073  
Fax: 501-682-8118  
e-mail: consumer@ag.state.ar.us  
www.ag.state.ar.us

### California

#### State Offices

Office of the Attorney General  
PO Box 944255  
Public Inquiry Unit  
**Sacramento, CA 94244-2550**  
916-322-3360  
Toll free: 1-800-952-5225 (CA)  
TTY: 916-324-5564  
Fax: 916-323-5341  
www.caag.state.ca.us

Bureau of Automotive Repair  
10240 Systems Pkwy.  
**Sacramento, CA 95827**  
916-255-4300  
Toll free: 1-800-952-5210 (CA)  
TTY: 916-322-1700  
Fax: 916-255-1369  
www.autorepair.ca.gov

California Department of  
Consumer Affairs  
1625 North Market Blvd.  
**Sacramento, CA 95834**  
916-445-1254  
916-445-4465  
916-445-2643 (Correspondence  
and Complaint Review Unit)  
Toll free: 1-800-952-5210 (CA)  
TTY: 916-322-1700 or 1-800-326-  
2297  
e-mail: dca@dca.ca.gov  
www.dca.ca.gov

#### County Offices

Consumer and Environmental  
Protection Unit  
Solano County District Attorney's  
Office  
600 Union Ave.  
**Fairfield, CA 94533**  
707-421-6859  
707-421-6800  
Fax: 707-421-7986

Consumer & Environmental  
Protection Division  
Fresno County D.A.'s Office  
1250 Van Ness Ave., 2nd Floor  
**Fresno, CA 93721**  
559-488-3836  
559-488-3156  
Fax: 559-495-1315

Los Angeles County Department  
of Consumer Affairs  
500 West Temple St., Room B-96  
**Los Angeles, CA 90012-2706**  
213-974-1452  
Toll free: 1-800-593-8222 (L.A.  
County)  
TTY: 213-626-0913  
Fax: 213-687-0233  
consumer-affairs.co.la.ca.us

Contra Costa County  
D.A.'s Office  
627 Ferry St.  
**Martinez, CA 94553**  
925-646-4620  
Fax: 925-646-4683

Consumer Fraud Unit  
800 11th St., Room 200  
**Modesto, CA 95354**  
209-525-5550  
Fax: 209-525-5545  
www.stanislaus-da.org

Consumer Affairs Division  
PO Box 720  
931 Parkway Mall  
**Napa, CA 94559**  
707-253-4059 (Hotline)  
Fax: 707-253-4041

Consumer & Environmental Unit  
San Mateo County District  
Attorney's Office  
400 County Center, 3rd Floor  
**Redwood City, CA 94063**  
650-363-4651  
650-363-4636  
Fax: 650-363-4873

Consumer Protection Division  
Monterey County D.A.'s Office  
PO Box 1131  
**Salinas, CA 93902**  
831-755-5070  
Fax: 831-755-5068

San Diego County D.A.'s Office  
330 W. Broadway, Ste. 750  
**San Diego, CA 92101**  
619-531-4070  
Fax: 619-531-4481  
www.sdcda.org

Consumer and Environmental  
Protection Unit  
732 Brannan St.  
**San Francisco, CA 94103**  
415-551-9595 (Hotline)  
Fax: 415-551-9504  
www.sfgov.org/da

Consumer Protection Unit  
Santa Clara County D.A.'s Office  
West Wing, 4th Floor  
70 West Hedding St.  
**San Jose, CA 95110**  
408-792-2880  
408-299-7400  
Fax: 408-279-8742  
e-mail: webmaster@  
da.co.santa-clara.ca.us  
www.santaclara-da.org

Economic Crime Division  
1050 Monterey St., Room 223  
County Government Center  
**San Luis Obispo, CA 93408**  
805-781-5856  
Fax: 805-781-1173  
www.slocounty.ca.gov/D.A./Economic\_Crime\_Unit/Consumer\_Protection.htm

Consumer Protection Unit  
Marin County D.A.'s Office  
Hall of Justice, Room 130  
**San Rafael, CA 94903**  
415-499-6495  
Fax: 415-499-3719  
e-mail: consumer@  
co.marin.ca.us/da  
www.co.marin.ca.us

Consumer Protection Unit  
1112 Santa Barbara St.  
**Santa Barbara, CA 93101**  
805-568-2300  
Fax: 805-568-2453

Division of Consumer Affairs  
Santa Cruz County D.A.'s Office  
701 Ocean St., Room 200  
**Santa Cruz, CA 95060**  
831-454-2050  
TTY: 831-454-2123  
Fax: 831-454-2694  
e-mail: dao@co.santa-cruz.ca.us  
www.co.santa-cruz.ca.us

Consumer Mediation Section  
Ventura County D.A.'s Office  
800 South Victoria Ave.  
**Ventura, CA 93009**  
805-654-3110  
Fax: 805-648-9255  
www.ventura.org/vcda

Consumer/Environmental  
Protection Unit  
Orange County D.A.'s Office  
401 Civic Center Dr.  
**West Santana, CA 92701**  
714-648-3600  
Fax: 714-648-3679

## City Offices

Criminal Division  
Kern County D.A.'s Office  
1215 Truxtun Ave., 4th Floor  
**Bakersfield, CA 93301**  
661-868-2340  
Fax: 661-868-2700  
e-mail: dacriminal@co.kern.ca.us  
www.co.kern.ca.us/da/criminal.asp

Los Angeles City Attorney's Office  
200 North Main St.  
800 City Hall East  
**Los Angeles, CA 90012**  
213-978-8100  
Fax: 213-978-8312  
www.la-cares.com

Consumer and Environmental  
Protection Unit  
1200 Third Ave., Ste. 700  
**San Diego, CA 92101-4106**  
619-533-5600  
Fax: 619-533-5504  
e-mail: cepu@sandiego.gov  
www.sandiego.gov/cityattorney

Santa Monica City Attorney's  
Office  
1685 Main St., Room 310  
**Santa Monica, CA 90401**  
310-458-8336  
Fax: 310-395-6727  
pen.ci.santa-monica.ca.us/atty/  
consumer\_protection

## Colorado

### State Offices

Consumer Protection Division  
Colorado Attorney General's  
Office  
1525 Sherman St., 5th Floor  
**Denver, CO 80203-1760**  
303-866-5079  
Toll free: 1-800-222-4444  
Fax: 303-866-5443

ElderWatch  
(A program with the Colorado  
Attorney General and the  
AARP Foundation that fights  
elder financial abuse and fraud  
through information, referrals and  
consumer advocacy)  
1301 Pennsylvania #280  
**Denver, CO 80203**  
303-222-4444 option 2  
Toll free: 1-800-222-4444 option 2  
Fax: 303-831-6217

## County Offices

Economic Crime Division  
El Paso and Teller Counties  
D.A.'s Office  
105 East Vermijo, Ste. 205  
**Colorado Springs, CO 80903-2083**  
719-520-6002  
Fax: 719-520-6006  
dao.elpasoco.com/default.asp

Economic Crime Unit  
201 West Colfax Ave., Dept 801  
**Denver, CO 80202**  
720-913-9179  
Fax: 720-913-9177  
e-mail: llc@denverda.org  
www.denverda.org

Weld County D.A.'s Office  
915 Tenth St., PO Box 1167  
**Greeley, CO 80632**  
970-356-4010 ext. 4750  
Fax: 970-352-8023  
www.co.weld.co.us/departments/  
da/index.html

Pueblo County D.A.'s Office  
215 West 10th St.,  
**Pueblo, CO 81003**  
719-583-6000  
Fax: 719-583-6666  
www.co.pueblo.co.us/da/

## Connecticut

### State Offices

Department of Consumer  
Protection  
165 Capitol Ave.  
**Hartford, CT 06106**  
860-713-6050  
Fax: 860-713-7243  
www.ct.gov/dcp

# STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

## City Offices

Director of Consumer Protection  
City of Middletown  
PO Box 1300  
245 deKoven Dr.  
**Middletown, CT** 06457-1300  
860-344-3491  
TTY: 860-344-3521  
Fax: 860-344-3561  
[www.cityofmiddletown.com](http://www.cityofmiddletown.com)

## Delaware

### State Offices

Fraud and Consumer  
Protection Division  
Office of the Attorney General  
820 North French St.  
Carvel State Office Building  
**Wilmington, DE** 19801  
302-577-8600  
Toll free: 1-800-220-5424  
TTY: 302-577-6499  
Fax: 302-577-2496  
e-mail: [Attorney.General@state.de.us](mailto:Attorney.General@state.de.us)  
[www.state.de.us/attgen](http://www.state.de.us/attgen)

## District of Columbia

### District of Columbia Offices

Department of Consumer &  
Regulatory Affairs  
Office of Consumer Protection  
941 N. Capitol St. NE  
**Washington, DC** 20002  
202-442-4400  
202-727-1000 (Citywide Call  
Center)  
Fax: 202-442-8390  
e-mail: [dcra@dc.gov](mailto:dcra@dc.gov)  
[www.dcra.dc.gov](http://www.dcra.dc.gov)

Consumer Protection & Antitrust  
Office of the Attorney General for  
the District of Columbia  
441 4th St., NW, Ste. 1060 N  
**Washington, DC** 20001  
202-727-3400  
Fax: 202-347-8922  
e-mail: [consumercomplaint.oag@dc.gov](mailto:consumercomplaint.oag@dc.gov)  
[www.occ.dc.gov](http://www.occ.dc.gov)

## Florida

### State Offices

Florida Dept. of Agriculture and  
Consumer Services  
2005 Apalachee Parkway  
**Tallahassee, FL** 32301  
850-488-2221  
Toll free: 1-800-435-7352 (FL)  
Fax: 850-410-3839  
[www.800helpfla.com](http://www.800helpfla.com)

Multi-State Litigation and  
Intergovernmental Affairs  
Office of the Attorney General  
PL-01 The Capitol  
**Tallahassee, FL** 32399-1050  
850-414-3300  
Toll free: 1-866-966-7226 (FL)  
TTY: 1-800-955-8771 (Toll free)  
Fax: 850-410-1630  
[www.myfloridalegal.com](http://www.myfloridalegal.com)

Economic Crimes Division  
Office of the Attorney General  
PL-01 The Capitol  
**Tallahassee, FL** 32399-1050  
850-414-3600  
Toll free: 1-866-966-7226 (FL)  
TTY: 1-800-955-8771 (Toll free)  
Fax: 850-488-4483  
[www.myfloridalegal.com](http://www.myfloridalegal.com)

### Regional Offices

Economic Crimes Division  
110 SE 6th St.  
**Fort Lauderdale, FL** 33301-5000  
954-712-4600  
Fax: 954-712-4658

Economic Crimes Unit  
Office of the Attorney General  
Ste. 405  
1300 Riverplace Blvd.  
**Jacksonville, FL** 32207  
904-348-2720  
Fax: 904-858-6918

Economic Crimes Division  
Office of the Attorney General  
135 West Central Blvd., Ste. 1000  
**Orlando, FL** 32801  
407-999-5588  
Fax: 407-245-0365  
[www.myfloridalegal.com](http://www.myfloridalegal.com)

Economic Crimes Division  
Office of the Attorney General  
3507 E. Frontage Rd., Ste. 325  
Concourse Center 4  
**Tampa, FL** 33607-1795  
813-287-7950  
Fax: 813-281-5515  
[www.myfloridalegal.com](http://www.myfloridalegal.com)

Economic Crimes Division  
1515 N. Flagler Ave., Ste. 900  
**West Palm Beach, FL** 33401  
561-837-5000  
Fax: 561-837-5109  
[www.myfloridalegal.com](http://www.myfloridalegal.com)

### County Offices

Pinellas County Office of  
Consumer Protection  
15251 Roosevelt Blvd., Ste. 209  
**Clearwater, FL** 33760  
727-464-6200  
TTY: 727-464-6088  
Fax: 727-464-6129  
e-mail: [consumer@co.pinellas.fl.us](mailto:consumer@co.pinellas.fl.us)  
[www.pinellascounty.org](http://www.pinellascounty.org)

Broward County Consumer  
Affairs Division  
115 South Andrews Ave., A460  
**Fort Lauderdale, FL** 33301  
954-357-5350  
Fax: 954-765-5309  
e-mail: [consumer@broward.org](mailto:consumer@broward.org)  
[www.broward.org/consumer](http://www.broward.org/consumer)

Miami-Dade County Consumer  
Services Department  
140 West Flagler St., Stes. 901-904  
**Miami, FL** 33130  
305-375-1250  
e-mail: [consumer@miamidade.gov](mailto:consumer@miamidade.gov)  
[www.miamidade.gov/csd](http://www.miamidade.gov/csd)

Office of the State Attorney for  
Miami-Dade County  
1350 NW 12th Ave.  
**Miami, FL** 33136-2111  
305-547-0671  
Fax: 305-547-0717  
[www.miamisao.com](http://www.miamisao.com)

Pasco County Consumer  
Affairs Division  
7530 Little Rd., Ste. 140  
**New Port Richey, FL** 34654  
727-847-2411, ext. 8110  
Fax: 727-847-8191  
[www.pascocountyfl.net](http://www.pascocountyfl.net)



Orange County Consumer  
Fraud Unit  
PO Box 1673  
415 North Orange Ave.  
**Orlando, FL 32802**  
407-836-2490  
Fax: 407-836-1210  
e-mail: fraudhelp@sao9.org  
www.orangecountyfl.net

Hillsborough County Consumer  
Protection Agency  
8900 N. Armenia Ave., Ste 226  
**Tampa, FL 33604-1072**  
813-903-3430  
Fax: 813-903-3432  
www.hillsboroughcounty.org/  
consumerprotection

Palm Beach County Division of  
Consumer Affairs  
50 South Military Trail  
**West Palm Beach, FL 33415**  
561-712-6600  
Fax: 561-712-6610  
www.pbcgov.com/consumer

## Georgia

### State Offices

Governor's Office  
of Consumer Affairs  
2 Martin Luther King, Jr. Dr., Ste. 356  
**Atlanta, GA 30334**  
404-656-3790  
Toll free: 1-800-869-1123 (GA and  
Outside Atlanta)  
Fax: 404-651-9018  
consumer.georgia.gov

## Hawaii

### State Offices

Office of Consumer Protection  
Department of Commerce and  
Consumer Affairs  
345 Kekuanaoa St., Room 12  
**Hilo, HI 96720**  
808-933-0910  
Fax: 808-933-8845

Office of Consumer Protection  
Department of Commerce  
and Consumer Affairs  
235 South Beretania St., Room 801  
**Honolulu, HI 96813-2419**  
808-586-2636  
Fax: 808-586-2640

Office of Consumer Protection  
Dept of Commerce  
and Consumer Affairs  
1063 Lower Main St., Ste C-216  
**Wailuku, HI 96793**  
808-984-8244  
Fax: 808-243-5807  
www.hawaii.gov/dcca/ocp

## Idaho

### State Offices

Consumer Protection Unit  
Idaho Attorney General's Office  
650 West State St.  
**Boise, ID 83720-0010**  
208-334-2424  
Toll free: 1-800-432-3545 (ID)  
Fax: 208-334-2830  
www.state.id.us/ag

## Illinois

### State Offices

Consumer Fraud Bureau  
1001 East Main St.  
**Carbondale, IL 62901**  
618-529-6400  
Toll free: 1-800-243-0607  
TTY: 618-529-0607 or 1-877-675-  
9339 (Toll free in IL)  
Fax: 618-529-6416  
e-mail: ag\_consumer@  
atg.state.il.us  
www.illinoisattorneygeneral.gov

Consumer Fraud Bureau  
100 West Randolph, 12th Floor  
**Chicago, IL 60601**  
312-814-3000  
Toll free: 1-800-386-5438 (IL)  
TTY: 312-814-3374  
Fax: 312-814-2593  
e-mail: ag\_consumer@atg.  
state.il.us  
www.illinoisattorneygeneral.gov

Office of Citizens Assistance  
222 South College, Room 106  
**Springfield, IL 62706**  
217-782-0244  
Toll free: 1-800-642-3112 (IL)  
Fax: 217-524-4049  
e-mail: governor@illinois.gov  
www.illinois.gov

## County Offices

Consumer Fraud Division  
Cook County State Attorney's  
Office  
69 West Washington, Ste. 700  
**Chicago, IL 60602**  
312-603-8600  
e-mail: consumer@  
cookcountygov.com.  
www.statesattorney.org/con  
sumer\_fraud.htm

Consumer Fraud Bureau  
Office of the Attorney General  
500 South Second St.  
**Springfield, IL 62706**  
217-782-1090  
Toll free: 1-800-243-0618 (IL)  
TTY: 217-785-2771 or 1-877-844-  
5461 (Toll free in IL)  
Fax: 217-782-1097  
e-mail: ag\_consumer@  
atg.state.il.us  
www.illinoisattorneygeneral.gov

## City Offices

Chicago Department of  
Consumer Services  
Daley Center, Room 208  
50 West Washington  
**Chicago, IL 60602**  
312-744-4006  
TTY: 312-744-9385  
Fax: 312-744-9089  
www.cityofchicago.org

City of Des Plaines Consumer  
Protection Office  
6th Floor  
1420 Miner St.  
**Des Plaines, IL 60016**  
847-391-5006  
Fax: 847-391-5378  
e-mail: consumerprotection@  
desplaines.org  
www.desplaines.org

# STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

## Indiana

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### State Offices

Consumer Protection Division  
302 West Washington St.  
Indiana Government Center South  
**Indianapolis, IN 46204**  
317-232-6201  
Toll free: 1-800-382-5516  
(Consumer Hotline)  
Fax: 317-232-7979  
[www.in.gov/attorneygeneral](http://www.in.gov/attorneygeneral)

### County Offices

Marion County Prosecuting  
Attorney's Office  
251 E Ohio St, Ste. 160  
**Indianapolis, IN 46204**  
317-327-3522  
Fax: 317-327-5409  
[www.indygov.org](http://www.indygov.org)

## Iowa

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### State Offices

Consumer Protection Division  
Office of the Iowa Attorney  
General  
Hoover Building  
1305 East Walnut St., 2nd Floor  
**Des Moines, IA 50319**  
515-281-5926  
Toll free: 1-888-777-4590 (IA)  
Fax: 515-281-6771  
e-mail: [consumer@ag.state.ia.us](mailto:consumer@ag.state.ia.us)  
[www.iowaAttorneyGeneral.org](http://www.iowaAttorneyGeneral.org)

## Kansas

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### State Offices

Consumer Protection &  
Antitrust Division  
Office of the Attorney General  
120 SW 10th, 2nd Floor  
**Topeka, KS 66612-1597**  
785-296-3751  
Toll free: 1-800-432-2310 (KS)  
TTY: 785-291-3767  
Fax: 785-291-3699  
e-mail: [cprotect@ksag.org](mailto:cprotect@ksag.org)  
[www.ksag.org](http://www.ksag.org)

## County Offices

Consumer Protection Division  
Johnson County D.A.'s Office  
100 North Kansas Ave.  
Johnson County Courthouse  
**Olathe, KS 66061**  
913-715-3003  
Fax: 913-715-3040

Consumer Fraud & Economic  
Crime Division  
Office of the District Attorney  
535 North Main St., 1st Floor  
**Wichita, KS 67203-3747**  
316-660-3600  
Toll free: 1-800-432-6878 (KS)  
Fax: 316-383-4638  
e-mail: [consumer@sedgwick.gov](mailto:consumer@sedgwick.gov)

## Kentucky

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### State Offices

Office of Consumer Protection  
1024 Capital Center Dr., Ste. 200  
**Frankfort, KY 40601**  
502-696-5389  
Toll free: 1-888-432-9257 (KY)  
Fax: 502-573-8317  
e-mail: [attorney.general@ag.ky.gov](mailto:attorney.general@ag.ky.gov)  
[www.ag.ky.gov](http://www.ag.ky.gov)

Kentucky Office of  
the Attorney General  
Consumer Protection Division  
8911 Shelbyville Rd.  
**Louisville, KY 40222**  
502-429-7134  
Fax: 502-429-7129

## Louisiana

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### State Offices

Consumer Protection Section  
Office of the Attorney General  
PO Box 94005  
**Baton Rouge, LA 70804-9005**  
Toll free: 1-800-351-4889  
Fax: 225-326-6499  
[www.ag.state.la.us](http://www.ag.state.la.us)

### County Offices

Jefferson Parish D.A.'s Office  
Economic Crime Unit  
200 Derbigny St.  
**Gretna, LA 70053-5894**  
504-368-1020  
Fax: 504-361-2996

## Maine

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### State Offices

Bureau of Consumer  
Credit Protection  
35 State House Station  
**Augusta, ME 04333-0035**  
207-624-8527  
Toll free: 1-800-332-8529 (ME)  
TTY: 1-888-577-6690 (Toll free)  
Fax: 207-582-7699  
[www.credit.maine.gov](http://www.credit.maine.gov)

Consumer Protection Division  
Office of the Attorney General  
6 State House Station  
**Augusta, ME 04333**  
207-626-8800  
Fax: 207-626-8812  
e-mail: [consumer.mediation@state.me.us](mailto:consumer.mediation@state.me.us)  
[www.maine.gov](http://www.maine.gov)

## Maryland

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### State Offices

Consumer Protection Division  
200 Saint Paul Place, 16th Floor  
**Baltimore, MD 21202-2021**  
410-528-8662 (Consumer  
Complaints)  
410-576-6550 (Consumer  
Information)  
410-528-1840 (Health Advocacy  
unit)  
Toll free: 1-888-743-0023  
TTY: 410-576-6372 (MD)  
Fax: 410-576-7040  
e-mail: [consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)  
[www.oag.state.md.us/consumer](http://www.oag.state.md.us/consumer)

### Regional Offices

Consumer Protection Division  
Maryland Attorney Generals'  
Office  
44 North Potomac St., Ste. 104  
**Hagerstown, MD 21740-5684**  
301-791-4780  
TTY: 410-576-6372  
Fax: 301-791-7178

Consumer Protection Division  
 Eastern Shore Branch Office  
 Office of the Attorney General  
 201 Baptist St., Ste. 30  
**Salisbury, MD** 21801-4976  
 410-713-3620  
 410-576-6300  
 410-543-6620  
 Toll free: 1-888-743-0023  
 TTY: 410-576-6372  
 Fax: 410-543-6642  
[www.oag.state.md.us](http://www.oag.state.md.us)

## County Offices

Howard County Office  
 of Consumer Affairs  
 6751 Columbia Gateway Dr.  
**Columbia, MD** 21046  
 410-313-6420  
 Fax: 410-313-6453

Montgomery County Division of  
 Consumer Affairs  
 100 Maryland Ave., Ste. 330  
**Rockville, MD** 20850  
 240-777-3636  
 TTY: 240-777-3679  
 Fax: 240-777-3768  
[www.montgomerycountymd.gov/consumer](http://www.montgomerycountymd.gov/consumer)

## Massachusetts

### State Offices

Consumer Protection and  
 Antitrust Division  
 Office of the Attorney General  
 One Ashburton Place  
**Boston, MA** 02108  
 617-727-8400 (Consumer Hotline)  
 TTY: 617-727-4765  
 Fax: 617-727-3265  
[www.mass.gov/ago](http://www.mass.gov/ago)

Executive Office of Consumer  
 Affairs and Business Regulation  
 10 Park Plaza, Ste. 5170  
**Boston, MA** 02116  
 617-973-8700 (General  
 Information)  
 617-973-8787 (Consumer Hotline)  
 Toll free: 1-888-283-3757 (MA)  
 TTY: 617-973-8790  
 Fax: 617-973-8798  
 e-mail: [consumer@state.ma.us](mailto:consumer@state.ma.us)  
[www.mass.gov/Consumer](http://www.mass.gov/Consumer)

Southern Massachusetts Division  
 105 William St.  
**New Bedford, MA** 02740  
 508-990-9700  
 Fax: 508-990-8686

Western Massachusetts Division  
 Office of the Attorney General  
 1350 Main St., 4th Floor  
**Springfield, MA** 01103-1629  
 413-784-1240  
 TTY: 617-727-4765  
 Fax: 413-784-1244  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Central Massachusetts Division  
 Office of the Attorney General  
 One Exchange Place  
**Worcester, MA** 01608  
 508-792-7600  
 617-727-8400  
 Fax: 508-795-1991

### County Offices

Norfolk District Attorney's Office  
 45 Shawmut Rd.  
**Canton, MA** 02021  
 781-830-4800  
 Fax: 781-830-4801  
[www.mass.gov/da/norfolk](http://www.mass.gov/da/norfolk)

Franklin County  
 13 Conway St.  
**Greenfield, MA** 01301  
 413-774-5102  
 Fax: 413-773-3278

Consumer Protection Division  
 1 Gleason Plaza  
**Northampton, MA** 01060  
 413-586-9225  
 Fax: 413-584-3635

Berkshire County Consumer  
 Advocates  
 150 North St., Room 34  
**Pittsfield, MA** 01201  
 413-443-9128  
 Toll free: 1-800-540-9128  
 Fax: 413-496-9225

Consumer Council of Worcester  
 County  
 484 Main St., 2nd Floor  
**Worcester, MA** 01608-1690  
 508-754-1176  
 Toll free: 1-800-545-4577  
 Fax: 508-754-0203  
[www.wcac.net](http://www.wcac.net)

### City Offices

City of Boston Consumer  
 Affairs & Licensing  
 1 City Hall Plaza, Room 817  
**Boston, MA** 02201  
 617-635-3834  
 Fax: 617-635-4174  
 e-mail: [MOCAL@cityofboston.gov](mailto:MOCAL@cityofboston.gov)  
[www.cityofboston.gov/consumeraffairs](http://www.cityofboston.gov/consumeraffairs)

Cambridge Consumers' Council  
 831 Massachusetts Ave.  
**Cambridge, MA** 02139  
 617-349-6150  
 TTY: 617-349-6112  
 Fax: 617-349-6148  
 e-mail: [Consumer@CambridgeMA.gov](mailto:Consumer@CambridgeMA.gov)  
[www.ci.cambridge.ma.us/~Consumer](http://www.ci.cambridge.ma.us/~Consumer)

Greater Fall River/New Bedford:  
 One Government Center  
**Fall River, MA** 02722  
 508-324-2672  
 Fax: 508-324-2626  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Consumer Protection Program  
 Haverhill Community Action, Inc.  
 25 Locust St.  
**Haverhill, MA** 01830  
 978-373-1971  
 Fax: 978-373-8966  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Cape Cod residents contact:  
 Consumer Assistance Council, Inc.  
 149 Main St.  
**Hyannis, MA** 02601  
 508-771-0700  
 Toll free: 1-800-867-0701 (MA)  
 Fax: 508-771-3011  
 e-mail: [cac@capecod.net](mailto:cac@capecod.net)  
[www.consumercouncil.com](http://www.consumercouncil.com)

Consumer Protection Program  
 Greater Lawrence Community  
 Action Council, Inc.  
 305 Essex St.  
**Lawrence, MA** 01840  
 978-681-4990  
 Fax: 978-681-4949  
[www.glcac.org/consumer.htm](http://www.glcac.org/consumer.htm)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Middlesex Community  
College Law Center  
33 Kearney Square  
**Lowell**, MA 01852-1987  
978-656-3342  
Fax: 978-441-1794  
[www.geocities.com/mcclawcenter](http://www.geocities.com/mcclawcenter)

Medford Consumer Advisory  
Commission  
90 Main St.  
**Medford**, MA 02155  
781-393-2460  
Fax: 781-393-2342  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Consumer Assistance Office -  
Metro West, Inc.  
209 West Central St.  
**Natick**, MA 01760  
508-651-8812  
Fax: 508-647-0661  
e-mail: [support@volunteersolutions.org](mailto:support@volunteersolutions.org)  
[www.consumermetrowest.org](http://www.consumermetrowest.org)

Newton-Brookline  
Consumer Office  
1000 Commonwealth Ave.  
Newton City Hall  
**Newton Centre**, MA 02459  
617-796-1292  
TTY: 617-796-1089  
Fax: 617-796-1293  
e-mail: [consumer@newtonma.gov](mailto:consumer@newtonma.gov)  
[www.ci.newton.ma.us](http://www.ci.newton.ma.us)

Mass PIRG Consumer  
Action Center  
182 Green St.  
**North Weymouth**, MA 02191  
781-335-0280  
Fax: 781-340-3991

South Shore Community  
Action Council, Inc.  
265 South Meadow Rd.  
**Plymouth**, MA 02360  
508-747-7575 ext 226  
Fax: 508-746-5140

Revere Consumer Affairs Office  
150 Beach St.  
**Revere**, MA 02151  
781-286-8114  
Fax: 781-485-2788

Mayor's Office of  
Consumer Information  
36 Court St.  
City Hall  
**Springfield**, MA 01103-1699  
413-787-6437  
Fax: 413-787-7781  
[www.cityofboston.gov/consumeraffairs](http://www.cityofboston.gov/consumeraffairs)

Brockton residents contact:  
Lindsay Hall  
175 Forest St.  
Bentley College  
**Waltham**, MA 02452-4705  
Toll free: 1-800-273-9494 (MA)  
Fax: 781-891-2478

### Michigan

#### State Offices

Consumer Protection Division  
Office of Attorney General  
PO Box 30213  
**Lansing**, MI 48909  
517-373-1140  
Toll free: 1-877-765-8388  
Fax: 517-241-3771 / 517-373-3042  
[www.michigan.gov/ag](http://www.michigan.gov/ag)

#### County Offices

Macomb County Consumer  
Protection Department  
Office of the Prosecuting  
Attorney  
One South Main St., 3rd FL  
Macomb County Admin. Bldg  
**Mt. Clemens**, MI 48043  
586-469-5350  
Fax: 586-469-5609

#### City Offices

Consumer Advocacy  
65 Cadillac Square, Ste. 300  
City of Detroit  
**Detroit**, MI 48226  
313-224-1000  
313-224-6995 (Complaints)  
Fax: 313-224-1476  
[www.ci.detroit.mi.us/senior](http://www.ci.detroit.mi.us/senior)

### Minnesota

#### State Offices

Consumer Services Division  
Attorney General's Office  
445 Minnesota St.  
1400 Bremer Tower  
**St. Paul**, MN 55101  
651-296-3353  
Toll free: 1-800-657-3787  
TTY: 651-297-7206 or 1-800-366-4812  
Fax: 651-282-2155  
e-mail: [attorney.general@state.mn.us](mailto:attorney.general@state.mn.us)  
[www.ag.state.mn.us](http://www.ag.state.mn.us)

#### County Offices

Citizen Information Hotline  
C-2000 County Government  
Center  
**Minneapolis**, MN 55487  
612-348-5550  
TTY: 612-348-6015  
Fax: 612-348-9712  
e-mail: [citizeninfo@co.hennepin.mn.us](mailto:citizeninfo@co.hennepin.mn.us)  
[www.hennepinattorney.org](http://www.hennepinattorney.org)

#### City Offices

Div. of Licenses & Consumer  
Services, Minneapolis  
Department of Regulatory  
Services  
350 South 5th St.  
City Hall, Room 1C  
**Minneapolis**, MN 55415  
612-673-2080  
TTY: 612-673-2157  
Fax: 612-673-3399  
[www.ci.minneapolis.mn.us](http://www.ci.minneapolis.mn.us)

### Mississippi

#### State Offices

Bureau of Regulatory Services  
PO Box 1609  
121 North Jefferson St.  
**Jackson**, MS 39201  
601-359-1111  
Fax: 601-359-1175  
[www.mdac.state.ms.us](http://www.mdac.state.ms.us)



Consumer Protection Division  
 Attorney General's Office  
 PO Box 22947  
**Jackson, MS** 39225-2947  
 601-359-4230  
 Toll free: 1-800-281-4418 (MS)  
 Fax: 601-359-4231  
[www.ago.state.ms.us](http://www.ago.state.ms.us)

## Missouri

### State Offices

Missouri Attorney General's Office  
 Consumer Protection Division  
 PO Box 899  
**Jefferson City, MO** 65102  
 573-751-3321  
 Toll Free: 1-800-392-8222 (MO)  
 TTY: 1-800-729-8668 (Toll free MO)  
 Fax: 573-751-7984  
 e-mail: [consumer@ago.mo.gov](mailto:consumer@ago.mo.gov)  
[www.ago.mo.gov](http://www.ago.mo.gov)

## Montana

### State Offices

Montana Office of  
 Consumer Protection  
 Department of Justice  
 PO Box 200151  
 1219 8th Ave.  
**Helena, MT** 59620-0151  
 406-444-4500  
 Toll free: 1-800-481-6896  
 Fax: 406-444-9680  
[www.doj.mt.gov/consumer](http://www.doj.mt.gov/consumer)

## Nebraska

### State Offices

Office of the Attorney General  
 PO Box 98920  
 2115 State Capitol  
**Lincoln, NE** 68509  
 402-471-2682  
 402-471-3891 (Spanish)  
 Toll free: 1-800-727-6432 (NE)  
 Toll free: 1-888-850-7555 (Spanish)  
 Fax: 402-471-0006  
[www.ago.state.ne.us](http://www.ago.state.ne.us)

## Nevada

### State Offices

Bureau of Consumer Protection  
 Office of the Attorney General  
 1000 N Carson St.  
**Carson City, NV** 89701  
 775-684-1180  
[www.ag.state.nv.us](http://www.ag.state.nv.us)

Bureau of Consumer Protection  
 555 E. Washington Ave., Ste. 3900  
**Las Vegas, NV** 89101  
 702-486-3420  
 Fax: 702-486-3768  
[www.ago.state.nv.us](http://www.ago.state.nv.us)

Nevada Consumer Affairs  
 Division  
 1850 East Sahara Ave, Ste. 101  
**Las Vegas, NV** 89104  
 702-486-7355  
 Toll free: 1-800-326-5202 (NV)  
 TTY: 702-486-7901  
 Fax: 702-486-7371  
 e-mail: [NCAD@fyiconsumer.org](mailto:NCAD@fyiconsumer.org)  
[www.fyiconsumer.org](http://www.fyiconsumer.org)

Consumer Affairs Division  
 4600 Kietzke Lane, Building B,  
 Ste. 113  
**Reno, NV** 89502  
 775-688-1800  
 Toll free: 1-800-326-5202 (NV)  
 TTY: 702-486-7901  
 Fax: 775-688-1803  
 e-mail: [renocad@fyiconsumer.org](mailto:renocad@fyiconsumer.org)  
[www.fyiconsumer.org](http://www.fyiconsumer.org)

## New Hampshire

### State Offices

Consumer Protection  
 and Antitrust Bureau  
 Attorney General's Office  
 33 Capitol St.  
**Concord, NH** 03301  
 603-271-3641  
 Toll free: 1-888-468-4454  
 TTY: 1-800-735-2964 (Toll free NH)  
 Fax: 603-223-6202  
[www.doj.nh.gov/consumer/index.html](http://www.doj.nh.gov/consumer/index.html)

## New Jersey

### State Offices

Division of Consumer Affairs  
 Department of Law and Public  
 Safety  
 PO Box 45027  
**Newark, NJ** 07101  
 973-504-6200  
 Toll free: 1-800-242-5846 (NJ)  
 TTY: 973-504-6588  
 Fax: 973-648-3538  
 e-mail: [askconsumeraffairs@lps.state.nj.us](mailto:askconsumeraffairs@lps.state.nj.us)  
[www.state.nj.us/lps/ca/home.htm](http://www.state.nj.us/lps/ca/home.htm)

### County Offices

Atlantic County Division of  
 Consumer Affairs  
 1333 Atlantic Ave.  
**Atlantic City, NJ** 08401  
 609-343-2376  
 609-345-6700  
[www.aclink.org/law/mainpages/conshome.asp](http://www.aclink.org/law/mainpages/conshome.asp)

Camden County Office of  
 Consumer Protection/Weights  
 and Measures  
 512 Lakeland Rd. Ste. 158  
 DiPiero Center  
**Blackwood, NJ** 08012  
 856-374-6161 (Consumer  
 Protection)  
 856-374-6001 (Weights &  
 Measures)  
 Toll free: 1-800-999-9045 (NJ)  
 Fax: 856-232-0748  
[www.camdencounty.com](http://www.camdencounty.com)

Cumberland County Department  
 of Consumer Affairs/Weights &  
 Measures  
 788 East Commerce St.  
**Bridgeton, NJ** 08302  
 856-453-2203  
 Fax: 856-453-2206  
[www.co.cumberland.nj.us](http://www.co.cumberland.nj.us)

Cape May County Consumer  
 Affairs Weights and Measures  
 4 Moore Rd. DN 402  
**Cape May Court House, NJ** 08210  
 609-465-1035  
 Fax: 609-465-1418  
 e-mail: [countyengineer@co.cape-may.nj.us](mailto:countyengineer@co.cape-may.nj.us)  
[www.capemaycountygov.net](http://www.capemaycountygov.net)



## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Essex County Division of  
Community Action/Consumer  
Services  
50 South Clinton St., Ste. 3201  
**East Orange, NJ 07018**  
973-395-8350  
Fax: 973-395-8433

Hunterdon County Office of  
Consumer Affairs  
PO Box 2900  
**Flemington, NJ 08822**  
908-806-5174  
Fax: 908-806-2057  
[www.co.hunterdon.nj.us/  
consumeraffairs.htm](http://www.co.hunterdon.nj.us/consumeraffairs.htm)

Monmouth County Department of  
Consumer Affairs  
PO Box 1255  
50 East Main St.  
**Freehold, NJ 07728-1255**  
732-431-7900  
Fax: 732-845-2037

Bergen County Office  
of Consumer Protection  
One Bergen County Plaza  
3rd Floor  
**Hackensack, NJ 07601-7000**  
201-336-6400  
Fax: 201-336-6416

Hudson County Division of  
Consumer Affairs  
583 Newark Ave.  
**Jersey City, NJ 07306**  
201-795-6295  
201-795-6163  
Fax: 201-795-6468

Burlington County Office of  
Consumer Affairs/Weights and  
Measures  
PO Box 6000  
49 Rancocas Rd.  
**Mount Holly, NJ 08060**  
609-265-5098 (Weights &  
Measures)  
609-265-5054 (Consumer Affairs)  
Fax: 609-265-5065  
e-mail: [consumer@  
co.burlington.nj.us](mailto:consumer@co.burlington.nj.us)

Middlesex County  
Consumer Affairs  
JFK Square, 2nd Floor, Ste. 290  
Middlesex County Admin. Bldg.  
**New Brunswick, NJ 08901**  
732-745-3875  
Fax: 732-745-3815  
[www.co.middlesex.nj.us/  
consumeraffairs/index.asp](http://www.co.middlesex.nj.us/consumeraffairs/index.asp)

Somerset County Division of  
Consumer Affairs  
PO Box 3000  
20 Grove St.  
**Somerville, NJ 08876-1262**  
908-231-7000  
e-mail: [consumeraffairs@  
co.somerset.nj.us](mailto:consumeraffairs@co.somerset.nj.us)  
[www.co.somerset.nj.us](http://www.co.somerset.nj.us)

Ocean County Department of  
Consumer Affairs/Weights and  
Measures  
PO Box 2191  
1027 Hooper Ave.  
**Toms River, NJ 08754-2191**  
732-929-2105  
Toll free: 1-800-722-0291 ext. 2105  
(NJ)  
Fax: 732-506-5330  
[www.co.ocean.nj.us](http://www.co.ocean.nj.us)

Mercer County Consumer Affairs  
PO Box 8068  
640 South Broad St., Rm 404  
**Trenton, NJ 08650-0068**  
609-989-6671  
Fax: 609-989-6670

Passaic County Department of  
Consumer Protection/Weights  
and Measures  
Dept. of Law  
1310 Route 23 North  
**Wayne, NJ 07470**  
973-305-5750 (Weights &  
Measures)  
973-305-5881 (Consumer  
Protection)  
Fax: 973-628-1796  
[www.passaiccountynj.org](http://www.passaiccountynj.org)

Union County Division of  
Consumer Affairs  
300 North Ave. East  
**Westfield, NJ 07090**  
908-654-9840  
Fax: 908-654-3082  
[www.unioncountynj.org](http://www.unioncountynj.org)

Gloucester County Department  
of Consumer Protection  
115 Budd Blvd.  
**Woodbury, NJ 08096**  
856-384-6855  
TTY: 856-848-6616  
Fax: 856-384-6858  
[www.co.gloucester.nj.us/Govern  
ment/Departments/Consumer  
Affairs/main.cfm](http://www.co.gloucester.nj.us/Government/Departments/ConsumerAffairs/main.cfm)

### City Offices

Middlesex Borough  
Consumer Affairs  
1200 Mountain Ave.  
**Middlesex, NJ 08846**  
732-356-8090 ext. 250  
Fax: 732-356-1249

Nutley Consumer Affairs  
149 Chestnut St.  
Public Affairs Building  
**Nutley, NJ 07110**  
973-284-4975  
Fax: 973-661-9411

Perth Amboy Consumer Affairs  
Office of Social Services  
One Olive St.  
**Perth Amboy, NJ 08861**  
732-826-4300  
Fax: 732-826-6192  
[www.ci.perthamboy.nj.us](http://www.ci.perthamboy.nj.us)

Plainfield Action Services  
510 Watchung Ave.  
City Hall Annex  
**Plainfield, NJ 07060**  
908-753-3519  
Fax: 908-753-3540

Secaucus Department  
of Consumer Affairs  
1203 Patterson Plank Rd.  
Municipal Government Center  
**Secaucus, NJ 07094**  
201-330-2008

Consumer Affairs Office  
1976 Morris Ave.  
**Union, NJ 07083**  
908-851-5477  
Fax: 908-851-4679

Woodbridge Township  
Consumer Affairs  
One Main St.  
Municipal Building  
**Woodbridge, NJ** 07095  
732-634-4500 ext 6058  
Fax: 732-602-6016

## New Mexico

### State Offices

Consumer Protection Division  
407 Galisteo  
PO Drawer 1508  
**Santa Fe, NM** 87504-1508  
505-827-6060  
Toll free: 1-800-678-1508  
Fax: 505-827-6685  
[www.ago.state.nm.us](http://www.ago.state.nm.us)

## New York

### State Offices

Bureau of Consumer  
Frauds and Protection  
State Capitol  
**Albany, NY** 12224  
518-474-5481  
Toll free: 1-800-771-7755 (NY)  
TTY: 1-800-788-9898 (Toll free)  
Fax: 518-474-3618  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

New York State Consumer  
Protection Board  
5 Empire State Plaza, Ste. 2101  
**Albany, NY** 12223-1556  
518-474-8583 (Capitol Region)  
Toll free: 1-800-697-1220  
Fax: 518-474-2474  
e-mail: [webmaster@consumer.state.ny.us](mailto:webmaster@consumer.state.ny.us)  
[www.nysconsumer.gov](http://www.nysconsumer.gov)

Consumer Frauds  
and Protection Bureau  
Office of the Attorney General  
120 Broadway, 3rd Fl.  
**New York, NY** 10271  
212-416-8300  
TTY: 1-800-788-9898 or 212-416-8893  
Fax: 212-416-6003  
[my.boatus.com/consumer/dept.asp?ID=169](http://my.boatus.com/consumer/dept.asp?ID=169)

## Regional Offices

Binghamton Regional Office  
Office of the Attorney General  
44 Hawley St.  
State Office Building, 17th Floor  
**Binghamton, NY** 13901-4433  
607-721-8771  
Fax: 607-721-8789  
[www.oag.state.ny.us/tour/binghamton.html](http://www.oag.state.ny.us/tour/binghamton.html)

Brooklyn Regional Office  
55 Hanson Place, Room 732  
**Brooklyn, NY** 11217  
718-722-3949  
Toll free: 1-800-771-7755  
(Consumer Helpline)  
TTY: 1-800-788-9898 (Toll free)  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

Buffalo Regional Office  
Office of the Attorney General  
107 Delaware Ave.  
Statler Towers  
**Buffalo, NY** 14202-3473  
716-853-8400  
Fax: 716-853-8571  
[www.oag.state.ny.us/tour/buffalo.html](http://www.oag.state.ny.us/tour/buffalo.html)

Hauppauge Regional Office  
Office of the Attorney General  
300 Motor Pkwy., Ste. 205  
**Hauppauge, NY** 11788-5127  
516-231-2400

Mineola Regional Office  
Office of the Attorney General  
200 Old Country Rd.  
**New York, NY** 11501  
516-248-3302  
Toll free: 1-800-771-7755  
(Consumer Helpline)  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

Harlem Regional Office  
Office of the Attorney General  
163 West 125th St.  
**New York, NY** 10027-8201  
212-961-4475  
Toll free: 1-800-771-7755  
(Consumer Helpline)  
Fax: 212-961-4003  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

Plattsburgh Regional Office  
70 Clinton St.  
**Plattsburgh, NY** 12901-2818  
518-562-3282  
Fax: 518-562-3294  
[www.oag.state.ny.us/tour/plattsburgh.html](http://www.oag.state.ny.us/tour/plattsburgh.html)

Rochester Regional Office  
144 Exchange Blvd., 2nd Floor  
**Rochester, NY** 14614  
585-546-7430  
TTY: 585-327-3249  
Fax: 585-546-7514  
[www.oag.state.ny.us/tour/rochester.html](http://www.oag.state.ny.us/tour/rochester.html)

Syracuse Regional Office  
Office of the Attorney General  
615 Erie Blvd. West, Ste. 102  
**Syracuse, NY** 13210-2339  
315-448-4848  
315-448-4800  
Fax: 315-448-4851

Utica Regional Office  
Office of the Attorney General  
207 Genesee St., Room 508  
**Utica, NY** 13501  
315-793-2225  
Fax: 315-793-2228

Watertown Regional Office  
317 Washington St.  
Dulles State Office Building  
**Watertown, NY** 13601-3744  
315-785-2444  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

Westchester Regional Office  
101 East Post Rd.  
**White Plains, NY** 10601-5008  
914-422-8755  
Fax: 914-422-8706  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

## County Offices

Department of Consumer Affairs/  
Weights & Measures  
112 State St., Room 1207  
**Albany, NY** 12207  
518-447-7581  
Fax: 518-487-5048  
e-mail: [consumer\\_complaints@albanycounty.com](mailto:consumer_complaints@albanycounty.com)  
[www.albanycounty.com](http://www.albanycounty.com)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Consumer Fraud Bureau  
Erie County D.A.'s Office  
107 Delaware Ave., 4th Floor  
Statler Towers  
**Buffalo, NY** 14202-3473  
716-853-8404  
716-853-8400  
Toll free: 1-800-771-7755 (NY)  
Fax: 716-853-8414

Putnam County Department of  
Consumer Affairs/Weights and  
Measures  
110 Old Route 6 - Bldg 3  
**Carmel, NY** 10512  
845-225-2039  
Fax: 845-225-3403  
www.putnamcountyny.com

Orange County Department of  
Consumer Affairs/Weights and  
Measures  
99 Main St.  
**Goshen, NY** 10924  
845-291-2400  
Fax: 845-291-2385  
www.co.orange.ny.us

Ulster County District Attorney's  
Consumer Fraud Bureau  
20 Lucas Ave.  
**Kingston, NY** 12401  
845-340-3260

Nassau County Office of  
Consumer Affairs  
200 County Seat Drive  
**Mineola, NY** 11501  
516-571-2600

Sullivan County Department  
of Consumer Affairs  
100 North St., PO Box 5012  
Sullivan County Government Ctr.  
**Monticello, NY** 12701-5012  
845-794-3000  
Fax: 845-794-0230  
www.scgnet.us

Rockland County Office  
of Consumer Protection  
18 New Hempstead Rd., 6th floor  
**New City, NY** 10956  
845-708-7600  
Fax: 845-708-7616  
www.consumer.state.ny.us

Dutchess County Department  
of Consumer Affairs  
98 Peach Rd.  
**Poughkeepsie, NY** 12601  
845-486-2949  
Fax: 845-486-2947  
e-mail: consumeraffairs@  
co.dutchess.ny.us  
www.dutchessny.gov/CountyGov/  
Departments/ConsumerAffairs/  
CFindex.htm

Schenectady County  
Consumer Affairs  
64 Kellar Ave.  
**Schenectady, NY** 12307  
518-356-6795  
518-356-7473  
Fax: 518-357-0319  
www.consumer.state.ny.us

Westchester County Dept.  
of Consumer Protection  
112 East Post Rd., 4th Floor  
**White Plains, NY** 10601  
914-995-2155  
Fax: 914-995-3115  
e-mail: conpro@  
westchestergov.com  
www.westchestergov.com/con  
sumer

Westchester County D.A.'s Office  
Economic Crimes Unit  
111 Martin Luther King Jr. Blvd.  
County Courthouse  
**White Plains, NY** 10601  
914-995-3414  
Fax: 914-995-3594  
da.westchester.ny.us

### City Offices

Mt. Vernon Office of Consumer  
Protection/Bureau of Weights  
and Measures  
1 Roosevelt Square, Room 11  
**Mount Vernon, NY** 10550  
914-665-2433  
www.ci.mount-vernion.ny.us

New York City Department  
of Consumer Affairs  
42 Broadway  
**New York, NY** 10004  
212-487-4444  
TTY: 212-487-4465  
www.ci.nyc.ny.us/html/dca/home.  
html

Town of Colonie Consumer  
Protection  
Memorial Town Hall  
**Newtonville, NY** 12128  
518-783-2790

Schenectady Bureau  
of Consumer Protection  
105 Jay St.  
City Hall, Room 204  
**Schenectady, NY** 12305  
518-382-5061  
Fax: 518-382-5074

Yonkers Office of Consumer  
Protection  
87 Nepperhan Ave.  
**Yonkers, NY** 10701  
914-377-6808  
Fax: 914-377-6811  
www.cityofyonkers.com

### North Carolina

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#### State Offices

Consumer Protection Division  
Office of the Attorney General  
9001 Mail Service Center  
**Raleigh, NC** 27699-9001  
919-716-6000  
Toll free: 1-877-566-7226 (NC)  
Fax: 919-716-6050  
www.ncdoj.com

### North Dakota

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#### State Offices

Consumer Protection  
and Antitrust Division  
Office of the Attorney General  
600 E Boulevard Ave., Dept 125  
**Bismarck, ND** 58505  
701-328-3404  
Toll free: 1-800-472-2600  
TTY: 1-800-366-6888 (Toll free)  
e-mail: cpat@state.nd.us  
www.ag.state.nd.us

### Ohio

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#### State Offices

Ohio Consumers' Counsel  
10 W. Broad St. 18th Floor, Ste. 1800  
**Columbus, OH** 43215  
614-466-8574 (outside OH)  
Toll free: 1-877-742-5622  
e-mail: occ@occ.state.oh.us  
www.pickocc.org

Consumer Protection Section  
Attorney General's Office  
30 East Broad St., 17th Floor  
**Columbus, OH** 43215-3428  
614-466-4320  
Toll free: 1-800-282-0515 (OH)  
TTY: 614-466-1393  
Fax: 614-728-7583  
e-mail: [consumer@ag.state.oh.us](mailto:consumer@ag.state.oh.us)  
[www.ag.state.oh.us](http://www.ag.state.oh.us)

## County Offices

Office of Consumer Affairs  
PO Box 22448  
**Akron, OH** 44302-2448  
330-643-2879  
e-mail: [consumeraffairs@summitoh.net](mailto:consumeraffairs@summitoh.net)  
[www.co.summit.oh.us/conaffairs.htm](http://www.co.summit.oh.us/conaffairs.htm)

## Oklahoma

### State Offices

Consumer Protection Unit  
Oklahoma Attorney General  
313 NE 21st St.  
**Oklahoma City, OK** 73105  
405-521-2029  
Fax: 405-528-1867  
[www.oag.state.ok.us](http://www.oag.state.ok.us)

Oklahoma Department of  
Consumer Credit  
4545 North Lincoln Blvd., #104  
**Oklahoma City, OK** 73105  
405-521-3653  
Toll free: 1-800-448-4904  
Fax: 405-521-6740  
[www.okdocc.state.ok.us](http://www.okdocc.state.ok.us)

## Oregon

### State Offices

Financial Fraud/Consumer  
Protection Section  
Department of Justice  
1162 Court St., NE  
**Salem, OR** 97310  
503-947-4333  
503-378-4320 (Salem only)  
503-229-5576 (Portland Only)  
Toll free: 1-877-877-9392 (OR)  
TTY: 503-378-5938  
Fax: 503-378-5017  
[www.doj.state.or.us](http://www.doj.state.or.us)

## Pennsylvania

### State Offices

Office of the Consumer Advocate  
5th Floor, Forum Place  
555 Walnut St.  
**Harrisburg, PA** 17101-1923  
717-783-5048 (Utilities only)  
Toll free: 1-800-684-6560 (PA)  
Fax: 717-783-7152  
e-mail: [consumer@paoca.org](mailto:consumer@paoca.org)  
[www.oca.state.pa.us](http://www.oca.state.pa.us)

Bureau of Consumer Protection  
Office of Attorney General  
16th Floor, Strawberry Square  
**Harrisburg, PA** 17120  
717-787-3391  
Toll free: 1-800-441-2555  
Toll free: 1-877-888-4877 (Health Care)  
Fax: 717-787-8242  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

### Regional Offices

Allentown Regional Office -  
Bureau of Consumer Protection  
801 Hamilton St., 4th Floor  
**Allentown, PA** 18101  
610-821-6690  
Fax: 610-821-6529  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Ebensburg Regional Office -  
Bureau of Consumer Protection  
171 Lovell Ave., Ste. 202  
**Ebensburg, PA** 15931  
814-471-1831  
Fax: 814-471-1840  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Erie Regional Office - Bureau of  
Consumer Protection  
1001 State St., Ste. 1009  
**Erie, PA** 16501  
814-871-4371  
Fax: 814-871-4848  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Harrisburg Regional Office -  
Bureau of Consumer Protection  
Office of Attorney General  
301 Chestnut St., Ste. 105  
**Harrisburg, PA** 17101  
717-787-7109  
Fax: 717-772-3560  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Philadelphia Regional Office -  
Bureau of Consumer Protection  
Office of Attorney General  
21 South 12th St., 2nd Floor  
**Philadelphia, PA** 19107  
215-560-2414  
Fax: 215-560-2494  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Pittsburgh Regional Office -  
Bureau of Consumer Protection  
Office of Attorney General  
564 Forbes Ave.  
Manor Building, 6th Floor  
**Pittsburgh, PA** 15219  
412-565-5135  
Toll free: 1-800-441-2555  
Fax: 412-880-0196  
[www.attorneygeneral.gov](http://www.attorneygeneral.gov)

Scranton Regional Office -  
Bureau of Consumer Protection  
Office of Attorney General  
101 Penn Ave.  
100 Samter Building  
**Scranton, PA** 18503  
570-963-4913  
Fax: 570-963-3418

State College Regional Office  
Bureau of Consumer Protection  
Ruth Building, First Floor  
417 East Calder Way  
**State College, PA** 16801  
814-863-3900  
Fax: 814-863-6555

### County Offices

Bucks County Consumer  
Protection, Weights and  
Measures  
50 North Main St.  
**Doylestown, PA** 18901  
215-348-7442  
Fax: 215-348-4570

Delaware County  
Consumer Affairs  
201 West Front St.  
Delaware County Courthouse  
**Media, PA** 19063  
610-891-4865  
Fax: 610-566-3947  
[www.co.delaware.pa.us/consumeraffairs](http://www.co.delaware.pa.us/consumeraffairs)



# STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Beaver County Alliance for  
Consumer Protection  
Route 51  
469 Constitution Blvd., Ste. 3  
**New Brighton, PA 15066**  
724-843-3282  
Fax: 724-843-2706  
www.acp-beaver.org

Montgomery County  
Consumer Affairs  
Montgomery County Human  
Services Center  
PO Box 311  
1430 DeKalb St.  
**Norristown, PA 19404-0311**  
610-278-3565  
Fax: 610-278-5228  
e-mail: [consumeraffairs@mail.montcopa.org](mailto:consumeraffairs@mail.montcopa.org)  
www.montcopa.org/consumer  
affairs

Chester County Consumer Affairs  
601 Westtown Rd., Ste. 290  
Box 2747  
**West Chester, PA 19380**  
610-344-6225  
[dsf.chesco.org/health/consaffairs](http://dsf.chesco.org/health/consaffairs)

## **Puerto Rico**

### **State Offices**

Departamento de Asuntos  
del Consumidor  
Centro Gubernamental Minillas  
Edificio Norte 4to Piso  
Parada 22, Apartado 41059  
**San Juan, PR 00940-1059**  
787-722-7555  
Fax: 787-726-0077  
www.daco.gobierno.pr

## **Rhode Island**

### **State Offices**

Consumer Protection Unit  
150 South Main St.  
**Providence, RI 02903**  
401-274-4400  
TTY: 401-453-0410  
Fax: 401-222-5110  
www.riag.state.ri.us

## **South Carolina**

### **State Offices**

South Carolina Department of  
Consumer Affairs  
PO Box 5757  
3600 Forest Drive, Ste. 300  
**Columbia, SC 29250-5757**  
803-734-4200  
Toll free: 1-800-922-1594 (SC)  
TTY: 1-800-735-2905 (Toll free)  
Fax: 803-734-4286  
e-mail: [scdca@dca.state.sc.us](mailto:scdca@dca.state.sc.us)  
www.scconsumer.gov

Office of the Attorney General  
PO Box 11549  
**Columbia, SC 29211**  
803-734-3970  
TTY: 803-734-4877  
Fax: 803-734-4323  
e-mail: [info@scattorneygeneral.com](mailto:info@scattorneygeneral.com)  
www.scattorneygeneral.org

## **South Dakota**

### **State Offices**

Consumer Affairs  
Office of the Attorney General  
1302 E. Hwy 14, Ste. 3  
**Pierre, SD 57501-8503**  
605-773-4400  
Toll free: 1-800-300-1986 (SD)  
TTY: 605-773-6585  
Fax: 605-773-7163  
e-mail: [consumerhelp@state.sd.us](mailto:consumerhelp@state.sd.us)  
www.state.sd.us/atg

## **Tennessee**

### **State Offices**

Division of Consumer Affairs  
500 James Robertson Pkwy., 5th  
Fl.  
**Nashville, TN 37243-0600**  
615-741-4737  
Toll free: 1-800-342-8385 (TN)  
Fax: 615-532-4994  
e-mail: [consumer.affairs@state.tn.us](mailto:consumer.affairs@state.tn.us)  
www.state.tn.us/consumer

Consumer Advocate and  
Protection Division  
Office of the Attorney General  
PO Box 20207  
**Nashville, TN 37202-02071**  
615-741-1671  
Fax: 615-532-2910  
www.attorneygeneral.state.tn.us

## **Texas**

### **Regional Offices**

Austin Regional Office  
PO Box 12548  
**Austin, TX 78711-2548**  
512-463-2100  
Toll free: 1-800-621-0508  
Fax: 512-473-8301  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
www.oag.state.tx.us

Dallas Regional Office  
1412 Main St., Ste. 810  
**Dallas, TX 75202**  
214-969-5310  
Fax: 214-969-7615  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
www.oag.state.tx.us

El Paso Regional Office  
Office of the Attorney General  
401 East Franklin Ave., Ste. 530  
**El Paso, TX 79901**  
915-834-5800  
Fax: 915-542-1546  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
www.oag.state.tx.us

Houston Regional Office -  
Consumer Protection  
Office of the Attorney General  
808 Travis, Ste. 300  
**Houston, TX 77002-1702**  
713-223-5886  
Toll free: 1-800-252-8011 (TX)  
Fax: 713-223-5821  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
www.oag.state.tx.us

Lubbock Regional Office  
4630 50th St., Ste. 500  
**Lubbock, TX 79414-3520**  
806-747-5238  
Fax: 806-747-6307  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
www.oag.state.tx.us



McAllen Regional Office  
Office of the Attorney General  
3201 North McColl Rd., Ste. B  
**McAllen, TX** 78501-1685  
956-682-4547  
Toll free: 1-800-252-8011 (TX)  
Fax: 956-682-1957  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

San Antonio Regional Office  
Office of the Attorney General  
115 East Travis St., Ste. 925  
**San Antonio, TX** 78205-1605  
210-224-1007  
Toll free: 1-800-252-8011 (TX)  
Fax: 210-225-1075  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

## County Offices

Harris County Consumer  
Fraud Division  
1201 Franklin, Ste. 600  
**Houston, TX** 77002-1923  
713-755-5836  
Fax: 713-755-5262

## City Offices

Department of Environmental and  
Health Services  
1500 Marilla City Hall  
Room 7A-North  
**Dallas, TX** 75201  
214-670-3696  
Fax: 214-670-3863  
[www.dallascityhall.com](http://www.dallascityhall.com)

## Utah

### State Offices

Division of Consumer Protection  
Department of Commerce  
PO Box 146704  
160 East 300 South  
**Salt Lake City, UT** 84114-6704  
801-530-6601  
Fax: 801-530-6001  
e-mail: [consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)  
[www.consumerprotection.utah.gov](http://www.consumerprotection.utah.gov)

## Vermont

### State Offices

Consumer Assistance Program  
Office of the Attorney General  
104 Morrill Hall, UVM  
**Burlington, VT** 05405  
802-656-3183  
Toll free: 1-800-649-2424 (VT)  
Fax: 802-656-1423  
e-mail: [consumer@uvm.edu](mailto:consumer@uvm.edu)  
[www.atg.state.vt.us](http://www.atg.state.vt.us)

Consumer Protection Food  
Safety and Consumer Protection  
Vermont Agency of Agriculture,  
Food, and Market  
116 State St., Drawer 20  
**Montpelier, VT** 05620-2901  
802-828-2436  
Fax: 802-828-5983  
[www.vermontagriculture.com](http://www.vermontagriculture.com)

## Virgin Islands

### Virgin Islands Offices

Department of Licensing and  
Consumer Affairs  
Christiansted  
Golden Rock Shopping Center  
**St. Croix, VI** 00820  
340-773-2226  
Fax: 340-778-8250  
[www.dlca.gov.vi](http://www.dlca.gov.vi)

### State Offices

Department of Licensing  
and Consumer Affairs  
No. 1 Sub Base, Room 205  
Property and Procurement Bldg.  
**St. Thomas, VI** 00802  
340-774-3130  
Fax: 340-776-0675  
[www.dlca.gov.vi](http://www.dlca.gov.vi)

## Virginia

### State Offices

Antitrust and Consumer  
Litigation Section  
Office of the Attorney General  
900 East Main St.  
**Richmond, VA** 23219  
804-786-2116  
Toll free: 1-800-451-1525  
Fax: 804-786-0122  
e-mail: [mail@oag.state.va.us](mailto:mail@oag.state.va.us)  
[www.oag.state.va.us](http://www.oag.state.va.us)

Office of Consumer Affairs  
Department of Agriculture and  
Consumer Services  
102 Governor St.  
Oliver W. Hill Building  
**Richmond, VA** 23219  
804-786-2042  
Toll free: 1-800-552-9963 (VA)  
TTY: 1-800-828-1120 (Toll free)  
Fax: 804-225-2666  
[www.vdacs.virginia.gov](http://www.vdacs.virginia.gov)

## County Offices

Fairfax County Department of  
Cable Communications and  
Consumer Protection  
12000 Government Center Pkwy.  
Ste. 433  
**Fairfax, VA** 22035  
703-222-8435 (General)  
703-324-8484 (Consumer  
Services)  
Fax: 703-322-9542  
[www.fairfaxcounty.gov/consumer.htm](http://www.fairfaxcounty.gov/consumer.htm)

## City Offices

Consumer Affairs  
City Hall, 301 King St., Room 1900  
**Alexandria, VA** 22313  
703-838-4350  
Fax: 703-838-6426  
[alexandriava.gov/citizen](http://alexandriava.gov/citizen)

Office of the Commonwealth's  
Attorney  
Consumer Affairs Division  
2425 Nimmo Pkwy.  
**Virginia Beach, VA** 23456-9060  
757-426-5836  
Fax: 757-427-8779  
e-mail: [webforms@vb.gov](mailto:webforms@vb.gov)  
[www.vb.gov.com/dept/oca/](http://www.vb.gov.com/dept/oca/)

## Washington

### State Offices

Office of the Attorney General  
1125 Washington St. SE  
**Olympia, WA** 98504-0100  
Toll free: 1-800-551-4636  
[www.atg.wa.gov](http://www.atg.wa.gov)

# STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

## Regional Offices

Bellingham Consumer Resource Center (Island, San Juan, Skagit and Whatcom Counties)  
Office of the Attorney General  
103 East Holly St., Ste. 308  
**Bellingham, WA** 98225-4728  
360-738-6185  
Toll free: 1-800-551-4636 (WA)  
Fax: 360-738-6190  
[www.atg.wa.gov](http://www.atg.wa.gov)

Kennewick Consumer Resource Center (Southeast Washington)  
Office of the Attorney General  
500 N. Morain St., Ste. 1250  
**Kennewick, WA** 99336-2607  
509-734-7140  
Toll free: 1-800-551-4636 (WA)  
Fax: 509-734-7475  
[www.atg.wa.gov](http://www.atg.wa.gov)

Seattle Consumer Resource Center (King, Snohomish, Clallam and Jefferson Counties)  
Office of the Attorney General  
900 Fourth Ave., Ste. 2000  
**Seattle, WA** 98164-1012  
206-464-6684  
Toll free: 1-800-551-4636  
Fax: 206-464-6451  
[www.atg.wa.gov](http://www.atg.wa.gov)

Spokane Consumer Resource Center (Northeast Washington)  
Office of the Attorney General  
1116 West Riverside  
**Spokane, WA** 99201-1194  
509-456-3123  
Toll free: 1-800-551-4636  
Fax: 509-458-3548  
[www.atg.wa.gov](http://www.atg.wa.gov)

Tacoma Consumer Resource Center (Pierce, Mason, Grays Harbor and Kitsap Counties)  
Office of the Attorney General  
PO Box 2317  
**Tacoma, WA** 98401  
253-593-2904  
Toll free: 1-800-551-4636  
Fax: 253-593-2449  
[www.atg.wa.gov](http://www.atg.wa.gov)

Vancouver Consumer Resource Center (Southwest Washington)  
Office of the Attorney General  
1220 Main St., Ste. 549  
**Vancouver, WA** 98660-2964  
360-759-2150  
Toll free: 1-800-551-4636 (WA)  
Fax: 360-759-2159  
[www.atg.wa.gov/consumer](http://www.atg.wa.gov/consumer)

## West Virginia

### State Offices

Consumer Protection Division  
Office of the Attorney General  
PO Box 1789  
812 Quarrier St., 6th Floor  
**Charleston, WV** 25326-1789  
304-558-8986  
Toll free: 1-800-368-8808 (WV)  
Fax: 304-558-0184  
e-mail: [consumer@wvago.gov](mailto:consumer@wvago.gov)  
[www.wvago.us](http://www.wvago.us)

## Wisconsin

### State Offices

Department of Agriculture  
Trade and Consumer Protection  
PO Box 8911  
2811 Agriculture Dr.  
**Madison, WI** 53708-8911  
608-224-4949  
Toll free: 1-800-422-7128 (WI)  
TTY: 608-224-5058  
Fax: 608-224-4939  
e-mail: [hotline@datcp.state.wi.us](mailto:hotline@datcp.state.wi.us)  
[www.datcp.state.wi.us](http://www.datcp.state.wi.us)

### Regional Offices

Bureau of Consumer Protection  
200 North Jefferson St., Ste. 146A  
**Green Bay, WI** 54301  
920-448-5110  
Toll free: 1-800-422-7128  
Fax: 920-448-5118  
e-mail: [datcphotline@datcp.state.wi.us](mailto:datcphotline@datcp.state.wi.us)  
[datcp.state.wi.us](http://datcp.state.wi.us)

Bureau of Consumer Protection  
10930 West Potter Rd., Ste. C  
**Milwaukee, WI** 53226-3450  
414-266-1231  
Toll free: 1-800-422-7128  
[www.datcp.state.wi.us](http://www.datcp.state.wi.us)

### County Offices

Racine County Sheriff's Department  
717 Wisconsin Ave.  
**Racine, WI** 53403  
262-636-3126  
Fax: 262-637-5279

## Wyoming

### State Offices

Consumer Protection Unit  
Office of the Attorney General  
123 Capitol 200 W. 24th St.  
**Cheyenne, WY** 82002  
307-777-7841  
Toll free: 1-800-438-5799  
Fax: 307-777-6869  
e-mail: [agwebmaster@state.wy.us](mailto:agwebmaster@state.wy.us)  
[attorneygeneral.state.wy.us](http://attorneygeneral.state.wy.us)

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Some also answer general questions about banking and consumer credit. If you are dealing with a federally chartered bank, check "Selected Federal Agencies" on page 107. Also see "Banking" on page 3.

## Alabama

Superintendent of Banks  
401 Adams Ave.  
Center for Commerce, Ste. 689  
**Montgomery, AL** 36130-1201  
334-242-3452  
Fax: 334-242-3500  
[www.banking.alabama.gov](http://www.banking.alabama.gov)

## Alaska

Division of Banking and Securities  
Dept. of Commerce, Community and  
Economic Development  
PO Box 110807  
**Juneau, AK** 99811-0807  
907-465-2521  
Toll free: 1-888-925-2521  
TTY: 907-465-5437  
Fax: 907-465-2549  
e-mail: [dbsc@commerce.state.ak.us](mailto:dbsc@commerce.state.ak.us)  
[www.dced.state.ak.us/bsc](http://www.dced.state.ak.us/bsc)

## Arizona

State Banking Department  
2910 North 44th St., Ste. 310  
**Phoenix, AZ** 85018  
602-255-4421  
Toll free: 1-800-544-0708  
Fax: 602-381-1225  
[www.azbanking.com](http://www.azbanking.com)

## Arkansas

State Bank Department  
400 Hardin Rd., Ste. 100  
**Little Rock, AR** 72211  
501-324-9019  
Fax: 501-324-9028  
e-mail: [asbd@banking.state.ar.us](mailto:asbd@banking.state.ar.us)  
[www.accessarkansas.org/bank](http://www.accessarkansas.org/bank)

## California

State Dept. of Financial  
Institutions  
111 Pine St., Ste. 1100  
**San Francisco, CA** 94111-5613  
415-263-8555  
Toll free: 1-800-622-0620 (Consumer  
Complaints Against CA State-  
licensed Banks)  
Fax: 415-989-5310  
e-mail: [consumer@dfi.ca.gov](mailto:consumer@dfi.ca.gov)  
[www.dfi.ca.gov](http://www.dfi.ca.gov)

## Colorado

Division of Banking  
Department of Regulatory  
Agencies  
1560 Broadway, Ste. 975  
**Denver, CO** 80202  
303-894-7575  
Fax: 303-894-7570  
e-mail: [banking@dora.state.co.us](mailto:banking@dora.state.co.us)  
[www.dora.state.co.us/banking](http://www.dora.state.co.us/banking)

## Connecticut

Connecticut Department of  
Banking  
260 Constitution Plaza  
**Hartford, CT** 06103  
860-240-8299  
Toll free: 1-800-831-7225  
[www.state.ct.us/dob](http://www.state.ct.us/dob)

## Delaware

Office of the State Bank  
Commissioner  
555 East Lockerman St., Ste. 210  
**Dover, DE** 19901  
302-739-4235  
302-739-4235  
Fax: 302-739-2356 / 302-739-3609  
e-mail: [gic@state.de.us](mailto:gic@state.de.us)  
[www.state.de.us/bank](http://www.state.de.us/bank)

## District of Columbia

Department of Insurance,  
Securities and Banking  
1400 L St., NW  
**Washington, DC** 20005  
202-727-1563  
Fax: 202-727-1290  
[www.dbfj.dc.gov](http://www.dbfj.dc.gov)

## Florida

Department of Financial Services  
200 East Gaines St.  
**Tallahassee, FL** 32399-0300  
850-413-3100  
Toll free: 1-800-342-2762 (FL)  
Fax: 850-488-2349  
e-mail: [webmaster@fldfs.com](mailto:webmaster@fldfs.com)  
[www.fldfs.com](http://www.fldfs.com)

## Georgia

Department of Banking and  
Finance  
2990 Brandywine Rd., Ste. 200  
**Atlanta, GA** 30341-5565  
770-986-1633  
Toll free: 1-888-986-1633 (GA)  
Fax: 770-986-1654  
[www.gadbf.org](http://www.gadbf.org)

## Hawaii

Division of Financial Institutions  
PO Box 2054  
335 Merchant St., Room 221  
**Honolulu, HI** 96805  
808-586-2820  
Toll free: 1-800-468-4644 (Molokai/  
Lanai)  
Toll free: 1-800-274-3141 (Kauai)  
Toll free: 1-800-984-2400 (Maui)  
Toll free: 1-800-974-4000 (HI)  
TTY: 808-586-2820  
Fax: 808-586-2818  
e-mail: [dfi@dcca.hawaii.gov](mailto:dfi@dcca.hawaii.gov)  
[www.hawaii.gov/dcca/dfi](http://www.hawaii.gov/dcca/dfi)

## STATE BANKING AUTHORITIES

### Idaho

Department of Finance  
PO Box 83720  
**Boise, ID** 83720-0031  
208-332-8000  
Toll free: 1-888-346-3378 (ID)  
Fax: 208-332-8098  
e-mail: [finance@finance.idaho.gov](mailto:finance@finance.idaho.gov)  
[finance.idaho.gov](http://finance.idaho.gov)

### Illinois

Division of Banks and Real Estate  
122 S. Michigan Ave., Ste. 1900  
**Chicago, IL** 60603  
312-793-3000  
Toll free: 1-877-793-3470  
TTY: 312-793-0291  
Fax: 312-793-7097  
[www.idfpr.com](http://www.idfpr.com)

### Indiana

Department of Financial  
Institutions  
30 S. Meridian St., Ste. 300  
**Indianapolis, IN** 46204  
317-232-3955  
Toll free: 1-800-382-4880 (IN)  
Fax: 317-232-7655  
[www.in.gov/dfi](http://www.in.gov/dfi)

### Iowa

Division of Banking  
200 East Grand, Ste. 300  
**Des Moines, IA** 50309-1827  
515-281-4014  
Toll free: 1-800-972-2018  
Fax: 515-281-4862  
e-mail: [idob@max.state.ia.us](mailto:idob@max.state.ia.us)  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

### Kansas

Office of the State Bank  
Commissioner  
700 Jackson St., Ste. 300  
**Topeka, KS** 66603-3714  
785-296-2266  
Toll free: 1-877-387-8523 (Consumer  
Helpline)  
Fax: 785-296-0168  
[www.osbckansas.org](http://www.osbckansas.org)

### Kentucky

Department of Financial  
Institutions  
1025 Capitol Center Dr., Ste. 200  
**Frankfort, KY** 40601  
502-573-3390  
Toll free: 1-800-223-2579  
Fax: 502-573-8787  
[www.dfi.state.ky.us](http://www.dfi.state.ky.us)

### Louisiana

Office of Financial Institutions  
PO Box 94095  
**Baton Rouge, LA** 70804-9095  
225-925-4660  
Fax: 225-925-4524  
e-mail: [ofila@ofi.louisiana.gov](mailto:ofila@ofi.louisiana.gov)  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

### Maine

Bureau of Financial Institutions  
36 State House Station  
**Augusta, ME** 04333-0036  
207-624-8570  
Toll free: 1-800-965-5235  
TTY: 207-624-8563  
Fax: 207-624-8590  
[www.mainebankingreg.org](http://www.mainebankingreg.org)

### Maryland

Commissioner of Financial  
Regulation  
500 North Calvert St., Ste. 402  
**Baltimore, MD** 21202  
410-230-6100  
Toll free: 1-888-784-0136 (MD)  
TTY: 410-767-2117  
Fax: 410-333-0475 or 410-333-3866  
e-mail: [finreg@dllr.state.md.us](mailto:finreg@dllr.state.md.us)  
[www.dllr.state.md.us/finance](http://www.dllr.state.md.us/finance)

### Massachusetts

Division of Banks  
One South Station  
**Boston, MA** 02110  
617-956-1500  
Toll free: 1-800-495-2265 (MA)  
TTY: 617-956-1577  
Fax: 617-956-1599  
e-mail: [dobconsumer.assistant@state.ma.us](mailto:dobconsumer.assistant@state.ma.us)  
[www.mass.gov/dob](http://www.mass.gov/dob)

### Michigan

Office of Financial and  
Insurance Services  
PO Box 30220  
611 W. Ottawa St., 3rd Floor  
**Lansing, MI** 48933-0220  
517-373-3460  
Toll free: 1-877-999-6442  
Fax: 517-335-4978  
e-mail: [ofis-fin-info@michigan.gov](mailto:ofis-fin-info@michigan.gov)  
[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

### Minnesota

Financial Examinations Division  
85 Seventh Place East, Ste. 500  
**St. Paul, MN** 55101  
651-296-2715  
Fax: 651-296-8591  
e-mail: [financial.commerce@state.mn.us](mailto:financial.commerce@state.mn.us)  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)

### Mississippi

Department of Banking and  
Consumer Finance  
PO Box 23729  
**Jackson, MS** 39225-3729  
601-359-1031  
Toll free: 1-800-844-2499 (MS)  
Fax: 601-359-3557  
e-mail: [webmaster@dbcf.state.ms.us](mailto:webmaster@dbcf.state.ms.us)  
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

### Missouri

Department of Finance  
301 W. High St., Room 630  
PO Box 716  
**Jefferson City, MO** 65102  
573-751-3242  
Fax: 573-751-9192  
e-mail: [finance@dof.mo.gov](mailto:finance@dof.mo.gov)  
[www.missouri-finance.org](http://www.missouri-finance.org)

### Montana

Division of Banking  
& Financial Institutions  
PO Box 200546  
301 South Park, Ste. 316  
**Helena, MT** 59620-0546  
406-841-2920  
Toll free: 1-800-914-8423  
TTY: 406-444-1421  
Fax: 406-841-2930  
[www.banking.mt.gov](http://www.banking.mt.gov)

**Nebraska**

Department of Banking & Finance  
 PO Box 95006  
 1230 'O' St., Commerce Court,  
 Ste. 400  
**Lincoln, NE 68509-5006**  
 402-471-2171  
 Toll free: 1-877-471-3445  
 Fax: 402-471-3062  
[www.ndbf.org](http://www.ndbf.org)

**Nevada**

Financial Institutions Division  
 Department of Business & Industry  
 Ste. 180  
 2785 E. Desert Inn Rd.  
**Las Vegas, NV 89121**  
 702-486-4120  
 Toll free: 1-866-858-8951  
 Fax: 702-486-4563  
 e-mail: [ctidd@fid.state.nv.us](mailto:ctidd@fid.state.nv.us)  
[www.fid.state.nv.us](http://www.fid.state.nv.us)

**New Hampshire**

State Banking Department  
 64B Old Suncook Rd.  
**Concord, NH 03301**  
 603-271-3561  
 TTY: 1-800-735-2964 (Toll free)  
 Fax: 603-271-1090  
[www.state.nh.us/banking](http://www.state.nh.us/banking)

**New Jersey**

Department of Banking  
 and Insurance  
 PO Box 325  
 20 West State St.  
**Trenton, NJ 08625**  
 609-292-3420 (Banking)  
 Fax: 609-292-5571  
[www.njdobi.org](http://www.njdobi.org)

**New Mexico**

Financial Institutions Division  
 2550 Cerrillos Rd., 3rd Floor  
**Santa Fe, NM 87501**  
 505-426-4885  
 Fax: 505-476-4670  
 e-mail: [rldfid@state.nm.us](mailto:rldfid@state.nm.us)  
[www.rld.state.nm.us/FID](http://www.rld.state.nm.us/FID)

**New York**

Banking Department  
 One State St.  
 Consumer Help Unit  
**New York, NY 10004-1417**  
 212-709-5470  
 Toll free: 1-877-226-5697 (NY -  
 Consumer Services Hotline)  
 Fax: 212-709-1673  
 e-mail: [consumer@banking.state.ny.us](mailto:consumer@banking.state.ny.us)  
[www.banking.state.ny.us](http://www.banking.state.ny.us)

**North Carolina**

NC Commissioner of Banks  
 4309 Mail Service Center  
**Raleigh, NC 27699-4309**  
 919-733-3016  
 Fax: 919-733-6918  
[www.nccob.org](http://www.nccob.org)

**North Dakota**

Department of Financial  
 Institutions  
 2000 Schafer St., Ste. G  
**Bismarck, ND 58501-1204**  
 701-328-9933  
 TTY: 1-800-366-6888 (ND)  
 Fax: 701-328-9955  
 e-mail: [dfi@nd.gov](mailto:dfi@nd.gov)  
[www.nd.gov/dfi](http://www.nd.gov/dfi)

**Ohio**

Division of Financial Institutions  
 77 South High St., 21st Floor  
**Columbus, OH 43215-6120**  
 614-728-8400  
 Fax: 614-644-1631  
[www.com.state.oh.us/ODOC/dfi](http://www.com.state.oh.us/ODOC/dfi)

**Oklahoma**

State Banking Department  
 4545 North Lincoln Blvd., Ste. 164  
**Oklahoma City, OK 73105**  
 405-521-2782  
 Fax: 405-522-2993  
[www.osbd.state.ok.us](http://www.osbd.state.ok.us)

**Oregon**

Department of Consumer &  
 Business Services  
 Division of Finance  
 and Corporate Securities  
 350 Winter St., NE, Room 410  
**Salem, OR 97310**  
 503-378-4140  
 Toll free: 1-866-814-9710 (Fraud/  
 Complaint Investigation)  
 TTY: 503-378-4100  
 Fax: 503-947-7862  
 e-mail: [dcbs.dfcsmail@state.or.us](mailto:dcbs.dfcsmail@state.or.us)  
[dfcs.oregon.gov](http://dfcs.oregon.gov)

**Pennsylvania**

Department of Banking  
 17 N. Second St., Ste. 1300  
**Harrisburg, PA 17101-2290**  
 717-787-6991  
 717-214-8343  
 Toll free: 1-800-PA-BANKS (PA)  
 TTY: 1-800-679-5070 (Toll free)  
 Fax: 717-787-8773  
[www.banking.state.pa.us](http://www.banking.state.pa.us)

**Puerto Rico**

Comisionado de Instituciones  
 Financieras  
 PO Box 11855  
**San Juan, PR 00910-3855**  
 787-723-3131  
 Fax: 787-723-4042  
[www.cif.gov.pr](http://www.cif.gov.pr)

**Rhode Island**

Division of Banking  
 Department of Business  
 Regulation  
 233 Richmond St., Ste. 231  
**Providence, RI 02903-4231**  
 401-222-2246  
 TTY: 401-222-2999  
 Fax: 401-222-6098  
 e-mail: [bankinquiry@dbr.state.ri.us](mailto:bankinquiry@dbr.state.ri.us)  
[www.dbr.state.ri.us](http://www.dbr.state.ri.us)

**South Carolina**

State Board of Financial  
 Institutions  
 1015 Sumter St., Room 309  
**Columbia, SC 29201**  
 803-734-2001  
 Fax: 803-734-2013  
[www.state.sc.us/treas/index2.htm](http://www.state.sc.us/treas/index2.htm)



## STATE BANKING AUTHORITIES

### South Dakota

Division of Banking  
217 1/2 W. Missouri Ave.  
**Pierre, SD** 57501-4590  
605-773-3421  
Fax: 605-773-5367  
e-mail: [drr.banking.info@state.sd.us](mailto:drr.banking.info@state.sd.us)  
[www.state.sd.us/banking](http://www.state.sd.us/banking)

### Tennessee

Department of Financial Institutions  
511 Union St., 4th Floor  
Nashville City Center  
**Nashville, TN** 37219  
615-253-2023  
Toll free: 1-800-778-4215  
TTY: 615-253-7794  
e-mail: [TDFI.ConsumerResources@state.tn.us](mailto:TDFI.ConsumerResources@state.tn.us)  
[www.tennessee.gov/tdfi](http://www.tennessee.gov/tdfi)

### Texas

Department of Banking  
2601 North Lamar Blvd  
**Austin, TX** 78705  
512-475-1300  
Toll free: 1-877-276-5554 (Consumer Hotline)  
Fax: 512-475-1313  
[www.banking.state.tx.us](http://www.banking.state.tx.us)

### Utah

Department of Financial Institutions  
PO Box 146800  
**Salt Lake City, UT** 84114-6800  
801-538-8830  
Fax: 801-538-8894  
[www.dfi.utah.gov](http://www.dfi.utah.gov)

### Vermont

Department of Banking, Insurance, Securities and Health Care Administration  
89 Main St., Drawer 20  
**Montpelier, VT** 05620-3101  
802-828-3301  
802-828-3307 (Banking)  
802-828-3420 (Securities)  
Toll free: 1-800-964-1764 (All Insurance Except Health)  
Toll free: 1-800-631-7788 (Health Care)  
Toll free: 1-877-550-3907 (Securities)  
Fax: 802-828-3306  
e-mail: [bankdiv@bishca.state.vt.us](mailto:bankdiv@bishca.state.vt.us)  
[www.bishca.state.vt.us](http://www.bishca.state.vt.us)

### Virgin Islands

Chairman of Banking Board  
Charlotte Amalie  
Kongen's Gade #18  
**St. Thomas, VI** 00802  
340-774-2991  
Fax: 340-774-6953  
[www.ltg.gov.vi](http://www.ltg.gov.vi)

### Virginia

Bureau of Financial Institutions  
1300 East Main St., Ste. 800  
**Richmond, VA** 23219-3630  
804-371-9657  
Toll free: 1-800-552-7945 (VA)  
TTY: 804-371-9206  
Fax: 804-371-9416  
e-mail: [bfquestions@scc.virginia.gov](mailto:bfquestions@scc.virginia.gov)  
[www.scc.virginia.gov](http://www.scc.virginia.gov)

### Washington

Department of Financial Institutions  
PO Box 41200  
**Olympia, WA** 98504-1200  
360-902-8700  
Toll free: 1-877-746-4334  
Fax: 360-586-5068  
[www.dfi.wa.gov](http://www.dfi.wa.gov)

### West Virginia

Division of Banking  
1900 Kanawha Blvd. East  
State Capitol Complex - Building 3  
Room 311  
**Charleston, WV** 25305-0240  
304-558-2294  
Toll free: 1-800-642-9056 (WV)  
Fax: 304-558-0442  
[www.wvdob.org](http://www.wvdob.org)

### Wisconsin

Department of Financial Institutions  
345 West Washington Ave., 4th Floor  
**Madison, WI** 53703  
608-264-7969  
Toll free: 1-800-452-3328 (WI)  
TTY: 608-266-8818  
Fax: 608-264-7968  
e-mail: [askthesecretary@dfi.state.wi.us](mailto:askthesecretary@dfi.state.wi.us)  
[www.wdfi.org](http://www.wdfi.org)

### Wyoming

Division of Banking  
Herschler Bldg., 3rd Floor, East  
122 West 25th St.  
**Cheyenne, WY** 82002  
307-777-7797  
Fax: 307-777-3555  
[audit.state.wy.us/banking](http://audit.state.wy.us/banking)

Each state has its own laws and regulations for each type of insurance. The officials listed below enforce these laws. Many of these offices can also provide you with information to help you make informed insurance buying decisions. See the “Insurance” section in Part I of this Handbook for advice (p. 27). If you have a question or complaint about your insurance company's policies, contact the company before you contact the state insurance regulator.

## Alabama

Department of Insurance  
PO Box 303351 (ZIP 36130-3351)  
201 Monroe St., Ste. 1700  
**Montgomery, AL 36104**  
334-269-3550  
Fax: 334-241-4192  
e-mail: insdept@  
insurance.state.al.us  
www.aldoi.org

## Alaska

Division of Insurance  
550 W. 7th Ave., Ste. 1560  
Robert B. Atwood Building  
**Anchorage, AK 99501-3567**  
907-269-7900  
TTY: 907-465-5437  
Fax: 907-269-7910  
e-mail: insurance@commerce.  
state.ak.us  
www.commerce.state.ak.us/insur  
ance  
  
Division of Insurance  
Department of Commerce,  
Community and Economic  
Development  
PO Box 110805  
**Juneau, AK 99811-0805**  
907-465-2515  
TTY: 907-465-5437  
Fax: 907-465-3422  
e-mail: insurance@commerce.  
state.ak.us  
www.commerce.state.ak.us/insur  
ance

## Arizona

Department of Insurance  
Consumer Affairs Division  
2910 North 44th St., Ste. 210  
**Phoenix, AZ 85018-7256**  
602-364-2499  
602-364-3100  
Toll free: 1-800-325-2548 (AZ)  
Fax: 602-364-2505 (Complaints)  
e-mail: consumers@id.state.az.us  
www.id.state.az.us

## Arkansas

Department of Insurance  
1200 W. Third St.  
**Little Rock, AR 72201-1904**  
501-371-2600  
501-371-2640 (Consumer Services)  
Toll free: 1-800-282-9134 (AR)  
Toll free: 1-800-852-5494 (Consumer  
Services)  
Toll free: 1-866-660-0888 (Criminal  
Investigations - Insurance Fraud)  
Fax: 501-371-2749  
e-mail: insurance.consumers@  
arkansas.gov  
www.insurance.arkansas.gov

## California

California Department of  
Insurance  
300 Capitol Mall, Ste. 1700  
**Sacramento, CA 95814**  
916-492-3500  
415-538-4010 (San Francisco)  
213-346-6464 (Los Angeles)  
Toll free: 1-800-927-4357 (CA)  
Fax: 916-445-5280  
www.insurance.ca.gov

Dept. of Managed Health Care,  
California HMO Help Center  
(Serves all California Consumers  
that are enrolled in a California  
HMO, Blue Cross of California  
PPO, and Blue Shield of California  
PPO)  
980 Ninth St., Ste. 500  
**Sacramento, CA 95814-2725**  
Toll free: 1-888-HMO-2219 (HMO  
HelpCenter Consumer Complaint  
Line)  
Toll free: 1-877-525-1295 (HMO  
Help Center Provider/Physician  
Line)  
TTY: 1-877-688-9891 (Toll free)  
Fax: 916-229-0465 (Complaints) or  
916-229-4328 (Independent Medical  
Review)  
e-mail: GenInfo@dmhc.ca.gov  
www.hmohelp.ca.gov

## Colorado

Division of Insurance  
1560 Broadway, Ste. 850  
**Denver, CO 80202**  
303-894-7490 or 7499  
Toll free: 1-800-930-3745 (CO)  
TTY: 303-894-7880  
Fax: 303-894-7455  
www.dora.state.co.us/Insurance

## Connecticut

Department of Insurance  
Consumer Affairs Dept.  
PO Box 816  
**Hartford, CT 06142-0816**  
860-297-3800  
Toll free: 1-800-203-3447  
Fax: 860-566-7410  
e-mail: ctinsdept.consumer  
affairs@ct.gov  
www.state.ct.us/cid

## STATE INSURANCE REGULATORS

### Delaware

Department of Insurance  
841 Silver Lake Blvd.  
**Dover**, DE 19904  
302-674-7310  
Toll free: 1-800-282-8611  
Fax: 302-739-6278  
e-mail: [consumer@state.de.us](mailto:consumer@state.de.us)  
[www.state.de.us/inscom](http://www.state.de.us/inscom)

### District of Columbia

Department of Insurance,  
Securities and Banking  
810 First St., NE, Ste. 701  
**Washington**, DC 20002  
202-727-8000  
Fax: 202-535-1196  
e-mail: [info.disb@dcbgov.org](mailto:info.disb@dcbgov.org)

### Florida

Office of Insurance Regulation  
Department of Financial Services  
200 East Gaines St.  
**Tallahassee**, FL 32399-0322  
850-413-3100  
850-413-3140  
Toll free: 1-800-342-2762 (FL)  
TTY: 1-800-640-0886 (Toll free)  
Fax: 850-488-2349  
[www.fldfs.com](http://www.fldfs.com)

### Georgia

Insurance and Fire Safety  
704 West Tower  
Two Martin Luther King, Jr. Dr.  
**Atlanta**, GA 30334  
404-656-2070  
Toll free: 1-800-656-2298 (GA)  
TTY: 404-656-4031  
Fax: 404-657-8542  
[www.inscomm.state.ga.us](http://www.inscomm.state.ga.us)

### Hawaii

Insurance Division  
PO Box 3614  
**Honolulu**, HI 96811-3614  
808-586-2790 or 2799  
Fax: 808-587-6714  
e-mail: [insurance@dcca.hawaii.gov](mailto:insurance@dcca.hawaii.gov)  
[www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins)

### Idaho

Department of Insurance  
PO Box 83720  
700 West State St.  
**Boise**, ID 83720-0043  
208-334-4250  
Toll free: 1-800-721-3272 (ID)  
Fax: 208-334-4398  
[www.doi.state.id.us](http://www.doi.state.id.us)

### Illinois

Division of Insurance  
Department of Financial and  
Professional Regulation  
100 West Randolph St., Ste. 9-100  
**Chicago**, IL 60601-3395  
312-814-4500  
TTY: 312-814-2603  
Fax: 312-814-4862  
e-mail: [Director@ins.state.il.us](mailto:Director@ins.state.il.us)  
[www.state.il.us/ins](http://www.state.il.us/ins)

Division of Insurance  
Department of Financial and  
Professional Regulation  
320 West Washington St.  
**Springfield**, IL 62767-0001  
217-782-4515  
Toll free: 1-877-527-9431 (Office of  
Consumer Health Insurance)  
Toll free: 1-866-445-5364 (Consumer  
Assistance Hotline)  
TTY: 217-524-4872  
Fax: 217-782-5020 or 217-558-2083  
(Complaints)  
e-mail: [director@ins.state.il.us](mailto:director@ins.state.il.us)  
[www.idfpr.com](http://www.idfpr.com)

### Indiana

Department of Insurance  
311 W. Washington St., Ste. 300  
**Indianapolis**, IN 46204-2787  
317-232-2385  
Toll free: 1-800-622-4461 (IN)  
Toll free: 1-800-452-4800 (Senior  
Health Insurance Information)  
Fax: 317-232-5251  
[www.state.in.us/idoi/](http://www.state.in.us/idoi/)

### Iowa

Division of Insurance  
330 Maple St.  
**Des Moines**, IA 50319  
515-281-5705  
Toll free: 1-877-955-1212  
Fax: 515-281-3059  
[www.iid.state.ia.us](http://www.iid.state.ia.us)

### Kansas

Insurance Division  
420 SW 9th St.  
**Topeka**, KS 66612-1678  
785-296-7801  
Toll free: 1-800-432-2484 (KS)  
TTY: 1-877-235-3151 (Toll free)  
Fax: 785-296-2283  
e-mail: [commissioner@ksinsurance.org](mailto:commissioner@ksinsurance.org)  
[www.ksinsurance.org](http://www.ksinsurance.org)

### Kentucky

Office of Insurance  
PO Box 517  
215 West Main St.  
**Frankfort**, KY 40601  
502-564-3630  
Toll free: 1-800-595-6053  
Fax: 502-564-1650  
[doi.ppr.ky.gov](http://doi.ppr.ky.gov)

### Louisiana

Department of Insurance  
1702 N. Third St.  
**Baton Rouge**, LA 70802  
225-342-0895  
225-342-5900  
Toll free: 1-800-259-5300  
Toll free: 1-800-259-5301  
Fax: 254-342-3078  
e-mail: [public@ldi.state.la.us](mailto:public@ldi.state.la.us)  
[www.ldi.state.la.us](http://www.ldi.state.la.us)

### Maine

Bureau of Insurance  
34 State House Station  
**Augusta**, ME 04333-0034  
207-624-8475  
Toll free: 1-800-300-5000 (ME)  
TTY: 1-888-577-6690 (Toll free)  
Fax: 207-624-8599  
[www.state.me.us/pfr/ins/ins\\_index.htm](http://www.state.me.us/pfr/ins/ins_index.htm)

**Maryland**

Insurance Administration  
525 St. Paul Place  
**Baltimore, MD** 21202-2272  
410-468-2000  
Toll free: 1-800-492-6116  
TTY: 1-800-735-2258 (Toll free)  
Fax: 410-468-2020  
www.mdinsurance.state.md.us

**Massachusetts**

Division of Insurance  
Consumer Service Section  
One South Station, 5th Floor  
**Boston, MA** 02110-2208  
617-521-7794  
TTY: 617-521-7490  
Fax: 617-521-7575  
www.state.ma.us/doi

**Michigan**

Office of Financial  
and Insurance Services  
PO Box 30220  
611 West Ottawa St., 3rd Floor  
**Lansing, MI** 48909  
517-373-0220  
Toll free: 1-877-999-6442  
Fax: 517-335-4978  
e-mail: ofis-info@michigan.gov  
www.michigan.gov/ofis

**Minnesota**

Department of Commerce  
85 7th Place East, Ste. 500  
**St. Paul, MN** 55101  
651-296-2488  
Toll free: 1-800-657-3602 (MN)  
TTY: 651-296-2860  
Fax: 651-296-4328  
e-mail: market.assurance@  
state.mn.us  
www.commerce.state.mn.us

**Mississippi**

Department of Insurance  
PO Box 79  
**Jackson, MS** 39205  
601-359-2453  
Toll free: 1-800-562-2957 (MS)  
Fax: 601-359-1077  
e-mail: consumer@  
mid.state.ms.us  
www.doi.state.ms.us

**Missouri**

Missouri Department of Insurance  
301 West High St., Room 530  
PO Box 690  
**Jefferson City, MO** 65102-0690  
573-751-4126  
Toll free: 1-800-726-7390 (MO)  
TTY: 573-526-4536  
Fax: 573-526-4898  
e-mail: askmdi@insurance.mo.gov  
www.insurance.mo.gov

**Montana**

Department of Insurance  
840 Helena Ave.  
**Helena, MT** 59601  
406-444-2040  
Toll free: 1-800-332-6148 (MT)  
TTY: 406-444-3246  
Fax: 406-444-3497  
e-mail: stateauditor@mt.gov  
www.sao.mt.gov

**Nebraska**

Department of Insurance  
941 O St., Ste. 400  
Terminal Building  
**Lincoln, NE** 68508-3639  
402-471-0888 (In Lincoln)  
402-471-2201  
Toll free: 1-877-564-7323 (NE)  
TTY: 1-800-833-7351 (Toll free)  
Fax: 402-471-6559  
e-mail: consumer\_affairs@  
doi.state.ne.us  
www.doi.ne.gov

**Nevada**

Division of Insurance,  
State of Nevada  
Department of Business & Industry  
788 Fairview Dr., Ste. 300  
**Carson City, NV** 89701-5491  
775-687-4270  
Fax: 775-687-3937  
www.doi.state.nv.us

Division of Insurance  
Department of Business & Industry  
788 Fairview Dr., Ste. 300  
**Carson City, NV** 89701  
775-687-4270  
Fax: 775-687-3937  
e-mail: insinfo@doi.state.nv.us  
www.doi.state.nv.us

**New Hampshire**

Department of Insurance  
21 South Fruit St., Ste. 14  
**Concord, NH** 03301-2430  
603-271-2261  
Toll free: 1-800-852-3416 (NH)  
TTY: 1-800-735-2964 (NH)  
Fax: 603-271-1406  
e-mail: requests@ins.nh.gov  
www.nh.gov/insurance

**New Jersey**

Department of Banking  
and Insurance  
PO Box 325  
20 West State St.  
**Trenton, NJ** 08625  
609-292-5360  
609-292-5064 (Public Affairs)  
Fax: 609-292-5571  
www.njdobi.org

**New Mexico**

Department of Insurance  
PO Box 1269  
**Santa Fe, NM** 87504-1269  
505-827-4601  
Toll free: 1-800-947-4722 (NM)  
Fax: 505-827-4734  
www.nmprc.state.nm.us

**New York**

Consumer Services Bureau  
Insurance Department  
One Commerce Plaza  
**Albany, NY** 12257  
518-474-6600  
Toll free: 1-800-342-3736 (NY)  
Fax: 518-474-6630  
e-mail: consumers@ins.state.ny.us  
www.ins.state.ny.us

## STATE INSURANCE REGULATORS

Consumer Services Bureau  
Insurance Department  
65 Court St. #7  
**Buffalo, NY** 14202  
716-847-7618  
Toll free: 1-800-342-3736 (NY)  
Fax: 716-847-7925  
e-mail: consumers@ins.state.ny.us  
www.ins.state.ny.us

### North Carolina

Department of Insurance  
1201 Mail Service Center  
Dobbs Bldg., 430 N. Salisbury St.  
**Raleigh, NC** 27699-1201  
919-733-2032  
Toll free: 1-800-546-5664  
Toll free: 1-800-662-7777  
Fax: 919-733-0085  
e-mail: consumer@ncdoi.net  
www.ncdoi.com

### North Dakota

Insurance Department  
5th Floor  
600 East Blvd. Ave.  
**Bismarck, ND** 58505-0320  
701-328-2440  
Toll free: 1-800-247-0560 (ND)  
TTY: 1-800-366-6888 (Toll free)  
Fax: 701-328-4880  
e-mail: insurance@nd.gov  
www.nd.gov/ndins

### Ohio

Office of Consumer Services  
Department of Insurance  
2100 Stella Court  
**Columbus, OH** 43215-1067  
614-644-2673  
Toll free: 1-800-686-1526  
(Consumer)  
Toll free: 1-800-686-1527 (Fraud)  
Toll free: 1-800-686-1578 (Senior)  
TTY: 614-644-3745  
Fax: 614-644-3744  
www.ohioinsurance.gov

### Oklahoma

Insurance Department  
PO Box 53408  
2401 N.W. 23rd St., Ste. 28  
**Oklahoma City, OK** 73152-3408  
405-521-2828  
Toll free: 1-800-522-0071 (OK)  
Fax: 405-521-6635  
e-mail: feedback@  
insurance.state.ok.us  
www.oid.state.ok.us

### Oregon

Insurance Division  
PO Box 14480 (ZIP 97309-0405)  
350 Winter St., NE, Room 440-2  
**Salem, OR** 97301-3883  
503-947-7984  
Toll free: 1-888-877-4894 (OR)  
Fax: 503-378-4351  
e-mail: dcbs.insmail@state.or.us  
insurance.oregon.gov

### Pennsylvania

Bureau of Consumer Service  
1209 Strawberry Square  
**Harrisburg, PA** 17120  
717-787-2317  
Toll free: 1-877-881-6388  
Fax: 717-787-8585  
e-mail: ra-in-consumer@  
state.pa.us  
www.insurance.state.pa.us

### Puerto Rico

Comisionado de Seguros  
Apartado 8330  
**Santurce, PR** 00910-8330  
787-722-8686  
787-721-5848  
Toll free: 1-888-722-8686  
Fax: 787-722-4402  
www.ocs.gobierno.pr

### Rhode Island

Insurance Division  
Department of Business  
Regulation  
233 Richmond St., Ste. 233  
**Providence, RI** 02903-4233  
401-222-2223  
TTY: 401-222-2999  
Fax: 401-222-5475  
www.dbr.state.ri.us

### South Carolina

Consumer Services  
PO Box 100105  
300 Arbor Lake Dr., Ste. 1200  
**Columbia, SC** 29202  
803-737-6180  
Toll free: 1-800-768-3467 (SC)  
Fax: 803-737-6231  
e-mail: CnsmMail@doi.sc.gov  
www.doi.sc.gov

### South Dakota

Division of Insurance  
445 East Capital Ave.  
**Pierre, SD** 57501  
605-773-3563  
Fax: 605-773-5369  
www.state.sd.us/drr

### Tennessee

Department of Commerce  
and Insurance  
5th Floor  
500 James Robertson Pkwy.  
**Nashville, TN** 37243-0565  
615-741-2241  
Toll free: 1-800-342-4029 (TN)  
Fax: 615-532-4994  
www.state.tn.us/commerce

### Texas

Department of Insurance  
PO Box 149104  
333 Guadalupe St.  
**Austin, TX** 78714  
512-463-6169  
Toll free: 1-800-578-4677  
Fax: 512-475-2005  
www.tdi.state.tx.us

### Utah

Department of Insurance  
State Office Bldg., Room 3110  
**Salt Lake City, UT** 84114-6901  
801-538-3805  
Toll free: 1-800-439-3805 (UT)  
TTY: 801-538-3826  
Fax: 801-538-3829  
www.insurance.utah.gov



**Vermont**

Department of Banking, Insurance,  
Securities and Health Care  
Administration  
89 Main St., Drawer 20  
**Montpelier, VT** 05620-3101  
802-828-3301  
Toll free: 1-800-964-1784 (VT)  
Toll free: 1-800-631-7788 (VT -  
Health Insurance)  
Fax: 802-828-3306  
[www.bishca.state.vt.us](http://www.bishca.state.vt.us)

**Virgin Islands**

Division of Banking and Insurance  
No. 18 Kongens Gade  
**St. Thomas, VI** 00802  
340-774-7166  
Fax: 340-774-9458  
[www.ltg.gov.vi](http://www.ltg.gov.vi)

**Virginia**

Bureau of Insurance  
State Corporation Commission  
1300 East Main St. (ZIP 23219 --  
Only for special delivery and walk-  
ins)  
PO Box 1157  
**Richmond, VA** 23218  
804-371-9967  
Toll free: 1-800-552-7945 (VA)  
TTY: 804-371-9206  
e-mail: [bureauofinsurance@  
scc.state.va.us](mailto:bureauofinsurance@scc.state.va.us)  
[www.state.va.us/scc](http://www.state.va.us/scc)

**Washington**

Office of the Commssioner of  
Insurance  
PO Box 40255  
Insurance 5000 Building  
**Olympia, WA** 98504-0255  
360-725-7103  
Toll free: 1-800-562-6900 (WA)  
TTY: 360-586-0241  
Fax: 360-586-3109  
e-mail: [mikek@olc-wa.gov](mailto:mikek@olc-wa.gov)  
[www.insurance.wa.gov](http://www.insurance.wa.gov)

**West Virginia**

Offices of the Insurance  
Commissioner  
PO Box 50540 (ZIP 25305-0540)  
1124 Smith St.  
**Charleston, WV** 25301  
304-558-3354  
Toll free: 1-888-879-9842 (WV)  
Fax: 304-558-0412  
e-mail: [wvins@wvinsurance.gov](mailto:wvins@wvinsurance.gov)  
[www.wvinsurance.gov](http://www.wvinsurance.gov)

**Wisconsin**

Office of the Commissioner  
of Insurance  
PO Box 7873 (ZIP 53707-7873)  
125 S Webster St.  
**Madison, WI** 53702  
608-266-3585  
Toll free: 1-800-236-8517 (WI)  
TTY: Dial 711, ask for 608-266-3586  
Fax: 608-266-9935  
e-mail: [information@  
oci.state.wi.us](mailto:information@oci.state.wi.us)  
[www.oci.wi.gov](http://www.oci.wi.gov)

**Wyoming**

Department of Insurance  
3rd Floor East  
Herschler Bldg., 122 West 25th St.  
**Cheyenne, WY** 82002-0440  
307-777-7401  
Toll free: 1-800-438-5768 (WY)  
Fax: 307-777-5895  
e-mail: [wyinsdep@state.wy.us](mailto:wyinsdep@state.wy.us)  
[insurance.state.wy.us](http://insurance.state.wy.us)

## STATE SECURITIES ADMINISTRATORS

Each state has its own laws and regulations for securities brokers and securities including stocks, mutual funds, commodities, real estate, etc. The officials and agencies listed below enforce these laws and regulations. Many of these offices can also provide information to help you make informed investment decisions.

If you have a question or complaint about an investment, call the company or bank involved. If you are not satisfied with the response you get, call your state securities agency. See the “Investing” section in Part I of this Handbook for additional advice and sources of assistance (p. 34).

### Alabama

Securities Commission  
770 Washington Ave., Ste. 570  
**Montgomery, AL** 36130-4700  
334-242-2984  
Toll free: 1-800-222-1253 (AL)  
Fax: 334-242-0240  
e-mail: [asc@asc.alabama.gov](mailto:asc@asc.alabama.gov)  
[www.asc.state.al.us](http://www.asc.state.al.us)

### Alaska

Division of Banking and  
Securities  
150 3rd St., Ste. 217  
PO Box 11807  
**Juneau, AK** 99811-0807  
907-465-2521  
Toll free: 1-888-925-2521  
TTY: 907-465-5437  
Fax: 907-465-2549  
[www.commerce.state.ak.us](http://www.commerce.state.ak.us)

### Arizona

Securities Division  
1300 West Washington, 3rd Fl  
**Phoenix, AZ** 85007  
602-542-4242  
Fax: 602-594-7470  
e-mail: [accsec@ccsd.cc.state.az.us](mailto:accsec@ccsd.cc.state.az.us)  
[www.ccsd.cc.state.az.us](http://www.ccsd.cc.state.az.us)

### Arkansas

Securities Division  
201 East Markham  
Heritage West Bldg., Ste. 300  
**Little Rock, AR** 72201  
501-324-9260  
Toll free: 1-800-981-4429  
Fax: 501-324-9268  
e-mail: [securities@mail.state.ar.us](mailto:securities@mail.state.ar.us)  
[www.arkansas.gov/arsec](http://www.arkansas.gov/arsec)

### California

Department of Corporations  
1515 K St., Ste. 200  
**Sacramento, CA** 95814-4052  
916-445-7205  
Toll free: 1-866-275-2677  
[www.corp.ca.gov](http://www.corp.ca.gov)

### Colorado

Division of Securities  
Department of Regulatory  
Agencies  
1560 Broadway, Ste. 900  
**Denver, CO** 80202  
303-894-2320  
TTY: 1-800-659-2656  
Fax: 303-861-2126  
e-mail: [securities@dora.state.co.us](mailto:securities@dora.state.co.us)  
[www.dora.state.co.us/securities](http://www.dora.state.co.us/securities)

### Connecticut

Department of Banking  
Government Relations and  
Consumer Affairs  
260 Constitution Plaza  
**Hartford, CT** 06103-1800  
860-240-8299  
Toll free: 1-800-831-7225  
Fax: 860-240-8178  
e-mail: [banking.complaints@ct.gov](mailto:banking.complaints@ct.gov)  
[www.ct.gov/dob](http://www.ct.gov/dob)

### Delaware

Division of Securities  
Department of Justice  
820 North French St., 5th Floor  
State Office Bldg.  
**Wilmington, DE** 19801  
302-577-8424  
TTY: 302-577-5783  
Fax: 302-577-6987  
[www.state.de.us/securities](http://www.state.de.us/securities)

### District of Columbia

Dept. of Insurance,  
Securities and Banking  
810 First St., NE, Ste. 701  
**Washington, DC** 20002  
202-727-8000  
Fax: 202-535-1196  
e-mail: [disb@dcb.gov](mailto:disb@dcb.gov)  
[www.disb.dc.gov](http://www.disb.dc.gov)

### Florida

Office of Financial Regulation  
200 East Gaines St.  
**Tallahassee, FL** 32399-0370  
850-410-9898  
Toll free: 1-800-342-2762 (FL)  
Fax: 850-410-9748  
e-mail: [fldbf@dfs.state.fl.us](mailto:fldbf@dfs.state.fl.us)  
[www.fldfs.com](http://www.fldfs.com)

### Georgia

Division of Securities  
and Business Regulation  
Office of the Secretary of State  
2 MLK Jr. Dr. SE, Ste. 802  
West Tower  
**Atlanta, GA** 30334  
404-656-3920  
Toll free: 1-888-733-7427  
Fax: 404-657-8410  
e-mail: [securities@sos.state.ga.us](mailto:securities@sos.state.ga.us)  
[www.sos.state.ga.us](http://www.sos.state.ga.us)

### Hawaii

Business Registration Division  
2nd Floor  
335 Merchant St., Room 201  
**Honolulu, HI** 96813  
808-586-2744  
Fax: 808-586-2733  
[www.hawaii.gov](http://www.hawaii.gov)

**Idaho**

Department of Finance  
 PO Box 83720 (ZIP 83720-0031)  
 700 W. State St., 2nd Fl.  
**Boise, ID 83702**  
 208-332-8000  
 Toll free: 1-888-346-3378 (ID)  
 Fax: 208-332-8097  
[finance.idaho.gov](http://finance.idaho.gov)

**Illinois**

Securities Department  
 Secretary of State  
 300 W. Jefferson St, Ste. 300A  
**Springfield, IL 62702**  
 217-782-2256  
 Toll free: 1-800-628-7937 (IL)  
 Fax: 217-782-8876  
[www.sos.state.il.us](http://www.sos.state.il.us)

**Indiana**

Securities Division  
 Office of the Secretary of State  
 201 Statehouse  
**Indianapolis, IN 46204**  
 317-232-6531  
 Toll free: 1-800-223-8791 (IN)  
[www.state.in.us/sos](http://www.state.in.us/sos)

**Iowa**

Securities and Regulated  
 Industries Bureau  
 340 Maple St.  
**Des Moines, IA 50319-0066**  
 515-281-4441  
 Toll free: 1-800-351-4665  
 Fax: 515-281-3059  
 e-mail: [iowasec@iid.state.ia.us](mailto:iowasec@iid.state.ia.us)  
[www.iid.state.ia.us](http://www.iid.state.ia.us)

**Kansas**

Office of the Securities  
 Commissioner  
 2nd Floor  
 618 South Kansas Ave.  
**Topeka, KS 66603-3804**  
 785-296-3307  
 Toll free: 1-800-232-9580 (KS)  
 Fax: 785-296-6872  
 e-mail: [ksecom@cjnetworks.com](mailto:ksecom@cjnetworks.com)  
[www.ink.org/public/ksecom](http://www.ink.org/public/ksecom)

**Kentucky**

Division of Securities  
 1025 Capitol Center Dr., Ste. 200  
**Frankfort, KY 40601-3868**  
 502-573-3390  
 Toll free: 1-800-223-2579  
 Fax: 502-573-0086  
[www.kfi.ky.gov](http://www.kfi.ky.gov)

**Louisiana**

Securities Division  
 Office of Financial Institutions  
 8660 United Plaza Blvd., 2nd Floor  
**Baton Rouge, LA 70809**  
 225-925-4660  
 Fax: 225-925-4548  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

**Maine**

Office of Securities  
 121 State House Station  
**Augusta, ME 04333-0121**  
 207-624-8551  
 Toll free: 1-877-624-8551 (ME)  
 TTY: 1-888-577-6690  
 Fax: 207-624-8590  
[www.maine securitiesreg.org](http://www.maine securitiesreg.org)

**Maryland**

Securities Division  
 Office of the Attorney General  
 200 Saint Paul Place  
**Baltimore, MD 21202-2020**  
 410-576-6360  
 Toll free: 1-888-743-0023 (MD)  
 TTY: 410-576-6372  
 Fax: 410-576-6532  
 e-mail: [securities@oag.state.md.us](mailto:securities@oag.state.md.us)  
[www.oag.state.md.us](http://www.oag.state.md.us)

**Massachusetts**

Office of the Secretary of State  
 One Ashburton Place, 17th Floor  
**Boston, MA 02108**  
 617-727-3548  
 Toll free: 1-800-269-5428 (MA)  
 TTY: 617-878-3889  
 Fax: 617-248-0177  
 e-mail: [securities@sec.state.ma.us](mailto:securities@sec.state.ma.us)  
[www.sec.state.ma.us/sct](http://www.sec.state.ma.us/sct)

**Michigan**

Office of Financial  
 and Insurance Services  
 PO Box 30220  
 611 W. Ottawa St., 3rd Floor  
**Lansing, MI 48909**  
 517-373-0220  
 Toll free: 1-877-999-6442  
 Fax: 517-335-4978  
[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

**Minnesota**

Department of Commerce  
 85 Seventh Place East, Ste. 500  
**St. Paul, MN 55101**  
 651-296-4026  
 Toll free: 1-800-657-3602 (MN)  
 TTY: 651-296-2860  
 Fax: 651-296-4328  
 e-mail: [securities.commerce@state.mn.us](mailto:securities.commerce@state.mn.us)  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)

**Mississippi**

Business Regulation and  
 Enforcement  
 Secretary of State's Office  
 PO Box 136 (ZIP 39205)  
 401 Mississippi St.  
**Jackson, MS 39201**  
 601-359-1350  
 Toll free: 1-800-256-3494  
 Fax: 601-359-1499  
[www.sos.state.ms.us](http://www.sos.state.ms.us)

**Missouri**

Commissioner of Securities  
 PO Box 1276  
**Jefferson City, MO 65102**  
 573-751-4136  
 Toll free: 1-800-721-7996 (MO)  
 Fax: 573-526-3124  
[ago.missouri.gov/divisions/cons umerprotection.htm](http://ago.missouri.gov/divisions/cons umerprotection.htm)

**Montana**

Securities Division  
 840 Helena Ave.  
**Helena, MT 59601**  
 406-444-2040  
 Toll free: 1-800-332-6148 (MT)  
 Fax: 406-444-3497  
[www.sao.state.mt.us](http://www.sao.state.mt.us)

## Nebraska

Department of Banking & Finance  
PO Box 95006  
**Lincoln, NE** 68509-5006  
402-471-3445  
[www.ndbf.org](http://www.ndbf.org)

## Nevada

Securities Division  
Ste. 4000  
555 East Washington Ave.  
**Las Vegas, NV** 89101  
702-486-2880  
Fax: 702-486-2888  
e-mail: [nvsec@sos.nv.gov](mailto:nvsec@sos.nv.gov)  
[www.sos.state.nv.us](http://www.sos.state.nv.us)

## New Hampshire

Bureau of Securities Regulation  
Department of State  
State House, Room 204  
107 N. Main St.  
**Concord, NH** 03301-4989  
603-271-1463  
Fax: 603-271-7933  
[www.sos.nh.gov/securities](http://www.sos.nh.gov/securities)

## New Jersey

Bureau of Securities  
153 Halsey St., 6th Floor  
PO Box 47029 (ZIP 07101)  
**Newark, NJ** 07102  
973-504-3600  
Fax: 973-504-3601  
[www.state.nj.us/lps/ca/home.htm](http://www.state.nj.us/lps/ca/home.htm)

## New Mexico

Securities Division  
2550 Cerrillos Rd.  
**Santa Fe, NM** 87505  
505-476-4580  
Toll free: 1-800-704-5533 (NM)  
Fax: 505-984-0617  
[www.rld.state.nm.us](http://www.rld.state.nm.us)

## New York

Bureau of Investor Protection  
and Securities  
120 Broadway  
**New York, NY** 10271  
212-416-8200  
Fax: 212-416-8816  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

## North Carolina

Securities Division  
2 South Salisbury St.  
**Raleigh, NC** 27601  
919-733-3924  
Toll free: 1-800-688-4507 (Investor  
Hotline)  
Fax: 919-821-0818  
[www.sosnc.com](http://www.sosnc.com)

## North Dakota

Securities Department  
600 E. Boulevard Ave.  
State Capitol, 5th Floor  
**Bismarck, ND** 58505-0510  
701-328-2910  
Toll free: 1-800-297-5124 (ND)  
Fax: 701-328-2946  
e-mail: [ndsecurities@state.nd.us](mailto:ndsecurities@state.nd.us)  
[www.ndsecurities.com](http://www.ndsecurities.com)

## Ohio

Division of Securities  
22nd Floor  
77 South High St.  
**Columbus, OH** 43215-6131  
614-644-7381  
Toll free: 1-800-788-1194 (Investor  
Protection Hotline)  
Fax: 614-466-3316  
[www.securities.state.oh.us](http://www.securities.state.oh.us)

## Oklahoma

Department of Securities  
120 North Robinson, Ste. 860  
First National Center  
**Oklahoma City, OK** 73102  
405-280-7700  
Fax: 405-280-7742  
e-mail: [general@securities.  
state.ok.us](mailto:general@securities.state.ok.us)  
[www.securities.state.ok.us](http://www.securities.state.ok.us)

## Oregon

Department of Consumer  
& Business Services  
Division of Finance  
and Corporate Securities  
PO Box 14480  
350 Winter St., NE  
**Salem, OR** 97309-0405  
503-378-4100  
Toll free: 1-866-814-9710  
TTY: 503-378-4100  
Fax: 503-378-6444  
e-mail: [dcbs.fcsmail@state.or.us](mailto:dcbs.fcsmail@state.or.us)  
[egov.oregon.gov/DCBS](http://egov.oregon.gov/DCBS)

## Pennsylvania

Securities Commission  
1010 North 7th St.  
Eastgate Office Bldg., 2nd Floor  
**Harrisburg, PA** 17102-1410  
717-787-8061  
Toll free: 1-800-600-0007 (PA)  
Fax: 717-783-5122  
e-mail: [pscwebmaster@state.pa.us](mailto:pscwebmaster@state.pa.us)  
[www.psc.state.pa.us](http://www.psc.state.pa.us)

## Puerto Rico

Comisionado de Instituciones  
Financeras  
PO Box 11855  
**San Juan, PR** 00910-3855  
787-723-8445  
Toll free: 1-800-981-7711  
Fax: 787-723-4225  
e-mail: [querellas@ocif.gobierno.pr](mailto:querellas@ocif.gobierno.pr)  
[www.cif.gov.pr](http://www.cif.gov.pr)

## Rhode Island

Securities Division  
233 Richmond St., Ste. 232  
**Providence, RI** 02903-4232  
401-222-3048  
TTY: 711 (In Rhode Island Only)  
Fax: 401-222-5629  
[www.dbr.state.ri.us](http://www.dbr.state.ri.us)

## South Carolina

Securities Division  
Office of the Attorney General  
PO Box 11549  
**Columbia, SC** 29211-1549  
803-734-9916  
803-734-3970  
Fax: 803-734-4323  
[www.scsecurities.org](http://www.scsecurities.org)

## South Dakota

Division of Securities  
445 East Capitol Ave.  
**Pierre, SD** 57501-3185  
605-773-4823  
605-773-3311  
Fax: 605-773-5953 or 605-773-6729  
[www.state.sd.us/dcr/securities](http://www.state.sd.us/dcr/securities)

**Tennessee**

Securities Division  
500 James Robertson Pkwy.  
Davy Crockett Tower, Ste. 680  
**Nashville, TN 37243**  
615-741-2241  
Toll free: 1-800-863-9117 (TN)  
[www.state.tn.us/commerce](http://www.state.tn.us/commerce)

**Texas**

State Securities Board  
208 East 10th - 5th Floor  
PO Box 13167 (78711-3167)  
**Austin, TX 78701**  
512-305-8300  
Fax: 512-305-8310  
[www.ssb.state.tx.us](http://www.ssb.state.tx.us)

**Utah**

Division of Securities  
PO Box 146760  
160 East 300 South, 2nd Floor  
**Salt Lake City, UT 84114-6760**  
801-530-6600  
Toll free: 1-800-721-7233 (UT)  
Fax: 801-530-6980  
[www.commerce.state.ut.us](http://www.commerce.state.ut.us)

**Vermont**

Department of Banking,  
Insurance, Securities, & Health  
Care Administration  
89 Main St., Drawer 20  
**Montpelier, VT 05620-3101**  
802-828-3420  
Fax: 802-828-2896  
[www.bishca.state.vt.us/Securities](http://www.bishca.state.vt.us/Securities)  
Div/securindex.htm

**Virginia**

Division of Securities and Retail  
Franchising  
State Corporation Commission  
PO Box 1197  
**Richmond, VA 23218**  
804-371-9051  
Toll free: 1-800-552-7945 (VA)  
TTY: 804-371-9203  
Fax: 804-371-9911  
[www.scc.virginia.gov/division/srf](http://www.scc.virginia.gov/division/srf)

**Washington**

Securities Division  
Dept. of Financial Institutions  
PO Box 9033  
**Olympia, WA 98507-9033**  
360-902-8700  
Toll free: 1-877-746-4334  
TTY: 360-664-8126  
Fax: 360-586-5068  
[www.dfi.wa.gov](http://www.dfi.wa.gov)

**West Virginia**

Securities Commission  
State Auditor's Office  
State Capitol Bldg 1, Room W100  
**Charleston, WV 25305**  
304-558-2257  
Toll free: 1-888-368-9507  
Fax: 304-558-4211  
e-mail: [securities@wvsao.gov](mailto:securities@wvsao.gov)  
[www.wvsao.gov](http://www.wvsao.gov)

**Wisconsin**

Division of Securities  
Dept. of Financial Institutions  
PO Box 1768  
**Madison, WI 53701-1768**  
608-266-1064  
Toll free: 1-800-473-4325 (WI)  
TTY: 608-266-8818  
Fax: 608-264-7979  
[www.wdfi.org](http://www.wdfi.org)

**Wyoming**

Securities Division  
200 West 24th St.  
State Capitol Bldg.  
**Cheyenne, WY 82002-0020**  
307-777-7370  
Fax: 307-777-6217  
e-mail: [securities@state.wy.us](mailto:securities@state.wy.us)  
[www.soswy.state.wy.us](http://www.soswy.state.wy.us)



## STATE UTILITIES COMMISSIONS

State utility commissions regulate services and rates for gas, electricity and telephones within your state. In some states, the utility commissions regulate other services such as water, transportation, and the moving of household goods. Rates for utilities and services provided between states are regulated by the federal government.

Many utility commissions handle consumer complaints. Sometimes, if a number of complaints are received about the same utility matter, they will conduct investigations.

### Alabama

Public Service Commission  
PO Box 304260  
**Montgomery, AL 36130**  
Toll free: 1-800-392-8050 (AL)  
Fax: 334-242-0727  
[www.psc.state.al.us](http://www.psc.state.al.us)

### Alaska

Regulatory Commission of Alaska  
701 W 8th Ave., Ste. 300  
**Anchorage, AK 99501-3469**  
907-276-6222  
Toll free: 1-800-390-2782  
TTY: 907-276-4352  
Fax: 907-276-0160  
e-mail: [cp\\_rca@rca.state.ak.us](mailto:cp_rca@rca.state.ak.us)  
[www.state.ak.us/rca](http://www.state.ak.us/rca)

### Arizona

Arizona Corporation Commission  
1300 West Washington St.  
**Phoenix, AZ 85007-2929**  
602-542-3026  
Toll free: 1-800-345-5819 (AZ)  
TTY: 602-542-2105  
Fax: 602-542-5560  
e-mail: [mailmaster@cc.state.az.us](mailto:mailmaster@cc.state.az.us)  
[www.cc.state.az.us](http://www.cc.state.az.us)

### Arkansas

Public Service Commission  
1000 Center St.  
PO Box 400  
**Little Rock, AR 72203-0400**  
501-682-2051  
501-682-1718 (Complaints)  
Toll free: 1-800-482-1164 (AR -  
Complaints)  
TTY: 1-800-682-2898 (Toll free)  
Fax: 501-682-5731  
[www.state.ar.us/psc](http://www.state.ar.us/psc)

### California

Public Utilities Commission  
505 Van Ness Ave., Room 5218  
**San Francisco, CA 94102**  
415-703-2782  
Toll free: 1-800-649-7570 (CA -  
Utility Complaints)  
TTY: 415-703-2032  
Fax: 415-703-1758  
[www.cpuc.ca.gov](http://www.cpuc.ca.gov)

### Colorado

Public Utilities Commission  
1580 Logan St., Ste. OL2  
**Denver, CO 80203**  
303-894-2070  
Toll free: 1-800-456-0855 (CO)  
TTY: 303-894-2512  
Fax: 303-894-2532  
e-mail: [PUConsumerComplaints@dora.state.co.us](mailto:PUConsumerComplaints@dora.state.co.us)  
[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)

### Connecticut

Department of Public  
Utility Control  
10 Franklin Square  
**New Britain, CT 06051**  
860-827-1553  
Toll free: 1-800-382-4586 (CT)  
TTY: 860-827-2837  
Fax: 860-827-2613  
[www.state.ct.us/dpuc](http://www.state.ct.us/dpuc)

### Delaware

Public Service Commission  
861 Silver Lake Blvd.  
Cannon Bldg. Ste. 100  
**Dover, DE 19904**  
302-739-4247  
Toll free: 1-800-282-8574 (DE)  
TTY: 302-739-4333  
Fax: 302-739-4849  
[www.state.de.us/delpsc](http://www.state.de.us/delpsc)

### District of Columbia

Public Service Commission - DC  
Ste. 200, West Tower  
1333 H St., NW  
**Washington, DC 20005**  
202-626-5100 (Consumer  
Services Division)  
Fax: 202-393-1389  
e-mail: [support@dcpsc.org](mailto:support@dcpsc.org)  
[www.dcpssc.org](http://www.dcpssc.org)

### Florida

Florida Public Service  
Commission  
2540 Shumard Oak Blvd.  
**Tallahassee, FL 32399-0850**  
850-413-6330  
Toll free: 1-800-342-3552 (FL)  
TTY: 1-800-955-8771  
Fax: 800-511-0809  
e-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
[www.floridapsc.com](http://www.floridapsc.com)

### Georgia

Public Service Commission  
244 Washington St., First Floor  
**Atlanta, GA 30334**  
404-656-4501  
Toll free: 1-800-282-5813 (GA)  
Fax: 404-656-2341  
e-mail: [gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)  
[www.psc.state.ga.us](http://www.psc.state.ga.us)

### Hawaii

Public Utilities Commission  
465 South King St., Room 103  
**Honolulu, HI 96813**  
808-586-2020  
Fax: 808-586-2066  
e-mail: [Hawaii.PUC@hawaii.gov](mailto:Hawaii.PUC@hawaii.gov)  
[www.hawaii.gov/budget/puc](http://www.hawaii.gov/budget/puc)

**Idaho**

Public Utilities Commission  
 PO Box 83720  
**Boise, ID 83720-0074**  
 208-334-0300  
 Toll free: 1-800-432-0369 (ID)  
 TTY: 1-800-377-3529  
 Fax: 208-334-3762  
[www.puc.state.id.us](http://www.puc.state.id.us)

**Illinois**

Commerce Commission  
 527 East Capitol Ave.  
**Springfield, IL 62701**  
 217-785-7456  
 Toll free: 1-800-524-0795 (IL)  
 TTY: 1-800-858-9277 (Toll free)  
 Fax: 217-782-1042  
[www.icc.illinois.gov](http://www.icc.illinois.gov)

**Indiana**

Utility Regulatory Commission  
 Consumer Affairs Division  
 National City Center  
 101 W. Washington St., Ste. 1500E  
 Indianapolis, IN 46204  
 317-232-2712  
 Toll free: 1-800-851-4268 (IN)  
 Fax: 317-233-2410  
 TTY: 317-232-8556  
 e-mail: [info@urc.IN.gov](mailto:info@urc.IN.gov)  
[www.IN.gov/iurc](http://www.IN.gov/iurc)

**Iowa**

Utilities Board  
 350 Maple St.  
**Des Moines, IA 50319-0069**  
 515-281-3839  
 Toll free: 1-877-565-4450 (IA)  
 Fax: 515-281-5329  
 e-mail: [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us)  
[www.state.ia.us/iub](http://www.state.ia.us/iub)

**Kansas**

Corporation Commission  
 1500 SW Arrowhead Rd.  
**Topeka, KS 66604-4027**  
 785-271-3100  
 Toll free: 1-800-662-0027 (KS)  
 Fax: 785-271-3354  
 e-mail: [public.affairs@kcc.state.ks.us](mailto:public.affairs@kcc.state.ks.us)  
[www.kcc.state.ks.us](http://www.kcc.state.ks.us)

**Kentucky**

Public Service Commission  
 PO Box 615  
 211 Sower Blvd.  
**Frankfort, KY 40602**  
 502-564-3940  
 Toll free: 1-800-772-4636 (KY -  
 Complaints)  
 TTY: 1-800-648-6056  
 Fax: 502-564-3460  
[www.psc.state.ky.us](http://www.psc.state.ky.us)

**Louisiana**

Public Service Commission  
 602 North Fifth St., Galvez Bldg.  
 12th Floor  
 PO Box 91154  
**Baton Rouge, LA 70821-9154**  
 225-342-4404  
 Toll free: 1-800-256-2397 (LA)  
 Fax: 225-342-2831  
[www.lpsc.org](http://www.lpsc.org)

**Maine**

Public Utilities Commission  
 242 State St.  
**Augusta, ME 04333-0018**  
 207-287-3831  
 Toll free: 1-800-452-4699 (ME)  
 TTY: 1-800-437-1220  
 Fax: 207-287-1039  
 e-mail: [maine.puc@maine.gov](mailto:maine.puc@maine.gov)  
[www.state.me.us/mpuc](http://www.state.me.us/mpuc)

**Maryland**

Public Service Commission  
 6 St. Paul St., 16th Floor  
**Baltimore, MD 21202-6806**  
 410-767-8000  
 Toll free: 1-800-492-0474 (MD)  
 TTY: 1-800-735-2258 (MD)  
 Fax: 410-333-6495  
 e-mail: [mpsc@psc.state.md.us](mailto:mpsc@psc.state.md.us)  
[www.psc.state.md.us/psc](http://www.psc.state.md.us/psc)

**Massachusetts**

Dept. of Telecommunications  
 and Energy  
 1 South Station, 12th Floor  
**Boston, MA 02110**  
 617-305-3500  
 Toll free: 1-800-392-6066  
 TTY: 1-800-323-6066 (Toll free)  
 Fax: 617-478-2591  
[www.magnet.state.ma.us/dpu](http://www.magnet.state.ma.us/dpu)

**Michigan**

Public Service Commission  
 PO Box 30221  
 6545 Mercantile Way, Ste. 7  
**Lansing, MI 48909**  
 517-241-6180  
 Toll free: 1-800-292-9555 (MI)  
 Fax: 517-241-6181  
 e-mail: [mpsc\\_commissioners@michigan.gov](mailto:mpsc_commissioners@michigan.gov)  
[www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)

**Minnesota**

Public Utilities Commission  
 121 7th Place East, Ste. 350  
**St. Paul, MN 55101-2147**  
 651-296-0406  
 Toll free: 1-800-657-3782  
 Fax: 651-297-7073  
 e-mail: [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)  
[www.puc.state.mn.us](http://www.puc.state.mn.us)

**Mississippi**

Public Service Commission  
 501 N West St.  
 Woolfolk Building  
**Jackson, MS 39201**  
 601-961-5440 (Southern District)  
 601-961-5430 (Central District)  
 601-961-5450 (Chairman &  
 Northern District)  
 Toll free: 1-800-356-6429  
 (Southern District)  
 Toll free: 1-800-356-6430 (Central  
 District)  
 Toll free: 1-800-637-7722  
 (Chairman & Northern District)  
 Fax: 601-961-5464 (Chairman &  
 Northern District)  
 Fax: 601-961-5842 (Southern)  
 Fax: 601-961-5824 (Central)  
[www.psc.state.ms.us](http://www.psc.state.ms.us)

**Missouri**

Public Service Commission  
 PO Box 360  
**Jefferson City, MO 65102**  
 573-751-3234  
 Toll free: 1-800-392-4211 (MO)  
 TTY: 711 (MO Only)  
 Fax: 573-526-1500  
[www.psc.mo.gov](http://www.psc.mo.gov)

## STATE UTILITIES COMMISSIONS

### Montana

Public Service Commission  
PO Box 202601  
1701 Prospect Ave.  
**Helena, MT** 59620-2601  
406-444-6199  
Toll free: 1-800-646-6150 (MT)  
TTY: 406-444-6199  
Fax: 406-444-7618  
www.psc.mt.gov

### Nebraska

Public Service Commission  
PO Box 94927 (68508-4927)  
300 The Atrium, 1200 N St.  
**Lincoln, NE** 68509  
402-471-3101  
Toll free: 1-800-526-0017 (NE)  
TTY: 402-471-0213  
Fax: 402-471-0254  
www.psc.state.ne.us

### Nevada

Public Utilities Commission  
1150 East William St.  
**Carson City, NV** 89701  
775-684-6101  
702-486-2600 (Las Vegas)  
775-738-4914 (Elko)  
Toll free: 1-800-992-0900, ext. 4610  
Fax: 775-684-6110  
pucweb1.state.nv.us/pucn

### New Hampshire

Public Utilities Commission  
21 South Fruit St, Ste. 10  
**Concord, NH** 03301-2429  
603-271-2431  
Toll free: 1-800-852-3793 (NH)  
TTY: 1-800-735-2964 (NH)  
Fax: 603-271-3878  
e-mail: www.puc.nh.gov  
www.puc.state.nh.us

### New Jersey

Board of Public Utilities  
Two Gateway Center  
**Newark, NJ** 07102  
973-648-2026  
Toll free: 1-800-624-0241 (NJ)  
www.bpu.state.nj.us

### New Mexico

Public Regulation Commission  
Consumer Relations Division  
PO Drawer 1269  
**Santa Fe, NM** 87504-1269  
505-827-6940  
Toll free: 1-800-663-9782 (NM)  
Toll free: 1-800-947-4722 (NM)  
TTY: 505-827-6911  
Fax: 505-827-6973  
www.nmprc.state.nm.us

### New York

Public Service Commission  
3 Empire State Plaza  
**Albany, NY** 12223-1350  
518-474-3280  
Toll free: 1-800-342-3377 (NY-  
Complaints )  
Toll free: 1-888-275-7721 (PSC  
Competition Information)  
Toll free: 1-866-476-7697 (Green  
Power Information)  
Fax: 518-474-1691  
www.askpsc.com

### North Carolina

NC Utilities Commission  
Public Staff  
Consumer Services  
4326 Mail Service Center  
**Raleigh, NC** 27699-4326  
919-733-9277  
Toll free: 1-866-380-9816  
Fax: 919-733-4744  
e-mail: consumer.services@  
ncmail.net  
www.ncuc.commerce.state.nc.us

### North Dakota

Public Service Commission  
12th Floor  
600 E. Boulevard Ave., Dept 408  
**Bismarck, ND** 58505-0480  
701-328-2400  
TTY: 1-800-366-6888 (ND)  
Fax: 701-328-2410  
e-mail: ndpsc@nd.gov  
www.psc.state.nd.us

### Ohio

Public Utilities Commission  
180 East Broad St.  
**Columbus, OH** 43215-3793  
614-466-3292  
Toll free: 1-800-686-7826 (OH)  
TTY: 1-800-686-1570 (OH)  
Fax: 614-752-8351  
www.puco.ohio.gov

### Oklahoma

Corporation Commission  
PO Box 52000  
**Oklahoma City, OK** 73152-2000  
405-521-2211  
Toll free: 1-800-522-8154 (OK)  
TTY: 405-521-3513  
Fax: 405-521-2087  
www.occeweb.com

### Oregon

Public Utility Commission  
Consumer Services Division  
PO Box 2148  
550 Capitol St., NE, Ste. 215  
**Salem, OR** 97308-2148  
503-378-6600  
Toll free: 1-800-522-2404 (OR -  
Consumer Services)  
TTY: 1-800-553-9600 (OR)  
Fax: 503-378-5743  
e-mail: puc.consumer@state.or.us  
www.puc.state.or.us

### Pennsylvania

Public Utility Commission  
PO Box 3265  
**Harrisburg, PA** 17105-3265  
717-783-7349  
Toll free: 1-800-782-1110 (PA)  
Fax: 717-787-5813  
www.puc.state.pa.us

### Puerto Rico

Comisión de Servicio Público  
Ave. Muñoz Rivera, Núm. 50  
Esquina Prudencio Martínez  
Apartado 190870  
**San Juan, PR** 00919-0870  
787-756-1919  
Fax: 787-756-8086  
www.csp.gobierno.pr

**Rhode Island**

Public Utilities Commission  
89 Jefferson Boulevard  
**Warwick, RI** 02888  
401-941-4500  
TTY: 401-277-3500  
Fax: 401-941-4885  
www.ripuc.org

**South Carolina**

Office of Regulatory Staff  
PO Box 11263  
**Columbia, SC** 29211  
803-737-5230  
Toll free: 1-800-922-1531 (SC)  
TTY: 1-800-735-2905 (SC)  
www.regulatorystaff.sc.gov

**South Dakota**

Public Utilities Commission  
500 East Capitol Ave.  
**Pierre, SD** 57501-5070  
605-773-3201  
Toll free: 1-800-332-1782  
(Consumer Affairs)  
Fax: 605-773-3809  
www.puc.sd.gov

**Tennessee**

Tennessee Regulatory Authority  
460 James Robertson Pkwy.  
**Nashville, TN** 37243-0505  
615-741-8953  
Toll free: 1-800-342-8359  
TTY: 1-888-276-0677 (Toll free)  
Fax: 615-741-5015  
www.state.tn.us/tra

**Texas**

Public Utility Commission  
PO Box 13326  
1701 North Congress Ave.  
**Austin, TX** 78711-3326  
512-936-7000  
Toll free: 1-888-782-8477  
TTY: 512-936-7136  
Fax: 512-936-7003  
e-mail: customer@puc.state.tx.us  
www.puc.state.tx.us

**Utah**

Public Service Commission  
160 East 300 South  
**Salt Lake City, UT** 84111  
801-530-6716  
Toll free: 1-866-777-8824 (UT)  
TTY: 801-530-6638  
Fax: 801-530-6796  
e-mail: psccl@utah.gov  
www.psc.state.ut.us

**Vermont**

Public Service Board  
112 State St., Drawer 20  
**Montpelier, VT** 05620-2701  
802-828-2358  
TTY: 1-800-253-0191 (VT)  
Fax: 802-828-3351  
e-mail: clerk@psb.state.vt.us  
www.state.vt.us/psb

**Virginia**

State Corporation Commission  
PO Box 1197  
Richmond, VA 23218  
804-371-9967  
Toll free: 1-800-552-7945 (VA)  
TTY: 804-371-9206  
Fax: 804-371-9211  
www.scc.virginia.gov

**Washington**

Utilities and Transportation  
Commission  
PO Box 47250  
1300 S Evergreen Park Dr., SW  
**Olympia, WA** 98504  
360-664-1160  
TTY: 1-800-416-5289  
Fax: 360-586-1150  
www.wutc.wa.gov

**West Virginia**

Public Service Commission  
201 Brooks St.  
**Charleston, WV** 25301  
304-340-0300  
Toll free: 1-800-344-5113 (WV)  
Fax: 304-340-0325  
www.psc.state.wv.us

**Wisconsin**

Public Service Commission  
PO Box 7854 (ZIP 53707-7854)  
610 North Whitney Way  
**Madison, WI** 53705  
608-266-2001  
Toll free: 1-800-225-7729  
TTY: 608-267-1479  
Fax: 608-266-3957  
www.psc.wi.gov

**Wyoming**

Public Service Commission  
2515 Warren Ave., Ste. 300  
**Cheyenne, WY** 82002  
307-777-7427  
Toll free: 1-888-570-9905 (WY)  
TTY: 307-777-7427  
Fax: 307-777-5700  
psc.state.wy.us

## 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](mailto:info@acics.org)

[www.acics.org](http://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](mailto:info@afsaef.org)

[www.afsaef.org](http://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](http://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](http://www.apparelandfootwear.org)

Membership: manufacturers of clothing.

### **American Arbitration Association**

New York, NY 10017

Toll free: 1-800-778-7879

[www.adr.org](http://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](mailto:info@aahsa.org)

[www.aahsa.org](http://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](http://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](mailto:askaba@abanet.org)

[www.abanet.org](http://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](http://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](mailto:consumerprotection@boatus.com)  
[www.boatus.com](http://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](mailto:cca@career.org)  
[www.career.org](http://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](mailto:communications@carpet-rug.com)  
[www.carpet-rug.com](http://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](mailto:caru@caru.bbb.org)  
[www.caru.org](http://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](mailto:cea@ce.org)  
[www.ce.org](http://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](mailto:ethayer@cuna.com)  
[www.cuna.org](http://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](mailto:consumer@the-dma.org)  
[www.the-dma.org](http://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](mailto:info@dsa.org)  
[www.dsa.org](http://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](http://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](http://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](mailto:fpa@fpanet.org)  
[www.fpanet.org/public](http://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](http://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](mailto:hipaa@hearing.org)  
[www.hearing.org](http://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](mailto:info@hhgfaa.org)  
[www.hhgfaa.org](http://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](http://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](http://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](mailto:info@monumentbuilders.org)  
[www.monumentbuilders.org](http://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](http://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](http://www.narcpartners.org)  
[www.nadreview.org](http://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](mailto:info@nahb.com)  
[www.nahb.com](http://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](http://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](mailto:piainfo@pianet.org)  
[www.PIANET.com](http://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](http://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](mailto:nfpa@nfpa-food.org)  
[www.nfpa-food.org](http://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](http://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](mailto:nfda@nfda.org)  
[www.nfda.org](http://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](mailto:information@nfa.futures.org)  
[www.nfa.futures.org](http://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](mailto:info@turkeyfed.org)  
[www.eatturkey.com](http://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.