

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
Fax: 202-347-2417
e-mail: info@familiesusa.org
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
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
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
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
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
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
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
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

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

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

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

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

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

www.fraud.org

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
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
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
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
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.