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| |  | | --- | | AARP  601 E St., NW  Washington, DC 20049  Toll free: 1-888-687-2277  TTY: 1-877-434-7598 (Toll free)  [www.aarp.org](http://www.aarp.org/)  AARP is committed to addressing those consumer problems and issues that especially impact the financial security of people 50 years and older. Through advocacy at the federal and state levels, AARP works to make the marketplace safer for all consumers. AARP also employs a variety of strategies to help AARP members protect themselves from fraud and deceptive practices.  Alliance Against Fraud  National Consumers League  1701 K St., NW, Suite 1200  Washington, DC 20006  202-835-3323  E-mail: info@nclnet.org  [www.fraud.org/aaft/aaftinfo.htm](http://www.fraud.org/aaft/aaftinfo.htm)  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. AAF members promote efforts to educate the public about telemarketing and Internet fraud and how to shop safely by phone and online.  AMC Entertainment Inc.  PO Box 725489  Atlanta, GA 31139-9923  Toll free: 1-888-440-8457  E-mail: CustomerService@MovieTickets.com  [www.amctheatres.com](http://www.amctheatres.com/)  American Council on Consumer Interests (ACCI)  555 E Wells St., #1100  Milwaukee, WI 53202  414-276-6445  E-mail: info@consumerinterests.org  [www.consumerinterests.org](http://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  E-mail: acsh@acsh.org  [www.acsh.org](http://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)  Connecticut Ave., NW  Suite 330  Washington, DC 20009  202-328-7700  [www.autosafety.org](http://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.  The Center for Legal Empowerment, Accountability and Reform (CLEAR)  K St. NW, Suite 510  Washington, DC 20006  202-887-8255  Toll free: 1-888-367-4258  E-mail: halt@halt.org  [www.halt.org](http://www.halt.org/)  The mission of CLEAR (formerly known as HALT) is to make the civil justice system more accessible and affordable. CLEAR is not involved in reforming the criminal justice system; nor do they provide direct legal services to individuals or criminal cases. CLEAR publishes a series of free self help legal manuals, which is accessible on their website.  Center for Science in the Public Interest (CSPI)  1875 Connecticut Ave., NW  Suite 300  Washington, DC 20009  202-332-9110  E-mail: cspi@cspinet.org  [www.cspinet.org](http://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  K St, NW, 8th Floor  Washington, DC 20006  202-347-7283  Toll free: 1-800-213-7283  E-mail: questions@cssresearch.org  [www.checkbook.org](http://www.checkbook.org/)  The Center for the Study of Services is an independent, nonprofit consumer organization. The organization’s purpose is to provide consumers with information to help them get high quality services and products at the best possible prices. Consumers CHECKBOOK evaluates the quality and prices of service firms and stores.  Coalition Against Insurance Fraud  1012 14th St., NW, Suite 200  Washington, DC 20005  202-393-7330  Toll free: 1-800-835-6422  E-mail: info@insurancefraud.org  [www.InsuranceFraud.org](http://www.insurancefraud.org/)  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.  Comcast Corporation  omcast Center  Philadelphia, 19103  Toll free: 1-800-266-2278  [www.comcast.com](http://www.comcast.com/)  Congress Watch  215 Pennsylvania Ave., SE  Washington, DC 20003  202-546-4996  E-mail: congresswatch@citizen.org  [www.citizen.org/congress](http://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., Suite 480  San Francisco, CA 94105  415-777-9635 (Consumer Complaints)  213-623-8327 (Hotline)  TTY: 415-777-9456  E-mail: info@consumer-action.org  [www.consumer-action.org](http://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)  I St., Suite 200  Washington, DC 20006  202-387-6121  E-mail: cfa@consumerfed.org  [www.consumerfed.org](http://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.  Consumers Union  101 Truman Ave.  Yonkers, NY 10703-1057  914-378-2000  [www.consumersunion.org](http://www.consumersunion.org/)  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, their mission has been to test products, inform the public, and protect consumers. CU's Advocacy Offices 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, Suite 500  Washington, DC 20036  202-462-6262  Fax: 202-265-9548  Southwest Regional Office  506 West 14th, Suite 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  Suite 1100  Washington, DC 20005  202-628-3030  E-mail: 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 (FACT)  illsboro Ave.  PO Box 104  Edwardsville, IL 62025  Toll free: 1-800-872-3228  E-mail: cservice@usafact.org  [www.usafact.org](http://www.usafact.org/)  FACT is a national not-for-profit consumer group that provides help to individuals and small associations. FACT provides non-biased and non-partisan weekly Eye-on-Washington Reports direct from the nation's capitol, no-strings-attached Disaster Aid, continuing education scholarships, community and classroom grants, assistance for small business owners, travel discounts, and a Consumer Hotline/Library.  Funeral Consumers Alliance  33 Patchen Rd.  South Burlington, VT 05403  802-865-8300  Toll free: 1-800-765-0107  E-mail: 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, affordable funeral. In addition to informing the public about their available options and rights, FCA will assist in mediating complaints. The local affiliates around the country work for better legislation, conduct funeral price surveys, and counsel members and the general public.  Geico  One GEICO Plaza  Washington, DC 20076  Toll free: 1-800-861-8380  [www.geico.com](http://www.geico.com/)  Health Research Group (HRG)  20th St., NW  Washington, DC 20009  202-588-1000  E-mail: 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 Suite 1200  Bethesda, MD 20814  301-657-2248  TTY: 301-657-2249  E-mail: 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, Suite 300  Washington, DC 20006  202-466-8604  Toll free: 1-888-453-3822  E-mail: 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 K-16 educational experience.  Kids in Danger  116 West Illinois St., Suite 5E  Chicago, IL 60654  312-595-0649  E-mail: email@kidsindanger.org  [www.kidsindanger.org](http://www.kidsindanger.org/)  KID is a nonprofit organization dedicated to educating parents, training engineers, designers, and manufacturers, and advocating for improvements in the safety of children's products.  The Medicare Rights Center  520 Eighth Ave.  North Wing, 3rd Floor  New York City, NY 10018  212-869-3850  212-869-3532  E-mail: info@medicarerights.org  [www.medicarerights.org](http://www.medicarerights.org/)  The Medicare Rights Center is a national, nonprofit consumer service organization that works to ensure access to affordable health care for older adults and people with disabilities through counseling and advocacy, educational programs and public policy initiatives. Through phone hotlines, internet services, large volunteer network and community programs they work with clients nationwide.  National Association of Consumer Advocates (NACA)  1730 Rhode Island Ave., NW  Suite 710  Washington, DC 20036  202-452-1989  202-452-0099  E-mail: info@naca.net  [www.naca.net](http://www.naca.net/)  NACA is a non-profit association of attorneys and consumer advocates committed to representing customers’ interests. Members are attorneys and legal scholars whose primary focus is the protection and representation of consumers.  National Association of Consumer Advocates  1730 Rhode Island Ave. NW, Suite 710  Washington, DC 20036  202-452-1989  E-mail: info@naca.net  [www.naca.net](http://www.naca.net/)  NACA members represent consumers victimized by fraudulent, abusive and predatory business practices. They are actively engaged in promoting a fair and open marketplace that forcefully protects the rights of consumers, particularly those of modest means.  Provided financial support for the publication of the Consumer Action Handbook National Association of Consumer Agency Administrators (NACAA)  E-mail: 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 Community Reinvestment Coalition (NCRC)  727 15th St., NW, Suite 900  Washington, DC 20005-2112  202-628-8866  E-mail: 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)  7 Winthrop Square, 4th Floor  Boston, MA 02111-1245  617-542-8010  E-mail: 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. They concentrate on working for fairness in financial services, wealth building and financial health, a stop to predatory lending and consumer fraud, and protection of basic energy and utility services. Limited resources prevent the organization from responding to individual inquiries.  The National Consumer Protection Technical Resource Center  2101 Kimball Ave.  PO Box 388  Waterloo, IA 50704-0388  Toll free: 1-877-808-2468  E-mail: 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). The 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 the Medicare and Medicaid programs.  National Consumers League  1701 K St., NW, Suite 1200  Washington, DC 20006  202-835-3323  [www.nclnet.org](http://www.nclnet.org/)  [www.lifesmarts.org](http://www.lifesmarts.org/)  The NCL protects 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 by sponsoring LifeSmarts, which is designed to develop the consumer and marketplace knowledge of teenagers.  National Council on the Aging (NCOA)  1901 L St., NW, 4th Floor  Washington, DC 20036  202-479-1200  Toll free: 1-800-424-9046  TTY: 202-479-6674  E-mail: 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  National Fraud Information Center/Internet Fraud Watch  K St., NW, Suite 1200  Washington, DC 20006  [www.fraud.org](http://www.fraud.org/)  NFC/IFW assists consumers with recognizing and filing complaints about telemarketing and Internet fraud. A project of the National Consumers League, the hotline provides consumers with information to help them avoid becoming victims of fraud and in reporting telemarketing and Internet fraud to law enforcement. Spanish- speaking counselors available.  Northwest Regional Office  Dept. of Agriculture, Trade & Consumer Protection  3610 Oakwood Hills Pkwy.  Eau Claire, WI 54701  Toll free: 1-800-422-7128  TTY: 608-224-5058  E-mail: hotline@datcp.state.wi.us  [www.datcp.state.wi.us](http://www.datcp.state.wi.us/)  Public Citizen, Inc.  1600 20th St., NW  Washington, DC 20009  202-588-1000  E-mail: pcmail@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.  Provided financial support for the publication of the Consumer Action Handbook Society of Consumer Affairs Professionals in Business (SOCAP)  orth Washington St., Suite 200  Alexandria, VA 22314  703-519-3700  E-mail: 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; and to define and advance the consumer affairs profession.  U.S. Public Interest Research Group (U.S. PIRG)  218 D St., SE  First Floor  Washington, DC 20003-1900  202-546-9707  E-mail: 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. | |