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| AARP601 E St., NWWashington, DC 20049Toll free: 1-888-687-2277TTY: 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 FraudNational Consumers League1701 K St., NW, Suite 1200Washington, DC 20006202-835-3323E-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 725489Atlanta, GA 31139-9923Toll free: 1-888-440-8457E-mail: CustomerService@MovieTickets.com[www.amctheatres.com](http://www.amctheatres.com/)American Council on Consumer Interests (ACCI)555 E Wells St., #1100Milwaukee, WI 53202414-276-6445E-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 FloorNew York, NY 10023-5860212-362-7044E-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., NWSuite 330Washington, DC 20009202-328-7700[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 510Washington, DC 20006202-887-8255Toll free: 1-888-367-4258E-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., NWSuite 300Washington, DC 20009202-332-9110E-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 ServicesK St, NW, 8th FloorWashington, DC 20006202-347-7283Toll free: 1-800-213-7283E-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 Fraud1012 14th St., NW, Suite 200Washington, DC 20005202-393-7330Toll free: 1-800-835-6422E-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 Corporationomcast CenterPhiladelphia, 19103Toll free: 1-800-266-2278[www.comcast.com](http://www.comcast.com/)Congress Watch215 Pennsylvania Ave., SEWashington, DC 20003202-546-4996E-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 Action221 Main St., Suite 480San Francisco, CA 94105415-777-9635 (Consumer Complaints)213-623-8327 (Hotline)TTY: 415-777-9456E-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 200Washington, DC 20006202-387-6121E-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 Union101 Truman Ave.Yonkers, NY 10703-1057914-378-2000[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 Institute914-378-2455Fax: 914-378-2928 Washington DC Office1101 17th St. NW, Suite 500Washington, DC 20036202-462-6262Fax: 202-265-9548Southwest Regional Office506 West 14th, Suite AAustin, TX 78701-1643512-477-4431 Fax: 512-477-8934West Coast Regional Office1535 Mission St.San Francisco, CA 94103-2512 415-431-6747 Fax: 415-431-0906Families USA1201 New York Ave. NWSuite 1100Washington, DC 20005202-628-3030E-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 104Edwardsville, IL 62025Toll free: 1-800-872-3228E-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 Alliance33 Patchen Rd.South Burlington, VT 05403802-865-8300Toll free: 1-800-765-0107E-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.GeicoOne GEICO PlazaWashington, DC 20076Toll free: 1-800-861-8380[www.geico.com](http://www.geico.com/)Health Research Group (HRG)20th St., NWWashington, DC 20009202-588-1000E-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 America7910 Woodmont Ave Suite 1200Bethesda, MD 20814301-657-2248TTY: 301-657-2249E-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 Literacy919 18th St., NW, Suite 300Washington, DC 20006202-466-8604Toll free: 1-888-453-3822E-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 Danger116 West Illinois St., Suite 5EChicago, IL 60654312-595-0649E-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 Center520 Eighth Ave.North Wing, 3rd FloorNew York City, NY 10018212-869-3850212-869-3532E-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., NWSuite 710Washington, DC 20036202-452-1989202-452-0099E-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 Advocates1730 Rhode Island Ave. NW, Suite 710Washington, DC 20036202-452-1989E-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 900Washington, DC 20005-2112202-628-8866E-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 FloorBoston, MA 02111-1245617-542-8010E-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 Center2101 Kimball Ave.PO Box 388Waterloo, IA 50704-0388Toll free: 1-877-808-2468E-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 League1701 K St., NW, Suite 1200Washington, DC 20006202-835-3323[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 FloorWashington, DC 20036202-479-1200Toll free: 1-800-424-9046TTY: 202-479-6674E-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 personsNational Fraud Information Center/Internet Fraud WatchK St., NW, Suite 1200Washington, 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 OfficeDept. of Agriculture, Trade & Consumer Protection3610 Oakwood Hills Pkwy.Eau Claire, WI 54701Toll free: 1-800-422-7128TTY: 608-224-5058E-mail: hotline@datcp.state.wi.us[www.datcp.state.wi.us](http://www.datcp.state.wi.us/)Public Citizen, Inc.1600 20th St., NWWashington, DC 20009202-588-1000E-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 200Alexandria, VA 22314703-519-3700E-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., SEFirst FloorWashington, DC 20003-1900202-546-9707E-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. |

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