

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

601 E St., NW
Washington, DC 20049
Toll free: 1-888-687-2277
TTY: 1-877-434-7598

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 members protect themselves from fraud and deceptive practices.

Alliance Against Fraud (AAF)

1701 K St., NW, Suite 1200
Washington, DC 20006
202-835-3323
Fax: 202-835-0747

E-mail: info@nclnet.org

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.

American Council on Consumer Interests (ACCI)

555 East Wells St., Suite 1100
Milwaukee, WI 53202
414-276-6445
Fax: 414-276-3349

E-mail: info@consumerinterests.org

www.consumerinterests.org

ACCI is the leading consumer policy research and education organization consisting of a worldwide 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
Suite 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 listed.

Center for Science in the Public Interest (CSPI)

1875 Connecticut Ave., NW, Suite 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.

The Center for Legal Empowerment, Accountability and Reform (CLEAR)

1612 K St. NW, Suite 510
Washington, DC 20006
202-887-8255

Toll free: 1-888-367-4258

Fax: 202-887-9699

E-mail: halt@halt.org

www.clearlegal.org

The mission of CLEAR (formerly known as HALT)-is to work 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 the Study of Services

1625 K St., NW, 8th Floor
 Washington, DC 20006
 Toll free: 1-800-213-7283
 Fax: 202-347-4000
 E-mail: questions@cssresearch.org
www.cssresearch.org

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
 Fax: 202-318-9189
 E-mail: info@insurancefraud.org

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.

Congress Watch

1600 20th St., NW
 Washington, DC 20009
 202-588-1000
 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., Suite 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 Eye St., Suite 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.

Consumers Union

101 Truman Ave.
 Yonkers, NY 10703-1057
 914-378-2000
 Fax: 914-378-2900

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.

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
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 (FACT)

318 Hillsboro Ave.
PO Box 104
Edwardsville, IL 62025
Toll free: 1-800-872-3228
Fax: 618-656-5369
E-mail: cservice@usafact.org

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 (FCA)

33 Patchen Rd.
South Burlington, VT 05403
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, 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.

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.

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
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 K-16 educational experience.

Kids in Danger (KID)

116 W. Illinois St., Suite 5E
Chicago, IL 60654
312-595-0649
Fax: 312-595-0939
Email: email@kidsindanger.org

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
Fax: 212-869-3532

Email: info@medicarerights.org

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
Fax: 202-452-0099
Email: info@naca.net

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.



National Association of Consumer Agency Administrators (NACAA)

PO Box 40542
Nashville, TN 37204
615-498-1563
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. The organization is unable to address individual consumer complaints

National Coalition for Consumer Education (NCCE)

1701 K St., NW, Suite 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)

727 15th St., NW, Suite 900
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)

Seven Winthrop Square, 4th Floor
Boston, MA 02111-1245
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. 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

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 (NCL)

1701 K St., NW, Suite 1200
Washington, DC 20006
202-835-3323
Fax: 202-835-0747

www.nclnet.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 websites.

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
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.

Automotive
BBB
Corporate Contacts
Federal Agencies
National Consumer
State & Local
Trade & Professional
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National Fraud Information Center/Internet Fraud Watch

1701 K St., NW, Suite 1200
Washington, DC 20006
202-835-3323
Fax: 202-835-0747

www.fraud.org

NFC/IFW assist 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 are available.

Public Citizen, Inc.

1600 20th St., NW
Washington, DC 20009
202-588-1000
E-mail: pcmail@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 (SOCAP)**

675 N. Washington St., Suite 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; 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

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.

