

AARP

601 E St., NW
 Washington, DC 20049
 Toll-free: 1-888-687-2277
 TTY: 1-877-434-7589
 ✉: member@aarp.org
www.aarp.org

AARP is committed to addressing the consumer problems and issues that affect 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.

American Council on Consumer Interests (ACCI)

5100 E. Vogel Rd., Suite 202
 Evansville, IN 47715
 812-470-1985

✉: information@consumerinterests.org
www.consumerinterests.org

ACCI is a 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

✉: acsh@acsh.org
www.acsh.org

A nonprofit public education group, ACSH provides consumers with up-to-date, scientifically sound information on the relationship among human health and chemicals, foods, lifestyles, and the environment. Booklets and special reports on a variety of topics are available.

Contacting National Consumer Organizations

National Consumer Organizations are committed to assisting consumers and protecting their rights via advocacy, research, and outreach efforts. Some organizations assist individuals with problems, while others collect consumer complaints and statistics to better understand consumer trends and direct their advocacy efforts.

Center for Auto Safety (CAS)

1825 Connecticut Ave., NW
 Suite 330
 Washington, DC 20009-5708
 202-328-7700

✉: info@autosafety.org
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, Suite 300
 Washington, DC 20009
 202-332-9110

✉: cspi@cspinet.org
www.cspinet.org

A nonprofit, membership organization, CSPI conducts research, education, and advocacy on nutrition, health, food safety, and related issues. It also provides consumers with current information about their health and well-being via its monthly *Nutrition Action Healthletter*.

Center for the Study of Services (CSS)

1625 K St., NW, 8th Floor
 Washington, DC 20006
 202-347-7283

Toll-free: 1-800-213-7283
 ✉: questions@cssresearch.org
www.checkbook.org

CSS provides consumers with information to help them get high-quality services and products at the best possible prices. The organization publishes *Consumers' Checkbook* so that consumers can evaluate the quality and prices of service firms and stores in their local area.

Coalition Against Insurance Fraud

1012 14th St., NW, Suite 200
 Washington, DC 20005
 202-393-7330

✉: info@insurancefraud.org
www.insurancefraud.org

The Coalition is an 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.

Consumer Action

221 Main St., Suite 480
 San Francisco, CA 94105
 415-777-9635

(Consumer Complaints)
 415-777-9648

TTY: 415-777-9456
 ✉: 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 and consumer education materials in as many as eight languages. Community-based organizations can request these free publications in bulk.

Consumer Federation of America (CFA)

1620 I St., Suite 200
Washington, DC 20006
202-387-6121

✉: cfa@consumerfed.org

www.consumerfed.org

CFA is a consumer advocacy and education organization. It 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 printed consumer guides.

Consumers Union (CU)

101 Truman Ave.
Yonkers, NY 10703-1057
914-378-2000
914-378-2455 (Consumer Policy Institute)

Toll-free: 1-800-879-9848

(*Consumer Reports* magazine)

Toll-free: 1-866-208-9427

(ConsumerReports.org)

www.consumersunion.org

www.consumerreports.org

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. CU tests products, informs the public, and protects consumers. CU's Advocacy Offices provide tools to consumers to make their concerns heard by government and industry. Its Consumer Policy Institute conducts research and education projects on such issues as pesticides, toxic air pollution, and community right-to-know laws.

Families USA

1201 New York Ave., NW
Suite 1100
Washington, DC 20005
202-628-3030

✉: info@familiesusa.org

www.familiesusa.org

A national, nonprofit membership organization committed to comprehensive reform of health and long-term care, Families USA creates materials to educate and mobilize consumers on health 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

✉: 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 disaster aid, assistance for small-business owners, travel discounts, and a Consumer Hotline/Library.

Funeral Consumers Alliance (FCA)

33 Patchen Rd.
South Burlington, VT 05403
802-865-8300

Toll-free: 1-800-765-0107

✉: info@funerals.org

www.funerals.org

FCA protects a consumer's right to choose a dignified, meaningful, affordable funeral. In addition to informing the public about its options and rights, FCA will assist in mediating complaints. Local affiliates around the country conduct funeral price surveys and counsel members and the general public.

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

✉: info@jumpstartcoalition.org

www.jumpstart.org

The Coalition encourages curriculum enrichment to ensure that basic personal financial management skills are attained during the K-college educational experience.

Kids in Danger (KID)

116 W. Illinois St., Suite 5E
Chicago, IL 60654
312-595-0649

✉: email@kidsindanger.org

www.kidsindanger.org

KID is 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

✉: info@medicarerights.org

www.medicarerights.org

The Medicare Rights Center 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. It works with clients nationwide through phone hotlines, Internet services, a large volunteer network, and community programs.

National Association of Consumer Agency Administrators (NACAA)

PO Box 40542
Nashville, TN 37204
615-498-1563

www.nacaa.net

An association of the administrators of local, state, and federal government consumer protection agencies, NACAA provides training programs and annual conferences for consumer affairs professionals.

National Community Reinvestment Coalition (NCRC)

727 15th St., NW, Suite 900
Washington, DC 20005-2112
202-628-8866

✉: member@ncrc.org

www.ncrc.org

NCRC works to end discriminatory banking practices and increase the flow of private capital and credit into underserved communities across the country. It also offers a housing counseling network to help prospective and current homeowners.

National Consumer Law Center (NCLC)

Seven Winthrop Square
Boston, MA 02110-1245
617-542-8010

✉: consumerlaw@nclc.org

www.consumerlaw.org

NCLC is an advocacy and research organization focusing on the needs of low-income and other disadvantaged consumers. It concentrates on working for fairness in financial services, wealth building and financial health, ending predatory lending and consumer fraud, and the protection of basic energy and utility services. Limited resources prevent the organization from responding to individual inquiries.

The National Consumer Protection Technical Resource Center

PO Box 388
Waterloo, IA 50704-0388
Toll-free: 1-877-808-2468

✉: 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 use the skills and expertise of retired professionals to help Medicare and Medicaid beneficiaries avoid, detect, and prevent health care fraud and abuse.

National Consumers League (NCL)

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

www.nclnet.org

www.lifesmarts.org

www.fraud.org

www.fakechecks.org (Fake check scams)

The NCL provides government, businesses, and other organizations with the consumer's perspective on consumer issues and workplace concerns. The League sponsors the LifeSmarts competition to develop the consumer and marketplace knowledge of teenagers. NCL also works to provide consumers with the information they need to avoid becoming victims of telemarketing and Internet fraud and to help them communicate their complaints to law enforcement.

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

✉: info@ncoa.org

www.ncoa.org

NCOA is a national voice for older adults — especially those who are vulnerable and disadvantaged — and the community organizations that serve them.

Public Citizen, Inc.

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

✉: pcmail@citizen.org

www.citizen.org

Public Citizen represents consumer interests through lobbying, litigation, research, and publications in the areas of product liability, health care delivery, safe medical devices and medications, and sustainable energy use.

Society of Consumer Affairs Professionals International (SOCAP) ♦

675 N. Washington St., Suite 200
Alexandria, VA 22314
703-519-3700

✉: 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)

44 Winter St., 4th Floor
Boston, MA 02108
617-747-4370

✉: uspirg@pirg.org

www.uspirg.org

U.S. PIRG is the national 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 others. U.S. PIRG does not handle individual consumer complaints directly but measures complaint levels to gauge the need for remedial legislation.