

**AFSA Education Foundation (AFSAEF) ♦**

919 18th St., NW Suite 300  
 Washington, DC 20006-5517  
 202-466-8611  
 Toll-free: 1-888-400-7577  
 ✉: info@afsaef.org

**www.afsaef.org**  
 The AFSAEF mission is to educate all consumers about the benefits of responsible money management so they can make informed financial decisions, understand the credit process, and seek help if credit problems occur. Its MoneySKILL® program educates young adults on personal finance concepts in the areas of income, expenses, assets, liabilities, and risk management to empower them to make sound financial decisions.

**American Arbitration Association**

1633 Broadway, 10th Floor  
 New York, NY 10019  
 Toll-free: 1-800-778-7879  
**www.adr.org**

This is a not-for-profit public service organization committed to the resolution of disputes through arbitration, mediation, conciliation, and other voluntary procedures.

**American Association of Homes and Services for the Aging (AAHSA) ♦**

2519 Connecticut Ave., NW  
 Washington, DC 20008-1520  
 202-783-2242  
 ✉: info@aahsa.org

**www.aahsa.org**  
 AAHSA is committed to advancing the vision of healthy, affordable, ethical aging services for America. The association represents not-for-profit nursing homes, continuing care retirement communities, assisted-living and senior housing facilities, and community service organizations.

**Contacting Trade & Professional Organizations**

Companies that manufacture similar products or offer similar services often belong to an industry association. These associations help resolve problems between their member companies and consumers. Most also provide consumer information through publications and websites.

If you have a problem with a company and cannot resolve it by working directly with that firm, ask whether the company is a member of an association. Then check this section to see whether the association is listed. If the association is not included here, your local library has reference materials to help you find the appropriate contact.

**American Bankers Association (ABA)**

1120 Connecticut Ave., NW  
 Washington, DC 20036  
 Toll-free: 1-800-226-5377  
**www.aba.com**

ABA represents the concerns of banks and their employees. It provides consumer education materials on request.

**American Bar Association**

321 N. Clark St.  
 Chicago, IL 60654-7598  
 312-988-5000  
 ✉: askaba@abanet.org

**www.abanet.org**  
 The Bar Association publishes a directory of state and local alternative dispute resolution programs and provides consumer information on request.

**American Cleaning Institute® (ACI) ♦**

1331 L St., NW, Suite 650  
 Washington, DC 20005  
 202-347-2900  
 ✉: info@cleaninginstitute.org

**www.cleaninginstitute.org**  
 The American Cleaning Institute® (formerly the Soap and Detergent Association) has been providing consumers with accurate information about cleaning products since 1926. ACI is the consumer source for free/low-cost educational materials designated to help individuals, families, and communities stay clean, safe and healthy at home, work, and school.

**American Council of Life Insurers**

101 Constitution Ave., NW  
 Suite 700  
 Washington, DC 20001-2133  
 202-624-2000

**www.acli.com**  
 This association represents the interests of over 500 insurance companies that provide life insurance, pensions and annuities, long-term care, and disability income insurance.

**American Health Care Association**

1201 L St., NW  
 Washington, DC 20005  
 202-842-4444  
**www.ahca.org**

This federation of affiliated state health organizations advocates for quality care and services for frail, elderly, and disabled Americans.

**American Institute of Certified Public Accountants (AICPA)**

220 Leigh Farm Rd.  
 Durham, NC 27707  
 919-402-4500  
 Toll-free: 1-888-777-7077  
 (Ethics Hotline)  
 ✉: service@aicpa.org

**www.aicpa.org**  
 AICPA ensures that accountancy gains respect as a profession and is practiced by ethical, competent professionals.

## American Moving and Storage Association (AMSA)

1611 Duke St.  
Alexandria, VA 22314  
703-683-7410  
Toll-free: 1-888-849-2672  
✉: [info@moving.org](mailto:info@moving.org)

### [www.moving.org](http://www.moving.org)

AMSA is a national trade association offering a wealth of information on its consumer website, including a Mover Referral Service. It also sponsors a dispute settlement program to help consumers resolve loss and damage claims on interstate moves.

## American Pharmacists Association (APhA)

2215 Constitution Ave., NW  
Washington, DC 20037  
202-628-4410  
Toll-free: 1-800-237-2742

### [www.pharmacist.com](http://www.pharmacist.com)

The APhA empowers its members to improve medication use and advance patient care through information, education, and advocacy.

## American Society of Travel Agents, Inc. (ASTA)

Consumer Affairs  
1101 King St., Suite 200  
Alexandria, VA 22314  
703-739-2782  
✉: [consumeraffairs@asta.org](mailto:consumeraffairs@asta.org)

### [www.astanet.com](http://www.astanet.com)

ASTA is an association of travel industry professionals. It provides training and education to professionals and travel tips for consumers.

## America's Health Insurance Plans (AHIP)

601 Pennsylvania Ave., NW  
South Bldg., Suite 500  
Washington, DC 20004  
202-778-3200

### [www.ahip.org](http://www.ahip.org)

AHIP is the national association representing nearly 1,300 member companies providing health insurance coverage to more than 200 million Americans. Member companies offer medical, long-term care, disability income, dental, supplemental, stop-loss insurance, and reinsurance to consumers, employers, and public purchasers.

## Association of Credit and Collection Professionals (ACA)

PO Box 390106  
Minneapolis, MN 55439-0106  
952-926-6547

✉: [aca@acainternational.org](mailto:aca@acainternational.org)

### [www.acainternational.org](http://www.acainternational.org)

ACA International is the leading trade association for credit and collection companies.

## ACA International Education Foundation

PO Box 390106  
Minneapolis, MN 55439  
952-926-6547

✉: [aca@acainternational.org](mailto:aca@acainternational.org)

### [www.askdoctordebt.com](http://www.askdoctordebt.com)

ACA International Education Foundation's primary mission is to educate consumers challenged by debt. It works to inform consumers of their rights when contacted by creditors.

## Automotive Recyclers Association (ARA)

9113 Church St.  
Manassas, VA 20110  
571-208-0428

Toll-free: 1-888-385-1005

### [www.a-r-a.org](http://www.a-r-a.org)

ARA is dedicated to the efficient removal and reuse of automotive parts, and the safe disposal of inoperable motor vehicles.

## Better Hearing Institute (BHI)

1441 I St. NW, Suite 700  
Washington, DC 20005  
202-449-1100

Toll-free: 1-800-327-9355

✉: [mail@betterhearing.org](mailto:mail@betterhearing.org)

### [www.betterhearing.org](http://www.betterhearing.org)

BHI is a not-for-profit corporation that educates the public about hearing loss and what can be done about it.

## Blue Cross and Blue Shield Association

Consumer Affairs  
1310 G St., NW  
Washington, DC 20005  
202-626-4780

### [www.bluecares.com](http://www.bluecares.com)

BCBSA is a national federation of 39 independent, community-based and locally operated Blue Cross and Blue Shield companies.

## Boat Owners Association of The United States (BOATU.S.)

880 S. Pickett St.  
Alexandria, VA 22304-0730  
703-823-9550  
703-461-2856

✉: [consumerprotection@boatus.com](mailto:consumerprotection@boatus.com)

### [www.boatus.com](http://www.boatus.com)

[my.boatus.com/consumer/database.aspx](http://my.boatus.com/consumer/database.aspx), (Consumer Complaint Database)  
BoatU.S. provides savings, service, and representation for millions of recreational boat owners nationwide.

## Cellular Telecommunications and Internet Association (CTIA)

1400 16th St., NW, Suite 600  
202-736-3200

### [www.ctia.org](http://www.ctia.org)

CTIA oversees certification programs to ensure a high standard of quality for wireless consumers.

**Certified Financial Planner Board of Standards, Inc. (CFP)**

1425 K St., NW, Suite 500  
Washington, DC 20005  
202-379-2200  
Toll-free: 1-888-487-1497  
✉: mail@cfpboard.org

**www.cfp.net**

Certified Financial Planner Board of Standards is a regulatory organization that fosters professional standards in personal financial planning. The CFP Board works to ensure that the public benefits from competent financial planning. The CFP Board certifies financial planners who meet its requirements by granting use of its trademarks.

**Children's Advertising Review Unit (CARU)**

70 W. 36th St., 12th Floor  
New York, NY 10018  
212-947-5137  
Toll-free: 866-334-6272, ext. 111  
✉: caru@caru.bbb.org

**www.caru.org**

CARU handles consumer complaints about truth and accuracy of advertising directed to children under 12 years of age.

**Consumer Electronics Association (CEA)**

1919 S. Eads St.  
Arlington, VA 22202  
703-907-7600  
Toll-free: 1-866-858-1555  
✉: cea@ce.org

**www.ce.org**

CEA represents corporations involved in the design, development, manufacturing, and distribution of consumer electronics.

**Credit Union National Association (CUNA)**

5710 Mineral Point Rd.  
Madison, WI 53705-0431  
Toll-free: 1-800-356-9655

**www.cuna.org**

CUNA provides representation, information, and public relations for more than 90% of credit unions through credit union leagues throughout the nation.

**Direct Marketing Association (DMA)**

Department of Corporate Responsibility  
1615 L St., NW, Suite 1100  
Washington, DC 20036  
202-955-5030  
✉: consumer@the-dma.org

**www.dmachoice.org**

The DMA is the trade association for organizations involved in direct marketing via direct mail, catalogs, the Internet, telemarketing, magazines, and newspaper and TV ads. DMA's consumer website offers consumers options (free of charge) to better manage their mail.

**Direct Selling Association (DSA)**

1667 K St., NW  
Suite 1100  
Washington, DC 20006  
202-452-8866  
✉: info@dsa.org

**www.dsa.org**

DSA is the trade association of firms that manufacture and distribute goods and services sold directly to consumers.

**Distance Education and Training Council (DETC)**

1601 18th St., NW, Suite 2  
Washington, DC 20009  
202-234-5100

**www.detc.org**

The DETC is a voluntary, non-governmental, educational organization that accredits distance education institutions.

**Financial Industry Regulatory Authority (FINRA) ♦**

Office of Dispute Resolution  
1736 K St., NW  
Washington, DC 20006  
301-590-6500 (Call Center)  
Toll-free: 1-800-289-9999 (Broker Check Hotline)

**www.finra.org**

FINRA is the largest independent regulator for all securities firms doing business in the U.S. The organization operates the largest dispute resolution forum in the securities industry for disputes between investors and securities firms.

**Financial Planning Association (FPA)**

4100 E. Mississippi Ave., Suite 400  
Denver, CO 80246-3053  
Toll-free: 1-800-322-4237  
✉: fpa@fpanet.org

**www.fpanet.org**

The FPA is a leadership and advocacy organization connecting those who provide services with the consumers they serve. This organization is a resource for the public to find educational resources and financial planners to deliver advice using an ethical, objective, client-centered process.

**Food Marketing Institute (FMI)**

2345 Crystal Dr., Suite 800  
Arlington, VA 22202  
202-452-8444

**www.fmi.org**

FMI conducts programs in research, education, industry relations, and public affairs on behalf of grocery retailers and wholesalers.

**Grocery Manufacturers Association (GMA)**

1350 I St. NW, Suite 300  
Washington, DC 20005  
202-639-5900

Toll-free: 1-800-355-0983

**www.gmaonline.org**

**www.makingfoodbetter.com**

GMA represents food, beverage, and consumer products companies. The Association helps to ensure the safety and security of consumer packaged goods.

**Insurance Information Institute (III)**

Consumer Affairs  
110 William St.  
New York, NY 10038  
212-346-5500

✉: info@iii.org

**www.iii.org**

III is a nonprofit, communications organization supported by the property/casualty insurance industry that works to improve public understanding of insurance.

## **International Association of Movers (IAM)**

5904 Richmond Hwy.  
Suite 404  
Alexandria, VA 22303  
703-317-9950  
✉: [info@iamovers.org](mailto:info@iamovers.org)

[www.iamovers.org](http://www.iamovers.org)

IAM is a global association of movers and forwarders committed to providing customers with the highest level of service available.

## **International Cemetery, Cremation and Funeral Association (ICCFA)**

107 Carpenter Dr.  
Suite 100  
Sterling, VA 20164  
703-391-8400  
Toll-free: 1-800-645-7700

[www.iccfa.com](http://www.iccfa.com)

ICCFA is the trade association dedicated to funerals and final resting places. It provides management guidance to members and advocates for consumer choice and dispute resolution in circumstances surrounding final arrangements.

## **Mortgage Bankers Association of America (MBA)**

1717 Rhode Island Ave., NW  
Suite 400  
Washington, DC 20036  
202-557-2700

[www.mbaa.org](http://www.mbaa.org)

The MBA is the national association representing the real estate finance industry, including mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

## **Mystery Shopping Providers Association (MSPA)**

4230 LBJ Freeway, Suite 414  
Dallas, TX 75244

[www.mysteryshop.org](http://www.mysteryshop.org)

The MSPA is the largest professional trade association dedicated to improving service quality using anonymous resources.

## **National Advertising Review Council (NARC)**

National Advertising Division  
70 W. 36th St., 13th Floor  
New York, NY 10018  
Toll-free: 1-866-334-6272

[www.narcpartners.org](http://www.narcpartners.org)

[www.nadreview.org](http://www.nadreview.org)

NARC fosters truth and accuracy in national advertising through voluntary self-regulation.

## **National Association of Attorneys General (NAAG)**

2030 M St., NW, 8th Floor  
Washington, DC 20036  
202-326-6000

[www.naag.org](http://www.naag.org)

This organization facilitates communication among attorneys general, who are responsible for enforcing civil laws in their respective states. The AG offices often oversee state government regulation agencies and represent the public interest.

## **National Association of Home Builders (NAHB)**

1201 15th St., NW  
Washington, DC 20005  
202-266-8200

Toll-free: 1-800-368-5242

✉: [info@nahb.com](mailto:info@nahb.com)

[www.nahb.org](http://www.nahb.org)

NAHB's mission is to enhance the climate for housing and the building industry.

## **National Association of Insurance Commissioners (NAIC)**

Executive Headquarters  
2301 McGee St., #800  
Kansas City, MO 64108  
816-842-3600

Toll-free: 1-866-470-6242

✉: [webpost@naic.org](mailto:webpost@naic.org)

[www.naic.org](http://www.naic.org)

[www.InsureUonline.org](http://www.InsureUonline.org)

(consumer insurance information) NAIC is a national organization of insurance regulators. The organization helps insurance regulators facilitate the fair and equitable treatment of insurance consumers and promote competitive markets.

## **National Association of Professional Insurance Agents (PIA)**

400 N. Washington St.  
Alexandria, VA 22314  
703-836-9340

✉: [piainfo@pianet.org](mailto:piainfo@pianet.org)

[www.pianet.com](http://www.pianet.com)

This association provides practical advice about purchasing personal insurance through its national outreach program.

## **National Association of Realtors (NAR)**

430 N. Michigan Ave.  
Chicago, IL 60611-4087  
312-329-8200

Toll-free: 1-800-874-6500

[www.realtor.org](http://www.realtor.org)

NAR, organization of real estate agents, develops standards for effective and ethical real estate business practices.

## **National Foundation for Credit Counseling (NFCC)**

801 Roeder Rd., Suite 900  
Silver Spring, MD 20910

Toll-free: 1-800-388-2227

[www.nfcc.org](http://www.nfcc.org)

The NFCC promotes the national agenda for financially responsible behavior and builds capacity for its members to deliver the highest-quality financial education and counseling services.

## **National Funeral Directors Association (NFDA)**

13625 Bishop's Dr.  
Brookfield, WI 53005-6607  
262-789-1880

Toll-free: 1-800-228-6332

✉: [nfda@nfda.org](mailto:nfda@nfda.org)

[www.nfda.org](http://www.nfda.org)

NFDA helps consumers make informed decisions about funeral services and offers a third-party dispute resolution program for complaints regarding funeral homes.



**National Futures Association (NFA) ♦**

300 S. Riverside Plaza, Suite 1800  
Chicago, IL 60606-6615  
312-781-1300

Toll-free: 1-800-621-3570

✉: [information@nfa.futures.org](mailto:information@nfa.futures.org)

**[www.nfa.futures.org](http://www.nfa.futures.org)**

NFA is the industry-wide self-regulatory organization for the U.S. futures industry. NFA provides innovative and efficient regulatory programs and services that safeguard the integrity of the derivatives markets. Consumers should contact NFA regarding any firm or individual who solicits them for investments in futures, options on futures, or foreign currency.

**National Institute for Automotive Service Excellence (ASE)**

101 Blue Seal Dr., SE, Suite 101  
Leesburg, VA 20175

703-669-6600

Toll-free: 1-888-273-8378

✉: [webmaster@ase.com](mailto:webmaster@ase.com)

**[www.ase.com](http://www.ase.com)**

ASE is an independent organization that works to improve the quality of automotive service and repair through the voluntary testing and certification of automotive repair professionals. ASE publishes several consumer publications about auto maintenance and repair.

**North American Consumer Protection Investigators (NACPI)**

✉: [webmaster@nacpi.org](mailto:webmaster@nacpi.org)

**[www.nacpi.org](http://www.nacpi.org)**

NACPI provides training and support for consumer protection investigators in government agencies at all levels. NACPI does not investigate individual consumer complaints, but helps investigators share information of mutual concern.

**North American Securities Administrators Association, Inc. (NASAA)**

750 1st St., NE, Suite 1140  
Washington, DC 20002

202-737-0900

✉: [info@nasaa.org](mailto:info@nasaa.org)

**[www.nasaa.org](http://www.nasaa.org)**

NASAA is an international organization devoted to investor protection. NASAA is the voice of the 50 state securities agencies responsible for grassroots investor protection, investor education, and efficient capital formation.

**Tire Industry Association (TIA)**

1532 Pointer Ridge Pl., Suite G  
Bowie, MD 20716-1883

301-430-7280

Toll-free: 1-800-876-8372

✉: [info@tireindustry.org](mailto:info@tireindustry.org)

**[www.tireindustry.org](http://www.tireindustry.org)**

TIA represents all members of the tire industry, including companies that manufacture, sell, recycle, or retread tires, along with their suppliers.

**Toy Industry Association, Inc. (TIA)**

1115 Broadway, Suite 400  
New York, NY 10010

212-675-1141

✉: [info@toyassociation.org](mailto:info@toyassociation.org)

**[www.toy-tia.org](http://www.toy-tia.org)**

**[www.toyinfo.org](http://www.toyinfo.org)**

TIA is the not-for-profit trade association for producers and importers of toys and youth entertainment products sold in North America.

**United States Tour Operators Association (USTOA)**

275 Madison Ave., Suite 2014  
New York, NY 10016

212-599-6599

✉: [information@ustoa.com](mailto:information@ustoa.com)

**[www.ustoa.com](http://www.ustoa.com)**

USTOA is comprised of companies that conduct business in the U.S. and offer tours and packages throughout the world.