This handbook was designed to help persons avoid consumer problems, handle their own complaints if they occur, and guide them to additional sources of help if necessary. The book can also be helpful to complaint handlers when they attempt to direct consumers to the appropriate source of assistance. The guide contains three general sections. The introductory section explains how to use the handbook, how to get the most for the money being spent, how to avoid future problems, how to handle complaints, and how to write a complaint letter. In the second section, sources of help, with names, addresses, and telephone numbers, are listed. These sources include industry consumer programs, better business bureaus, media programs, state and local consumer offices, licensing boards, Federal agencies, small claims courts, legal aid services, private lawyers, private and voluntary consumer groups, and consumer credit counseling services. The third section of the guide, which makes up the bulk of the document, is a consumer assistance directory. Some of the sources that it provides include corporate consumer contacts, automobile manufacturers' corporate contacts, trade associations, consumer protection offices, state regulatory agencies, selected Federal agencies, Federal information centers, and services for handicapped persons. The book is indexed and has a detailed table of contents. (KC)
Consumers should have access to a wide assortment of competitively priced goods and services produced here and abroad; accurate information on product content and care, on contractual agreements, on the cost of credit—essentially whatever facts are needed to make an informed choice. But of the greatest importance to consumers and private enterprise is protection against the marketing of goods that are hazardous to health or life, a fair hearing on complaints with appropriate remedies where justified, and dutiful consideration of consumer concerns at all levels of government.

An excerpt from President Reagan’s Proclamation of National Consumers Week, April 24–30, 1983.

FDIC
Federal Deposit Insurance Corporation

William M. Isaac
Chairman

Dear Consumer

In order to increase public awareness of the Federal Deposit Insurance Corporation’s complaint handling process, we are proud to be a part of the Consumer’s Resource Handbook.

The Corporation recognizes the importance of proper consumer assistance, whether it be for handling banking or other consumer matters. We understand the frustration that consumers have to contend with when trying to locate the best sources for assistance with a complaint. We believe this handbook provides valuable information to consumers about the services offered by Federal, state and local government, business, industry, and the media. We also feel this handbook will be of assistance to businesses and professionals who depend on satisfied customers.

In providing the fair and efficient resolution of consumer complaints, this handbook should be a tool of great benefit.

William M. Isaac
Chairman
Dear Consumer:

The American marketplace has evolved over the years from a simple trading and bartering system for a small number of goods and services to one that offers consumers a rich selection of products reflecting highly developed service, manufacturing, and marketing activities. Throughout this time, we have continued to look to our international trading partners for an exchange of necessary and desired goods and services. We have all benefited from the dramatic progress of our free enterprise system.

With the increasing complexity of our marketplace, the relationship between buyer and seller is vitally important. It is one that should be based on trust and goodwill and the free flow of information. Not only do you as a consumer need information about your purchases, credit charges, warranties, and other important factors, but the business or professional you deal with can also benefit from hearing your views. No matter how high the quality of the product or how honest and trained the business representative, there will be times when human error or other slip-ups occur. This is when you and the business or professional most need to communicate so that misunderstandings can be quickly resolved in a mutually satisfactory way.

This Handbook is designed to help with this communication. The step-by-step guide on how to pursue your complaints is probably the most important section. Once you are skilled in communicating your problems, you will be in a much better position to help yourself. You will also help the business or professional who needs that feedback to make production or marketing changes that will ensure better consumer satisfaction, and thus an opportunity to keep old customers and gain new business.

One way that business has tried to increase customer satisfaction is by improving complaint handling programs. If your efforts with the business do not produce a fair result, however, numerous other resources are provided in this Handbook to help achieve this objective. Both industry-sponsored and government complaint programs are listed to make it easy for you to find the appropriate help.

All of these programs are intended to reduce marketplace misunderstandings and increase communication. If we all work toward that goal, relationships will be developed to the advantage of both business and consumers. The overall result will be an improved American marketplace.

I hope that this Handbook helps you resolve your problems quickly and satisfactorily. If you have the time, write and let me have your comments and suggestions on the Handbook. In that way, I'll be able to know how we can improve our services to you.

Sincerely,

Virginia H. Knauer
Special Adviser to the President for Consumer Affairs and Director, United States Office of Consumer Affairs
# Table of Contents

**Message From the President**

Letter from Virginia H. Knauer, Special Adviser to the President for Consumer Affairs and Director, United States Office of Consumer Affairs ...................................... ii

**How To Use This Handbook** ..................................................... 1

**Tips on How To Get the Most for Your Money and Avoid Future Problems** ........................................ 2

**Handling Your Own Complaint** ............................................. 3

**How To Write A Complaint Letter** ........................................ 4

**Sources of Help**

- Industry Consumer Programs .............................................. 6
- Industry Third-Party Dispute Resolution Programs .................. 6
- Better Business Bureaus ..................................................... 6
- Media Programs .................................................................... 7
- State, County, and City Consumer Offices ............................. 7
- Occupational and Professional Licensing Boards .................... 7
- Federal Agencies .................................................................... 7
- Small Claims Courts ........................................................... 7
- Legal Aid and Legal Services ................................................ 8
- Private Lawyers ..................................................................... 8
- Private and Voluntary Consumer Groups ............................... 8
- Consumer Credit Counseling Services ................................. 8

**Consumer Assistance Directory** ........................................... 9

- Corporate Consumer Contacts ........................................... 11
- Automobile Manufacturers Corporate Contacts ................... 29
- Better Business Bureaus ..................................................... 39
- United States Bureaus ....................................................... 39
- Canadian Bureaus ................................................................ 43
- Israeli Bureaus ..................................................................... 43
- Industry Third-Party Dispute Resolution Programs ................. 45
- Trade Associations .............................................................. 47
- State, County, and City Government Consumer Protection Offices .................................................. 49
- State Banking Authorities .................................................... 65
- State Commissions and Offices on Aging ............................... 69
- State Insurance Regulators ................................................... 73
- State Utility Commissions .................................................... 77
- State Weights and Measures Offices ..................................... 81

*Note: The names, addresses, phone numbers and office descriptions presented in this publication have been thoroughly checked. However, because of new legislation or reorganizations implemented after this printing, it is possible that some information may no longer be current. We regret any inconvenience this may cause.*
How To Use This Handbook

1. Review the tips on how to avoid consumer problems. This may save the need for future complaints. It will also tell you what documents to keep if you have a complaint and need to back up your claim.

2. If you have a complaint, first try to resolve it with the person with whom you did business. The section on how to handle your own complaint and also how to write a complaint letter will assist you in your attempt to get a quick resolution.

3. If you are unsuccessful in getting your complaint resolved directly with the person with whom you did business, you can then contact the company's headquarters. A list of corporate contacts is provided in the Corporate Consumer Contacts section. The automobile manufacturers consumer contacts are listed separately.

4. Check the Index or Table of Contents for additional sources of help. Other industry-sponsored programs are listed such as Better Business Bureaus, third-party dispute resolution programs, and trade associations. You can also contact State, county, or city consumer protection offices or other State offices such as banking, utility, insurance, aging, and weights and measures offices. Federal agencies and services for the handicapped are also provided as important resources. The index will be particularly helpful in finding trade associations or Federal agencies relating to your particular complaint area.

5. If you have a hearing or speech impairment and have access to telecommunications devices (TDD or TTY), refer to the Services for the Handicapped section.

The Consumer's Resource Handbook has been designed to help you avoid consumer problems, handle your own complaints if they occur, and guide you to additional sources of help if necessary. The book can also be helpful to complaint handlers when they attempt to direct you to the appropriate source of assistance.

The book contains both a Table of Contents and an Index to assist you in locating the information you need. The Table of Contents gives the headings of each section, and the Index refers you to places where a complaint falling into a particular topic area might be taken.

To use the book most effectively, the following procedure will help.
Tips on How To Get the Most for Your Money and Avoid Future Problems

Before Making a Purchase:

- Analyze what you need and what features are important to you.

- Compare brands. Utilize word-of-mouth recommendations and formal product comparison reports. Check with your local library for magazines and other publications containing consumer information.

- Compare stores. Look for a store with a good reputation and take advantage of sales.

- Check for any additional charges, such as delivery and service costs.

- Compare warranties.

- Read terms of contracts carefully.

- Check the return or exchange policy.

After Your Purchase:

- Follow proper use and care instructions for products.

- Read and understand the warranty provisions. Keep in mind that you may have additional warranty rights in your state. Check with your state or local consumer office to find out. A listing of these offices begins on page

- If trouble develops, report the problem as soon as possible. Do not try to fix the product yourself as this may void the warranty.

- Keep a record of efforts to have your problem remedied. This record should include names of people you speak to, times, dates and other relevant information.

- Use this Handbook to find out where and how to get your problem resolved.

- Clearly state your problem and the solution you want.

- Include all relevant details, along with copies of documents (proof of purchase).

- Briefly describe what you have done to resolve the problem.

- Allow each person you contact a reasonable period of time to resolve your problem before contacting another source for assistance.
Handling Your Own Complaint

Even in today's complex marketplace, you should expect quality products and services at fair prices. When something goes wrong, however, you need to let the company or professional know about your problem. Not only is this the fastest way to get your complaint resolved, but it also gives the company a chance to keep you as a satisfied customer and gain new customers by learning from mistakes. Most companies welcome this opportunity.

Handling your own complaint is easy. We recommend the following steps:

Identify Problem

Identify the problem and what you believe would be a fair settlement. Do you want your money back? Would you like the product repaired? Will an exchange do?

Gather Documentation

Gather documentation regarding your complaint. Sales receipts, repair orders, warranties, cancelled checks, or contracts will back up your complaint and help the company solve your problem.
Go Back To Where You Made The Purchase

Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. If that person is not helpful, ask for the supervisor or manager and repeat your complaint. A large percentage of consumer problems are resolved at this level. Chances are yours will be too.

Don't Give Up

If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, write a letter to the person responsible for consumer complaints at the company's headquarters. A listing of many of these companies begins on page 11. If the company doesn't have a consumer office, direct your letter to the president of the company.

How To Write a Complaint Letter

Where To Write

If you have already contacted the person who sold you the product or service or the company is out of town, you will need to write a letter to pursue your complaint.

For a listing of many corporate consumer contacts and their addresses, see page 11.

If you need the president's name and the address of the company, first check in your phone directory to see if the company has a local office. If it does, call and ask for the name and address of the company's president. If there is no local listing, check Standard & Poor's Register of Corporations, Directors and Executives. It lists over 37,000 American business firms and can be found in most libraries.

If you don't have the name of the manufacturer of the product, check your local library for the Thomas Registry. It lists the manufacturers of thousands of products.

What To Write

The following sample letter will be helpful in writing to the company. Also refer to it if you write to other sources of assistance if you are unsuccessful in getting your complaint resolved directly with the company. Just remember, if you need to write a letter to a Better Business Bureau, government agency, trade association, or other source of assistance, give additional information about what you have done so far to get your complaint resolved.
A Few Basic Tips on Letter Writing

- Include your name, address and home and work phone numbers.
- Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
- Make your letter brief and to the point. Include all important facts about your purchase including the date and place where you made the purchase and any information you can give about the product or service such as serial or model numbers or specific type of service.
- State exactly what you want done about the problem and how long you are willing to wait to get it resolved. Be reasonable.
- Include all documents regarding your problem. Be sure to send COPIES, not originals.
- Avoid writing an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem, but may be very helpful in resolving it.
- Keep a copy of the letter for your records.

Dear (Appropriate Name):

Last week I purchased (or had repaired) a (name of product with serial or model number or service performed). I made this purchase at (location, date, and other important details of the transaction).

Unfortunately, your product (or service) has not performed satisfactorily (or the service was inadequate) because ________________.

Therefore, to solve the problem, I would appreciate your (here state the specific action you want). Enclosed are copies (copies—NOT originals) of my records (receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents).

I am looking forward to your reply and resolution of my problem, and will wait three weeks before seeking third-party assistance. Contact me at the above address or by phone at (home and office numbers here).

Sincerely,

Your Name
Sources of Help

If you have failed in your attempt to get your complaint resolved directly with the person you did business with, there are other sources of help. Many are described in this section.

Industry Consumer Programs

What They Are:
Several industry associations can help you with consumer problems relating to their industry. These associations are formed by individual businesses which join together to assist with business problems and promote their industry. They usually offer consumer information and some handle complaints. Trade associations have been established in just about every field of business and consumer interest and number around 40,000 nationwide.

How To Reach Them:
Selected industry associations that handle complaints are listed on page 47. Many other trade associations have varying consumer functions. These functions are described in a directory entitled National Trade & Professional Associations of the U.S. and Canada and Labor Unions or other help directories. Check with your local library.

Industry Third-Party Dispute Resolution Programs

What They Are:
Special programs established by certain corporations and trade associations to help resolve problems between consumers and industry members are listed on page 45. If you have trouble with your car, a home appliance, a funeral director, or other products or services, there might be a third-party dispute resolution program to help you. But remember, this should not be the first step in solving a consumer complaint. Contact them only after you have been unsuccessful in getting your complaint settled by the local company or organization you originally dealt with.

What They Do:
In general, after receiving your complaint a staff person will probably try to resolve the complaint before it goes any further. If these staff persons acting as informal mediators cannot get the two sides to agree, they will refer your case to an independent person or panel that will then make a decision on your case. In some instances, this decision is binding and must be accepted by both the consumer and the business. In other cases, only the business is required to accept the decision. There are also programs where decisions are not binding on either party. Therefore, you should ask for a copy of the rules before you file your case with a third-party program.

Better Business Bureaus

What They Are:
Better Business Bureaus (BBBs) are non-profit organizations sponsored by private, local businesses. There are some 150 BBBs in the United States today. For a listing, see page 39. The services offered by BBBs vary from place to place. These include: general information on products or services, reliability reports, background information on local businesses and organizations, and records of companies' complaint handling performances. Depending on the policy of the individual BBB, it may or may not tell you the nature of the complaint against a business, but all will tell you if a complaint has been registered. Many of the BBBs accept written complaints and will contact a firm on your behalf. BBBs do not judge or rate individual products or brands, handle complaints concerning the prices of goods or services, or give legal advice.

Approximately 120 BBBs offer binding arbitration to those who ask for it. The Council of Better Business Bureaus, which is sponsored by national businesses, also offers consumer education programs and reports on charitable organizations. The national Council is located at 1515 Wilson Boulevard, Arlington, Virginia 22209.

Consumers, Remember:
1. First, complain to the seller.
2. If that doesn't work, contact the company.
3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
**Media Programs**

**What They Are:**
Almost 300 local newspapers and 70 radio-TV stations throughout the United States offer "Action" or "Hot Line" services where consumers with problems can get help.

These news media often get successful results for consumers because of their power and influence in communities, and because the possibility of publicity may encourage a merchant or business to take swifter action to resolve consumer problems. Some Action Lines, however, may not be able to handle every complaint received. They sometimes select the most severe problems, or those most representative of a number of complaints.

When your own personal efforts fail to produce the desired results, keep these "Action" resources in mind.

**How To Reach Them:**
To find these services, check with your local newspapers, radio and TV stations, or local library.

**State, County and City Consumer Offices**

**What They Are:**
If you are not satisfied with a company's response to your complaint (or if a response is never received), a local consumer office, if there is one in your area, is a good place to go with your inquiry or complaint. Local consumer offices can be particularly helpful since they can be contacted easily by phone or sometimes in person, and are familiar with local businesses and laws. Be sure to have copies of your sales slips, other sales documents, and all correspondence with the retailer and manufacturer when you contact your local agency.

If there is no local consumer office in your area, contact a state consumer office. State consumer offices are set up differently from state to state. Some states have a separate department of consumer affairs while others have a consumer affairs office as a part of the governor's office or attorney general's office, or both. These offices will either help you directly or refer you to the proper agency for assistance.

If you have a consumer problem with a business transaction occurring in a state other than where you reside, you should contact the state where you conducted your business, if possible. Many state and local consumer offices have a large selection of information and educational materials available. In addition, many states, counties and cities have a wide variety of other helpful community services, including social, family, youth, handicapped, day care, mental health, elderly, general health, recreation, family planning, alcoholism, nutrition, income maintenance, child support, food stamps and libraries. A listing of state and local consumer and other government offices begins on page 49 of this Handbook.

**Occupational and Professional Licensing Boards**

**What They Are:**
If you have a problem with professional or occupational services, you may be able to get help from a state licensing or regulatory board. There are an estimated 1,500 state boards which license or register more than 550 professions and occupations, including doctors, nurses, accountants, pharmacists, funeral directors, plumbers, electricians, auto repair facilities, employment agencies, collection agencies, and electronic repair facilities.

**What They Do:**
State boards set licensing standards; set rules and regulations; prepare and give examinations; issue, deny or revoke licenses; bring disciplinary actions; and handle consumer complaints. If you contact a state board for help, it usually brings your complaint to the attention of its licensee and will seek a satisfactory resolution to your problem. If necessary, the board will conduct an investigation and take disciplinary action against the licensee in the form of probation, license suspension or revocation.

Many boards will also have consumer education materials to help you in selecting a professional or tradesperson in their field.

**How To Reach Them:**
You can find out about a state licensing board by contacting your local consumer office. Some boards might also have regional offices in your area. Check your local phone book under state government offices or under professional listings. You can also ask professionals or tradespersons about the board responsible for their licensing or registration—in fact, you should ask to see a license or registration before you decide to use their services.

**Federal Agencies**

Some Federal agencies have enforcement responsibilities for specific consumer products and services and can handle individual complaints. Others take action for the benefit of the public as a whole, but are not able to resolve individual consumer problems.

However, each Federal agency listed under the Selected Federal Agencies section starting on page 85 has a mechanism for responding to consumer complaints and inquiries. If you need help in determining where to go with your specific problem, check the Index at the end of this book or call the nearest Federal Information Center listed on page 91.

**Small Claims Courts**

**What They Are:**
If you have a complaint that you have not been able to resolve, consider going to small claims court. Court procedures generally are simple, inexpensive, quick and informal. Court fees range from about $2 to $15, and you often get your filing fee back if you win your case. Generally, you won't need a lawyer. In fact, in some states, lawyers are not permitted. If you do live in a state that allows lawyers and the party you are suing brings one, don't be intimidated. The court is informal and most judges make allowances for consumers who appear without lawyers.

But remember, even though the court is informal, the ruling of the court must be followed, just like any other court.

**What They Do:**
These courts, as the name suggests, are for small claims. The maximum amounts that can be claimed or awarded differ from court to court, from a low of $300 to a high of $5,000, with an average maximum of around $750.

If the party bringing the suit wins the case, the party who lost often will follow the court's decision without additional legal action. Sometimes, however, losing parties will not obey the decision. In these cases, the winning party may go back to court and ask for the order to be "enforced." Depending on local laws, the court may, for example, order property to be taken by law enforcement officials and sold. The winning party will get the money from the sale up to the amount they are owed. Or, if the person who owes the money receives a salary, the court may order the employer to garnish or
deduct some money from each paycheck and give it to the winner of the law suit.

How To Reach Them:
Check your local phone book under your municipal, county or state government headings for small claims court listings. When you contact the court, ask the court clerk how to use the small claims court. Sit in on a small claims court session before taking a case to court to become familiar with its operation.

Legal Aid and Legal Services
What They Are:
Legal Aid and Legal Services offices help people who cannot afford to hire private lawyers, and who meet financial eligibility requirements. There are more than 1,000 of these offices around the country, staffed by lawyers, paralegals (people who have taken courses in legal assistance) and law students. All offer free legal services to those who qualify.

In some cities, both Legal Aid and Legal Services offices are federally funded. Legal Aid offices may also be financed by state, local, or private funding, or by local bar associations. The Legal Services Corporation in Washington, D.C., is funded by the Federal Government, and it, in turn, awards grants to local Legal Services programs around the country. Also, many law schools throughout the nation conduct law clinics, where students assist other lawyers as part of their training.

What They Do:
These offices generally offer legal assistance with problems such as landlord-tenant, credit, utilities, family issues such as divorce and adoption, social security, welfare, unemployment, and worker's compensation. Each legal aid office has its own board of directors that determines the priorities of the office and the kinds of cases handled. Therefore, the Legal Aid office serving your area may not handle all of the types of cases mentioned above. However, these offices should be able to refer you to other local, state or national organizations that can provide advice or help.

Private Lawyers
How To Reach Them:
If you need help in finding a lawyer, check with the Lawyer Referral Service of your state, city or county bar association. Local and state bar associations are usually listed in area telephone directories.

Since lawyers are now permitted to advertise, it is a bit easier to find one who fits your needs and your pocketbook. Check the Yellow Pages of the telephone directory or newspapers for these advertisements. If you have a complaint about an attorney or need further information, again contact your state, city or county bar association.

Private and Voluntary Consumer Groups
Private and voluntary consumer organizations are usually created to advocate various or specific consumer interests. In some communities they will help individual consumers with their complaints. To find out if such a group is in your community, contact your state or local consumer affairs office.

Consumer Credit Counseling Services
What They Are:
Counseling services provide aid to individuals having difficulty budgeting their money and/or meeting necessary monthly expenses. Many organizations, including credit unions, family service centers and religious organizations offer some type of credit counseling.

Another source of help is the Consumer Credit Counseling Services (CCCS), sponsored by the National Foundation for Consumer Credit and financially supported by banks, credit card companies, finance companies and other credit offering organizations.

What They Do:
The CCCS counseling program provides money management techniques, debt payment plans, and educational programs. In working out a debt repayment program individually tailored to a consumer's agreed upon ability to pay, a counselor takes into consideration the needs of the family and the requirements and needs of the creditor.

Consumer credit counseling programs are nonprofit and provide service either free or for a nominal charge.

How To Reach Them:
To find out if your area is covered by a CCCS, look in your local phone directory or check with the National Foundation for Consumer Credit, 8701 Georgia Avenue, Suite 601, Silver Spring, Maryland 20910.

Please note that some of the sources of help listed in the Consumer's Resource Handbook have a policy of declining complaints from consumers who have sought prior legal counsel.
Consumer Assistance Directory

The Consumer Assistance Directory is a comprehensive directory of consumer offices where you can get assistance with your complaints. (If you haven't already, see "Handling Your Own Complaint.")

Listings include corporate consumer contacts; Better Business Bureaus; industry-sponsored third-party programs; trade associations; and state, local, and Federal offices. Federal Information Centers are listed to assist you in finding the appropriate Federal agency in your local area. For those with speech and hearing problems, there is also a listing of helpful services and TDD numbers.

In addition to handling consumer complaints, many of the offices listed in this section publish consumer information materials. Take advantage of these free or low cost publications. Educating yourself is your best defense against future problems.

The Index at the end of the Handbook, beginning on page 97, is cross-referenced by topic and sources of help. If you are not sure about the proper place to take your complaint, check the Index. It lists section headings, special references, and specific trade associations and Federal agencies. By referring to the Table of Contents or the Index, you should find the Consumer Assistance Directory much easier to use.
Corporate Consumer Contacts

If you have tried to resolve a problem directly with the person with whom you originally did business but have been unsuccessful, the next step is to contact the company's headquarters. This section will help you find the address for the headquarters and, in most cases, the appropriate person to contact. Most listings include phone numbers. When there is an "800" (toll free) number, it is highlighted.

Throughout this section you will notice companies or brand names listed with an instruction to contact another company listed in the book. For example,

Wrangler Jeans
See Blue Bell, Inc.

Should you have a problem with a Wrangler product, correspondence should be directed to the consumer representative at Blue Bell, Inc., because Blue Bell produces the Wrangler line.

If you do not find the product name listed in this section, check the product's label for the name and address of the manufacturer. Various Federal agencies require manufacturers or distributors to disclose this information on the label.

To save time and energy, don't forget—first take your complaint back to where you made the purchase. If you contact the corporate headquarters first, the representative will probably direct you back to your local retailer or business office.

A

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Agency Complaint Coordinator
AAMCO Transmissions, Inc.
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(215) 663-2900

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Director, Research and Development, Consumer Products
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Manager, Consumer Relations
Admiral
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(309) 827-0002

Michelle Evans
Consumer Relations Department
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Melrose Park, Illinois 60160
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Martha T. Siegel
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Fort Worth, Texas 76134
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Consumer Affairs Department
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P.O. Box 4403
Chicago, Illinois 60680
(312) 681-8000

Don Jayhan
Consumer Affairs Director
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Allstate Plaza
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(312) 291-6719

Esther Cramer
Vice President, Community Relations
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La Habra, California 90631
(714) 739-2141

James R. Simmons
Manager, Customer Relations
Amana Refrigeration, Inc.
Amana, Iowa 52234
(319) 622-5511

Eugene Dieringer
Director, Consumer Relations
American Airlines
P.O. Box 61616, 5E12
Dallas/Fort Worth Airport, Texas 75261
(214) 355-1234

Bill Bendell
American Automobile Association
AAA Approved Auto Repair Program
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Falls Church, Virginia 22047
(written complaints only)

Manager, Consumer Affairs
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Greenwich, Connecticut 06830
(203) 562-2054

Otto Fohl
Director, Business Information
American Cyanamid Company
One Cyanamid Plaza
Wayne, New Jersey 07470
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Consumers, Remember:

1. First, complain to the seller.
2. If that doesn't work, contact the company.
3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
CORPORATE CONSUMER CONTACTS

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Director, Executive Consumer Relations
American Express
American Express Plaza
New York, New York 10004
(212) 323-2000

Sue Holiday
Consumer Correspondent
American Greetings Corporation
10500 American Road
Cleveland, Ohio 44144
(216) 252-7300

H. Frank Nadeau (Spectacles)
Lindsey Anderson (Contact Lenses)
American Optical Corporation
55 New York Avenue
Framingham, Massachusetts 01701
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7575 East Fulton Road
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Jim Berg
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Andersen Corporation
Beyport, Minnesota 55003
(612) 438-5150

Mark Addicks
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Houston, Texas 77252
(713) 651-0641

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1. First, complain to the seller.
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3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
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Consumers, Remember:
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<td>Consumer Response</td>
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<td>Thomas J. McCanney</td>
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<tr>
<td>Consumer Response</td>
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<td>Quaker Oats Company Merchandise Mart Plaza</td>
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<td>Howard L. Carter</td>
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</table>
### CORPORATE CONSUMER CONTACTS

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<th>Name</th>
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</tr>
<tr>
<td>Yvette Johnson</td>
<td>Director of Public Relations SLOAN'S SUPERMARKET 2 Bennett Avenue New York, New York 10033 (212) 789-5500</td>
</tr>
<tr>
<td>Law and Compliance Department SMITH BARNEY, HARRIS UPHAM &amp; COMPANY, INC. 1345 Avenue of the Americas New York, New York 10105 (212) 399-6000</td>
<td></td>
</tr>
<tr>
<td>Vickie Wanner</td>
<td>Manager of Consumer Service SNOW BERRY LANE STRAWBERRY LANE ORVILL, OHIO 44667 (216) 682-0015</td>
</tr>
<tr>
<td>Customer Service</td>
<td>See SHERWIN CORPORATION OF AMERICA 381 Route 17 South Mahwah, New Jersey 07430 (201) 529-1655</td>
</tr>
<tr>
<td>Susan Stanley</td>
<td>Consumer Affairs SOUTHBOUND CORPORATION 2828 North Haskell Avenue Dallas, Texas 75221 (214) 828-7011</td>
</tr>
</tbody>
</table>
Consumers, Remember:

1. First, complain to the seller

2. If that doesn't work, contact the company.

3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office.

4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.

5. The last resort is a small claims court or private lawyer.
CORPORATE CONSUMER CONTACTS

Jane A. Wikstrom
Director, Public Relations and Consumer Affairs
Target Stores
33 South 6th Street
P.O. Box 1392
Minneapolis, Minnesota 55440-1392
(612) 370-6006

Richard Keller
Manager, Consumer Affairs
Teledyne Water Pik
1730 East Prospect Street
Fort Collins, Colorado 80525
(303) 484-1352
800-525-2774 (toll free except Hawaii, Alaska and Colorado)

Rosay Sanchez
Supervisor, Customer Service
Teledial
12233 West Olympic, Suite 140
Englewood, California 90213
(213) 655-7805
Dallas, Texas 75201

James Bartlett
Director, Public Affairs
Tenneco, Inc.
P.O. Box 2511, Room T2416B
Houston, Texas 77001
(713) 757-2777

Customer Service Department
Terminex International, Inc.
Memphis, Tennessee 38119
(901) 769-1379 or 1347

Joanne King
Consumer Affairs Manager
Travel Card Division
Texaco Inc., U.S.A.
4800 Fournaise Place
Belleair, Texas 77401
(713) 650-2235

Consumer Products
Texas Instruments, Inc.
P.O. Box 10506, Mail Station 5828
Lubbock, Texas 79408
(806) 741-2000

Neil W. Stewart
Director, Consumer Affairs
Textile
P.O. Box 368
Greenville, South Carolina 29602
(803) 963-4261

John Carberg
Director, Public Relations
Textron, Inc.
40 Westminster Street
Providence, Rhode Island 02903
(401) 421-2800 ext. 354

Dean Siegel
Director, Public Relations
Thompson Medical Company, Inc.
919 Third Avenue
New York, New York 10022
(212) 685-4420

Donald Bell
Vice President, Professional and Public Affairs
Thrift Drug Company
615 Alpha Drive
Pittsburgh, Pennsylvania 15238
(412) 761-5373

Consumer Affairs Representative
Time, Inc.
Time and Life Building
Rockefeller Center
New York, New York 10020
(212) 566-1212

Tim McNelis
Supervisor, Customer Service Department
Time-Life Books, Inc.
541 North Fairbanks Court
Chicago, Illinois 60611
800-541-1000 (toll free)

Lisa Watkins
Consumer Correspondent
Timex Corporation
P.O. Box 2740
Little Rock, Arkansas 72203
(501) 372-1111

Kathy Flynn
Coordinator, Consumer Affairs
U. S. Tobacco
100 West Putnam Avenue
Greenwich, Connecticut 06830
(203) 661-1100

Marys M. Knuston
Marketing Services Coordinator
Tonka Toys
5300 Shoreline Boulevard
Mound, Minnesota 55364
(612) 472-8314

Mary Elliott
Director, Public Affairs
Toro Company
8111 Lyndale Avenue South
Minneapolis, Minnesota 55420
(612) 527-8900

Jan Scott
Manager, Consumer Relations
Totes, Inc.
East Kemper Road
Loveland, Ohio 45140
(513) 563-2300 (inside Ohio)
800-543-1851 (toll free outside Ohio)

John Grey
Manager, Consumer Affairs
Toys R Us
395 West Passaic Street
 Rochelle Park, New Jersey 07662
(201) 845-3096

Edward Pierce
Director of Customer and Terminal Services
Trailways, Inc.
1500 Jackson Street, Room 220
Dallas, Texas 75201
(214) 695-7605

Larry Frank
Customer Service
Trane/CAC, Inc.
Troup Highway
Tyler, Texas 75711
(214) 581-3220 or 3583

Rosemary Aurichio
Director, Customer Relations
Trans World Airlines, Inc.
(TWA)
805 Third Avenue
New York, New York 10158
(212) 557-3920

Office of Consumer Information
Travelers Corporation
One Tower Square
Hartford, Connecticut 06115
(203) 277-6565 (in Connecticut)
800-243-0191 (toll free outside Connecticut)

Customer Service
Triangulations, Inc.
Four Radnor Corporate Center
Radnor, Pennsylvania 19088
(215) 293-8500
800-523-7933 (toll free)

Meg Houser
Quality Control Representative
Turtle Wax, Inc.
5655 West 73rd Street
Chicago, Illinois 60638
(312) 284-8300

Jerry Greenberg
Vice President, Corporate Communications
Twentieth Century Fox Film Corporation
P.O. Box 909
Beverly Hills, California 90213
(213) 203-1688

Vicki McClung
Consumer Relations and Services
Tyson Foods, Inc.
2210 West Oaklawn Drive
Springfield, Arkansas 72764
(501) 756-4000

Elaine De Shong
Manager, Customer Services
U-Haul International
2727 North Central Avenue
Phoenix, Arizona 85004
(602) 263-6771

Marsha Hardy or Willie Wood
Customer Representatives
Union Oil Company of California
P.O. Box 7600
Los Angeles, California 90051
(213) 977-6565 or 6591

J. H. Fitzgerald
Manager, Consumer Relations
Service Department
Uniroil Tire Company
Tire Technical Center
1305 Stephenson Highway
Troy, Michigan 48084
(313) 521-9796 (toll free)

Fred Boyd
Corporate Manager, Consumer Affairs
United Airlines
P.O. Box 61100
Chicago, Illinois 60666
(312) 952-5341

Sharon Laster
Operations Department
United Foods, Inc.
P.O. Box 119
Bells, Tennessee 38006
(901) 683-2341 ext. 533

Consumers, Remember:
1. First, complain to the seller.
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CORPORATE CONSUMER CONTACTS

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Consumer Affairs Representative
United States Insurance Group
305 Madison Avenue
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Morristown, New Jersey 07960
(201) 455-0707 ext. 488

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Manager, Consumer Service
United Van Lines, Inc.
One United Drive
Fenton, Missouri 63026
(314) 326-3100

Consumer Products Unit
Upjohn Company
7000 Portage Road
Kalamazoo, Michigan 49001
(616) 323-4000

Charlotte Anzalone
Director of Consumer and Professional Relations
Upjohn Healthcare Services
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Kalamazoo, Michigan 49002
(616) 385-6871

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Hangar U, National Airport
Washington, D.C. 20001
(703) 892-7020

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US JVC Corporation
41 Slater Drive
Erlwood Park, New Jersey 07407
(201) 794-3900

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Van Heusen Company
281 Central Avenue
Piscataway, New Jersey 08854
(201) 885-5000 ext. 241

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President
Van Munching and Company, Inc.
51 West 51st Street
New York, New York 10019
(212) 265-2685

Cindy Rozyczki
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Vicks Health Care and Toiletry Products Division
Richardson-Vicks, Inc.
1375 Virginia Drive
Fort Washington, Pennsylvania 19034
(215) 643-4000 ext. 300 (call collect)

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1620 1 Street, N.W.
Washington, D.C. 20006
(202) 872-7350
(Call issuing bank for individual inquiries)

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Manager, Consumer Affairs Department
Vivitar Corporation
2700 Pennsylvania Avenue
Santa Monica, California 90406
(213) 829-3672

Vogue Patterns
See Butterick Company, Inc.

Sylvia Nadel
Manager, Consumer Affairs
West Gun Food Corporation
800 York Street
Elizabeth, New Jersey 07207
(201) 527-3342

Wall-Tex
See Columbus Coated Fabrics Company

Edward H. King
Director, Governmental and Public Affairs
Walgreen Company
200 Wilmet Road
Deerfield, Illinois 60015
(312) 940-2500

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Warm Industries
19450 88th Avenue South
Kent, Washington 98032
(206) 872-7350

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Warner Brothers, Inc.
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Burbank, California 91522
(213) 954-0000

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201 Tabor Road
Morris Plains, New Jersey 07950
(201) 540-2458
800-223-0423 (toll free)

Customer Service Department
Waterford Crystal
225 Fifth Avenue
New York, New York 10010
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Roger Drye
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Welch Foods, Inc.
Two South Portage
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Wells Fargo Bank
Customer Relations Center
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West Bend Company
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West Bend, Wisconsin 53095
(414) 334-2311 ext. 8236

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Athens, Georgia 30613
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(213) 646-2345

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Westwood Pharmaceuticals, Inc.
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Buffalo, New York 14213
(716) 687-3428

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Vice President, Consumer Affairs
Whirlpool Corporation
2000 US 33 North
Benton Harbor, Michigan 49022
(616) 926-5113

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White-Westinghouse Corporation
930 Fort Duquesne Boulevard
Pittsburgh, Pennsylvania 15222
(412) 283-3700
800-245-0600 (toll free outside Pennsylvania)

Carolyn Arm
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Wick Building Systems, Inc.
P.O. Box 8310
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(920) 274-4931

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Senior Public Relations Specialist
Wickes Furniture
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Santa Monica, California 90405
(213) 452-0161

A. Keith Hogan
Director, Consumer Relations
John Wiley & Sons
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Somerset, New Jersey 08873
(201) 469-4400 ext. 200

Nancy Robinson
Supervisor, Consumer Affairs Department
Wilson Foods Corporation
4545 North Lincoln Boulevard
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(405) 525-4627

Louella Uhlig
Manager, Customer Service Department
Wilton Armetale
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Columbia, Pennsylvania 17512
(717) 984-9000 ext. 290
Frank Rotta  
Director, Corporate Public Relations  
Winnebago Industries  
P.O. Box 152  
Forest City, Iowa 50436  
(515) 582-3535

Richard Vura  
Vice President, Personnel  
Womatco Enterprises, Inc.  
318 North Miami Avenue  
Miami, Florida 33128  
(305) 576-1353

Grace F. Ulbricht  
F. W. Woolworth Company  
New York, New York 10279  
(212) 341-2677 (Illinois and Canada)  
600-621-9208 (toll free outside Illinois and Canada)

Robert J. Kirschten or Lana Little  
Consumer Affairs  
World Airways  
Oakland International Airport  
1100 Airport Drive  
Oakland, California 94614  
(415) 577-2000

Manager, Consumer Affairs  
World Book, Inc.  
Merchandise Mart Plaza  
Chicago, Illinois 60654  
(312) 341-2677 (Illinois and Canada)  
800-621-9208 (toll free outside Illinois and Canada)

Wrangler Jeans  
See Blue Bell, Inc.

Barbara Sadek  
Communications Manager  
Wm. Wrigley Jr. Company  
410 North Michigan Avenue  
Chicago, Illinois 60611  
(312) 644-2121

Garth Buckles  
Manager, Customer Relations  
Yamaha Motor Corporation  
6555 Katella Avenue  
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(714) 761-7439

Harold Cohen  
Director, Consumer Affairs  
Department  
Youngs Drug Products Corporation  
865 Centennial Avenue  
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Piscataway, New Jersey 08854  
(201) 885-5777

Jean Bannow  
Vice President, Public Relations  
Zale Corporation  
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Dallas, Texas 75247  
(214) 634-4011

Marilyn Davis  
Director of Consumer Affairs  
Zana Corporation  
2605 Camino Del Rio South  
San Diego, California 92108  
(619) 298-7204

Stanley Berkovitz  
Vice President, Consumer and Community Affairs  
Zayre Corporation  
Framingham, Massachusetts 01701  
(617) 651-6200

John Pederson  
Vice President, Consumer Affairs  
Zenith Radio Corporation  
1000 North Milwaukee Avenue  
Glenview, Illinois 60025  
(312) 391-7000
Antowmobile Manufacturers
Corporate Contacts

If you have a problem with your car, first try to work it out with the dealer. If you and the dealer are unable to reach agreement, consider contacting a manufacturer's zone representative, many of which are listed in this section.

American Honda Motor Company, Inc.

Michigan, Wisconsin, Illinois, Indiana, Ohio, Kentucky
Customer Relations Department
Central Zone
American Honda Motor Company, Inc.
6400 Sand Lake Road
Dayton, Ohio 45414
(513) 890-1717

Pennsylvania, Maryland, Delaware, West Virginia, Virginia, District of Columbia
Customer Relations Department
Mid-Atlantic Zone
American Honda Motor Company, Inc.
P.O. Box 541
115 Gaither Drive
Moorestown, New Jersey 08057
(609) 235-4155

New York, Vermont, New Hampshire, Maine, Massachusetts, Connecticut, Rhode Island, New Jersey
Customer Relations Department
Northeast Zone
American Honda Motor Company, Inc.
115 Gaither Drive
Moorestown, New Jersey 08057
(609) 235-5533

Washington, Oregon, Alaska, Montana, Idaho, Utah, Colorado, Wyoming, North Dakota, Nebraska, Minnesota, Iowa
Customer Relations Department
Northwest Zone
American Honda Motor Company, Inc.
P.O. Box 20186
12439 N.E. Airport Way
Portland, Oregon 97220
(503) 246-4670

Kansas, Oklahoma, Texas, Missouri, Arkansas, Louisiana
Customer Relations Department
Southwest Zone
American Honda Motor Company, Inc.
4525 Royal Lane
Irving, Texas 75062
(214) 258-8000

California, Nevada, Arizona, New Mexico, Hawaii
Customer Relations Department
Western Zone
American Honda Motor Company, Inc.
201 West Artesia Boulevard
Compton, California 90220
(213) 604-2524

Corporate Office
Tom Laymon
Assistant Manager
American Honda Motor Company, Inc.
100 West Alondra Boulevard
Gardena, California 90247
(213) 327-8280

American Motors Sales Corporation, Jeep Renault

Tennessee, Mississippi, Alabama, Georgia, Florida
Owner Relations Department
Atlanta Zone Office
American Motors Sales Corporation
1640 Stone Ridge Drive
P.O. Box 718
Stone Mountain, Georgia 30083
(404) 491-3233

Rhode Island, Massachusetts, Maine, New Hampshire, Vermont, Upstate New York
Owner Relations Department
Boston Zone Office
American Motors Sales Corporation
420 Providence Highway
Westwood, Massachusetts 02090
(617) 392-5633

Wisconsin, Eastern Iowa, Upper Peninsula
Michigan, Northwestern Indiana, Illinois
Owner Relations Department
Chicago Zone Office
American Motors Sales Corporation
1600 Busse Road
Elk Grove Village, Illinois 60007
(312) 364-8601

Texas, Arkansas, Louisiana, Southern New Mexico
Owner Relations Department
Dallas Zone Office
American Motors Sales Corporation
7900 Ambassador Row
P.O. Box 47326
Dallas, Texas 75247
(214) 889-9334

Colorado, Northern New Mexico, Utah, Montana, Idaho, Western Nevada, Wyoming, Southwestern South Dakota, Northwestern Nebraska
Owner Relations Department
Denver Zone Office
American Motors Sales Corporation
5005 Lima Street
Denver, Colorado 80239
(303) 373-5800

Michigan, Indiana, Western Ohio, Kentucky
Owner Relations Department
Detroit Zone Office
American Motors Sales Corporation
600 American Center
Southfield, Michigan 48034
(313) 827-7870

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5. The last resort is a small claims court or private lawyer.

Corporate Office:

J. D. Personette
Manager, Owner Relations
Chrysler Corporation
P. O. Box 1718
Detroit, Michigan 48288-1718
(313) 956-5970

Corporate Office:

Fiat Motors of North America, Inc.

Corporate Office:

National Customer Relations Department
Fiat Motors of North America, Inc.

777 Terrace Avenue
Hasbrouck Heights, New Jersey 07604
(201) 395-4049 or 4053

Ford Motor Company

Northern Georgia, Eastern Alabama
Owner Relations Manager
Atlanta District Office
Ford Motor Company
P. O. Box 105003
Atlanta, Georgia 30348
(404) 793-6440

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut
Owner Relations Manager
Boston District Office
Ford Motor Company
P. O. Box 587
Waltham, Massachusetts 02154
(617) 895-1000

Upper and Western New York, Northern Pennsylvania
Owner Relations Manager
Buffalo District Office
Ford Motor Company
P. O. Box 2203
Buffalo, New York 14225
(716) 831-4430

North Carolina, South Carolina
Owner Relations Manager
Charlotte District Office
Ford Motor Company
P. O. Box 15280
Cincinnati, Ohio 45215
(513) 782-7264

Northeastern Illinois, Northwestern Indiana
Owner Relations Manager
Chicago District Office
Ford Motor Company
2225 West North Avenue
Melrose Park, Illinois 60160
(312) 681-6500

Southern Ohio, Southern West Virginia, Eastern Kentucky, Southeastern Indiana
Owner Relations Manager
Cincinnati District Office
Ford Motor Company
P. O. Box 15280
Cincinnati, Ohio 45215
(513) 782-7264

Eastern and Northwestern Ohio, Northwestern Pennsylvania
Owner Relations Manager
Cleveland District Office
Ford Motor Company
P. O. Box 41035
Brecksville, Ohio 44141
(216) 526-6900
AUTOMOBILE MANUFACTURERS CORPORATE CONTACTS

Northern Texas, Oklahoma
Owner Relations Manager
Dallas District Office
Ford Motor Company
P.O. Box 110097
Carrollton, Texas 75006
(214) 242-6611

Colorado, Wyoming, Western Nebraska, Southwestern South Dakota, Utah, Southern Idaho, Northeastern Nevada, Southeastern Oregon, Montana
Owner Relations Manager
Denver District Office
Ford Motor Company
P.O. Box 5588, Terminal Annex
Denver, Colorado 80217
(303) 291-4610

Southern Texas
Owner Relations Manager
Houston District Office
Ford Motor Company
P.O. Box 827
Houston, Texas 77001
(713) 680-4280

Central and Western Indiana, Southeastern Illinois
Owner Relations Manager
Indianapolis District Office
Ford Motor Company
P.O. Box 19448
Indianapolis, Indiana 46219
(317) 353-8251

Florida, Southern Georgia
Owner Relations Manager
Jacksonville District Office
Ford Motor Company
P.O. Box Y
Jacksonville, Florida 32203
(904) 783-4400

Western Missouri, Kansas
Owner Relations Manager
Kansas City District Office
Ford Motor Company
P.O. Box 501
Shawnee Mission, Kansas 66201
(913) 886-0141

Southern California, Southeastern Nevada
Owner Relations Manager
Los Angeles District Office
Ford Motor Company
P.O. Box 4880-P
Anaheim, California 92803
(714) 520-8300

Western Kentucky, Central Tennessee, South Central Indiana
Owner Relations Manager
Louisville District Office
Ford Motor Company
P.O. Box 30260
Louisville, Kentucky 40232
(502) 456-3700

Arkansas, Western Tennessee, Northern Mississippi, Northwestern Alabama
Owner Relations Manager
Memphis District Office
Ford Motor Company
P.O. Box 8347
Memphis, Tennessee 38108
(901) 454-7270

Wisconsin (Except Northwestern Corner), Upper Peninsula Michigan
Owner Relations Manager
Milwaukee District Office
Ford Motor Company
18535 West Bluemound Road
Suite 350
Brookfield, Wisconsin 53005
(414) 259-3500

Owner Relations Manager
New York District Office
Ford Motor Company
U.S. Highway 48
Teliverse, New Jersey 07608
(201) 289-9421

Southern Mississippi, Louisiana, Southwestern Alabama
Owner Relations Manager
New Orleans District Office
Ford Motor Company
P.O. Box 8630
Metairie, Louisiana 70011
(504) 454-8764

Western Iowa, Central and Eastern Nebraska, Southeastern South Dakota
Owner Relations Manager
Omaha District Office
Ford Motor Company
P.O. Box 37433
Millard Station
Omaha, Nebraska 68137
(402) 334-4750

Northwestern Pennsylvania, Southeastern Pennsylvania, Southern New Jersey, Delaware
Owner Relations Manager
Philadelphia District Office
Ford Motor Company
P.O. Box 816
Pennsauken, New Jersey 08110
(800) 862-8021

Arizona, New Mexico, Western Texas
Owner Relations Manager
Phoenix District Office
Ford Motor Company
P.O. Box 844
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(602) 286-8500

Southwestern Pennsylvania, Northern West Virginia, Southeastern Ohio
Owner Relations Manager
Pittsburgh District Office
Ford Motor Company
P.O. Box 13289
Pittsburgh, Pennsylvania 15243
(412) 926-2939

Southern Illinois, Eastern Missouri
Owner Relations Manager
St. Louis District Office
Ford Motor Company
P.O. Box 24575
St. Louis, Missouri 63141
(314) 569-4455

Northern California, Southern Oregon, Western Nevada, Hawaii
Owner Relations Manager
San Jose District Office
Ford Motor Company
P.O. Box 1740
San Jose, California 95108
(408) 282-9110

Alabama, Washington, Northern Oregon
Owner Relations Manager
Seattle District Office
Ford Motor Company
10604 N.E. 38th Place
Suite 123
Kirkland, Washington 98033
(206) 244-5800

Northwestern Wisconsin, Minnesota, North Dakota, Northern South Dakota
Owner Relations Manager
Twin Cities District Office
Ford Motor Company
P.O. Box 9303
Minneapolis, Minnesota 55440
(612) 867-4290

Mainland Maryland, Northern Virginia, Southern Virginia, Eastern West Virginia, Peninsular Maryland, Washington, D.C.
Owner Relations Manager
Washington District Office
Ford Motor Company
P.O. Box 7034
8051 Gatehouse Road
Falls Church, Virginia 22042
(703) 898-1900

General Motors Corporation
Customer Service Department
Buick Motor Division
General Motors Corporation
902 East Hamilton Avenue
Flint, Michigan 48500
(313) 766-1240
AUTOMOBILE MANUFACTURERS CORPORATE CONTACTS

Consumer Relations Department
Cadillac Motor Car Division
General Motors Corporation
2860 Clark Street
Detroit, Michigan 48232
(313) 554-5536

Consumer Relations Department
Chevrolet Motor Division
General Motors Corporation
2860 Clark Street
Detroit, Michigan 48232
(313) 554-5536

Consumer Relations Department
Oldsmobile Division
General Motors Corporation
2860 Clark Street
Detroit, Michigan 48232
(313) 554-5536

Consumer Service Department
Pontiac Motor Division
General Motors Corporation
2860 Clark Street
Detroit, Michigan 48232
(313) 554-5536

Consumer Service Department
Pontiac Motor Division
General Motors Corporation
920 Townsend Street
Lansing, Michigan 48921
(517) 377-5546

Corporate Office:
Consumer Relations Manager
Mazda Motors of America, Inc.
8313 Baycenter Road
Jacksonville, Florida 32216
(914) 731-4010

Corporate Office:
Mr. Doug Cochran
Consumer Communications Manager
Mazda Motors of America (Central), Inc.
3040 East Ana Street
Rancho Dominguez, California 90221
(213) 537-2322

Mercedes-Benz of North America, Inc.
Illinois, Indiana, Ohio, Kentucky, Michigan,
Wisconsin, Minnesota, North Dakota,
Eastern South Dakota, Nebraska, Iowa,
Missouri, Eastern Kansas
Owner Service Manager
Chicago Zone
Mercedes-Benz of North America, Inc.
3333 Charles Street
Franklin Park, Illinois 60131
(312) 455-9131

Mercedes-Benz of North America, Inc.
Texas, Arkansas, Louisiana, Oklahoma,
Western Kansas, New Mexico, Colorado,
Eastern Wyoming
Owner Service Manager
Dallas Zone
Mercedes-Benz of North America, Inc.
851 East Watsoncenter
P.O. Box 277
Carson, California 90745
(213) 395-8315

Southern California, Arizona
Owner Service Manager
Los Angeles Zone
Mercedes-Benz of North America, Inc.
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(415) 871-5125

Northern California, Washington, Oregon,
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Wyoming, Alabama, Hawaii
Owner Service Manager
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South San Francisco, California 94080
(415) 871-5125

Lower New York, Pennsylvania, Eastern
Ohio, West Virginia, Virginia, Maryland,
Eastern North Carolina, Delaware,
Washington, D.C.
Owner Service Manager
Washington, D.C. Zone
Mercedes-Benz of North America, Inc.
5530 Wisconsin Avenue
Chevy Chase, Maryland 20815
(301) 937-1576

Corporate Office:
Owner Service Department
Mercedes-Benz of North America, Inc.
One Mercedes Drive
Montvale, New Jersey 07645
(201) 573-0600

Consumers, Remember:
1. First, complain to the seller.
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Federal agency, as listed in the index
under specific complaint topics.
5. The last resort is a small claims court or
private lawyer.

Arizona, California, Colorado, Nevada, New
Mexico, Utah, Wyoming
Customer Relations Manager
Mazda Distributors Pacific
18601 South Susana Road
Copperton, California 90221
(213) 600-8978

Corporate Office:
Mr. Bill R. Harth
Customer Relations Manager
Mazda Motors of America, Inc.
8313 Baycenter Road
Jacksonville, Florida 32216
(914) 731-4010

Corporate Office:
Mr. Doug Cochran
Consumer Communications Manager
Mazda Motors of America (Central), Inc.
3040 East Ana Street
Rancho Dominguez, California 90221
(213) 537-2322

Mercedes-Benz of North America, Inc.
Illinois, Indiana, Ohio, Kentucky, Michigan,
Wisconsin, Minnesota, North Dakota,
Eastern South Dakota, Nebraska, Iowa,
Missouri, Eastern Kansas
Owner Service Manager
Chicago Zone
Mercedes-Benz of North America, Inc.
3333 Charles Street
Franklin Park, Illinois 60131
(312) 455-9131

Mercedes-Benz of North America, Inc.
Texas, Arkansas, Louisiana, Oklahoma,
Western Kansas, New Mexico, Colorado,
Eastern Wyoming
Owner Service Manager
Dallas Zone
Mercedes-Benz of North America, Inc.
851 East Watsoncenter
P.O. Box 277
Carson, California 90745
(213) 395-8315

Southern California, Arizona
Owner Service Manager
Los Angeles Zone
Mercedes-Benz of North America, Inc.
513 Eccles Avenue
South San Francisco, California 94080
(415) 871-5125

Northern California, Washington, Oregon,
Nevada, Montana, Idaho, Utah, Western
Wyoming, Alabama, Hawaii
Owner Service Manager
San Francisco Zone
Mercedes-Benz of North America, Inc.
513 Eccles Avenue
South San Francisco, California 94080
(415) 871-5125

Lower New York, Pennsylvania, Eastern
Ohio, West Virginia, Virginia, Maryland,
Eastern North Carolina, Delaware,
Washington, D.C.
Owner Service Manager
Washington, D.C. Zone
Mercedes-Benz of North America, Inc.
5530 Wisconsin Avenue
Chevy Chase, Maryland 20815
(301) 937-1576

Corporate Office:
Owner Service Department
Mercedes-Benz of North America, Inc.
One Mercedes Drive
Montvale, New Jersey 07645
(201) 573-0600
AUTOMOBILE MANUFACTURERS CORPORATE CONTACTS

Nissan Motor Corporation in U.S.A. (Datsun)

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, parts of Upstate New York
Customer Relations Manager
Boston Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
777 West Street
Mansfield, Massachusetts 02048
(617) 339-3721

Minnesota, Wisconsin, Iowa, Illinois, Missouri, Michigan (except Lower Peninsula)
Customer Relations Manager
Chicago Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
51 Shore Drive
Hinsdale, Illinois 60521
(312) 325-9050

Michigan (lower peninsula), Indiana, Ohio, Western Pennsylvania
Customer Relations Manager
Columbus Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
150 East Wilson Bridge Road
Suite 100
Worthington, Ohio 43085
(614) 946-6900

Texas, Oklahoma, Louisiana
Customer Relations Manager
Dallas Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
13405 North Stemmons Freeway
Farmers Branch, Texas 75234
(214) 243-4311

North Dakota, South Dakota, Wyoming, Nebraska, Utah, Colorado, Kansas, New Mexico, El Paso, Texas
Customer Relations Manager
Denver Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
11000 East 45th Avenue
Denver, Colorado 80239
(303) 371-4230

South Carolina, Georgia, Florida
Customer Relations Manager
Jacksonville Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
8743 Western Way
Jacksonville, Florida 32217
(904) 737-7100

Southern California, Arizona, Las Vegas, Nevada
Customer Relations Manager
Los Angeles Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
1683 Sunflower Avenue
P.O. Box 5555
Costa Mesa, California 92626
(714) 549-1277

Arkansas, Kentucky, Tennessee, Mississippi, Alabama
Customer Relations Manager
Memphis Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
5775 Summer Trees Drive
Memphis, Tennessee 38134
(901) 372-5700

New Jersey, Eastern Pennsylvania, Metropolitan New York
Customer Relations Manager
New York Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
No. 4 Corporate Place
Piscataway, New Jersey 08854
(201) 981-0220

Maryland, Delaware, West Virginia, Virginia, North Carolina, District of Columbia
Customer Relations Manager
Norfolk Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
151 Harbor Drive
Portsmouth, Virginia 23705
(804) 389-4011

Washington, Montana, Oregon, Idaho, Alaska
Customer Relations Manager
Portland Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
9575 S.W. Scholls Ferry Road
Portland, Oregon 97223
(503) 646-0543

Northern California, Nevada (except Las Vegas)
Customer Relations Manager
San Francisco Regional Office
Nissan Motor Corporation in U.S.A. (Datsun)
355 Wigel Lane
P.O. Box 8028
Walnut Creek, California 94596
(415) 932-0550

Peugeot Motors of America, Inc.

Indiana, Illinois, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
Customer Relations Manager
Chicago Zone
Peugeot Motors of America, Inc.
726 Foster Avenue
Bensenville, Illinois 60106
(312) 726-8508

Kentucky, Maryland, Northern Georgia, North Carolina, South Carolina, Tennessee, Virginia, Washington, D.C., West Virginia
Customer Relations Manager
Eastern Auto Distributors Inc.
833 East Little Creek Road
Norfolk, Virginia 23518
(804) 588-1334

Alabama, Arkansas, Colorado, Florida, Louisiana, Mississippi, New Mexico, Oklahoma, Puerto Rico, Southern Georgia, Texas, Wyoming
Customer Relations Manager
Houston Zone
Peugeot Motors of America, Inc.
9444 Old Katy Road
Houston, Texas 77055
(714) 461-9018

Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington
Customer Relations Manager
Los Angeles Zone
Peugeot Motors of America, Inc.
1020 East 230th Street
Carson, California, 90745
(213) 549-9880

Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
Customer Relations Manager
New York Zone
Peugeot Motors of America, Inc.
40 Van Nostrand Avenue
Englewood, New Jersey 07631
(201) 984-0210

Corporate Office:
Customer Relations
Peugeot Motors of America, Inc.
One Peugeot Plaza
Lyndhurst, New Jersey 07071
(201) 935-8400

Consumers, Remember:
1. First, complain to the seller.
2. If that doesn’t work, contact the company.
3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
Porsche Audi
Delaware, Maine, Massachusetts, New Hampshire, Pennsylvania, Rhode Island, Vermont
Regional Service Manager
Atlantic Region
Volkswagen of America, Inc.
Porsche Audi Division
9300 George Palmer Highway
Lanham, Maryland 20801
(301) 459-7000

Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, South Dakota, Wisconsin (excluding Rapid City)
Regional Service Manager
Central Region
Volkswagen of America, Inc.
Porsche Audi Division
106 Wilmot Road, Suite 201
Deerfield, Illinois 60015
(312) 948-5660

Connecticut, New Jersey, New York
Regional Service Manager
Eastern Region
World Wide Volkswagen, Inc.
Porsche Audi Division
Greenbush Road
Orangeburg, New York 10962
(914) 578-5000

Alabama, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, Texas (excluding El Paso)
Customer Service Manager
Southern Region
Volkswagen of America, Inc.
Porsche Audi Division
Suite 170
1770 The Exchange
Atlanta, Georgia 30339
(404) 955-9000

North Carolina, Maryland, West Virginia, District of Columbia, Virginia
Regional Service Manager
Washington Region
Volkswagen of America, Inc.
Porsche Audi Division
9300 George Palmer Highway
Lanham, Maryland 20801
(301) 459-7000

Arkansas, Kansas, Missouri, Nebraska
Customer Service Manager
Volkswagen Mid-America, Inc.
Porsche Audi Division
8825 Page Boulevard
St. Louis, Missouri 63114
(314) 429-2141

Alaska, Idaho, Montana, Oregon, Washington
Customer Service Manager
Porsche Audi Northwest Region
5 Oaks Industrial Park
5555 Northwest 5 Oaks Drive
Hillsboro, Oregon 97123
(503) 645-5511

Arizona, California, Colorado, Nevada, New Mexico, South Dakota (Rapid City), Texas (El Paso), Utah, Wyoming
Regional Service Manager
Pacific Region
Volkswagen of America, Inc.
Porsche Audi Division
11300 Playa Street
Culver City, California 90230
(213) 390-8011

Corporate Office:
Franz Doerr
Customer Assistant Manager
Volkswagen of America, Inc.
Porsche Audi Division
888 West Big Beaver
Troy, Michigan 48099
(313) 362-6000

Saab-Scania of America
Customer Relations Manager
Eastern Region
Saab-Scania of America
Saab Drive
P.O. Box 597
Orange, Connecticut 06477
(203) 795-5671

Ohio, West Virginia, Kentucky, Indiana, Michigan, Wisconsin, Illinois, Minnesota, Iowa, South Dakota, North Dakota, Nebraska, Kansas, Colorado, Wyoming, New Mexico, Texas, Oklahoma, Missouri, Arkansas, Louisiana, Mississippi
Customer Relations Manager
Central Region
Saab-Scania of America
10415 United Parkway
Schiller Park, Illinois 60176
(312) 671-4920

Washington, Montana, Oregon, Idaho, California, Nevada, Utah, Arizona, Alaska, Hawaii
Customer Relations Manager
Western Region
Saab-Scania of America
1225 East Artesia Boulevard
Carson, California 90746
(213) 537-3901

Corporate Office:
Customer Relations Manager
Saab-Scania of America
P.O. Box 897
Norwood, Massachusetts 02062
(508) 768-6650

Subaru of America, Inc.
West Virginia, Virginia, North Carolina, Maryland
Customer Relations Manager
Subaru Atlantic, Inc.
8611 Larkin Road
P.O. Box 427
Savage, Maryland 20763
(301) 498-1700

New York, North New Jersey
Customer Relations Manager
Subaru Distributors Corporation
6 Ramland Road
Orangeburg, New York 10962
(845) 359-2500

Kentucky, Ohio, Indiana, Michigan
Customer Relations Manager
Great Lakes Subaru, Inc.
401 North Hamilton Road
P.O. Box 16513
Columbus, Ohio 43215
(614) 845-6650

Southern New Jersey, Pennsylvania, Delaware
Customer Relations Manager
Penn Jersey Subaru, Inc.
Glen Avenue and Forest Road
P.O. Box P
Moorestown, New Jersey 08057
(609) 234-7600

Nebraska, Kansas, Colorado, New Mexico, Arizona
Customer Relations Manager
Subaru of Northern California, Inc.
15000 East 39th Street
Elk Grove Village, Illinois 60007
(203) 795-5671

Ohio, West Virginia, Kentucky, Indiana, Michigan, Wisconsin, Illinois, Minnesota, Iowa, South Dakota, North Dakota, Nebraska, Kansas, Colorado, Wyoming, New Mexico, Texas, Oklahoma, Missouri, Arkansas, Louisiana, Mississippi
Customer Relations Manager
Central Region
Saab-Scania of America
10415 United Parkway
Schiller Park, Illinois 60176
(312) 671-4920

Washington, Montana, Oregon, Idaho, California, Nevada, Utah, Arizona, Alaska, Hawaii
Customer Relations Manager
Western Region
Saab-Scania of America
1225 East Artesia Boulevard
Carson, California 90746
(213) 537-3901

Corporate Office:
Customer Relations Manager
Saab-Scania of America
P.O. Box 897
Norwood, Massachusetts 02062
(508) 768-6650

Subaru of America, Inc.
West Virginia, Virginia, North Carolina, Maryland
Customer Relations Manager
Subaru Atlantic, Inc.
8611 Larkin Road
P.O. Box 427
Savage, Maryland 20763
(301) 498-1700

New York, North New Jersey
Customer Relations Manager
Subaru Distributors Corporation
6 Ramland Road
Orangeburg, New York 10962
(845) 359-2500

Kentucky, Ohio, Indiana, Michigan
Customer Relations Manager
Great Lakes Subaru, Inc.
401 North Hamilton Road
P.O. Box 16513
Columbus, Ohio 43215
(614) 845-6650

Southern New Jersey, Pennsylvania, Delaware
Customer Relations Manager
Penn Jersey Subaru, Inc.
Glen Avenue and Forest Road
P.O. Box P
Moorestown, New Jersey 08057
(609) 234-7600

Nebraska, Kansas, Colorado, New Mexico, Arizona
Customer Relations Manager
Subaru of Northern California, Inc.
15000 East 39th Street
Elk Grove Village, Illinois 60007
(312) 537-3820

Missouri, South Dakota, Minnesota, Wisconsin, Iowa, Illinois
Customer Relations Manager
Subaru Mid-America, Inc.
301 Mitchell
Elk Grove Village, Illinois 60007
(312) 933-1188

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut
Customer Relations Manager
Subaru of New England, Inc.
95 Morse Street
Norwood, Massachusetts 02062
(508) 768-5100

Northern California, Nevada, Utah
Customer Relations Manager
Subaru of Northern California, Inc.
2505 Port Street
P.O. Box 985
West Sacramento, California 95691
(916) 371-7901
AUTOMOBILE MANUFACTURERS CORPORATE CONTACTS

Washington, Oregon, Idaho, Montana, Wyoming
Customer Relations Manager
Subaru Northwest Corporation
8040 East 93rd Drive
P.O. Box 11293
Portland, Oregon 97211
(503) 287-4717

Arkansas, Louisiana, Tennessee, Missouri, Alabama
Customer Relations Manager
Subaru South, Inc.
8923 Fourchedam Pike
Little Rock, Arkansas 72206
(501) 490-2770

Georgia, South Carolina, Florida
Customer Relations Manager
Southeast Subaru
P.O. Box 3007
Southeast Subaru
P.O. Box 3007
8923 Fourchedam Pike
Little Rock, Arkansas 72206
(501) 490-2770

Subaru of America, Inc.
Customer Relations Department
Corporate Office:
12 Whatney Drive
Irvine, California 92714
(714) 951-6592

Toyota Motor Sales, U.S.A.
Maine, Vermont, New Hampshire, Massachusetts, Rhode Island
Customer Relations Department
Boston Regional Office
Toyota Motor Distributors, Inc.
440 Forbes Boulevard
Mansfield, Massachusetts 02048
(617) 339-5701

Indiana, Illinois, Wisconsin, Minnesota, Northwest Michigan
Customer Relations Department
Chicago Regional Office
Toyota Motor Distributors, Inc.
500 Kahoe Boulevard
Carol Stream, Illinois 60187
(312) 260-6267

Tennessee, Kentucky, Ohio, Michigan
Customer Relations Department
Cincinnati Regional Office
Toyota Motor Distributors, Inc.
4550 Creek Road
Cincinnati, Ohio 45242
(513) 745-7500

Arizona, New Mexico, Utah, Colorado, Wyoming, Nevada
Customer Relations Department
Denver Regional Office
Toyota Motor Distributors, Inc.
9033 East Easter Place
Suite 200
Englewood, Colorado 80112
(303) 773-1404

Texas, Oklahoma, Arkansas, Louisiana, Mississippi
Customer Relations Department
Gulf States Toyota, Inc.
10310 Harwin Avenue
Houston, Texas 77035
(713) 778-6700

Southern California
Customer Relations Manager
Subaru of Southern California
12 Whatney Drive
Irvine, California 92714
(714) 951-6592

Corporate Office:
Customer Relations Department
Mid-Atlantic Toyota Distributors, Inc.
1751 Tallyrand Drive
P.O. Box 5287
Jacksonville, Florida 32201
(904) 358-3634

Volkswagen of America, Inc.
Northern California, Nevada, New Mexico, South Dakota, Wisconsin, Arizona (excluding Yuma), Colorado, Eastern Nebraska, New Mexico, South Dakota (Rapid City), Texas (El Paso), Utah, Wyoming
Regional Service Manager
Volkswagen of America, Inc.
1751 Tallyrand Drive
P.O. Box 5287
Jacksonville, Florida 32201
(904) 358-3634

Corporate Office:
H. G. Steckley
National Customer Relations Manager
Toyota Motor Sales, Inc.
19001 South Western Avenue
Torrance, California 90509
(213) 618-4000

42
AUTOMOBILE MANUFACTURERS CORPORATE CONTACTS

Florida, Southern Alabama, Southern Georgia
Regional Service Manager
Volkswagen of America, Inc.
Jacksonville Region
P.O. Box 2274
155 East 21st Street
Jacksonville, Florida 32203
(904) 354-6188

Arkansas, Kansas, Missouri, Nebraska
Customer Service Manager
Volkswagen Mid-America, Inc.
8825 Page Boulevard
St. Louis, Missouri 63114
(314) 429-2141

Southern California
Customer Service Manager
Volkswagen of America, Inc.
Los Angeles Region
11300 Playa Street
Culver City, California 90230
(213) 390-5011

Alaska, Montana, Oregon, Washington, Idaho
Regional Service Manager
Riviera Motors, Inc.
5 Oaks Industrial Park
5555 Northwest 5 Oaks Drive
Hillsboro, Oregon 97123
(503) 645-5511

Louisiana, Mississippi, Oklahoma, Texas
(excluding El Paso)
Customer Service Manager
Volkswagen of America, Inc.
San Antonio Region
10515 Gulfdale Drive
P.O. Box 32572
San Antonio, Texas 78216
(512) 341-8681

Western Nevada, Northern California
Regional Service Manager
Volkswagen of America, Inc.
San Francisco Region
7106 Johnson Industrial Drive
Pleasanton, California 94586
(415) 462-8000

Delaware, Pennsylvania
Regional Service Manager
Volkswagen of America, Inc.
Valley Forge Region
P.O. Box 830
1001 South Trooper Road
Valley Forge, Pennsylvania 19482
(215) 666-0683

Maryland, North Carolina, Virginia,
District of Columbia, West Virginia
Regional Service Manager
Volkswagen of America, Inc.
Washington, D.C. Region
9300 George Palmer Highway
Lanham, Maryland 20801
(301) 386-0839

Connecticut, New Jersey, New York
Regional Service Manager
World-Wide Volkswagen, Inc.
Greenbush Road
Orangeburg, New York 10962
(914) 578-5000

Corporate Office:
Franz Doerr
Customer Assistance Manager
Volkswagen of America, Inc.
888 West Big Beaver
Troy, Michigan 48099
(313) 362-8000

Volvo North America
Corporate Office:
Juanita Mitchell
Consumer Affairs Manager
Volvo North America
P.O. Box 913
Rockleigh, New Jersey 07647
(201) 768-7300
Better Business Bureaus

Better Business Bureaus (BBBs) are non-profit organizations sponsored by local businesses. There are some 150 BBBs in the United States today. BBBs offer a variety of consumer education programs and materials, provide general information on companies, handle consumer inquiries, mediate and arbitrate complaints, and maintain records of consumer satisfaction or dissatisfaction with individual companies.

UNITED STATES BUREAUS

National Headquarters
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, Virginia 22209
(703) 276-C100

Local Bureaus

Alabama
1214 South 20th Street
Birmingham, Alabama 32503
(205) 933-2893
Central Bank Building
Suite 410
West Side Square
P.O. Box 383
Huntsville, Alabama 35804
(205) 533-1640
307 Van Antwerp Building
Mobile, Alabama 36602
(205) 433-5494

Arizona
4428 North 12th Street
Phoenix, Arizona 85013
(602) 264-1721
100 East Alameda Street
Suite 403
Tucson, Arizona 85701
(602) 622-7651 (Inquiries)
(602) 622-7654 (Complaints)

Arkansas
1216 South University
Little Rock, Arkansas 72204
(501) 664-7274

California
705 18th Street
Bakersfield, California 93301
(805) 322-2074
1265 North La Cadena
Coronado, California 92128
(714) 825-7280
413 T.W. Patterson Building
Fresno, California 93721
(209) 268-6424
639 South New Hampshire Avenue
3rd Floor
Los Angeles, California 90005
(213) 383-0992
508 16th Street, Room 1500
Oakland, California 94612
(415) 839-5900
1401 21st Street, Suite 305
Sacramento, California 95814
(916) 443-6643
4310 Orange Avenue
San Diego, California 92105
(619) 283-9427
2740 Van Ness Avenue, #210
San Francisco, California 94109
(415) 775-3300
1505 Meridian Avenue
P. O. Box 8110
San Jose, California 95125
(408) 978-9700
20 North San Mateo Drive
P. O. Box 294
San Mateo, California 94401
(415) 347-1251, 1252, 1253
311 North Milpas Street
P. O. Box 746
Santa Barbara, California 93102
(805) 963-8657
111 North Center Street
Stockton, California 95202
(209) 948-4800
17862 Irvine Boulevard, Suite 15
Tustin, California 92680
(714) 544-8642 (Inquiries)
(714) 544-5842 (Complaints)

Colorado
524 South Cascade, Suite 2
Colorado Springs, Colorado 80903
(303) 636-1155
841 Delaware Street
Denver, Colorado 80204
(303) 629-1030

Connecticut
Fairfield Woods Plaza
2345 Black Rock Turnpike
Fairfield, Connecticut 06430
(203) 368-8538
250 Constitution Plaza
Hartford, Connecticut 06103
(203) 247-8700
35 Elm Street
P. O. Box 2015
New Haven, Connecticut 06506
(203) 767-5788

Delaware
20 South Walnut Street
P. O. Box 300
Milford, Delaware 19963
(302) 856-6969
1901 B West 11th Street
P. O. Box 4085
Wilmington, Delaware 19807
(302) 652-3833

Consumers, Remember:
1. First, complain to the seller.
2. If that doesn’t work, contact the company.
3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
<table>
<thead>
<tr>
<th>District of Columbia</th>
<th>Florida</th>
<th>Georgia</th>
<th>Hawaii</th>
<th>Idaho</th>
<th>Illinois</th>
<th>Indiana</th>
<th>Iowa</th>
<th>Kansas</th>
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<th>Louisiana</th>
<th>Michigan</th>
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</thead>
<tbody>
<tr>
<td>1334 G Street, N.W.</td>
<td>8600 N.E. 2nd Avenue</td>
<td>100 Edgewood Avenue, Suite 1012</td>
<td>677 Ala Moana Boulevard</td>
<td>409 West Jefferson</td>
<td>35 East Wacker Drive</td>
<td>118 South Second Street</td>
<td>Old Courthouse Center, Room 307</td>
<td>619 Kahl Building</td>
<td>501 Jefferson, Suite 24</td>
<td>629 North Broadway</td>
<td>1407 Murray Street, Suite 101</td>
</tr>
<tr>
<td>Prudential Building</td>
<td>Miami, Florida 33138</td>
<td>Atlanta, Georgia 30303</td>
<td>Suite 614</td>
<td>Boise, Idaho 83702</td>
<td>Chicago, Illinois 60601</td>
<td>P.O. Box 4005</td>
<td>Evansville, Indiana 47708</td>
<td>Davenport, Iowa 52801</td>
<td>Topeka, Kansas 66607</td>
<td>Lexington, Kentucky 40508</td>
<td>Alexandria, Louisiana 71306</td>
</tr>
<tr>
<td>6th Floor</td>
<td>3050 Tamiami Trail North</td>
<td>404 8th Street</td>
<td>5110 Waterfront Boulevard</td>
<td>(206) 342-4649</td>
<td>(312) 444-1188 (inquiries)</td>
<td>(312) 346-3313 (complaints)</td>
<td>(812) 422-8679</td>
<td>(913) 232-0454, 0455</td>
<td>(303) 252-4054, 0545</td>
<td>(800) 322-0782</td>
<td>(318) 473-4494</td>
</tr>
<tr>
<td>Washington, D.C. 20005</td>
<td>Naples, Florida 33940</td>
<td>P.O. Box 2085</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td>(504) 926-3010</td>
</tr>
<tr>
<td>(202) 393-8000</td>
<td>(813) 261-0606</td>
<td>Augusta, Georgia 30901</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(502) 583-6548</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>Florida</td>
<td>Georgia</td>
<td>Hawaii</td>
<td>Idaho</td>
<td>Illinois</td>
<td>Indiana</td>
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<tr>
<td>6th Floor</td>
<td>8600 N.E. 2nd Avenue</td>
<td>Miami, Florida 33138</td>
<td>677 Ala Moana Boulevard</td>
<td>409 West Jefferson</td>
<td>35 East Wacker Drive</td>
<td>118 South Second Street</td>
<td>Old Courthouse Center, Room 307</td>
<td>619 Kahl Building</td>
<td>501 Jefferson, Suite 24</td>
<td>629 North Broadway</td>
<td>1407 Murray Street, Suite 101</td>
</tr>
<tr>
<td>Washington, D.C. 20005</td>
<td>Miami, Florida 33138</td>
<td>3030 Tamiami Trail North</td>
<td>677 Ala Moana Boulevard</td>
<td>Boise, Idaho 83702</td>
<td>Chicago, Illinois 60601</td>
<td>P.O. Box 4005</td>
<td>Evansville, Indiana 47708</td>
<td>Davenport, Iowa 52801</td>
<td>Topeka, Kansas 66607</td>
<td>Lexington, Kentucky 40508</td>
<td>Alexandria, Louisiana 71306</td>
</tr>
<tr>
<td>(202) 393-8000</td>
<td>(813) 261-0606</td>
<td>Naples, Florida 33940</td>
<td>5110 Waterfront Boulevard</td>
<td>(206) 342-4649</td>
<td>(312) 444-1188 (inquiries)</td>
<td>(312) 346-3313 (complaints)</td>
<td>(812) 422-8679</td>
<td>(913) 232-0454, 0455</td>
<td>(303) 252-4054, 0545</td>
<td>(800) 322-0782</td>
<td>(504) 926-3010</td>
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<td>(502) 583-6548</td>
</tr>
</tbody>
</table>

For more detailed information, please refer to the original document or contact the Better Business Bureau directly.
Minnesota
1745 University Avenue
St. Paul, Minnesota 55104
(612) 646-4637

Mississippi
1317 22nd Avenue
P.O. Box 1047
Gulfport, Mississippi 39501
(601) 863-6645

510 George Street
P.O. Box 2090
Jackson, Mississippi 39205
(601) 948-4732

601 22nd Avenue
P.O. Box 5002
Meridian, Mississippi 39302
(601) 482-8752

Missouri
906 Grand Avenue
Kansas City, Missouri 64106
(816) 421-7800

Mansion House Center
440 North Fourth Street
St. Louis, Missouri 63101
(314) 241-3100

205 Park Central East
Room 319-320
Springfield, Missouri 65806
(417) 862-9231

Nebraska
719 North 48th Street
Lincoln, Nebraska 68504
(402) 487-5261

417 Farnam Building
1613 Farnam Street
Omaha, Nebraska 68102
(402) 346-3033

New Hampshire
One Pillsbury Street
Concord, New Hampshire 03301
(603) 224-1991

New Jersey
836 Haddon Avenue
P.O. Box 303
Collingswood, New Jersey 08108
(609) 854-5467

690 Whitehead Road
Lawrenceville, New Jersey 08648
(609) 396-1199 (Mercer County)
(201) 536-6306 (Monmouth County)
(201) 329-6854, 55 (Middlesex, Somerset and Hudson Counties)

New Mexico
2921 Carlisle, N.E.
Albuquerque, New Mexico 87110
(505) 884-0500

2021 east 20th Street
Farmington, New Mexico 87401
(505) 326-6501

Santa Fe Division
227 East Palace Avenue
Suite C
Santa Fe, New Mexico 87501
(505) 988-3648

New York
775 Main Street
Buffalo, New York 14203
(716) 856-7180

266 Main Street
Farmington, New York 11733 (Long Island)
(516) 420-0500

257 Park Avenue, South
New York, New York 10010
(212) 533-6200 (inquiries and complaints)
(212) 533-7500 (other)

North Carolina
29½ Page Avenue
Ashville, North Carolina 28801
(704) 253-2392

202 North Tryon Street
Charlotte, North Carolina 28202
(704) 332-7152

3608 West Friendly Avenue
Greensboro, North Carolina 27410
(919) 852-4240, 4241, 4242

100 Park Drive Building
Suite 203
P.O. Box 12033
Research Triangle Park, North Carolina 27709
(919) 549-8221

914 First Union National Bank Building
Winston-Salem, North Carolina 27101
(919) 725-8348

Ohio
P.O. Box F 596
Akron, Ohio 44308
(216) 253-4590

500 Cleveland Avenue, North
Canton, Ohio 44702
(216) 454-9401

26 East Sixth Street
Cincinnati, Ohio 45202
(513) 421-3015

1720 Keith Building
Cleveland, Ohio 44115
(216) 241-7878

527 South high Street
Columbus, Ohio 43215
(614) 221-6336

40 West Fourth Street
Suite 280
Dayton, Ohio 45402
(513) 222-5825

405 North Huron Street
Toledo, Ohio 43604
(419) 241-5276

Mahoning Valley
P.O. Box 1495
Youngstown, Ohio 44503
(216) 744-3111

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4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
### BETTER BUSINESS BUREAUS

**Oklahoma**
- 606 North Dewey
- Oklahoma City, Oklahoma 73102
  - (405) 239-6081, 82, 83
- 4833 South Sheridan
- Suite 412
- Tulsa, Oklahoma 74145
  - (918) 664-1266

**Oregon**
- 430 Southwest Morrison
- Suite 623
- Portland, Oregon 97204
  - (503) 226-3981

**Pennsylvania**
- 528 North New Street
- Dodson Building
- Bethlehem, Pennsylvania 18018
  - (215) 866-9780
- 53 North Duke Street
- Lancaster, Pennsylvania 17602
  - (717) 291-1151
  - (717) 846-2700 (exchange line for York County residents)
- 511 North Broad Street
- Philadelphia, Pennsylvania 19123
  - (215) 574-3600
- 610 Smithfield Street
- Pittsburgh, Pennsylvania 15222
  - (412) 456-2700
- Brooks Building
- Scranton, Pennsylvania 18503
  - (717) 342-9129

**Puerto Rico**
- 1606 Ponce de Leon Avenue
- Suite 400
- San Juan, Puerto Rico 00909
  - (809) 724-7474
  - Cable BEBUSBU

**Rhode Island**
- 248 Waybosset Street
- Providence, Rhode Island 02903
  - (401) 272-9800

**South Carolina**
- 1338 Main Street
- Suite 500
- Columbia, South Carolina 29021
  - (803) 254-2525
- 608 East Washington Street
- Greenville, South Carolina 29601
  - (803) 242-5052

**Tennessee**
- 716 James Building
- 735 Broad Street
- Chattanooga, Tennessee 37402
  - (615) 266-6144
- 1209 Cowart Street
- P.O. Box 3606
- Knoxville, Tennessee 37917
  - (615) 522-1300

**Texas**
- Bank of Commerce Building
  - Suite 320
- Abilene, Texas 79605
  - (915) 691-1333
- 1006 West 10th Street
- Amarillo, Texas 79101
  - (806) 374-3735
- 1005 American Plaza
- Austin, Texas 78701
  - (512) 476-8943
- 900 North
  - P.O. Box 2988
- Beaumont, Texas 77704
  - (713) 835-5348
- 202 Varisco Building
- Bryan, Texas 77801
  - (713) 823-8148
- 109 North Chaparral, Suite 101
- Corpus Christi, Texas 78401
  - (512) 866-5555
- 1511 Bryan Street, Suite 400
- Dallas, Texas 75201
  - (214) 747-8891
- 6024 Gateway East
- El Paso, Texas 79905
  - (915) 778-7000

**Utah**
- 40 North 100 East
- Provo, Utah 94601
  - (801) 377-2611
- 1598 South Main Street
- Salt Lake City, Utah 84115
  - (801) 487-4656

**Virginia**
- 105 East Annandale Road
- Suite 210
- Falls Church, Virginia 22046
  - (703) 533-1900
- 2019 Llewellyn Avenue
- P.O. Box 11133
- Norfolk, Virginia 23517
  - (804) 827-5651
  - (804) 851-9101 (peninsula area)
- 701 East Franklin, Suite 100
- Richmond, Virginia 23219
  - (804) 648-0016
- 151 West Campbell Avenue, S.W.
- Roanoke, Virginia 24011
  - (703) 342-3455

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**Consumers, Remember:**

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5. The last resort is a small claims court or private lawyer.
Washington
2200 Sixth Avenue
Seattle, Washington 98121
(206) 622-8067, 8068
South 178 Stevens Street, Suite A
Spokane, Washington 99204
(509) 747-1155
949 Market Street, Suite 381
Tacoma, Washington 98401
(206) 383-5561
424 Washington Mutual Building
P.O. Box 1584
Yakima, Washington 98907
(509) 248-1326

Wisconsin
740 North Plankinton Avenue
Milwaukee, Wisconsin 53203
(414) 273-1600

British Columbia
788 Beatty Street
Suite 404
Vancouver, BC V6B 2M1
(604) 682-2711
635 Humboldt Street
Room M-37
Victoria, BC V8W 1A7
(604) 386-6348

Manitoba
385 Hargrave Street
Room 204
Winnipeg, Manitoba R3B 2K3
(204) 943-1486

New Brunswick
Box 1002
331 Elmwood Drive
Room 2
Moncton, NB E1C-8P2
(506) 854-3330

Newfoundland
P.O. Box 516
2 Forbes Street
Suite 9
St. John's, Newfoundland A1C 5K4
(709) 364-2222

Nova Scotia
P.O. Box 2124
1731 Barrington Street (B3J 2A4)
Halifax, Nova Scotia B3J 3B7
(902) 422-6581 (inquiries)
(902) 422-6582 (complaints)

Ontario
170 Jackson Street, East
Hamilton, Ontario L8N 1L4
(416) 529-1111
354 Charles Street, East
Kitchener, Ontario N2G 4L5
(519) 579-3080
71 Bank Street
Suite 503
Ottawa, Ontario K1P 5N2
(613) 237-4856
321 Bloor Street, East
Suite 901
Toronto, Ontario M4W 1A8
(416) 961-0237
500 Riverside Drive West
Windsor, Ontario N9A 5K6

Quebec
2055 Peel Street
Suite 460
Montreal, PQ H3A 1V4
(514) 286-9281
475 Rue Richelieu
Quebec City, PQ G1R 1K2
(418) 540-2555

Saskatchewan
2049 Lorne Street
Regina, Saskatchewan, S4P 2M4
(306) 352-7601

ISRAELI BUREAUS

Israel
Seven Hamuchlar Street
P.O. Box 578
Beer-Sheva, Israel
34222

Allenby Street
No. 53A
65243 Tel-Aviv, Israel
Tel Aviv, Israel
(03) 28-25-28

CANADIAN BUREAUS

National Headquarters
2 Bloor Street, East
Suite 3034
Toronto, Ontario M4W 1A8
(416) 925-1600

Local Bureaus

Alberta
630 8th Avenue, SW
Suite 404
Calgary, Alberta T2P 1G6
(403) 269-3905
600 Guardian Building
10240 124th Street
Grande Prairie, Alberta (403) 532-7778
Red Deer, Alberta
(403) 349-3280

British Columbia
788 Beatty Street
Suite 404
Vancouver, BC V6B 2M1
(604) 682-2711
635 Humboldt Street
Room M-37
Victoria, BC V8W 1A7
(604) 386-6348

Manitoba
385 Hargrave Street
Room 204
Winnipeg, Manitoba R3B 2K3
(204) 943-1486

New Brunswick
Box 1002
331 Elmwood Drive
Suite 2
Moncton, NB E1C-8P2
(506) 854-3330

Newfoundland
P.O. Box 516
2 Forbes Street
Suite 9
St. John's, Newfoundland A1C 5K4
(709) 364-2222

Nova Scotia
P.O. Box 2124
1731 Barrington Street (B3J 2A4)
Halifax, Nova Scotia B3J 3B7
(902) 422-6581 (inquiries)
(902) 422-6582 (complaints)

Ontario
170 Jackson Street, East
Hamilton, Ontario L8N 1L4
(416) 529-1111
Industry Third-Party Dispute Resolution Programs

Third-party dispute resolution programs have been established by the industries listed below to help resolve problems between consumers and industry members that they have been unable to resolve themselves. So remember, before you contact the industry-sponsored third-party resolution program, you should give the business with which you have the problem an opportunity to resolve the complaint. Most businesses are anxious to assure customer satisfaction. If this fails, third-party programs can be helpful.

American Automobile Association
8111 Gatehouse Road
Falls Church, Virginia 22047
(703) 222-6000

Autoline
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, Virginia 22209
(703) 276-0100

National Administrator
Automotive Consumer Action Program
(AUTOCAP)
8400 Westpark Drive
McLean, Virginia 22102
(703) 821-7000

BBB National Consumer Arbitration Program
Local Better Business Bureaus
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, Virginia 22209
(703) 276-0100

Chrysler Customer Satisfaction Arbitration Board
P.O. Box 1718
Detroit, Michigan 48288
(313) 956-5970

Direct Selling Association
1730 M Street, N.W.
Suite 610
Washington, D.C. 20036
(202) 293-5760

Ford Consumer Appeals Board
P.O. Box 1905
Dearborn, Michigan 48126
(313) 337-6950

Funeral Service Consumer Action Program (ThaneCAP)
135 West Wells Street
Milwaukee, Wisconsin 53203
(414) 276-2500

Nancy High
Executive Director
Furniture Industry Consumer Advisory Panel (FICAP)
P.O. Box 951
High Point, North Carolina 27261
(written inquiries only)

General Motors Corporation
(Chevrolet, Oldsmobile, Buick, Pontiac Cadillac, GMC Truck)
See Autoline

Home Owners Warranty Program (HOW)
2000 L Street, N.W.
Washington, D.C. 20036
(202) 463-4600

Household Goods Dispute Settlement Program
400 Army-Navy Drive
Arlington, Virginia 22202
(703) 521-1111

Major Appliance Consumer Action Panel (MACAP)
20 North Wacker Drive
Chicago, Illinois 60606
(312) 984-5858
800-621-0477 (toll free)

National Advertising Division (NAD)
Council of Better Bureaus
845 Third Avenue
New York, New York 10022
(212) 754-1320

Consumer Arbitration Center
National Association of Securities Dealers, Inc.
Two World Trade Center South Tower
98th Floor
New York City, New York 10048
(212) 839-8200

Nissan Motor Corporation in U.S.A.
(Datsun, Nissan)
See Autoline

Volkswagen
(Volkswagen, Porsche, Audi)
See Autoline

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5. The last resort is a small claims court or private lawyer.

T.M.
Trade Associations

Many industry and professional trade associations mediate disputes between consumers and their member companies. They should be contacted only after you have unsuccessfully tried to settle your complaint with the individual business and its corporate headquarters.

Consumer Affairs Department
Airline Passengers Association
P. O. Box 220074
Dallas, Texas 75222
(214) 438-8100

Fred Shippee
Technical Services
American Apparel Manufacturers Association
1611 North Kent Street
Suite 800
Arlington, Virginia 22209
(703) 524-1864

David Peterson
Director of Public Affairs
American Collectors Association
4040 West 70th Street
P. O. Box 35106
Minneapolis, Minnesota 55435
(612) 926-6547

American Council of Life Insurance
1850 K Street, N.W.
6th Floor
Washington, D.C. 20006
(202) 862-4086
800-424-8000 (toll free)

Office of Consumer Affairs
American Health Care Association
1200 15th Street, N.W.
Washington, D.C. 20005
(written inquiries only)

Office of Public Relations
American Hospital Association
840 North Lakeshore Drive
Chicago, Illinois 60611
(312) 280-6231

American Hotel and Motel Association
888 Seventh Avenue
New York, New York 10019
(212) 285-4506

Consumer Affairs Department
American Meat Institute
P. O. Box 3556
Washington, D.C. 20007
(202) 941-2400

American Movers Conference
P. O. Box 2203
Arlington, Virginia 22202
(written inquiries only)

Albert Engelken
Director of Communications
American Public Transit Association
1225 Connecticut Avenue, N.W.
Suite 200
Washington, D.C. 20036
(202) 628-2847

Ray Greenly
Director, Consumer Affairs
American Society of Travel Agents, Inc.
4400 MacArthur Boulevard N.W.
Washington, D.C. 20007
(202) 965-7520

American Textile Manufacturers' Institute
1101 Connecticut Avenue, N.W.
Washington, D.C. 20036
(202) 862-0000

Department of Consumer Affairs
Association of Physical Fitness Centers
5272 River Road
Bethesda, Maryland 20816
(written inquiries only)

Better Hearing Institute
1430 K Street N.W.
Washington, D.C. 20005
(202) 638-7577
800-424-8576 (toll free)

Consumer Affairs
Blue Cross and Blue Shield Associations, Inc.
1709 New York Avenue, N.W.
Suite 303
Washington, D.C. 20006
(202) 763-6222

Richard N. Hopper
Director of Governmental Affairs
Carpet and Rug Institute
1100 17th Street, N.W.
Washington, D.C. 20006
(written inquiries only)

Jack Cavanaugh
Director,
Ethical Practices and Consumer Affairs
Direct Marketing Association
6 East 43rd Street
New York City, New York 10017
(212) 689-4977

Administrator
Code of Ethics
Direct Selling Association
1730 M Street, N.W.
Washington, D.C. 20036
(202) 293-5760

Duncan Cameron
Director, Communications
Distilled Spirits Council of the United States
425 13th Street, N.W.
Suite 1300
Washington, D.C. 20004
(202) 828-3544

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5. The last resort is a small claims court or private lawyer
Sally Browne
Director, Government and Consumer Affairs
Electronic Industries Association
Consumer Electronic Group
2001 Eye Street, N.W.
Washington, D.C. 20006
(202) 457-4977

Health Insurance Association of America
1850 K Street, N.W.
6th Floor
Washington, D.C. 20006
(202) 869-9200
800-423-8000 (toll free)

Nancy Golonka
Director, Consumer Affairs
Insurance Information Institute
110 William Street
New York, New York 10038
(212) 860-9200 (inside New York call collect)
500-221-4964 (toll free outside New York)

Consumer Relations
International Fabricare Institute
12251 Tech Road
Silver Spring, Maryland 20904
(301) 822-2818

William Cherkasky
Executive Vice President
International Franchise Association
1025 Connecticut Avenue, N.W.
Suite 1005
Washington, D.C. 20006
(202) 659-0790

Susan M. Fiske
Consumer Affairs Advisor
Manufactured Housing Institute
1745 Jefferson Davis Highway
Arlington, Virginia 22202
(703) 979-6620

National Advertising Division (NAD)
of the Council of Better Business Bureaus
845 Third Avenue
New York, New York 10022
(212) 754-1320

Gary Hong
Director, Public Policy
National Council of Health Centers
2600 Virginia Avenue, N.W.
Suite 1100
Washington, D.C. 20037
(202) 296-7393

Richard Robinson
Director, Dealers Services
National Decorating Products Association
1050 North Lindbergh Boulevard
St. Louis, Missouri 63132
(314) 991-3470

Donna Datre
Public Information Manager
Toy Manufacturers of America
200 Fifth Avenue
New York, New York 10010
(212) 675-1141

Mary Hanko
Assistant to Executive Director
National Home Study Council
1601 18th Street, N.W.
Washington, D.C. 20009
(202) 234-5100

Richard Robinson
Director, Dealers Services
National Decorating Products Association
1050 North Lindbergh Boulevard
St. Louis, Missouri 63132
(314) 991-3470

Donna Datre
Public Information Manager
Toy Manufacturers of America
200 Fifth Avenue
New York, New York 10010
(212) 675-1141

Jean Valentine
Public Relations Manager
National Association of Hosiery Manufacturers
447 South Sharon Armony Road
Charlotte, North Carolina 28211
(704) 365-0813

National Association of Personnel Consultants
1432 Duke Street
Alexandria, Virginia 22314
(703) 664-0160

National Association of the Remodeling Industry
11 East 44th Street
New York, New York 10017
(212) 687-0121

Consumer Arbitration Center
National Association of Securities Dealers, Inc.
Two World Trade Center South Tower
98th Floor
New York City, New York 10048
(212) 839-6200

Accrediting Department
National Association of Trade & Technical Schools
2021 K Street, N.W.
Washington, D.C. 20006
(202) 296-8892

Mildred Gallik
Director of Consumer Affairs
The Soap and Detergent Association
475 Park Avenue South
New York, New York 10016
(212) 725-1282

Luana Moore
Executive Director
Solar Energy Institute of North America
1110 Sixth Street, N.W.
Washington, D.C. 20001-3687
(202) 289-4411

Donna Datre
Public Information Manager
Toy Manufacturers of America
200 Fifth Avenue
New York, New York 10010
(212) 675-1141

Jean Valentine
Public Relations Manager
Wine Institute
165 Post Street
San Francisco, California 94108
(415) 986-0678
Listed below are consumer protection offices which are part of state, county and city governments. Some are located in governors' offices, state attorney general's offices or mayors' offices. Check in your state to see which office can help resolve complaints, furnish information or helpful publications, or provide other services. As a general rule, the first place you should go for help with a consumer problem is the local office nearest your home. Since most offices require that complaints be in writing, you might save time by writing, rather than calling, with your initial complaint.

### Alabama
- **State Office**
  - Fincher Allen, Director
  - Consumer Protection Division
  - Office of Attorney General
  - 560 South McDonough Street
  - Montgomery, Alabama 36104
  - (205) 832-5938
  - 800-392-5658 (toll free—Alabama only)

- **Branch Office**
  - John F. Kelly
  - Financial Fraud Division
  - Office of Attorney General
  - 402 West Congress Street
  - Tucson, Arizona 85701
  - (602) 628-5501 (fraud only)

### Alaska
- **State Office**
  - Connie Sipe, Chief
  - Consumer Protection Section
  - Office of Attorney General
  - 1031 West Fourth Avenue, Suite 110
  - Anchorage, Alaska 99501
  - (907) 274-0428

- **Branch Office**
  - John Barnes
  - Chief Investigator
  - Cochise County Attorney's Office
  - 111 West Congress, Ninth Floor
  - Tucson, Arizona 85701
  - (602) 792-8698

### Arizona
- **State Office**
  - Patrick Murphy, Chief Counsel
  - Financial Fraud Division
  - Office of Attorney General
  - 1275 West Washington Street
  - Phoenix, Arizona 85007
  - (602) 255-5763 (fraud only)
  - 800-352-8431 (toll free—Arizona only)

### Arkansas
- **State Office**
  - Tom Hicks, Director
  - Consumer Protection Division
  - Office of Attorney General
  - Justice Building
  - Little Rock, Arkansas 72201
  - (501) 371-2341
  - 800-462-8682 (toll free—Arkansas only)

### California
- **State Offices**
  - Public Inquiry Unit
  - Office of Attorney General
  - 1515 K Street, Suite 511
  - Sacramento, California 95814
  - (916) 322-3360
  - 800-952-8225 (toll free—California only)

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STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

Marie Shibuya-Snell, Director
California Department of Consumer Affairs
1020 N Street
Sacramento, California 95814
(916) 445-0660 (complaint assistance)
(916) 445-1254 (consumer information)

Kathie J. Klass
Consumer Advisory Council
1020 N Street, Room A603
Sacramento, California 95814
(916) 322-0548

Bureau of Automotive Repair
California Department of Consumer Affairs
3118 Bradshaw Road
Sacramento, California 95827
(916) 366-5050
800-962-5210 (toll free—California only; auto repair only)

Branch Offices
George Smith, Acting Assistant Director
California Department of Consumer Affairs
107 South Broadway, Room 8020
Los Angeles, California 90012
(213) 209-4350

Gladys Huerta, Supervisor
California Department of Consumer Affairs
455 Golden Gate Avenue, Room 2191
San Francisco, California 94102
(415) 557-0966

County Offices
Richard Michaels
Assistant District Attorney
Consumer Fraud Division
Alameda County District Attorney’s Office
24405 Amador Street, Room 103
Hayward, California 94544
(415) 881-6174

William O’Malley
Contra Costa County District Attorney
Special Operations Division
P.O. Box 870
701 Ocean Street, Room 240
San Rafael, California 94902
(415) 446-1361

Richard Kalustian
Deputy District Attorney
Consumer and Environment Protection Division
Los Angeles County District Attorney’s Office
320 West Temple Street, Room 540
Los Angeles, California 90012
(213) 974-3970

Shirley Goldinger, Director
Los Angeles County Department of Consumer Affairs
500 West Temple Street, Room B-96
Los Angeles, California 90012
(213) 974-1452

Robert DeSanti, Director
Consumer Protection Unit
Madera County Weights and Measures
902 North Gateway Drive
Madera, California 93637
(209) 674-4841

Cliff Harris
Deputy District Attorney
Consumer Division
Mendocino County District Attorney’s Office
Ukiah, California 95482
(707) 468-4211

Candice Chin, Coordinator
Monterey County Office of Consumer Affairs
P.O. Box 1369
Salinas, California 93902
(408) 759-3859

John T. Swan
Deputy District Attorney
Consumer Affairs Division
Napa County District Attorney’s Office
1125 Third Street
Napa, California 94558
(707) 253-4427

David Himelson
Deputy District Attorney
Major Fraud/Consumer Protection Unit
Orange County District Attorney’s Office
P.O. Box 808
700 Civic Center Drive West
Santa Ana, California 92702
(714) 834-3600

Ronald Melendez, Director
Orange County Office of Consumer Affairs
1300 South Grand Avenue
Building C
Santa Ana, California 92711
(714) 834-6100

Gary Tranbarger
Deputy District Attorney
Economic Crime Division
Riverside County District Attorney’s Office
4060 Lemon Street
P.O. Box 1148
Riverside, California 92502
(714) 787-8372

Jeffery B. Marschner
Supervising Deputy District Attorney
Sacramento County District Attorney’s Fraud Division
P.O. Box 749
Sacramento, California 95804
(916) 440-6174

Charles Hayes, Director
Consumer Fraud Division
San Diego County District Attorney’s Office
P.O. Box K-1011
San Diego, California 92112
(819) 234-2474

Robert H. Berez
Attorney in Charge
Consumer Fraud/Economic Crime Unit
San Francisco County District Attorney’s Office
880 Bryant Street, Room 320
San Francisco, California 94103
(415) 553-1821

Stephen Taylor
Deputy District Attorney in Charge
Consumer Fraud and Regulatory Agencies Division
San Joaquin County District Attorney’s Office
P.O. Box 50
Stockton, California 95201
(209) 944-3811

Christopher Money
District Attorney
Consumer Fraud Division
San Luis Obispo County District Attorney’s Office
Room 450
County Government Center
1050 Monterey Street
San Luis Obispo, California 93408
(805) 549-5800

Carl Holm
Deputy District Attorney
Consumer Fraud Unit
San Mateo County District Attorney’s Office
Hall of Justice and Records
Redwood City, California 94063
(415) 363-4656

Carolyn Wulfberg
Deputy District Attorney
Consumer/Business Law Section
Santa Barbara County District Attorney’s Office
116 East Figueroa
Santa Barbara, California 93101
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Gloria Lorenzo, Coordinator
Division of Consumer Affairs
Santa Cruz County District Attorney’s Office
701 Ocean Street, Room 240
Santa Cruz, California 95060
(408) 425-2054

53
Consumers, Remember:

1. First, complain to the seller.
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5. The last resort is a small claims court or private lawyer.

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Antitrust/Consumer Protection
Office of Attorney General
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City Hall
Middletown, Connecticut 06457
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Department of Community Affairs
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Wilmington, Delaware 19801
(302) 571-3250

Vincent Ambery
Deputy in-Charge
Economic Crime/Consumer Rights Division
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STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

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800-342-2176 (toll free—Florida only)

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Miami, Florida 33128
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Miami, Florida 33128
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Sarasota, Florida 33577
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Thatcher Wass
Consumer Affairs Officer
Duval County Division of Consumer Affairs
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305 North Morgan, Suite 707
Tampa, Florida 33602
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Orlando, Florida 32802
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Boca Raton, Florida 33425
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Atlanta, Georgia 30334
(404) 658-3323

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Department of Commerce and Consumer Affairs
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Department of Commerce and Consumer Affairs
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Boise, Idaho 83720
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Special Assistant to the Governor
Governor's Office of Interagency Cooperation
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(312) 793-2754
Consumers, Remember:
1. First, complain to the seller.
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STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

Kansas
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Consumer Fraud Division
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Consumer Protection Division
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Frankfort, Kentucky 40601
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County Office
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Jefferson County Consumer Protection Department
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Louisville, Kentucky 40202
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Ann Myers, Director
State Office of Consumer Protection
2610A Wooddale Boulevard
P. O. Box 44921, Capitol Station
Baton Rouge, Louisiana 70804
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Consumer Protection Section
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Baton Rouge, Louisiana 70806
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Oklahoma City Consumer Protection Division
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Topeka Consumer Protection Division
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Topeka, Kansas 66603
(913) 295-4340

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Deputy City Attorney
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City Attorney’s Office
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Topeka, Kansas 66603
(913) 295-4340

Consumers, Remember:
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3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office.
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Kevin Hays, Director
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Sedgwick County District Attorney’s Office
Consumer Fraud Division
Richard T. Ballinger, Director
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Consumer Specialist
Metro Branch Office
Consumer Protection Division
Office of Attorney General
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Hagerstown, Maryland 21740
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Emalu Myer Twilley, Consumer Specialist
Eastern Shore Branch Office
Consumer Protection Division
Office of Attorney General
State Office Complex
Salisbury, Maryland 21801
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Carroll Building
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Elicott City, Maryland 21043
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1142 County Administration Building
Upper Marlboro, Maryland 20770
(301) 952-4700
| State               | City Office                        | District Attorney’s Office       | Franklin County Consumer Protection Agency
|---------------------|------------------------------------|----------------------------------|----------------------------------|
| Massachusetts       | David L. Palmer                    | Susan Grant, Acting Director     | Barbara Neuman, Consumer Coordinator
|                     | 278 Main Street, Room 310          | County Offices                   | Executive Office of Consumer Affairs
|                     | Greenfield, Massachusetts 01301    |                                  | One Ashourton Place, 19th Floor
|                     | (301) 396-4997 (major cases)       |                                  | Boston, Massachusetts 02108
|                     |                                    |                                  | (817) 727-7780
|                     |                                    |                                  | Dwight Golon, Chief
|                     |                                    |                                  | Consumer Protection Division
|                     |                                    |                                  | Department of Attorney General
|                     |                                    |                                  | One Ashourton Place, 19th Floor
|                     |                                    |                                  | Boston, Massachusetts 02108
|                     |                                    |                                  | (617) 727-8400
|                     |                                    |                                  | Executive Office of Consumer Affairs
|                     |                                    |                                  | Massachusetts Courthouse East, Room 619
|                     |                                    |                                  | David L Palmer
|                     |                                    |                                  | Consumer Division
|                     |                                    |                                  | (617) 725-3320
|                     |                                    |                                  | Boston, Massachusetts 02201
|                     |                                    |                                  | (617) 752-3410
|                     |                                    |                                  | Jo Ann Azizalone, Commissioner
|                     |                                    |                                  | Branch Office of Consumer Affairs and Licensing
|                     |                                    |                                  | 1 City Hall Plaza, Room 703
|                     |                                    |                                  | Boston, Massachusetts 02201
|                     |                                    |                                  | (617) 725-3320
|                     |                                    |                                  | Shirley A. Underwood, Director
|                     |                                    |                                  | Consumer Division
|                     |                                    |                                  | Lowell Community Team Work, Inc.
|                     |                                    |                                  | 187 Dutton Street
|                     |                                    |                                  | Lowell, Massachusetts 01852
|                     |                                    |                                  | (617) -39-0551 or 6181
|                     |                                    |                                  | Branch Office
|                     |                                    |                                  | Thomas Mahaney
|                     |                                    |                                  | Regional Supervisor
|                     |                                    |                                  | Office of Consumer Services
|                     |                                    |                                  | Office of Attorney General
|                     |                                    |                                  | Office of Consumer Services
|                     |                                    |                                  | Office of Attorney General
|                     |                                    |                                  | 320 West Second Street
|                     |                                    |                                  | Duluth, Minnesota 55802
|                     |                                    |                                  | (218) 723-4891
|                     |                                    |                                  | Branch Office
|                     |                                    |                                  | Richard Dalton
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|                     |                                    |                                  | 431 Missouri Office Building
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|                     |                                    |                                  | Kansas City, Missouri 64106
|                     |                                    |                                  | (816) 274-6866
|                     |                                    |                                  | Peter Lumaugh
|                     |                                    |                                  | Branch Office of Attorney General
|                     |                                    |                                  | 111 North Seventh Street, Suite 903
|                     |                                    |                                  | St. Louis, Missouri 63101
|                     |                                    |                                  | (314) 444-6815
|                     |                                    |                                  | Assistant Attorney General
|                     |                                    |                                  | Office of Attorney General
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|                     |                                    |                                  | (816) 274-6866
|                     |                                    |                                  | William Newcomb Jr., Chief Counsel
|                     |                                    |                                  | Trade Offense Division
|                     |                                    |                                  | Office of Attorney General
|                     |                                    |                                  | Supreme Court Building
|                     |                                    |                                  | P.O. Box 899
|                     |                                    |                                  | Jefferson City, Missouri 65102
|                     |                                    |                                  | (314) 751-2816
|                     |                                    |                                  | 800-572-8222 (toll free—Missouri only)
|                     |                                    |                                  | Branch Office
|                     |                                    |                                  | Angela Bennett
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|                     |                                    |                                  | Office of Attorney General
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|                     |                                    |                                  | (816) 274-6866
|                     |                                    |                                  | Peter Lumaugh
|                     |                                    |                                  | Assistant Attorney General
|                     |                                    |                                  | Trade Offense Division
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Consumer Protection and Antitrust Division
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(201) 646-2850
Renee L. Borstad, Director
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(609) 261-5054

Consumers, Remember:
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<table>
<thead>
<tr>
<th>State, County, and City Government Consumer Protection Offices</th>
</tr>
</thead>
</table>
| **Salvatore Cannata, Director**  
Passaic County Consumer Affairs  
County Administration Building  
309 Pennsylvania Avenue  
Paterson, New Jersey 07503  
(201) 881-4549  
(201) 881-4499  |
| **Ruth Hotz, Director**  
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County Administration Building  
Somerville, New Jersey 08876  
(201) 231-7000 ext. 7400  |
| **John Troxel, Director**  
Deptford Township Consumer Affairs  
1011 Cooper Street  
Woodbury, New Jersey 08096  
(609) 845-5300 ext. 282  |
| **Mabel Barbato, Director**  
Dunellen Consumer Affairs  
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Jean Walling Civic Center  
East Brunswick, New Jersey 08816  
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| **Debra Lisa, Director**  
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(201) 947-5235  |
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Schanck Road  
Freehold, New Jersey 07728  
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| **Mary Ann Severage, Director**  
Garwood Consumer Affairs  
Borough Hall, Center Street  
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| **Dorothy Brann, Director**  
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Borough Hall, Harding Plaza  
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Hoboken, New Jersey 07030  
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Kearny, New Jersey 07032  
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City Hall, North Wood Avenue  
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Township Hall  
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Livingston, New Jersey 07039  
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| **Genevieve Rose, Director**  
Middlesex Consumer Affairs  
Middlesex, New Jersey 08846  
(201) 356-8090  |
| **Jackie Panzer, Director**  
Milburn Consumer Affairs  
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Milburn, New Jersey 07041  
(201) 584-7000  |
| **Hope Jackso, Manager**  
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City Hall  
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| **Joseph J. Brennan, Director**  
New Providence Consumer Affairs  
Borough Hall  
New Providence, New Jersey 07974  
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| **Mary Calahan, Director**  
Nutley Consumer Affairs  
City Hall, 228 Chestnut Street  
Nutley, New Jersey 07110  
(201) 667-3300 ext. 227  |
| **Betty Rogut, Director**  
Paramus Consumer Affairs  
Borough Hall, Jockish Square  
Paramus, New Jersey 07652  
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| **Rena Place, Director**  
Parsippany Consumer Affairs  
Municipal Building  
1001 Parsippany Boulevard  
Parsippany, New Jersey 07054  
(201) 263-7152  |
| **Dante Mecca, Director**  
Passaic City Consumer Affairs  
City Hall, 330 Passaic Street  
Passaic, New Jersey 07055  
(201) 365-5520  |
| **Maria Jimenez, Director**  
Perth Amboy Consumer Affairs  
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Perth Amboy, New Jersey 08861  
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| **Louis Jones, Executive Director**  
Plainfield Consumer Affairs  
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Plainfield, New Jersey 07060  
(201) 753-3519  |
| **Carole W. Popper, Director**  
Red Bank Consumer Affairs  
Borough Hall  
32 Monmouth Street  
Red Bank, New Jersey 07701  
(201) 842-6110  |
| **Adminstrator's Office**  
Rutherford Consumer Affairs  
Municipal Building  
175 Park Avenue  
Rutherford, New Jersey 07070  
(201) 939-1444  |
STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

New Jersey

Teaneck, New Jersey 07668
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City Hall
CALA Officer
Janet McDonald
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Secaucus, New Jersey 07094
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Municipal Building
Secaucus Department of Consumer Affairs
Michael B. Dukatman, Director
(201) 866-2255 ext. 42

Union City, New Jersey 07087
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Union City Consumer Affairs
Irma African, Director
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818 Teaneck Road
Teaneck, New Jersey 07666
(201) 837-1600 ext. 14

West Orange, New Jersey 07052
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West New York Consumer Affairs
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Municipal Building
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Wildwood, New Jersey 08260
4400 New Jersey Avenue
Wildwood Consumer Affairs
Theresa Mimm, Director
(609) 877-2200 ext. 221

Weehawken, New Jersey 07087
City Hall, 400 Part Avenue
Weehawken Consumer Affairs
Caridad DePaloa, Director
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Woodbridge, New Jersey 07095
85 Court Street
Municipal Building
Woodbridge Township Consumer Affairs
Evelyn MacKenzie
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Woodbridge, New Jersey 07095
One World Trade Center
Office of Attorney General
(201) 634-4500 ext. 231

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Wyoming Consumer Affairs
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Willingboro Consumer Affairs
Fredi McCullough, Director
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Municipal Building
Willingboro Consumer Affairs
Fredi McCullough, Director
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Consumer and Economic Crime Division
Office of Attorney General
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Santa Fe, New Mexico 87503
(505) 827-6910

County Office
George Morrison, Director
Consumer Affairs Division
Bernalillo County District Attorney’s Office
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New York

State Offices
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New York State Consumer Protection Board
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Bureau of Consumer Frauds and Protection
Office of Attorney General
Albany, New York 12224
(518) 474-5481

Branch Offices
Kathleen Haly
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
38 Riverside Drive
Binghamton, New York 13905
(607) 773-7877

Peter B. Sullivan
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
65 Court Street
Buffalo, New York 14202
(716) 847-7174

Ronald Glickman
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
State Office Building
Veterans Memorial Highway
Hauppauge, New York 11788
(516) 360-5196

Peter Bienstock
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
Two World Trade Center
New York, New York 10047
(212) 488-7450

Alan J. Burczak
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
70 Clinton Street
Plattsburgh, New York 12901
(518) 563-8012

Karl L. Mardon
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
235 Main Street
Poughkeepsie, New York 12601
(914) 485-3920

Eugene Welch
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
900 Reynolds Arcade
16 East Main Street
Rochester, New York 14614
(716) 454-4540

Lawrence Zimmerman
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
333 East Washington Street
Syracuse, New York 13202-1471
(315) 428-4262

Angela J. Carl
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207 Genesee Street
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(315) 793-2225

County Offices
Thomas M. Jablonowksi
Consumer Affairs Specialist
Broome County Bureau of Consumer Services
P.O. Box 1788, Government Plaza
Binghamton, New York 13902
(607) 772-2168

Richard Kaufman
Assistant District Attorney
Consumer Fraud Bureau
Erie County District Attorney’s Office
25 Delaware Avenue
Buffalo, New York 14202
(716) 855-2424
Consumers, Remember:

1. First, complain to the seller.
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3. After that, contact an industry dispute program: the Better Business Bureau, or a local state government office.
4. Finally, contact a trade association or Federal agency, as listed in the index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
North Dakota
State Office
Robert O. Wefald
Attorney General for the State of North Dakota
State Capitol Building
Bismarck, North Dakota 58505
(701) 224-2210
Consumer Fraud Division
Office of Attorney General
State Capitol Building
Bismarck, North Dakota 58505
(701) 224-3404
800-472-2800 (toll free—North Dakota only)

North Carolina
State Office
John R. B. Matthiis
Special Deputy Attorney General and Chief
Consumer Protection Division
Office of Attorney General
Department of Justice Building
P. O. Box 529
Raleigh, North Carolina 27602-0629
(919) 733-7741

John Plough, Prosecuting Attorney
Consumer Protection Division
Portage County Prosecutor's Office
466 South Chestnut Street
Ravenna, Ohio 44266
(216) 286-4593

Lynn C. Slaby
Prosecuting Attorney
Summit County Bureau of Investigations
53 East Center Street
Akron, Ohio 44308
(216) 379-2784

City Offices
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Akron Division of Consumer Protection
217 South High Street
Akron, Ohio 44308
(216) 375-2730

James R. Kalkman
Canton City Sealer and Commissioner of
Consumer Protection
919 Walnut Avenue, N.E.
Canton, Ohio 44704
(216) 469-3065

Noel Morgan, Chief
Cincinnati Consumer Protection Division
City Solicitor's Office
126 City Hall
Cincinnati, Ohio 45202
(513) 352-3971

Paula Silmak, Director
Cleveland Office of Consumer Affairs
1230 East Sixth Street
Cleveland, Ohio 44114
(216) 664-3200

Consumers, Remember:
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Federal agency, as listed in the index
under specific complaint topics.
5. The last resort is a small claims court or
private lawyer.
STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

William R. Craig, Administrator
Columbus Community Services
50 West Gay Street, Fourth Floor
Columbus, Ohio 43215
(614) 222-7144

Anthony C. Julian, Director
Youngstown Division of Consumer Affairs
City Hall
26 South Phelps Street
Youngstown, Ohio 44503
(216) 746-1892

Jim Thorpe Building, Room 680
Oklahoma City, Oklahoma 73105
(405) 521-4113

William S. Morgan, Administrator
Oklahoma Corporation Commission
Department of Complaints, Investigation and Mediation
Justice Building
Attorney in Charge
Oklahoma City, Oklahoma 73105
1382 Jim Thorpe Building
Department of Consumer Credit
(503) 376-4732

SOO-5224586 (toll free—Oklahoma only)

Patsy L. Plate
Assistant Attorney General
for Consumer Protection
Office of Attorney General
112 State Capitol Building
Oklahoma City, Oklahoma 73105
(405) 521-3921

800-522-8555 (toll free—Oklahoma only)

Gary H. Nash
Deputy Attorney General
Bureau of Consumer Protection
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David Rosenberg
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Bureau of Consumer Protection
Office of Attorney General
333 Market Street — 17th Floor
Harrisburg, Pennsylvania 17101
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(412) 565-5135

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Bureau of Consumer Protection
Office of Attorney General
Room 358 — State Office Building
100 Lackawanna Avenue
Scranton, Pennsylvania 18503
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County Offices
Sidney Enck, Chairperson
Beaver County Alliance for Consumer Protection
Public Works Building, Route 51
Fallston, Pennsylvania 15066
(412) 728-5700 ext. 422

Peggy Adams, Director
Bucks County Bureau of Consumer Protection
and Weights and Measures
Courthouse Annex
Broad and Union Streets
Doylestown, Pennsylvania 18901
(215) 348-7442

Robert Taylor, Director
Chester County Bureau of Consumer Protection
and Weights and Measures
515 North Church Street
West Chester, Pennsylvania 19380
(215) 431-6150

Catherine Spragus, Director
Cumberland County Bureau of Consumer Affairs
Courthouse
Carlisle, Pennsylvania 17013
(717) 249-5802

Evelyn Yancovich, Director
Delaware County Office of Consumer Affairs and
Weights and Measures
Government Center Building
Second and Olive Streets
Media, Pennsylvania 19063
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Angela Hazely, Director
Indiana County Bureau of Consumer Affairs
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Indiana, Pennsylvania 15701
(412) 465-2657

Michael Ranck, District Attorney
Lancaster County Consumer Protection
Commission
P.O. Box 3480
50 North Duke Street
Lancaster, Pennsylvania 17603
(717) 299-7921

Mary Maddill, Director
Montgomery County Consumer Affairs
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County Courthouse
Norristown, Pennsylvania 19404
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City Offices
Lucille O'Driscoll, Director
Philadelphia Mayor's Office of Consumer Services
121 City Hall
Philadelphia, Pennsylvania 19107
(215) 686-7585

Joseph D. Casey, Chief
Economic Crime Unit
Philadelphia District Attorney's Office
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Philadelphia, Pennsylvania 19107
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Rhode Island
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Charles DeLava
Assistant Attorney General and Chief
Consumer Protection Unit
Department of Attorney General
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Edwin P. Palumbo
Executive Director
Rhode Island Consumers' Council
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Providence, Rhode Island 02909
(401) 277-2764

South Carolina
State Offices
Althea Wright, Coordinator
Office of Citizens' Service
Office of the Governor
P.O. Box 11450
Columbia, South Carolina 29211
(803) 758-3261

Steve Hamm, Administrator
Department of Consumer Affairs
P.O. Box 5757
Columbia, South Carolina 29202
(803) 758-2040

61

61
Consumers, Remember:
1. First, complain to the seller.
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3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office...
4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.

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Consumer Protection Division  
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San Antonio, Texas 78205  
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County Offices  
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Dallas County Consumer Fraud Division  
2700 Stemmons Expressway  
500 Stemmons Tower East  
Dallas, Texas 75207  
(214) 630-6300
**Virginia**

**State Offices**

Anthony Gambardella  
Senior Assistant Attorney General  
Division of Consumer Counsel  
Office of Attorney General  
Supreme Court Building  
101 North Eighth Street, Fifth Floor  
Richmond, Virginia 23219  
(804) 786-4075

Jean Bass, Director  
State Office of Consumer Affairs  
Department of Agriculture and Consumer Services  
Room 110, Washington Building  
Richmond, Virginia 23219  
(804) 786-2042  
800-552-9083 (toll free for complaints regarding state agencies)

**Washington**

**State Offices**

**Consumer Specialist**  
Office of Consumer Services  
Department of Agriculture  
406 General Administration Building, A41  
Olympia, Washington 98504  
(206) 753-5083

J. N. McClaran  
Consumer Protection Officer  
Virginia Beach Division of Consumer Protection  
City Hall  
Virginia Beach, Virginia 23456  
(804) 427-4421

**Washington**

**State Offices**

**Consumer Specialist**  
Office of Consumer Services  
Department of Agriculture  
406 General Administration Building, A41  
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(206) 753-5083

John R. Ellis  
Assistant Attorney General/Chief  
Consumer Protection/Antitrust Division  
Office of Attorney General  
1366 Dexter Hr’ on Building  
Seattle, Washington 98104  
(206) 464-7744  
800-332-4630 (toll free—Washington only)

Doug Shadel, Chief  
Consumer Protection/Antitrust Division  
Office of Attorney General  
Temple of Justice  
Olympia, Washington 98504  
(206) 753-6210

Mike Flynn, Chief  
Consumer Protection/Antitrust Division  
Office of Attorney General  
980 Paulsen Professional Building  
Spokane, Washington 99201  
(509) 456-5123

William S. Cookson, Chief  
Consumer Protection/Antitrust Division  
Office of Attorney General  
949 Market Street  
Tacoma, Washington 98402  
(206) 593-2904

**City Offices**

**Rose Boyd, Director**  
Alexandria Office of Citizens Assistance  
P.O. Box 178  
City Hall  
Alexandria, Virginia 22313  
(804) 786-4350

**Martin D. Greenwell, Chief**  
Norfolk Division of Consumer Affairs  
804 City Hall Building  
Norfolk, Virginia 23501  
(804) 441-2621

Deidra Daniels  
Assistant to the City Manager  
Roanoke Consumer Protection Division  
353 Municipal Building  
215 Church Avenue, S.W.  
Roanoke, Virginia 24011  
(703) 961-2583

**West Virginia**

**State Offices**

Jon Anthony Reed, Director  
Consumer Protection Division  
Office of Attorney General  
1204 Kanawha Boulevard, East  
Charleston, West Virginia 25301  
(304) 348-6986

Kenneth S. Butcher, Director  
Consumer Protection Division  
Department of Labor  
1900 Washington Street, East  
Charleston, West Virginia 25305  
(304) 348-7890 (weights and measures, bedding, upholstery)

**City Office**

Poly Diller, Director  
Charleston Consumer Protection Department  
P.O. Box 2749  
Charleston, West Virginia 25330  
(304) 348-8173

**Wisconsin**

**State Offices**

Stephen Nicks  
Assistant Attorney General  
Office of Consumer Protection  
Department of Justice  
P.O. Box 7856  
Madison, Wisconsin 53707-7856  
(608) 266-1852

**Branch Office**

Richard Victor, Director  
Office of Consumer Protection  
Department of Justice  
Milwaukee State Office Building  
819 North 6th Street, Room E20  
Milwaukee, Wisconsin 53203  
(414) 224-1867

Donald Soberg, Administrator  
Division of Trade and Consumer Protection  
Department of Agriculture, Trade and Consumer Protection  
P.O. Box 8911  
801 West Badger Road  
Madison, Wisconsin 53708  
(608) 266-9837  
800-363-3020 (toll free—Wisconsin only)

**City Offices**

**Margaret Quaid, Supervisor**  
Division of Trade and Consumer Protection  
Department of Agriculture, Trade and Consumer Protection  
1727 Loring Street  
Altoona, Wisconsin 54720  
(715) 836-2861

Dennis Strey, Supervisor  
Division of Trade and Consumer Protection  
Department of Agriculture, Trade and Consumer Protection  
200 North Jefferson Street  
Green Bay, Wisconsin 54301  
(414) 497-4067
STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

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Department of Agriculture, Trade, and Consumer Protection
10320 West Silver Spring Drive
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County Offices
Richard Armstrong
Consumer Investigator
Kenosha County District Attorney’s Office
912 56th Street
Kenosha, Wisconsin 53140
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Rand L. Kruger, District Attorney
Marathon County District Attorney’s Office
Consumer Fraud Unit
Marathon County Court House
Wausau, Wisconsin 54401
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Milwaukee County District Attorney’s Office
Consumer Fraud Unit
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John Osinga, District Attorney
Portage County District Attorney’s Office
Consumer Fraud Unit
Portage County Court House
Stevens Point, Wisconsin 54481
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Eric M. Johnson
Consumer Fraud Investigator
Racine County Sheriff’s Department
717 Wisconsin Avenue
Racine, Wisconsin 53403
(414) 636-3125

Wyoming
State Office
Gay Vanderpool
Assistant Attorney General
Office of Attorney General
123 Capitol Building
Cheyenne, Wyoming 82002
(307) 777-7841 or 6286

Puerto Rico
Hector Ramos, Secretary
Department of Consumer Affairs
Minillas Governmental Center
Torre Norte Building
De Diego Avenue, Stop 22
P.O. Box 41059
Santurce, Puerto Rico 00940
(809) 726-6090

Hector Reichard de Cardona
Department of Justice
P.O. Box 192
Old San Juan, Puerto Rico 00902
(809) 722-5219

Virgin Islands
Helen Joseph, Director
Consumer Services Administration
Golden Rock
Christiansted, St. Croix
U.S. Virgin Islands 00820
(809) 773-2226
State Banking Authorities

The officials listed below regulate and supervise state chartered banks. However, many of them can handle or refer problems and complaints concerning other types of banks and can answer general questions about banking and credit.

<table>
<thead>
<tr>
<th>State</th>
<th>Official Name</th>
<th>Title</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Kenneth R. McCartha</td>
<td>Superintendent of Banks</td>
<td>64 North Union Street Room 651 Montgomery, Alabama 36130</td>
<td>(205) 832-6256</td>
</tr>
<tr>
<td>Alaska</td>
<td>Willis F. Kirkpatrick</td>
<td>Director of Banking and Securities</td>
<td>Pouch D Juneau, Alaska 99811</td>
<td>(907) 465-2521</td>
</tr>
<tr>
<td>Arizona</td>
<td>Walter C. Madsen</td>
<td>Superintendent of Banks</td>
<td>Commerce Building Room 101 1601 West Jefferson Street Phoenix, Arizona 85007</td>
<td>(602) 255-4421</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Marlin D. Jackson</td>
<td>State Bank Commissioner</td>
<td>#1 Capitol Mall 6D-305 Little Rock, Arkansas 72201</td>
<td>(501) 371-1117</td>
</tr>
<tr>
<td>California</td>
<td>Louis Carter</td>
<td>Superintendent of Banks</td>
<td>235 Montgomery Street Suite 750 San Francisco, California 9411</td>
<td>(415) 557-3535</td>
</tr>
<tr>
<td>Colorado</td>
<td>Richard B. Doby</td>
<td>State Bank Commissioner</td>
<td>State Office Building Room 325 Denver, Colorado 80203</td>
<td>(303) 866-3131</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Brian J. Woolf</td>
<td>Banking Commissioner</td>
<td>State Office Building Room 239 Hartford, Connecticut 06106</td>
<td>(203) 566-4560</td>
</tr>
<tr>
<td>Delaware</td>
<td>John E. Malarkey</td>
<td>State Bank Commissioner</td>
<td>State Capitol Building Tallahassee, Florida 32301</td>
<td>(904) 488-0370</td>
</tr>
<tr>
<td>Florida</td>
<td>Gerald A. Lewis</td>
<td>State Comptroller</td>
<td>State Capitol Building Tallahassee, Florida 32301</td>
<td>(904) 488-0370</td>
</tr>
<tr>
<td>Georgia</td>
<td>Edward D. Dunn</td>
<td>Commissioner of Banking and Finance</td>
<td>2990 Brandywine Road Suite 200 Atlanta, Georgia 30341</td>
<td>(404) 393-7530</td>
</tr>
<tr>
<td>Hawaii</td>
<td>Donna Tanoue</td>
<td>Bank Examiner</td>
<td>P. O. Box 541 Honolulu, Hawaii 96809</td>
<td>(808) 548-7505</td>
</tr>
<tr>
<td>Idaho</td>
<td>Tom D. McEldowney</td>
<td>Director, Department of Finance</td>
<td>Statehouse Mall Boise, Idaho 83720</td>
<td>(208) 334-3313</td>
</tr>
<tr>
<td>Illinois</td>
<td>William C. Harris</td>
<td>Commissioner of Banks and Trust Companies</td>
<td>119 South 5th Street Room 400 Springfield, Illinois 62701</td>
<td>(217) 782-7966</td>
</tr>
<tr>
<td>Indiana</td>
<td>Ruth D. Harrison</td>
<td>Director</td>
<td>Department of Financial Institutions Indiana State Office Building Room 1024 Indianapolis, Indiana 46204</td>
<td>(317) 232-3955</td>
</tr>
<tr>
<td>Iowa</td>
<td>Thomas H. Huston</td>
<td>Superintendent of Banking</td>
<td>418 Sixth Avenue Room 530 Des Moines, Iowa 50309</td>
<td>(515) 281-4014</td>
</tr>
</tbody>
</table>

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### Kansas
Eugene C. Hegarty  
State Bank Commissioner  
700 Jackson Street  
Suite 300  
Topeka, Kansas 66603  
(913) 296-2266

### Kentucky
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Commissioner of Banking and Securities  
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### Louisiana
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State House Station — 36  
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### Maryland
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Bank Commissioner  
One North Charles Street  
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Baltimore, Maryland 21201  
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### Massachusetts
Paul E. Bulman  
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### Michigan
Eugene W. Kuthy  
Commissioner  
Financial Institutions Bureau  
P. O. Box 30224  
Lansing, Michigan 48909  
(517) 373-3460

### Minnesota
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5th Floor  
St. Paul, Minnesota 55101  
(612) 296-2715

### Mississippi
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Commissioner  
Department of Banking and Consumer Finance  
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(601) 359-1031

### Missouri
Kenneth W. Littlefield  
Commissioner of Finance  
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### Montana
L. W. Alke  
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### Nebraska
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(402) 471-2171

### Nevada
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Carson City, Nevada 89710  
(702) 885-4260

### New Hampshire
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Bank Commissioner  
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(603) 271-3561

### New Jersey
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Commissioner of Banking  
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Trenton, New Jersey 08625  
(609) 292-3420

### New Mexico
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Director, Financial Institutions Division  
Commerce and Industry Department  
Lew Wallace Building  
Sante Fe, New Mexico 87503  
(505) 827-7740

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Superintendent of Banks  
Two World Trade Center  
32nd Floor  
New York, New York 10047  
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P. O. Box 951  
Raleigh, North Carolina 27602  
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### North Dakota
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Acting Commissioner of Banking and Financial Institutions  
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Room 1301  
Bismarck, North Dakota 58505  
(701) 224-2253

### Ohio
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Superintendent of Banks  
Two Nationwide Plaza  
Columbus, Ohio 43215  
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### Oklahoma
Robert Y. Emple  
Bank Commissioner  
Malco Building  
4100 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73105  
(405) 521-2783

### Oregon
John B. Olin  
Superintendent of Banks  
Department of Commerce  
Busick Building  
Salem, Oregon 97310  
(503) 378-4140

### Pennsylvania
Ben McEntee  
Secretary of Banking  
333 Market Street  
18th Floor  
Harrisburg, Pennsylvania 17101-2290  
(717) 787-6991

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**Consumers, Remember:**

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Rhode Island
Edward L. Blue
Bank Commissioner
100 North Main Street
Providence, Rhode Island 02903
(401) 277-2405

South Carolina
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1026 Sumter Street
Room 217
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Director of Banking and Finance
State Capitol Building
Pierre, South Dakota 57501
(605) 773-3421

Tennessee
William C. Adams
Commissioner of Financial Institutions
James K. Polk State Office Building
505 Deaderick Street
Nashville, Tennessee 37219
(615) 741-2236

Texas
William F. Aldridge
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Austin, Texas 78705
(512) 475-4451

Utah
Elaine B. Weis
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Acting Supervisor of Banking
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Commissioner of Banking
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(608) 266-1621

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State Examiner
1920 Thomas Avenue
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Bureau of Banks and Financial Institutions
P.O. Box 5-4515
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(809) 781-5242

Virgin Islands
Julio A. Brady
Lieutenant Governor
Chairman of the Banking Board
Government House, Charlotte Amalie
P.O. Box 450
St. Thomas, Virgin Islands 00801
(809) 774-2991
State Commissions and Offices on Aging

State commissions and offices on aging are responsible for coordinating services for older Americans. They can provide information on programs, services and opportunities for the aging.

Alabama
Emmett W. Eaton
Executive Director
Commission on Aging
502 Washington Avenue
Montgomery, Alabama 36130
(205) 832-6640

Arizona
Michael Slattery
Administrator
Aging and Adult Administration
1400 West Washington Avenue
P.O. Box 6123 — 950A
Phoenix, Arizona 85007
(602) 255-4446

Arkansas
Randal McCain
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Office on Aging and Adult Services
Department of Human Services
1428 Donaghey Building
7th and Main Streets
Little Rock, Arkansas 72201
(501) 371-2441

California
Alice Gonzales
Director
Department of Aging
Health and Welfare Agency
1020 19th Street
Sacramento, California 95814
(916) 322-5290

Colorado
William J. Hanna
Director
Aging and Adult Services Division
Department of Social Services
1575 Sherman Street
Denver, Colorado 80203
(303) 866-2566

Connecticut
Mary Ellen Klinck
Commissioner
Department on Aging
80 Washington Street
Hartford, Connecticut 06106
(203) 566-7728

Delaware
Eleanor L. Cahm
Director
Division of Aging
Department of Health and Social Services
Delaware State Hospital, CT Building
1901 North DuPont Highway
New Castle, Delaware 19720
(302) 421-6791

District of Columbia
E. Veronica Pace
Executive Director
D.C. Office on Aging
Special Assignment of the Mayor's Office
1424 K Street, N.W.
Second Floor
Washington, D.C. 20005
(202) 724-5623

Florida
John L. Stokesberry
Director
Aging and Adult Services
Department of Health and Rehabilitative Services
1321 Winewood Boulevard
Building 2, Room 328
Tallahassee, Florida 32301
(904) 488-2650

Georgia
Janet Bittner
Director
Office of Aging
Department of Human Resources
878 Peachtree Street, N.E.
Atlanta, Georgia 30309
(404) 894-5333

Hawaii
Renji Goto
Director
Executive Office on Aging
Office of the Governor
State of Hawaii
1149 Bethel Street, Room 307
Honolulu, Hawaii 96813
(808) 548-2593

Idaho
Gary H. Gould
Director
Idaho Office on Aging
Statehouse, Room 114
Boise, Idaho 83720
(208) 334-3833

Illinois
Peg Blazer
Director
Department on Aging
421 East Capitol Avenue
Springfield, Illinois 62706
(217) 785-2870

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<th>Title</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Indiana</td>
<td>Jean Merritt</td>
<td>Executive Director</td>
<td>Department on Aging and Community Services 115 North Pennsylvania Street</td>
<td>(317) 232-7006</td>
</tr>
<tr>
<td>Iowa</td>
<td>Karen L. Tymes</td>
<td>Executive Director</td>
<td>Commission on Aging 914 Grand Avenue Suite 236 Jewel Building Des Moines, Iowa 50319</td>
<td>(515) 281-5187</td>
</tr>
<tr>
<td>Kansas</td>
<td>Sylvia Hougland</td>
<td>Secretary</td>
<td>Department on Aging 610 West 10th Street Topeka, Kansas 66612</td>
<td>(913) 296-4986</td>
</tr>
<tr>
<td>Kentucky</td>
<td>Peggy Mooney</td>
<td>Director</td>
<td>Division for Aging Services Department for Social Services 8th Floor, West 275 East Main Street Frankfort, Kentucky 40621</td>
<td>(502) 564-6930</td>
</tr>
<tr>
<td>Louisiana</td>
<td>Margaret W. Sloan</td>
<td>Director</td>
<td>Governor's Office of Elderly Affairs P.O. Box 80374 Baton Rouge, Louisiana 70898</td>
<td>(504) 925-1700</td>
</tr>
<tr>
<td>Maine</td>
<td>Patricia Riley</td>
<td>Director</td>
<td>Bureau of Maine's Elderly Department of Human Services State House, Station 11 Augusta, Maine 04333</td>
<td>(207) 289-2561</td>
</tr>
<tr>
<td>Maryland</td>
<td>Matthew Tayback</td>
<td>Director</td>
<td>Office on Aging 301 West Preston Street, 10th Floor Baltimore, Maryland 21201</td>
<td>(301) 333-2100</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>Richard H. Rowland</td>
<td>Secretary</td>
<td>Department of Elder Affairs 38 Chauncy Street, 2nd Floor Boston, Massachusetts 02111</td>
<td>(617) 727-7750, 51, 52</td>
</tr>
<tr>
<td>Michigan</td>
<td>Olivia P. Maynard</td>
<td>Director</td>
<td>Office of Services to the Aging 101 North Pine Street P.O. Box 30026 Lansing, Michigan 48909</td>
<td>(517) 373-8230</td>
</tr>
<tr>
<td>Minnesota</td>
<td>Elva D. Walker</td>
<td>Chairman</td>
<td>Minnesota Board on Aging 204 Metro Square Building 121 East 7th Street St. Paul, Minnesota 55101</td>
<td>(612) 296-2544</td>
</tr>
<tr>
<td>Mississippi</td>
<td>Jay C. Moon</td>
<td>Executive Director</td>
<td>Council on Aging 802 North State Street Room 301 Jackson, Mississippi 39201</td>
<td>(601) 354-6590</td>
</tr>
<tr>
<td>Missouri</td>
<td>Floyd Richards</td>
<td>Director</td>
<td>Office of Aging Department of Social Services Broadway State Office Building 6th Floor P.O. Box 1337 Jefferson City, Missouri 65102</td>
<td>(314) 751-2075</td>
</tr>
<tr>
<td>Montana</td>
<td>Audrey Zeisler</td>
<td>Chief</td>
<td>Aging Branch Contracts Bureau Departm. of Social and Rehabilitation Services, Community Services Division P.O. Box 4210, Room 204 Helena, Montana 59604</td>
<td>(406) 449-5650</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Helen Boosalis</td>
<td>Director</td>
<td>Nebraska Department on Aging State House Station 95044 Lincoln, Nebraska 68509</td>
<td>(402) 471-2307</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Stephanie Eaton</td>
<td>Director</td>
<td>Council on Aging 14 Depot Street Concord, New Hampshire 03301</td>
<td>(603) 271-2751</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Jacques O'Lebel</td>
<td>Director</td>
<td>Division on Aging Department of Community Affairs 363 West State Street, CN 807 Trenton, New Jersey 08625</td>
<td>(609) 292-4833</td>
</tr>
<tr>
<td>New Mexico</td>
<td>George Ellis</td>
<td>Director</td>
<td>State Agency on Aging 224 East Palace Avenue, 4th Floor La Villa Rivera Building Santa Fe, New Mexico 87501</td>
<td>(505) 827-7640</td>
</tr>
<tr>
<td>New York</td>
<td>Eugene S. Callender</td>
<td>Director</td>
<td>New York State Office for the Aging Agency Building 2 Empire State Plaza Albany, New York 12223</td>
<td>(518) 474-573</td>
</tr>
</tbody>
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<th>Agency/Department</th>
<th>Address</th>
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<tr>
<td>North Carolina</td>
<td>Ernest B. Messer</td>
<td>Assistant Secretary</td>
<td>Division of Aging</td>
<td>708 Hillsborough Street, Suite 200, Raleigh, North Carolina 27603-1691</td>
<td>(919) 733-3983</td>
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<td>Department of Human Resources</td>
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<td></td>
<td>Larry Brewster</td>
<td>Administrator</td>
<td>Department of Human Services</td>
<td>State Capitol Building, Bismarck, North Dakota 58505 (701) 224-2310</td>
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<td></td>
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<td></td>
<td>State Capitol Building</td>
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<td></td>
<td>Joyce F. Chapple</td>
<td>Director</td>
<td>Ohio Commission on Aging</td>
<td>50 West Broad Street, 9th Floor, Columbus, Ohio 43215</td>
<td>(614) 466-5500, 01</td>
</tr>
<tr>
<td></td>
<td>Roy R. Keen</td>
<td>Programs Administrator</td>
<td>Special Unit on Aging</td>
<td>Oklahoma City, Oklahoma 73125 (405) 521-2281</td>
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<td></td>
<td>Richard Ladd</td>
<td>Administrator</td>
<td>Senior Services Division</td>
<td>313 Public Service Building, Salem, Oregon 97310 (503) 379-4728</td>
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<td>Human Resources Department</td>
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<tr>
<td></td>
<td>Gorham L. Black</td>
<td>Secretary</td>
<td>Department of Aging</td>
<td>Barlo Building, 231 State Street, Harrisburg, Pennsylvania 17101</td>
<td>(717) 783-1550</td>
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<td></td>
<td>Anna M. Tucker</td>
<td>Director</td>
<td>Department of Elderly Affairs</td>
<td>79 Washington Street, Providence, Rhode Island 02903 (401) 277-2880</td>
<td>(401) 277-2880</td>
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<td>Rev. M. L. Meadors</td>
<td>Chairman</td>
<td>Commission on Aging</td>
<td>915 Main Street, Columbia, South Carolina 29201 (803) 758-2576</td>
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<td>South Dakota</td>
<td>Mike Vogel</td>
<td>Administrator</td>
<td>Office of Adult Services and Aging</td>
<td>700 North Illinois Street, Pierre, South Dakota 57501-2291</td>
<td>(605) 773-3856</td>
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<td>Emily Wiseman</td>
<td>Director</td>
<td>Commission on Aging</td>
<td>703 Tennessee Building, Nashville, Tennessee 37219 (615) 741-2058</td>
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<td>Chris Kyker</td>
<td>Executive Director</td>
<td>Texas Department on Aging</td>
<td>Capitol Station, P.O. Box 12786, Austin, Texas 78711 (512) 475-2717</td>
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<td></td>
<td>Louise Lintz</td>
<td>Acting Director</td>
<td>Division of Aging</td>
<td>150 West North Temple, 3rd Floor, Salt Lake City, Utah 84102 (801) 533-6422</td>
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<td></td>
<td>Wilda M. Ferguson</td>
<td>Director</td>
<td>Department for the Aging</td>
<td>830 East Main Street, Suite 950, Richmond, Virginia 23219</td>
<td>(804) 786-7894</td>
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<td></td>
<td>Charles Reed</td>
<td>Director</td>
<td>Bureau of Aging and Adult Services</td>
<td>Olympia, Washington 98504 (206) 753-2502</td>
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<td>Department of Social and Health Services</td>
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<td>West Virginia</td>
<td>Philip D. Turner</td>
<td>Executive Director</td>
<td>Commission on Aging</td>
<td>State Capitol, Charleston, West Virginia 25305 (304) 348-3317</td>
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<td>Donna McDowell</td>
<td>Acting Director</td>
<td>Bureau on Aging</td>
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<td>One West Wilson Street, P.O. Box 7851</td>
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<td>E. Scott Seselons</td>
<td>Director</td>
<td>Commission on Aging</td>
<td>Hathaway Building, Cheyenne, Wyoming 82002 (307) 777-7986</td>
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<td>Tali Maas</td>
<td>Director</td>
<td>Territorial Administration on Aging</td>
<td>Government of American Samoa</td>
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<td>Pago Pago, American Samoa 96799 (written complaints only)</td>
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<tr>
<td></td>
<td>Franklin S. Cruz</td>
<td>Director</td>
<td>Office of Aging</td>
<td>Social Service Department of Public Health</td>
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<td>Government of Guam</td>
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<td>P.O. Box 2816</td>
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<tr>
<td></td>
<td>Alicia Ramirez Suarez</td>
<td>Executive Director</td>
<td>Gericulture Commission</td>
<td>Department of Social Services</td>
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<td></td>
<td>P.O. Box 11398</td>
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<tr>
<td></td>
<td>Gloria M. King</td>
<td>Executive Secretary</td>
<td>Commission on Aging</td>
<td>St. Thomas, Virgin Islands 00801 (written complaints only)</td>
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</tbody>
</table>
State Insurance Regulators

Each state has its own laws and regulations governing all types of insurance and has a commissioner or other official responsible for enforcement. If your problem is not resolved by the insurance company (keep in mind that company decisions, such as claim denials—can be appealed within the company) contact your state insurance regulator for help. Many insurance departments also provide consumer information helpful in making wise insurance buying decisions.

Alabama
W. G. Ward, Jr.
Commissioner of Insurance
64 North Union Street
Room 453
Montgomery, Alabama 36130
(205) 832-6140

Alaska
Kenneth C. Moore
Director Of Insurance
Pouch D
Juneau, Alaska 99811
(907) 465-2515

Arizona
J. Michael Low
Director of Insurance
1601 West Jefferson
Phoenix, Arizona 85007
(602) 255-4862

Arkansas
Linda N. Garner
Insurance Commissioner
400-18 University Tower Building
Little Rock, Arkansas 72204
(501) 371-1325

California
Bruce Bunner
Insurance Commissioner
600 South Commonwealth
14th Floor
Los Angeles, California 90005
(213) 736-2551

Colorado
J. Richard Barnes
Commissioner of Insurance
106 State Office Building
Denver, Colorado 80203
(303) 866-3201

Connecticut
Peter W. Gillies
Insurance Commissioner
165 Capitol Avenue
Room 425
State Office Building
Hartford, Connecticut 06106
(203) 566-2810

Delaware
David H. Elliott
Insurance Commissioner
21 The Green
Dover, Delaware 19901
(302) 736-4251

District of Columbia
Marguerite C. Stokes
Acting Superintendent of Insurance
614 H Street, N.W.
Suite 512
Washington, D.C. 20001
(202) 727-1273

Florida
Bill Gunter
Insurance Commissioner
State Capitol
Pizzt. Level 2
Tallahassee, Florida 32301
(904) 488-3440

Georgia
Johnnie Caldwell
Insurance Commissioner
West Tower Floyd
Suite 716
Veterans Memorial Building
200 Pekin Avenue, S. E.
Atlanta, Georgia 30334
(404) 656-2056

Hawaii
Susan Park
Insurance Commissioner
P.O. Box 3614
Honolulu, Hawaii 96811
(808) 548-7505

Idaho
Trent M. Woods
Director of Insurance
700 West State Street
Boise, Idaho 83720
(208) 334-2250

Illinois
James W. Schacht
Acting Director of Insurance
320 West Washington Street
Fourth Floor
Springfield, Illinois 62767
(217) 782-4515

Indiana
Don H. Miller
Commissioner of Insurance
505 State Office Building
Indianapolis, Indiana 46204
(317) 232-2386

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<th>Commissioner/Insurance Officer</th>
<th>Address/Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iowa</td>
<td>Bruce W. Foudree</td>
<td>State Office Building, G23 Ground Floor Des Moines, Iowa 50319 (515) 281-5705</td>
<td></td>
</tr>
<tr>
<td>Kansas</td>
<td>Fletcher Bell</td>
<td>420 Southwest 9th Street Topeka, Kansas 66612 (913) 296-3071</td>
<td></td>
</tr>
<tr>
<td>Kentucky</td>
<td>Daniel D. Briscoe</td>
<td>151 Ekihorn Court Frankfort, Kentucky 40601 (502) 564-3630</td>
<td></td>
</tr>
<tr>
<td>Louisiana</td>
<td>Sherman A. Bernard</td>
<td>P.O. Box 44214 Baton Rouge, Louisiana 70804 (504) 342-5328</td>
<td></td>
</tr>
<tr>
<td>Maine</td>
<td>Theodore T. Briggs</td>
<td>State House, Station #34 Augusta, Maine 04333 (207) 289-3101</td>
<td></td>
</tr>
<tr>
<td>Maryland</td>
<td>Edward J. Muhl</td>
<td>501 St. Paul Place 7th Floor South Baltimore, Maryland 21202 (301) 659-4027</td>
<td></td>
</tr>
<tr>
<td>Massachusetts</td>
<td>Peter Hiam</td>
<td>Commissioner of Insurance 100 Cambridge Street Boston, Massachusetts 02202 (617) 727-3333</td>
<td></td>
</tr>
<tr>
<td>Michigan</td>
<td>Nancy A. Baerwaldt</td>
<td>P.O. Box 30220 Lansing, Michigan 48909 (517) 373-0220</td>
<td></td>
</tr>
<tr>
<td>Minnesota</td>
<td>Reynaud L. Harp</td>
<td>Deputy Commissioner of Commerce 500 Metro Square Building Fifth Floor St. Paul, Minnesota 55101 (612) 296-6907</td>
<td></td>
</tr>
<tr>
<td>Mississippi</td>
<td>George Dale</td>
<td>Commissioner of Insurance 1804 Walter Sillers Building P.O. Box 79 Jackson, Mississippi 39205 (601) 359-3569</td>
<td></td>
</tr>
<tr>
<td>Missouri</td>
<td>C. Donald Ainsworth</td>
<td>Director of Insurance 515 East High Street P.O. Box 890 Jefferson City, Missouri 65102 (314) 751-2451</td>
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<tr>
<td>Montana</td>
<td>Elmer V. Ombolt</td>
<td>Commissioner of Insurance Mitchell Building P.O. Box 4009 Helena, Montana 59604 (406) 449-2996</td>
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<tr>
<td>Nebraska</td>
<td>Michael J. Dugan</td>
<td>Director of Insurance 301 Centennial Mall South State Office Building P.O. Box 94699 Lincoln, Nebraska 68509 (402) 471-2201</td>
<td></td>
</tr>
<tr>
<td>Nevada</td>
<td>Kevin Sullivan</td>
<td>Commissioner of Insurance Nye Building 201 South Falls Street Carson City, Nevada 89710 (702) 885-4270</td>
<td></td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Frank E. Whalad</td>
<td>Insurance Commissioner 169 Manchester Street Concord, New Hampshire 03301 (603) 271-2261</td>
<td></td>
</tr>
<tr>
<td>New Jersey</td>
<td>Joseph F. Murphy</td>
<td>Commissioner of Insurance 201 East State Street Box CN 325 Trenton, New Jersey 08625 (609) 292-5363</td>
<td></td>
</tr>
<tr>
<td>New Mexico</td>
<td>Vincente B. Jasso</td>
<td>Superintendent of Insurance PERA Building P.O. Box Drawer 1269 Santa Fe, New Mexico 87501 (505) 827-4535</td>
<td></td>
</tr>
<tr>
<td>New York</td>
<td>James P. Corcoran</td>
<td>Superintendent of Insurance Two World Trade Center New York, New York 10047 (212) 486-4124 800-342-3736 (toll free)</td>
<td></td>
</tr>
<tr>
<td>North Carolina</td>
<td>John R. Ingram</td>
<td>Commissioner of Insurance Dobbe Building P.O. Box 26387 Raleigh, North Carolina 27611 (919) 733-7343 800-882-7777 (toll free)</td>
<td></td>
</tr>
<tr>
<td>North Dakota</td>
<td>J.O. Wigen</td>
<td>Commissioner of Insurance Capitol Building, Fifth Floor Bismarck, North Dakota 58505 (701) 224-2444</td>
<td></td>
</tr>
<tr>
<td>Ohio</td>
<td>George Fabe</td>
<td>Director of Insurance 2100 Stella Court Columbus, Ohio 43215 (614) 466-3984</td>
<td></td>
</tr>
<tr>
<td>Oklahoma</td>
<td>Gerald Grimes</td>
<td>Insurance Commissioner 408 Will Rogers Memorial Building Oklahoma City, Oklahoma 73105 (405) 521-2828</td>
<td></td>
</tr>
<tr>
<td>Oregon</td>
<td>Josephine M. Driscoll</td>
<td>Insurance Commissioner 158 12th Street, N. E. Salem, Oregon 97310 (503) 378-4271</td>
<td></td>
</tr>
</tbody>
</table>

Consumers, Remember:
1. First, complain to the seller.
2. If that doesn't work, contact the company.
3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
Pennsylvania
Michael L. Browne
Commissioner of Insurance
Strawberry Square
13th Floor
Harrisburg, Pennsylvania 17120
(717) 787-5173

Rhode Island
Thomas J. Calderone, Jr.
Insurance Commissioner
100 North Main Street
Providence, Rhode Island 02903
(401) 277-2223

South Carolina
Rogers T. Smith
Chief Insurance Commissioner
2711 Middleburg Drive
P.O. Box 4067
Columbia, South Carolina 29224
(803) 758-3286

South Dakota
Susan L. Walker
Acting Director of Insurance
320 North Nicollet
Pierre, South Dakota 57501
(605) 773-3563

Tennessee
John C. Neff
Commissioner of Commerce and
Insurance
114 State Office Building
Nashville, Tennessee 37219
(615) 741-2241

Texas
Lyndon Olson, Jr.
Commission of the State Board of
Insurance
1110 San Jacinto Boulevard
Austin, Texas 78701
(512) 475-3726

Utah
Roger C. Day
Commissioner of Insurance
160 East 300 South
Salt Lake City, Utah 84111
(801) 530-6400

Vermont
George A. Chaffee
Commissioner of Banking and Insurance
State Office Building
Montpelier, Vermont 05602
(802) 828-3301

Virginia
James M. Thomson
Commissioner of Insurance
700 Jefferson Building
P.O. Box 1157
Richmond, Virginia 23209
(804) 786-3741

Washington
Dick Marquardt
Insurance Commissioner
Insurance Building AQ21
Olympia, Washington 98504
(206) 753-7301

West Virginia
Richard G. Shaw
Insurance Commissioner
2100 Washington Street, East
Charleston, West Virginia 25305
(304) 348-3386

Wisconsin
Thomas P. Fox
Commissioner of Insurance
P.O. Box 7873
Madison, Wisconsin 53707
(608) 266-3585

Wyoming
John T. Langdon
Insurance Commissioner
2424 Pioneer Avenue
Cheyenne, Wyoming 82002
(307) 777-7401

American Samoa
Lyle L. Richmond
Acting Insurance Commissioner
Office of the Governor
Pago Pago, American Samoa 96797
(written complaints only)

Guam
Jose R. Rivera
Insurance Commissioner
P.O. Box 2796
Agana, Guam 96910
(written complaints only)

Puerto Rico
Juan Antonio Garcia
Commissioner of Insurance
Old San Juan Station
P.O. Box 3508
San Juan, Puerto Rico 00904
(809) 724-6565

Virgin Islands
Julie A. Brady
Commissioner of Insurance
Office of Lieutenant Governor
P.O. Box 450
Charlotte Amalie
St. Thomas, Virgin Islands 00801
(809) 774-2991
State Utility Commissions

State utility commissions largely regulate the rates consumers pay for gas, electricity, intrastate telephone service, intrastate household goods moving, and, in some states, intrastate water and transportation rates. (Interstate rates for these utilities and services are regulated by the Federal Government.) Many state utility commissions offer complaint handling services, and will sometimes conduct investigations if numerous complaints are received on a particular utility matter.

In addition, some states have appointed utility consumer advocates who investigate consumer complaints involving utilities, represent consumers who file formal complaints with state utility commissions, investigate utility service where warranted, and represent the interests of consumers in rate proceedings of state utility commissions. To find out if your state has such an advocacy office, contact the National Association of State Utility Consumer Advocates, c/o Florida Public Counsel, Room 4, Holland Building, Tallahassee, Florida 32304, Telephone (904) 488-9330.

Consumers, Remember:
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2. If that doesn't work, contact the company.
3. After that, contact an industry dispute program; the Better Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
Consumers, Remember:

1. First, complain to the seller
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5. The last resort is a small claims court or private lawyer
STATE UTILITY COMMISSIONS

Oklahoma
Hamp Baker, Chairman
Oklahoma Corporation Commission
Jim Thorpe Office Building
Oklahoma City, Oklahoma 73105
(405) 521-2257
800-522-4154 (toll free)

Oregon
John J. Lobdell, Commissioner
Oregon Public Utility Commission
300 Labor and Industries Building
Salem, Oregon 97310
(503) 379-6666

Pennsylvania
Linda C. Paliaferro, Chairman
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pennsylvania 17120
(717) 783-1740

Rhode Island
Edward F. Burke, Chairman
Rhode Island Public Utilities Commission
100 Orange Street
Providence, Rhode Island 02903
(401) 277-3500

South Carolina
Guy Butler, Chairman
South Carolina Public Service Commission
111 Doctors Circle
Columbia, South Carolina 29211
(803) 758-3621

South Dakota
Kenneth Stofferahn, Chairman
South Dakota Public Utilities Commission
Capitol Building
Pierre, South Dakota 57501
(605) 773-3201

Tennessee
Keith Blasing, Chairman
Tennessee Public Service Commission
C1-100 Cordell Hull Building
Nashville, Tennessee 37219
(615) 741-3126

Texas
Alan R. Erwin, Chairman
Texas Public Utility Commission
7800 Shoal Creek Boulevard, Suite 400N
Austin, Texas 78757
(512) 458-0100

Utah
Brant H. Cameron, Chairman
Utah Public Service Commission
Heber M. Wells Building
160 East 300 South Street
P.O. Box 5002
Salt Lake City, Utah 84110
(801) 530-6716

Vermont
V. Louise McCarren, Chairman
Vermont Public Service Board
120 State Street
State Office Building
Montpelier, Vermont 05602
(802) 228-2319

Virginia
Preston C. Shannon, Chairman
Virginia State Corporation Commission
Jefferson Building
P.O. Box 1197
Richmond, Virginia 23299
(804) 786-3608

Washington
Robert W. Bratton, Chairman
Washington Utilities and Transportation Commission
Highways-Licenses Building
Olympia, Washington 98504
(206) 753-6423

West Virginia
E. Dandridge McDonald, Chairman
West Virginia Public Service Commission
Room E-217, Capitol Building
Charleston, West Virginia 25305
(304) 348-2182

Wisconsin
Ness Flores, Chairman
Wisconsin Public Service Commission
432 Hill Farms State Office Building
P.O. Box 7854
Madison, Wisconsin 53707
(608) 266-1241

Wyoming
John R. Smyth, Chairman
Wyoming Public Service Commission
Capitol Hill Building
320 West 25th Street
Cheyenne, Wyoming 82002
(307) 777-7427

Guam
Galo E. Camacho, Chairman
Guam Public Utilities Commission
Ada Plaza Center, Suite 201
173 West Aspinall Avenue
Agana, Guam 96910
(671) 477-7220

Puerto Rico
Miguel Fabre, Chairman
Puerto Rico Public Service Commission
P.O. Box-Call Box CP
Hato Rey, Puerto Rico 00919
(809) 751-5030

Virgin Islands
Alfred B. Hayes, Chairman
Virgin Islands Public Services Commission
P.O. Box 40
Charlotte Amalie, St. Thomas
Virgin Islands 00801
(809) 776-1251
Weights and measures offices enforce weights and measures laws and regulations to ensure that commercial transactions are fair and accurate. These offices check the weights of packaged products and the accuracy of weighing and measuring devices such as supermarket scales, gasoline pumps, taxicab meters, and rental car odometers.

Contact your weights and measures office if you believe you have purchased a short-weight package or think a weighing or measuring device is inaccurate. The following offices are part of state governments. It is possible that your county or city also has a weights and measurements office. Local offices can often be located in the city or county government sections of your telephone directory under headings such as "weights and measures," "standards," "consumer protection," or "consumer affairs."

Alabama
E. Stagg, Director
Weights and Measures Division
Alabama Department of Agriculture
P.O. Box 3336
Montgomery, Alabama 36193
(205) 832-6766

Alaska
Charles D. Tandy, Jr., Chief
Weights and Measures Section
Department of Commerce and Economic Development
P.O. Box 11-1686
Anchorage, Alaska 99511
(907) 345-3886

Arizona
Patricia Fullinwider, Chief
Arizona Weights and Measures Division
Department of Administration
3035 West Indian School Road
Phoenix, Arizona 85017
(602) 255-5211

Arkansas
Sam F. Hindsman, Director
Division of Weights and Measures
Department of Commerce
4608 West 61st Street
Little Rock, Arkansas 72209
(501) 371-1759

California
Ezeo F. Delrio, Assistant Director
Division of Measurement Standards
California Department of Food and Agriculture
8500 Fruitridge Road
Sacramento, California 95826
(916) 366-5119

Colorado
Leo Lolley, Chief
Weights and Measures Section
Department of Agriculture
3125 Wyandot
Denver, Colorado 80211
(303) 866-2845

Connecticut
Allan M. Nelson, Chief
Weights and Measures Division
Department of Consumer Protection
State Office Building, Room G-17
Hartford, Connecticut 06106
(203) 566-5230

Delaware
Eugene Keeley, Supervisor
Office of Weights and Measures
Department of Agriculture
Dover, Delaware 19901
(302) 736-4824

District of Columbia
Earl E. Maxwell, Chief
Department of License, Investigation and Inspection
Weights, Measures and Markets Division
1110 U Street, S.E.
Washington, D.C. 20020
(202) 767-7923 ext. 923

Florida
Stanley J. Darsey, Chief
Bureau of Weights and Measures
Department of Agriculture and Consumer Services
3125 Concourse Boulevard/Lab Complex
Tallahassee, Florida 32301
(904) 488-9140

Georgia
Thomas E. Kirby, Director
Weights and Measures Laboratory
Atlanta Farmers Market
Forest Park, Georgia 30305
(404) 363-7611

Hawaii
George E. Mattimore
Deputy Director of Measurement Standards
Department of Agriculture
P.O. Box 22159
Honolulu, Hawaii 96822
(808) 548-7152

Idaho
Lyman D. Holloway, Chief
Bureau of Weights and Measures
Department of Agriculture
2216 Kellogg Lane
Boise, Idaho 83702
(208) 334-2345

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# State Weights and Measures Offices

**Illinois**
Sidney A. Colbrook, Weights and Measures Program Manager
Bureau of Product Inspection and Standards
Department of Agriculture
Emerson Building, State Fairground
Springfield, Illinois 62706
(217) 785-8312

**Indiana**
Robert W. Walker, Director of Weights and Measures
State Board of Health
1330 West Michigan Street
Indianapolis, Indiana 46206
(317) 633-0350

**Iowa**
James O'Connor, Supervisor
Weights and Measures Division
Department of Agriculture
Henry A. Wallace Building
Des Moines, Iowa 50319
(515) 281-5716

**Kansas**
John L. O'Neill, State Sealer and Director
Weights and Measures Division
Kansas State Board of Agriculture
2016 West 37th Street
P.O. Box 5516
Topeka, Kansas 66605
(913) 267-4641

**Kentucky**
Charles L. Prebble, Director
Division of Weights and Measures
Department of Agriculture
106 West Second Street
Frankfort, Kentucky 40601
(502) 564-4870

**Louisiana**
Philip A. Stagg, Director
Louisiana Weights and Measures
P.O. Box 44456, Capitol Station
Baton Rouge, Louisiana 70804
(504) 925-3780

**Maine**
Gaylon Kennedy, Deputy State Sealer
Bureau of Weights and Measures
Department of Agriculture, Food, and Rural Resources
Office Building, Station 28
Augusta, Maine 04333
(207) 289-3841

**Maryland**
Richard L. Thompson, Chief
Weights and Measures Section
Department of Agriculture
50 Harry S. Truman Parkway
Annapolis, Maryland 21401
(301) 841-5790

**Massachusetts**
Charles H. Carroll, Supervising Inspector
Massachusetts Division of Standards
One Ashburton Place
Boston, Massachusetts 02108
(617) 727-3480

**Michigan**
Edward Heffron, Chief
Food and Dairy Division
Department of Agriculture
Lewis Cass Building, Box 30017
Lansing, Michigan 48909
(517) 373-1060

**Minnesota**
Edward Skuzacek, Director
Division of Weights and Measures
Minnesota Station
Department of Public Service
1015 Currie Avenue
Minneapolis, Minnesota 55403
(612) 341-7200 ext. 7205

**Mississippi**
James H. Spencer, Director
Consumer Protection Division
Department of Agriculture
1601 Walter Sillers Building
P.O. Box 1609
Jackson, Mississippi 35205
(601) 359-3648

**Missouri**
Leslie M. Greiner, Director
Weights and Measures Division
Department of Agriculture
P.O. Box 630
Jefferson City, Missouri 65102
(314) 751-4278

**Montana**
Gary L. Delano, Administrator
Division of Business and Professional Licensing
Bureau of Weights and Measures
Department of Commerce
1434 9th Avenue
Helena, Montana 59620
(406) 449-3163 ext. 6

**Nebraska**
Steven A. Malone, Director
Division of Weights and Measures
Department of Agriculture
301 Centennial Mall South, 4th Floor
P.O. Box 94947
Lincoln, Nebraska 68509
(402) 741-2341

**New Hampshire**
Roy Howard, Director
Bureau of Weights and Measures
Department of Agriculture
85 Manchester Street, Park Plaza
Concord, New Hampshire 03301
(603) 271-3700

**New Jersey**
Thomas W. Kelly
State Superintendent
State Office of Weights and Measures
187 West Hanover Street
Trenton, New Jersey 08625
(609) 292-4615

**New Mexico**
Fred A. Gerk, Chief
Standards and Consumer Services
Department of Agriculture
P.O. Box 3170
Las Cruces, New Mexico 88003
(505) 646-1616

**New York**
John J. Bartfai, Director
Bureau of Weights and Measures
Department of Agriculture
Building 7-A, State Campus
Albany, New York 12235
(518) 457-3452

**North Carolina**
David N. Smith, Director
Consumer Standards Division
Department of Agriculture
P.O. Box 28056
Raleigh, North Carolina 27611
(919) 733-3313

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---
North Dakota
Bruce Niebergall, Director
Department of Weights and Measures
State Capitol
Bismarck, North Dakota 58505
(701) 224-2400

Ohio
Bruce Litzenburg, Chief
Division of Weights and Measures
Department of Agriculture
8995 East Main Street
Reynoldsburg, Ohio 43068
(614) 866-6361 ext. 230

Oklahoma
H. H. Latham, Supervisor
Regulatory Section
Oklahoma State Department of Agriculture
122 Capitol Building
Oklahoma City, Oklahoma 73105
(405) 751-0647

Oregon
Kendrick J. Simila, Administrator
Weights and Measures Division
Department of Agriculture
655 Capitol Street, N.E.
Salem, Oregon 97310
(503) 378-3792

Pennsylvania
Fred A. Thomas, Director
Bureau of Standard Weights and Measures
Department of Agriculture
2301 North Cameron Street
Harrisburg, Pennsylvania 17110
(717) 787-6772

Rhode Island
Anthony Pelliccio, Administrator
Mercantile — Weights and Measures Division
Department of Labor
386 Central Avenue
Pawtucket, Rhode Island 02860
(401) 277-2758

South Carolina
Charles T. Smith, Director
Consumer Services Division
Department of Agriculture
P.O. Box 12863
Columbia, South Carolina 29211
(803) 758-7478

South Dakota
Barbara K. Boddicker, Director
Division of Commercial Inspection and Regulation
Department of Commerce
State Capitol
Pierre, South Dakota 57501
(605) 773-3697

Tennessee
Dale Wilkinson, Director
Marketing Division
Department of Agriculture
Box 40627, Melrose Station
Nashville, Tennessee 37204
(615) 360-0160

Texas
Charles E. Forester, Supervisor of Weights and Measures
Department of Agriculture
Box 12847, Stephen F. Austin Building
Austin, Texas 78711
(512) 475-6577

Utah
Edison J. Stephens
Supervisor of Weights and Measures
State Department of Agriculture
350 North Redwood Road
Salt Lake City, Utah 84116
(801) 533-5459 ext. 5964

Vermont
Trafford F. Brink, Director
Division of Weights and Measures and Retail Inspection
Department of Agriculture
116 State Street
Montpelier, Vermont 05602
(802) 828-2436

Virginia
James F. Lyles, Supervisor
Weights and Measures Section
Department of Agriculture and Consumer Services
P.O. Box 11363, Room 403
Richmond, Virginia 23209
(804) 786-2475

Washington
Gunnar Magnuson, Chief
Weights and Measures Section
Dairy and Food Division
Department of Agriculture
406 General Administration Building
Olympia, Washington 98504
(206) 753-5059

West Virginia
Kenneth S. Butcher, Director
Division of Consumer Protection
Department of Labor
1900 Washington Street, East Capitol Complex
Charleston, West Virginia 25303
(304) 348-7890

Wisconsin
Robert W. Probst, Director
Bureau of Weights and Measures
Wisconsin Department of Agriculture
Trade and Consumer Protection
801 West Badger Road
Box 8911
Madison, Wisconsin 53708
(608) 266-7241

Wyoming
William W. Hovey, Manager
Consumer/Compliance Division
Department of Agriculture
2219 Carey Avenue
Cheyenne, Wyoming 82002
(307) 777-8591

Puerto Rico
Maria A. Maldonado
Assistant Secretary
Bureau of Enforcement
Department of Consumer Affairs
P.O. Box 41059, Minillas Station
San Juan, Puerto Rico 00940
(809) 726-7585

Virgin Islands
Helen I. Joseph, Director
Consumer Services Administration
Golden Rock Shopping Center
Christiansted
St. Croix, Virgin Islands 00820
(809) 773-2226

Puerto Rico
Selected Federal Agencies

The following is a list of Federal agencies that handle major areas of consumer complaints and information. In some cases, you are encouraged to contact the nearest office of the agency before the headquarters office. When that occurs, the listing will give you information on how to do so. If you are unsure about which Federal agency to contact, refer to the index under the topic heading most closely describing your area of concern. The index will give you the agency to contact as well as other sources of assistance listed in this book.

**ACTION**

Office of Communications
ACTION
806 Connecticut Avenue, N.W., Room 300
Washington, D.C. 20525
(202) 634-9282

Administrative Conference of the United States
Public Information Officer
Administrative Conference of the United States
2120 L Street, N.W., Room 500
Washington, D.C. 20037
(202) 254-7065

AMTRAK
Customer Relations
AMTRAK
P.O. Box 2709
Washington, D.C. 20013
(202) 363-2121

Civil Aeronautics Board
Office of Congressional, Community, and Consumer Affairs
Civil Aeronautics Board
Washington, D.C. 20428
(202) 673-6047

Commission on Civil Rights
Assistant Staff Director
Commission on Civil Rights
1121 Vermont Avenue, N.W.
Room 500
Washington, D.C. 20425
(202) 254-6345

Commodity Futures Trading Commission
Office of Governmental Affairs
Commodity Futures Trading Commission
"1 K Street, N.W.
Washington, D.C. 20581
(202) 254-6090

Consumer Product Safety Commission
Look in your telephone directory under "U.S. Government, Consumer Product Safety Commission." If it does not appear, contact the Federal Information Center (FIC) nearest you. (See page 91). If the FIC is unable to help you, contact

Office of the Secretary
Consumer Product Safety Commission
Washington, D.C. 20207
(202) 483-8800 (District of Columbia)
800-638-2772 (toll free elsewhere)

Department of Agriculture
Agricultural Marketing Service
Department of Agriculture
Washington, D.C. 20250
(202) 447-7589

Animal Care Staff
Veterinary Services, APHIS
Department of Agriculture
Federal Building, Room 764
6505 Belcrest Road
Hyattsville, Maryland 20782
(301) 436-7833

Cooperative Extension Service
Consult county or city government listing in your local telephone directory for the number of the County Cooperative Extension Service office.

Farmers Home Administration
Department of Agriculture
Washington, D.C. 20250
(202) 447-4323

Federal Crop Insurance Corporation
Department of Agriculture
South Building
Washington, D.C. 20250
(202) 447-3247

Food and Nutrition Service
Department of Agriculture
Room 512
3101 Park Office Center Drive
Alexandria, Virginia 22302
(703) 755-3278

Meat and Poultry Hotline
Food Safety and Inspection Service
Department of Agriculture
Washington, D.C. 20250
(202) 472-4485

Office of the Consumer Advisor
Department of Agriculture
Administration Building
Washington, D.C. 20250
(202) 382-9681

Department of Commerce
Commissioner of Patents and Trademarks
Department of Commerce
Washington, D.C. 20231
(703) 557-3428

Office of Consumer Affairs
Room 5725
Department of Commerce
Washington, D.C. 20230
(202) 377-5001

Office of the Solicitor
Patent and Trademark Office
Department of Commerce
Washington, D.C. 20231
(703) 557-3525

Consumers, Remember:

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SELECTED FEDERAL AGENCIES

Office of Utilization Research
National Marine Fisheries Service
Department of Commerce
Washington, D.C. 20235
(202) 834-7458

Office of Weights and Measures
National Bureau of Standards
Department of Commerce
Washington, D.C. 20234
(301) 921-2401

Department of Education
Clearing House on the Handicapped
Department of Education
330 C Street, S.W.
Mail Stop 2319
Washington, D.C. 20202
(202) 245-0080

Federal Student Financial Aid Program
Department of Education
Department CY184
Pueblo, Colorado 81009
800-462-4642 (toll free-Pennsylvania)
800-638-6700 (toll free-Maryland)
800-838-6700 (toll free—Alaska)
(202) 245-0080

Office of Public Participation and Special Concerns
Department of Education
400 Maryland Avenue, S.W.
Reporters Building, Room 505
Washington, D.C. 20202
(202) 447-9043

Department of Energy
Conservation and Renewable Energy
Inquiry and Referral Service
(phone only)
800-462-4983 (toll free—New Jersey)
800-523-2929 (toll free—continental U.S.)
800-333-3071 (toll free—Alaska and Hawaii)
(202) 755-8182

Consumer Inquiries, Weatherization Assistance
Office of Conservation and Renewable Energy
Department of Energy
Washington, D.C. 20585
(202) 252-2207

Office of Consumer Affairs
Department of Energy
Washington, D.C. 20585
(202) 252-5937

Manager
Technical Information Center
P.O. Box 62
Oak Ridge, Tennessee 37830

(202) 447-2222 (District of Columbia)
800-363-6779 (toll free elsewhere)

Department of Health and Human Services
AIDS Hotline
(202) 447-2222 (District of Columbia)
800-363-6779 (toll free elsewhere)

Public Inquiries
Administration on Aging
Department of Health and Human Services
Washington, D.C. 20201
(202) 245-2158

Cancer Hotline
(202) 363-5700 (District of Columbia)
(808) 524-1234 (Hawaii)
(212) 794-7982 (New York City)
800-538-0870 (toll free—Alaska)
800-4-CANCER (toll free elsewhere)

Centers for Disease Control
Atlanta, Georgia 30333

Division of Long-Term Care
Health Care Financing Administration
Department of Health and Human Services
1549 Wynns Oak Avenue
Dogwood East Building
Baltimore, Maryland 21207
(301) 594-3542

Food and Drug Administration
Look up in your telephone directory under "U.S. Government, Health and Human Services Department, Food and Drug Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Consumer Affairs and Small Business Staff (HFO-22)
Food and Drug Administration
Department of Health and Human Services
5600 Fishers Lane, Room 19-55
Rockville, Maryland 20857
(301) 443-4168

Handicapped Infants Hotline
(202) 863-0100 (District of Columbia)
800-363-1019 (toll free elsewhere)

Health Care Financing Administration
Department of Health and Human Services
6326 Security Boulevard
Baltimore, Maryland 21207
(301) 504-9086
(301) 504-9018 TTY for the deaf

Health Maintenance Organizations
Division of Private Sector in Medicare
Room 17A55, Parklawn Building
6326 Security Boulevard
Baltimore, Maryland 20857
(301) 443-2778

Healthy Mothers, Healthy Babies Coalition
U.S. Public Health Service
Room 722-H, Hubert Humphrey Building
200 Independence Avenue, S.W.
Washington, D.C. 20201
(202) 245-6867

Inspector General’s Hotline
(202) 472-4222 (District of Columbia)
800-363-5779 (toll free elsewhere)

National Center on Child Abuse and Neglect
P.O. Box 1182
Washington, D.C. 20013
(202) 245-2640

National Health Information Clearinghouse
Suite 600
155 Wilson Boulevard
Rosslyn, Virginia 22209
(703) 522-2590 (District of Columbia)
800-338-4797 (toll free elsewhere)

Office of Child Support Enforcement
Department of Health and Human Services
610 Executive Boulevard
Rockville, Maryland 20852
(301) 443-4442

Office of Program Operations
Office for Civil Rights
Department of Health and Human Services
Washington, D.C. 20201
(202) 245-6118

President’s Council on Physical Fitness and Sports
Room 300, Donohoe Building
400 6th Street, S.W.
Washington, D.C. 20201
(202) 272-3430

Runaway Hotline
800-621-4000 (toll free)

Second Surgical Opinion Program
Department of Health and Human Services
Hubert Humphrey Building, Room 313H
Washington, D.C. 20201
800-482-6503 (toll free—Maryland)
800-638-6833 (toll free elsewhere)

Social Security Administration
Look up in your telephone directory under "U.S. Government, Health and Human Services Department, Social Security Administration."

Department of Housing and Urban Development
Mobile Home Standards Division
Department of Housing and Urban Development
451 7th Street, S.W., Room 3234
Washington, D.C. 20410
(202) 755-6590

Office of Fair Housing and Equal Opportunity
Department of Housing and Urban Development
451 7th Street, S.W., Room 5100
Washington, D.C. 20410
(202) 755-7252 (District of Columbia)
800-424-6600 (toll free elsewhere)

Office of Interstate Land Sales
Department of Housing and Urban Development
451 7th Street, S.W., Room 4108
Washington, D.C. 20410
(202) 755-6812

81
Consumers, Remember:
1. First, complain to the seller.
2. If it doesn't work, contact the company.
3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office.
4. Finally, contact a trade association or Federal agency as listed in a index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.

Department of Justice
Antitrust Division
Look in your telephone directory under "U.S. Government, Department of Justice, Antitrust Division." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Office of Consumer Litigation
Civil Division
Department of Justice
Washington, D.C. 20530
(202) 724-6786

Civil Rights Division
Look in your telephone directory under "U.S. Government, Department of Justice, Civil Rights Division." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Civil Rights Division
Department of Justice
Main Justice Building
Washington, D.C. 20530
(202) 633-3847

International Division
Drug Enforcement Administration
Look in your telephone directory under "U.S. Government, Department of Justice, Drug Enforcement Division." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Drug Enforcement Administration
Department of Justice
400 6th Street, S.W.
Room 2558
Washington, D.C. 20024
(202) 633-1000

Immigration and Naturalization Service
Look in your telephone directory under "U.S. Government, Department of Justice, Immigration and Naturalization Service." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Immigration and Naturalization Service
Department of Justice
25 E Street, N.W.
Washington, D.C. 20538
(202) 724-7796

Department of Labor
General Inquiries
Coordinator of Consumer Affairs
Department of Labor
Room S-1032
Washington, D.C. 20210
(202) 523-6060

Employment and Training Administration
Look in your telephone directory under U.S. Government, Department of Labor, Employment and Training Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Director, Office of Public Affairs
Employment and Training Administration
Department of Labor
601 D Street, N.W., Room 10418
Washington, D.C. 20530
(202) 376-6270

Employment Standards Administration
Look in your telephone directory under "U.S. Government, Department of Labor, Employment Standards Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Office of Information and Consumer Services
Employment Standards Administration
Department of Labor
Washington, D.C. 20210
(202) 523-8743

Labor Management Services Administration
Look in your telephone directory under "U.S. Government, Department of Labor, Labor Management Services Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Office of Information
Labor Management Services Administration
Department of Labor
Washington, D.C. 20210
(202) 523-7408

Mine Safety and Health Administration
Look in your telephone directory under "U.S. Government, Department of Labor, Mine Safety and Health Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Director, Office of Public Affairs
Mine Safety and Health Administration
Department of Labor
Baalston Towers #3
Arlington, Virginia 22203
(703) 235-1452

Occupational Safety and Health Administration
Look in your telephone directory under "U.S. Government, Department of Labor, Occupational Safety and Health Administration." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:

Office of Information
Occupational Safety and Health Administration
Department of Labor
Washington, D.C. 20210
(202) 523-8151

Veterans' Employment and Training Office of the Assistant Secretary for Veterans' Employment and Training Department of Labor
Room S-1315
Washington, D.C. 20210
(202) 523-9116
Consumers, Remember:

1. First, complain to the seller
2. If that doesn't work, contact the company
3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics
5. The last resort is small claims court or private lawyer

Director, Consumer Examinations
Comptroller of the Currency
Department of the Treasury
480 L'Enfant Plaza, S.W.
Washington, D.C. 20219
(202) 447-1600

Internal Revenue Service
Look in your telephone directory under "U.S. Government, Department of the Treasury, Internal Revenue Service." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Office of Inspection and Control
United States Customs Service
Department of the Treasury
1301 Constitution Avenue, N.W.
Washington, D.C. 20229
(202) 666-8157

Environmental Protection Agency
Office of Emergency and Remedial Response
Environmental Protection Agency
Washington, D.C. 20460
(202) 382-7917

Emission Control Standards
Office of Mobile Source Air Pollution Control
Environmental Protection Agency
Washington, D.C. 20460
(202) 382-7645

Office of Public Affairs
Environmental Protection Agency
Washington, D.C. 20460
(202) 382-4355

Public Inquiries Center
Environmental Protection Agency
Washington, D.C. 20460
(202) 382-7550

Toxic Substances Control Act (TSCA) Assistance Office (phone only)
(202) 554-1404 (District of Columbia)
800-424-9065 (toll free elsewhere)

Equal Employment Opportunity Commission
Look in your telephone directory under "U.S. Government Equal Employment Opportunity Commission." If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, contact or call:
Office of Program Operations
Equal Employment Opportunity Commission
Washington, D.C. 20506
(202) 634-6831
SELECTED FEDERAL AGENCIES

Federal Communications Commission
Consumer Assistance and Small Business Office
Federal Communications Commission
1919 M Street, N.W., Room 252
Washington, D.C. 20554
(202) 632-7000

For complaints about radio, TV or telephone interference:
Look in your telephone directory under “U.S. Government, Federal Communications Commission.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call the office listed above.

Federal Deposit Insurance Corporation

Look in your telephone directory under “U.S. Government, Federal Deposit Insurance Corporation.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Office of Consumer Programs
Federal Deposit Insurance Corporation
550 17th Street, N.W.
Washington, D.C. 20429
(202) 389-4353 (District of Columbia)
800-424-5488 (toll free elsewhere)

Office of Disaster Assistance Programs

Look in your telephone directory under U.S. Government, Federal Emergency Management Agency. If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Office of Disaster Assistance Programs
Federal Emergency Management Agency
Washington, D.C. 20472
(202) 287-0550

Emergency Preparedness, self-protection:
Look in your telephone directory under U.S. Government, Federal Emergency Management Agency. If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Office of Public Affairs
Federal Emergency Management Agency
Washington, D.C. 20472
(202) 287-0330

U.S. Fire Administration
Federal Emergency Management Agency
National Emergency Training Center
16825 S. Seton Avenue
Emmitsburg, Maryland 21727
(301) 705-6060 or 6180

General Services Administration

Look in your telephone directory under “U.S. Government, General Services Administration.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91).

Federal Energy Regulatory Commission

Division of Intergovernmental Affairs
Federal Energy Regulatory Commission
825 North Capitol Street, N.E., Room 9200
Washington, D.C. 20426
(202) 357-8392

Federal Home Loan Bank Board

Look in your telephone directory under “U.S. Government, Federal Home Loan Bank Board, Office of Examination and Supervision.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Department of Consumer and Civil Rights
Office of Community Investment
Federal Home Loan Bank Board
1700 G Street, N.W., Fifth Floor
Washington, D.C. 20552
(202) 377-6211

Federal Maritime Commission

Office of Informal Inquiries and Complaints
Federal Maritime Commission
1100 L Street, N.W.
Washington, D.C. 20573
(202) 523-5807

Federal Reserve System, Board of Governors of the

Look in your telephone directory under “U.S. Government, Federal Reserve System, Board of Governors of the.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Correspondence Office
Federal Reserve System
6th and Pennsylvania Avenue, N.W.
Room 701
Washington, D.C. 20550
(202) 523-3567

National Consumer Cooperative Bank

Information Officer
National Consumer Cooperative Bank
1630 Connecticut Avenue, N.W.
Washington, D.C. 20009
(202) 745-4757 (District of Columbia)
800-424-2481 (toll free elsewhere)

National Credit Union Administration

Look in your telephone directory under “U.S. Government, National Credit Union Administration.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
National Credit Union Administration
1776 G Street, N.W.
Washington, D.C. 20456
(202) 357-1000

National Labor Relations Board

Office of the Executive Secretary
National Labor Relations Board
Room 701
1717 Pennsylvania Avenue, N.W.
Washington, D.C. 20570
(202) 254-9430

National Transportation Safety Board

National Transportation Safety Board
800 Independence Avenue, S.W.
Room 808
Washington, D.C. 20594
(202) 382-6606

Government Printing Office

Government Publications
Superintendent of Documents
Publications Service Section
Government Printing Office
Washington, D.C. 20401
(202) 275-3050

Subscriptions
Superintendent of Documents
Subscription Research Section
Government Printing Office
Washington, D.C. 20402
(202) 275-3054

International Trade Commission

International Trade Commission
701 E Street, N.W., Room 156
Washington, D.C. 20436
(202) 523-0161

Interstate Commerce Commission

Office of Compliance and Consumer Assistance
Interstate Commerce Commission
Washington, D.C. 20423
(202) 275-7148

Government, General Services Administration.

Look in your telephone directory under “U.S. Government, General Services Administration.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
National Credit Union Administration
1776 G Street, N.W.
Washington, D.C. 20456
(202) 357-1000


Look in your telephone directory under “U.S. Government, Federal Emergency Management Agency.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Federal Emergency Management Agency
550 17th Street, N.W.
Washington, D.C. 20429
(202) 389-4353 (District of Columbia)
800-424-5488 (toll free elsewhere)

Government, Federal Deposit Insurance Corporation.

Look in your telephone directory under “U.S. Government, Federal Deposit Insurance Corporation.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, write or call:
Federal Deposit Insurance Corporation
550 17th Street, N.W.
Washington, D.C. 20429
(202) 389-4353 (District of Columbia)
800-424-5488 (toll free elsewhere)
Selected Federal Agencies

Nuclear Regulatory Commission
Office of Public Affairs
Nuclear Regulatory Commission
Washington, D.C. 20555
(301) 492-7715

Office of the Federal Register
National Archives and Record Service
Office of the Federal Register
Washington, D.C. 20408
(202) 523-5240

Pension Benefit Guaranty Corporation
Suite 700
2020 K Street, N.W.
Washington, D.C. 20006
(202) 254-4817

Postal Rate Commission
Office of the Consumer Advocate
Postal Rate Commission
Washington, D.C. 20268
(202) 254-3640

President's Committee on Employment of the Handicapped
Public Relations Office
President's Committee on Employment of the Handicapped
1111 20th Street, N.W.
Washington, D.C. 20036
(202) 653-5044

Railroad Retirement Board
425 13th Street, N.W., Room 622
Washington, D.C. 20004
(202) 724-0894 (between 9:00 a.m. and 3:30 p.m. Eastern time)

Securities and Exchange Commission
Office of Consumer Affairs and Information Services
Securities and Exchange Commission
450 5th Street, N.W.
Washington, D.C. 20549
(202) 272-7440

Small Business Administration
Office of Consumer Affairs
Small Business Administration
1441 L Street, N.W., Room 503-D
Washington, D.C. 20418
(202) 553-6076

Tennessee Valley Authority
Citizen Action Office
Tennessee Valley Authority
West Summit Hill Drive
Knoxville, Tennessee 37902
(815) 632-4402
800-362-8250 (toll free—Tennessee)
800-251-8242 (toll free—Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, Virginia)

United States Postal Service
Chief Postal Inspector
United States Postal Service
Washington, D.C. 20260
(202) 245-5445

For the consumer's convenience, all Postal Offices and mail carriers have postage-free Consumer Service Cards available for reporting mail problems and submitting comments and suggestions. If the problem cannot be resolved using the Consumer Service Card or through direct contact with the local Post Office, then contact:

Consumer Advocate
United States Postal Service
Washington, D.C. 20260
(202) 245-4514

Veterans Administration
Look in your telephone directory under “U.S. Government, Veterans Administration (VA) for the nearest VA Regional Office or VA Medical Center.” If it does not appear, contact the Federal Information Center (FIC) nearest you (see page 91). If the FIC is unable to help you, contact:

Consumer Affairs Staff
Veterans Administration
Washington, D.C. 20420
(202) 369-2843

Department of Memorial Affairs
Cemetery Service
Veterans Administration
Washington, D.C. 20420
(202) 275-1459

Department of Memorial Affairs
Monuments Service
Veterans Administration
Washington, D.C. 20420
(202) 275-1493

For information about VA medical care, contact any VA facility (consult your telephone directory for care facility serving your area) or contact:

The Inquiries Unit (101B3)
Veterans Administration
Washington, D.C. 20420
(202) 369-3014

Veterans Assistance Service
Veterans Administration
Washington, D.C. 20420
(202) 369-2567
# Federal Information Centers

If you have questions about any service or agency in the Federal Government, you may want to call the Federal Information Center (FIC) nearest you for a free call or minimum long-distance charge. FICs are prepared to help consumers find needed information or locate the right agency for help with problems.

<table>
<thead>
<tr>
<th>State</th>
<th>City and Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Birmingham (205) 322-8591 Mobile (205) 439-1421</td>
</tr>
<tr>
<td>Alaska</td>
<td>Anchorage (907) 271-3650</td>
</tr>
<tr>
<td>Arizona</td>
<td>Phoenix (602) 261-3313</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Little Rock (501) 378-8177</td>
</tr>
<tr>
<td>California</td>
<td>Los Angeles (213) 688-3800 Sacrament (916) 440-3344 San Diego (818) 293-8030 San Francisco (415) 556-6600 Santa Ana (714) 836-2386</td>
</tr>
<tr>
<td>Colorado</td>
<td>Colorado Springs (303) 471-9491 Denver (303) 234-7181 Pueblo (303) 544-9523</td>
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<tr>
<td>Connecticut</td>
<td>Hartford (203) 527-2617 New Haven (203) 624-4720</td>
</tr>
<tr>
<td>Florida</td>
<td>Ft. Lauderdale (305) 522-8531 Jacksonville (904) 354-4756 Miami (305) 392-4155 Orlando (305) 952-1800 St. Petersburg (813) 893-3495 Tampa (813) 229-7911 West Palm Beach (305) 833-7565</td>
</tr>
<tr>
<td>Hawaii</td>
<td>Honolulu (808) 546-6620</td>
</tr>
<tr>
<td>Illinois</td>
<td>Chicago (312) 353-4242</td>
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<tr>
<td>Indiana</td>
<td>Gary (219) 883-4110 Indianapolis (317) 269-7373</td>
</tr>
<tr>
<td>Iowa</td>
<td>From any Iowa location 800-532-1558 (toll free)</td>
</tr>
<tr>
<td>Kansas</td>
<td>From any Kansas location 800-432-2834 (toll free)</td>
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<tr>
<td>Kentucky</td>
<td>Louisville (502) 582-6261</td>
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<tr>
<td>Louisiana</td>
<td>New Orleans (504) 569-5696</td>
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<tr>
<td>Maryland</td>
<td>Baltimore (301) 962-4980</td>
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<tr>
<td>Massachusetts</td>
<td>Boston (617) 223-7121</td>
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<tr>
<td>Michigan</td>
<td>Detroit (313) 226-7016 Grand Rapids (616) 451-2628</td>
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<tr>
<td>Minnesota</td>
<td>Minneapolis (612) 349-5333</td>
</tr>
<tr>
<td>Missouri</td>
<td>St. Louis (314) 425-410 From other Missouri locations 800-392-7711 (toll free)</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Omaha (402) 221-3353 From other Nebraska locations 800-642-8383 (toll free)</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Newark (201) 645-3600 Trenton (609) 399-4400</td>
</tr>
<tr>
<td>New Mexico</td>
<td>Albuquerque (505) 736-3091</td>
</tr>
<tr>
<td>New York</td>
<td>Albany (518) 463-4421 Buffalo (716) 845-4010 New York (212) 264-4464 Rochester (716) 548-5075 Syracuse (315) 476-8545</td>
</tr>
<tr>
<td>North Carolina</td>
<td>Charlotte (704) 376-3600</td>
</tr>
<tr>
<td>Ohio</td>
<td>Akron (216) 375-5638 Cincinnati (513) 884-2801 Cleveland (216) 522-4040 Columbus (614) 221-1014 Dayton (513) 223-7377 Toledo (419) 241-3223</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>Oklahoma City (405) 231-4868 Tulsa (918) 564-4193</td>
</tr>
<tr>
<td>Oregon</td>
<td>Portland (503) 221-2222</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Philadelphia (215) 597-7042 Pittsburgh (412) 844-3456</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Providence (401) 331-5565</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Chattanooga (615) 285-8231 Memphis (301) 521-3285 Nashville (615) 242-5056</td>
</tr>
<tr>
<td>Texas</td>
<td>Austin (512) 472-5494 Dallas (214) 767-8585 Fort Worth (817) 334-3624 Houston (713) 229-2552 San Antonio (512) 224-4471</td>
</tr>
<tr>
<td>Utah</td>
<td>Salt Lake City (801) 524-5353</td>
</tr>
<tr>
<td>Virginia</td>
<td>Norfolk (804) 441-3101 Richmond (804) 643-4928 Roanoke (703) 982-8591</td>
</tr>
<tr>
<td>Washington</td>
<td>Seattle (206) 442-0570 Tacoma (206) 383-5230</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Milwaukee (414) 271-2273</td>
</tr>
</tbody>
</table>
Services for Handicapped Persons

Operator Services

Hearing and speech impaired people who use a Telecommunications Device for the Deaf (known as TDD or TTY) can get help with calls made from a TDD to a TTY by using the following service:

TDD/TTY Operator Services
800-855-1155 (toll free)

The TDD operator can help you if you have Telecommunications Devices for the Deaf to make:
- Credit card calls (if you have a telephone credit card)
- Collect calls (calls paid for by the person you are calling)
- Third number telephone calls (calls billed to a number other than the one you are calling to or from)
- Person-to-person calls (calls to a specific person)
- Calls from a hotel or motel
- Calls from a coin phone (only credit card, collect or bill to third number calls)

The TDD operator can also help you:
- Get the number if you have a problem with a call
- Get assistance for problems with calls
- Get telephone numbers that you cannot find in the telephone book
- Report problems with your telephone

The TDD operator cannot interpret voice to TDD or TDD to voice.

Remember, most calls made with the help of an operator are more expensive. So dial calls yourself when you can to save money.

Federal TDD Numbers

Many Federal departments and agencies have telephone numbers for your use if you have a Telecommunications Device for the Deaf (TDD).

Executive Office of the President
The White House
1600 Pennsylvania Avenue, N.W.
Washington, D.C. 20500
(202) 456-6213

Department of Agriculture
Central Employment and Selective Placement Office
14th Street and Independence Avenue, S.W.
Room 1078 South
Washington, D.C. 20250
(202) 447-2436

Equal Employment Opportunity Office
14th Street and Independence Avenue, S.W.
Auditors Building, Room 2405
Washington, D.C. 20250
(202) 447-7327

Department of Commerce
14th Street and Constitution Avenue, N.W.
Room 1894
Washington, D.C. 20230
(202) 377-5588

Consumer Product Safety Commission
1111 19th Street, N.W.
Washington, D.C. 20207
800-426-6104 (toll free—Maryland)
800-635-8270 (toll free elsewhere)

Department of Education
Architectural and Transportation Barriers Compliance Board
Room 1010, MES Building
330 C Street, S.W.
Washington, D.C. 20201
(202) 245-1801

Captioning and Adaptations Branch (OSE)
400 6th Street, S.W.
Room 4046, Donohoe Building
Washington, D.C. 20202-4714
(202) 472-1256
(202) 472-1356

National Institute of Handicapped Research
330 C Street, S.W.
Room 3431, MES Building
Washington, D.C. 20201
(202) 472-4217

Office for Civil Rights
Office of Program Review and Assistance Division of External Technical Assistance
330 C Street, S.W.
Room 5613, MES Building
Washington, D.C. 20202
(202) 245-1868

Office for Public Affairs
330 C Street, S.W.
Room 5120, MES Building
Washington, D.C. 20202
(202) 245-8717

Office of Deafness and Communicative Disorders (RSA)
330 C Street, S.W.
Room 3414, MES Building
Washington, D.C. 20202
(202) 245-0591, 0574, 0584

Consumers, Remember:
1. First, complain to the seller
2. If that doesn't work, contact the company
3. After that, contact an industry dispute program, the Better Business Bureau, or a local or state government office
4. If you're still unsatisfied, contact a trade association or Federal agency, as listed in the Index under specific complaint topics
5. The last resort is a small claims court or private lawyer
SERVICES FOR HANDICAPPED PERSONS

Handicapped Concerns Staff
330 C Street, S.W.
Room 3124, MES Building
Washington, D.C. 20202
(202) 472-3731

Department of Education
Regional Offices

Region I—Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Office for Civil Rights
140 Federal Street
Boston, Massachusetts 02110
(617) 233-1111

Rehabilitation Services Administration
John F. Kennedy Federal Building
Room E-400
Boston, Massachusetts 02203
(617) 223-6820

Region II—New York, New Jersey, Puerto Rico, Virgin Islands
Office for Civil Rights
26 Federal Plaza
New York, New York 10278
(212) 264-9464

Rehabilitation Services Administration
26 Federal Plaza
New York, New York 10278
(212) 264-4714

Region III—Delaware, Maryland Pennsylvania, Virginia, West Virginia, District of Columbia
Technical Assistance Office
Gateway Building
3535 Market Street
Philadelphia, Pennsylvania 19101
(215) 596-6794

Rehabilitation Services Administration
Gateway Building
3535 Market Street, Room 3350
Philadelphia, Pennsylvania 19101
(215) 596-0319

Region IV—Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
Office for Civil Rights
101 Marietta Street
Atlanta, Georgia 30323
(404) 221-2010

Rehabilitation Services Administration
101 Marietta Street
Atlanta, Georgia 30323
(404) 221-2010

Region V—Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
Rehabilitation Services Administration
160 North LaSalle
Room 1020
Chicago, Illinois 60601
(312) 793-3040

Region VI—Arkansas, Louisiana, New Mexico, Oklahoma, Texas
Office for Civil Rights
1200 Main Tower
Dallas, Texas 75202
(214) 767-6599

Rehabilitation Services Administration
1200 Main Tower
Dallas, Texas 75202
(214) 767-2961

Region VII—Iowa, Kansas, Missouri, Nebraska
Office for Civil Rights
324 East 11th Street
24th Floor
Kansas City, Missouri 64106
(816) 374-5025

Region VIII—Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
Office for Civil Rights
1961 Stout Street
Denver, Colorado 80224
(303) 837-3417

Rehabilitation Services Administration
1961 Stout Street
Denver, Colorado 80294
(303) 837-2137

Region IX—Arizona, California, Hawaii, Nevada, Guam, Trust Territory of Pacific Islands, American Samoa
Office for Civil Rights
1275 Market Street
San Francisco, California 94103
(415) 556-1933

Region X—Alaska, Idaho, Oregon, Washington
Office for Civil Rights
2901 Third Avenue
Mail Stop 106
Seattle, Washington 98121
(206) 442-4442

Rehabilitation Services Administration
2901 Third Avenue
Mail Stop 106
Seattle, Washington 98121
(206) 442-4442

Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554
(202) 432-8999

Department of Housing and Urban Development
451 Seventh Street, S.W.
Washington, D.C. 20410
(202) 755-5857

Department of Justice
Equal Employment Opportunity Office
10th Street and Constitution Avenue, N.W.
Washington, D.C. 20530
(202) 633-3696

Library of Congress
1st Street and Independence Avenue, S.E.
Washington, D.C. 20540
(202) 287-6200

Office of Personnel Management
Federal Job Information Center
1900 E Street, N.W.
Washington, D.C. 20415
(202) 632-0603

Selective Placement Program Division
1900 E Street, N.W.
Room 7H17
Washington, D.C. 20415
(202) 632-6673

President’s Committee on Employment of the Handicapped
1111 20th Street, N.W., Suite 600
Washington, D.C. 20036
(202) 653-5337

Food and Drug Administration
200 C Street, S.W.
Room 1825
Washington D.C. 20204
(202) 245-1441

Public Health Service
5600 Fishers Lane
Room 5807
Parklawn Building
Rockville, Maryland 20857
(301) 443-4229

Food and Drug Administration
5600 Fishers Lane
Room 12803
Parklawn Building
Rockville, Maryland 20857
(301) 443-1818

Social Security Administration
6401 Security Boulevard
Baltimore, Maryland 21235
900-325-0788 (toll free)

Department of Health and Human Services
Handicapped Employment Program
200 Independence Avenue, S.W.
Washington, D.C. 20201
(202) 426-7307

(202) 245-6568

Department of Health and Human Services
Handicapped Employment Program
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Student Services—CI
Recording for the Blind, Inc.
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Princeton, New Jersey 08540
(609) 452-0606
800-221-4792 (toll free outside New Jersey)
Index

This alphabetical index will help you find the right organization to contact about your complaint. First look for the specific topic—such as Automobile Insurance—that you’re having a problem with. Under that topic heading, you’ll find listed one or more contacts, followed by the Handbook page number where you’ll find their address. The contact most likely to help you is listed first. If you get no satisfaction, then go on down the list to the next, and so on. Most common topic areas are listed here. Sometimes, an entry will tell you to SEE another entry for the list of contacts. SEE ALSO references direct you to other topics that may be related to your problem and may help you pinpoint the right contact. The index also lists all the sections in the Handbook, individual trade associations, and Federal Government agencies and their subdivisions.

ACTION 85
Action Media Programs 7
Administrative Conference of the United States 85
Advertising, fraudulent and deceptive practices
State and local Consumer Protection Offices 49
National Advertising Division of the Council of Better Business Bureaus 39
Federal Trade Commission 89
SEE ALSO Mail Fraud and Misrepresentation; Radio/TV Political Advertising
Aging
ACTION 85
State Aging Offices 89
Department of Health and Human Services, Administration on Aging 88
SEE ALSO Social Security Benefits
Agriculture, Department of
Agricultural Marketing Service 85
Animal Care Staff, Veterinary Services 85
Cooperative Extension Service 85
Farmers Home Administration 85
Federal Crop Insurance Corporation 85
Food and Nutrition Service 85
Meat and Poultry Hotline 85
Office of the Consumer Advisor 85
Aid to Families With Dependent Children
State or local Public Welfare or Social Services Offices (Consult local phone directory)

AIDS Hotline 88
Air Fares and Routes
Civil Aeronautics Board 85
Air Freight, hazardous cargoes
Department of Transportation, Federal Aviation Administration 88
Airline Passengers Association 47
Airline Passengers Association 47
SEE ALSO Air Fares and Routes
Air Pollution
SEE Conservation/Environment; Indoor Air Quality
Air Routes
SEE Air Fares and Routes
Air Safety
Airline Passengers Association 47
Department of Transportation, Federal Aviation Administration 88
Air Travel (general)
SEE Air Fares and Routes; Travel (general)
Aircraft Noise Level Standards
SEE Noise Level Standards for Aircraft
Alcoholic Beverages
Distilled Spirits Council of the United States 47
Wine Institute 48
Department of the Treasury, Bureau of Alcohol, Tobacco, and Firearms 88
Alternative Fuels
State Energy Conservation Offices (Consult local phone directory)
SEE ALSO Conservation/Environment; Solar Energy
Amateur and Radio-Telephone Operator Permits
SEE Radio, amateur and radio-telephone operator permit examinations
American Apparel Manufacturers Association 47
American Collectors Association 47
American Council of Life Insurance 47
American Health Care Association 47
American Hospital Association 47
American Hotel and Motel Association 47
American Meat Institute 47
American Movers Conference 47
American Public Transit Association 47
American Society of Travel Agents, Inc. 47
American Textile Manufacturers Institute, Inc. 47
Consumers, Remember:

1. First, complain to the seller.
2. If that doesn’t work, contact the company.
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4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.
INDEX

Bus Safety (intercity and charter)
   Department of Transportation, Federal Highway Administration 88

Business Opportunities
   SEE Franchises/Business Opportunities

Cable Television
   Federal Communications Commission 89
   SEE ALSO Radio/TV Broadcasting

Camera Stores, Products, and Services
   Photo Marketing Association 48

Cancer Hotline 86

Cargo
   SEE Air Freight, hazardous cargoes; Highway Freight, hazardous cargoes; Rail Freight, hazardous cargoes; Rail Freight, rates, services, and claims; Truck Freight; Waterways, hazardous freight; Waterways, inland—freight shipments

Carpet and Rug Institute 47

Carpet and Rug Institute 47

Cars
   SEE Automobiles

Charitable Organizations, reports on
   Better Business Bureaus 39

Chemical Spills
   Department of Transportation, National Response Center 88

Child Abuse
   National Center on Child Abuse and Neglect 86

Child Support
   Department of Health and Human Services, Office of Child Support Enforcement 86

Children’s Sleepwear
   American Apparel Manufacturers Association 47
   Consumer Product Safety Commission 85

Citizen and Amateur Radio
   SEE Radio, citizen and amateur

Civil Aeronautics Board 85

Civil Rights (general)
   Department of Justice, Civil Rights Division 87
   Commission on Civil Rights 85
   Department of Health and Human Services, Office for Civil Rights 85
   SEE ALSO Discrimination in Housing; Discrimination in Jobs; Unfair Labor Practices; Veterans Benefits

Civil Rights, Commission on 85

Clothing
   American Apparel Manufacturers Association 47
   American Textile Manufacturers Institute 47
   National Association of Hosiery Manufacturers 48

Clothing/Fabric Labeling
   Federal Trade Commission 89

Collection Agencies
   American Collectors Association 47
   SEE ALSO Credit, Credit Counseling

Commerce, Department of
   Commissioner of Patents and Trademarks 85
   Office of Consumer Affairs 85
   Office of the Solicitor 85
   Office of Utilization Research 86
   Office of Weights and Measures 86

Commission on Civil Rights 85

Commodity Futures Trading
   Commodity Futures Trading Commission 85

Commodity Futures Trading Commission 85

Common Carrier
   SEE Telephone and Telegraph (general)

Communications (general)
   Federal Communications Commission 89
   SEE ALSO Cable Television; Radio; Radio/TV Broadcasting; Radio, TV, and Telephone Interference; Telephone and Telegraph (general)

Competition
   SEE Antitrust

Complaints
   Handling Your Own Complaint 3
   How To Write a Complaint Letter 4
   Sources of Help 6

Computers, home
   Electronic Industries Association 48

Condominium Conversion
   State and local Consumer Protection Offices 49

Conservation/Environment
   State Energy Conservation Offices (Consult local phone directory)
   Environmental Protection Agency, Public Inquiries Center 88
   SEE ALSO Alternative Fuels; Chemical Spills; Emission Control Standards; Energy (general); Energy Efficiency Labeling; Fuel Economy Standards; Fuel Economy Testing and Labeling; Fuel Saving Devices/Additives; Noise Level Standards for Aircraft; Oil Spills; Ride Sharing; Solar Energy

Consular Services (items purchased in foreign countries)
   Department of State, Overseas Citizens Services 88

Consumer Credit Counseling Services
   National Foundation for Consumer Credit 48

Consumer Electronics
   Electronic Industries Association 48

Consumer Groups, private and voluntary 8

Consumer Product Safety Commission 85

Cooperative Extension Service 85

Corporate Consumer Contacts 11

Correspondence Courses
   National Home Study Council 48
   Federal Trade Commission 89
   SEE ALSO Education (general)

Cosmetics
   Department of Health and Human Services, Food and Drug Administration 86

Courts, Small Claims
   SEE Small Claims Courts
Credit
Federal Trade Commission 89
SEE ALSO Credit Counseling; Loans (If complaint involves Consumers Leasing, Equal Credit, Credit Billing, Credit Reporting, Debt Collection Practices, Credit Cost Disclosures. SEE ALSO Banks; Credit Unions; Savings and Loan Institutions for appropriate contact for institution involved. If complaint concerning these issues involves mortgage bankers, consumer finance companies, retail department stores, all other creditors, and all nonbank credit card issuers, contact the Federal Trade Commission)

Credit Counseling
National Foundation for Consumer Credit 48
SEE ALSO Collection Agencies; Credit

Credit Unions, federally chartered
National Credit Union Administration 89

Crop Insurance
State Insurance Commissioners 73
Department of Agriculture, Federal Crop Insurance Corporation 85

Cruises
Federal Maritime Commission 89
Centers for Disease Control (for complaints about unsanitary conditions) 86
SEE ALSO Boating Safety; Travel Agents; Vacation Package Tours

Customs
Department of the Treasury, United States Customs Service 88

Debts
SEE Credit Counseling; Wages

Deceptive Advertising Practices
SEE Advertising

Dentists
State Dental Association or Licensing Boards (Consult local phone directory)

Dependent Children
SEE Aid to Families With Dependent Children

Detergents
SEE Soap

Direct Marketing Association 47

Direct Selling Association 47

Disability Benefits
SEE Black Lung Benefits; Social Security Benefits; Veterans Benefits

Disaster Recovery Association
Federal Emergency Management Agency, Office of Disaster Assistance Programs 89

Disability Rights
Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity 85
SEE ALSO Civil Rights

Disability Rights
Equal Employment Opportunity Commission 88
Department of Labor 87
SEE ALSO Civil Rights; Unfair Labor Practices

Distilled Spirits Council of the United States 47

Doctors
SEE Physicians

Door-to-Door Sales
Direct Selling Association 47
State and local Consumer Protection Offices 49
Federal Trade Commission 89

Drugs (general)
Pharmaceutical Manufacturers Association 48
Department of Health and Human Services, Food and Drug Administration 86
SEE ALSO Pharmacies

Drugs, dangerous and narcotics
Department of Justice, Drug Enforcement Administration 87

Drugs, illegal traffic on high seas
Department of Transportation, United States Coast Guard 88

Drugs, packaging and labeling
Department of Health and Human Services, Food and Drug Administration 86

Drycleaning
International Fabricare Institute 48

Education (general)
Local School Board or School Superintendent, State Boards of Education (Consult local phone directory)
Department of Education, Office of Public Participation and Special Concerns 86
SEE ALSO Correspondence Courses; Employment Job Training; Federal Indian School System; School Lunch Program Standards; Services for Handicapped Persons; Student Aid; Trade and Vocational Schools; Veterans Benefits

Education, Department of

Clearing House on the Handicapped 86
Federal Student Financial Aid Program 86
Office of Public Participation and Special Concerns 86

Electronic Fund Transfer (EFT)
Board of Governors of the Federal Reserve System 89
Federal Trade Commission 89

Electronic Industries Association 48

Emergency Preparedness, self-protection
Federal Emergency Management Agency 89

Emission Control Standards, automobiles
Environmental Protection Agency, Office of Mobile Source Air Pollution Control 88

Employment Agencies
National Association of Personnel Consultants 48

State and local Consumer Protection Offices 49

Employment Job Training
Department of Labor, Employment and Training Administration 87
SEE ALSO Veterans Benefits

Energy (general)
Department of Energy, Office of Consumer Affairs 86
Department of Energy, Technical Information Center 86
Federal Energy Regulatory Commission 89
Tennessee Valley Authority 90
SEE ALSO Alternative Fuels; Conservation/Environment; Solar Energy

Energy, Department of

Conservation and Renewable Energy Inquiry and Referral Service 86
Consumer Inquiries Weatherization Assistance 86
Office of Consumer Affairs 86
Technical Information Center 86
INDEX

Energy Efficiency Labeeinii
Department of Energy, Conservation and Renewable Energy
Inquiry and Referral Service 88
Federal Trade Commission 89
SEE ALSO Appliances (general); Appliances, safety; Conservation/Environment

Environment
SEE Conservation/Environment

Environmental Protection Agency
National Response Center 88
Office of Emergency and Remedial Response 88
Office of Mobile Source Air Pollution Control 88
Office of Public Affairs 88
Public Inquiries Center 88
Toxic Substances Control Act (TSCA) Assistance Office 88

Equal Employment
SEE Discrimination in Jobs
SEE Equal Employment Opportunity Commission 88

Fabric (general)
American Textile Manufacturers Institute 47
International Fabricare Institute 48
SEE ALSO Fabrics, clothing/fabric labeling; Fabrics, flammability; Fabrics, upholstery and drapery

Fabrics, flammability
Consumer Product Safety Commission 85

Fabrics, upholstery and drapery
American Textile Manufacturers Institute 47

Federal Agencies
SEE Selected Federal Agencies

Federal Communications Commission 89

Federal Deposit Insurance Corporation 89

Federal Emergency Management Agency 89

Federal Energy Regulatory Commission 89

Federal Home Loan Bank Board 89

Federal Indian School System
Department of the Interior, Bureau of Indian Affairs 87

Federal Information Centers 91

Federal Maritime Commission 89

Federal Register, Office of the 90

Federal Regulations
General Services Administration 89
Office of the Federal Register, National Archives and Records Service 90

Federal Reserve System, Board of Governors of the 89

Federal Trade Commission 89

FHA Loans
Department of Housing and Urban Development, Federal Housing Administration 87

Fire Hazards, safety, indoor
Consumer Product Safety Commission (generally limited to complaints about smoldering fires involving mattresses, bedding, upholstered furniture, and fabrics) 85

Fire Hazards, safety, indoor and outdoor
Federal Emergency Management Agency, U.S. Fire Administration 89

Fire Insurance
National Association of Professional Insurance Agents 73
State Insurance Regulators 73

Firearms
Department of the Treasury, Bureau of Alcohol, Tobacco and Firearms 88

Fish/Fish Products
Department of Commerce, National Marine Fisheries Service 86

Flammable Fabrics
SEE Fabric, flammability

Food Insurance
Federal Emergency Management Agency 89

FinHA Insured Loans
Department of Agriculture, Farmers Home Administration 85

Food and Drug Administration 86

Food and Nutrition (general)
National Food Processors Association 48
Department of Agriculture, Food and Nutrition Service 85
Department of Agriculture, Office of the Consumer Advisor 85
Department of Health and Human Services, Food and Drug Administration 86
SEE ALSO Fish/Fish Products; Food Grading; Food Labeling, Quality, and Safety; Food Packaging and Labeling, Quality, and Safety; Food Stamps; School Lunch Program Standards

Food Grading
Department of Agriculture, Agricultural Marketing Service 85

Food Labeling, Quality, and Safety (meat and poultry)
American Meat Institute 47
Department of Agriculture, Food Safety and Inspection Service, Meat and Poultry Hotline 85
SEE ALSO Food and Nutrition

Food Packaging and Labeling, Quality, and Safety (except meat and poultry)
Department of Health and Human Services, Food and Drug Administration 86
SEE ALSO Food and Nutrition

Food, processed
National Food Processors Association 48
SEE ALSO Food and Nutrition; Food Packaging and Labeling, Quality, and Safety

Food Quality
SEE Food Packaging and Labeling, Quality, and Safety; Food Labeling, Quality, and Safety

Food Safety
SEE Food Labeling, Quality, and Safety; Food Packaging and Labeling, Quality, and Safety

Food Stamps
Local Public Welfare or Social Service Office (Consult local phone directory)
Department of Agriculture 85
Consumers, Remember:

1. First, complain to the seller.
2. If that doesn't work, contact the company.
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4. Finally, contact a trade association or Federal agency, as listed in the Index under specific complaint topics.
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Handling Your Own Complaint 3

Hazardous Cargoes
SEE Air Freight; Highway Freight; Rail Freight, hazardous cargoes; Waterways, hazardous freight

Health (general)
National Council of Health Centers 48
American Health Care Association 47
Department of Health and Human Services, National Health Information Clearinghouse 68
Healthy Mothers, Healthy Babies Coalition 66
SEE ALSO Drugs; Health Maintenance Organizations (HMOs); Health Spas; Hearing Aids; Hospial Services; Immunizations; Job Safety and Health; Medicaid; Medical Devices; Medical Records; Medicare; Medigap; Nursing Homes; Pharmacies; Physical Fitness; Second Surgical Opinion; Services for Handicapped Persons; Veterans Benefits

Health and Human Services, Department of
AIDS Hotline 86
Administration on Aging 86
Cancer Hotline 83
Centers for Disease Control 88
Division of Long-Term Care, Health Care Financing Administration 86
Food and Drug Administration 86
Handicapped Infants Hotline 86
Health Care Financing Administration 86
Health Maintenance Organizations 86
Healthy Mothers, Healthy Babies Coalition 86
Inspector General's Hotline 66
National Center on Child Abuse and Neglect 86
National Health Information Clearinghouse 88
Office of Child Support Enforcement 86
Office for Civil Rights 88
President's Council on Physical Fitness and Sports 86
Runaway Hotline 86
Second Surgical Opinion Program 86
Social Security Administration 86

INDEX

Franchises/Business Opportunities
State and local Consumer Protection Offices 49
Better Business Bureau 39
International Franchise Association 48
Federal Trade Commission 99

Fraudulent Advertising
SEE Advertising

Freight
SEE Air Freight; Highway Freight; Rail Freight, hazardous cargoes; Rail Freight, rates, services, and claims; Truck Freight; Waterways, inland - freight shipments; Waterways, hazardous freight

Fuel Economy Standards for Automobiles and Light Trucks
Department of Transportation, National Highway Traffic Safety Administration, Division of Motor Vehicles Requirements 86

Fuel Economy Testing and Labeling, automobiles
Environmental Protection Agency, Vehicle Emission Laboratory 88

Fuel Saving Devices/Additives, automobiles
State and local Consumer Protection Offices 49
Federal Trade Commission 99
Environmental Protection Agency, Public Inquiries Center 88
Department of Energy, Office of Consumer Affairs 86

Fuels, alternative
SEE Alternative Fuels

Funerals and Funeral Directors
Funeral Service Consumer Action Program (ThanaCAP) 45
State and local Consumer Protection Offices 49
Federal Trade Commission 99
Environmental Protection Agency, Public Inquiries Center 88
Department of Energy, Office of Consumer Affairs 86
SEE ALSO Veterans Benefits

Funeral Service Consumer Action (ThanaCAP) 45

Furniture
Furniture Industry Consumer Advisory Panel (FICAP) 45
Consumer Product Safety Commission (complaints about smoldering fires involving mattresses, bedding, upholstered furniture, and fabrics) 85

Furniture Industry Consumer Advisory Panel (FICAP) 45

Futures
SEE Commodity Futures Trading

Garnished Wages
SEE Wages

Gas Heating Systems
SEE Heating System Safety, gas fired

Gasoline Pumps
SEE Weights and Measures

General Services Administration 89

Government Printing Office 89

Government Publications
Government Printing Office, Superintendent of Documents 89
General Services Administration 89

Grading, food
SEE Food Grading

Handicapped Infants Hotline 86

Handicapped Persons
SEE Services for Handicapped Persons
INDEX

Health Insurance
Blue Cross-Blue Shield Associations, Inc. 47
Health Insurance Association of America 48

Health Insurance Association of America 48

Health Maintenance Organizations (HMOs)
Department of Health and Human Services, Health Maintenance Organizations 86

Health Spas
State and local Consumer Protection Offices 49
Association of Physical Fitness Centers 47
Federal Trade Commission 89

Hearing Aids
State and local Consumer Protection Offices 49
Better Hearing Institute 47
Federal Trade Commission 89
Department of Health and Human Services, Food and Drug Administration 86

Hearing Impaired
SEE Services for Handicapped Persons

Heating System Safety, gas fired
Consumer Product Safety Commission 85

Highway Design and Construction Standards
Department of Transportation, Federal Highway Administration 88

Highway Freight, hazardous cargoes
Department of Transportation, Federal Highway Administration 88

Home Furnishings
SEE Carpets; Fabrics (general); Fire Hazards; Furniture; Paint Dealers; Paints; Wall Coverings

Home Improvement Loans
Department of Housing and Urban Development, Office of Title I Insurance Loans 87

Home Improvements
State and local Consumer Protection Offices 49
SEE ALSO Advertising; Appliances; Product Quality; Remodeling; Warranties

Home Loans
Federal Home Loan Bank Board 89
SEE ALSO Banks; Credit; FHA Loans; FmHA Loans; Veterans Benefits

Homeowners Insurance
Insurance Information Institute 48
Department of Housing and Urban Development, Office of Title I Insurance Loans 87

Homes, mobile
SEE Mobile Homes

Household Goods
SEE Moving and Storage

Housing (general)
State and local Consumer Protection Offices 49
Manufactured Housing Institute 48
National Association of Home Builders 48
Industry Third-Party Dispute Resolution Programs 45
Department of Housing and Urban Development 86
SEE ALSO Single-Family Housing

Housing and Urban Development, Department of
Mobile Home Standards Division 86
Office of Fair Housing and Equal Opportunity 86
Office of Interstate Land Sales 86
Office of Real Estate Practices 87
Office of Single Family Housing 87
Office of Title I Insurance Loans 87
Office of Urban Rehabilitation 87

Housing, discrimination
SEE Discrimination in Housing

Housing, migrant
SEE Migrant Housing

How To Write a Complaint Letter 4

Humane Societies
(Consult local phone directory)
SEE ALSO Humane Treatment and Shipment of Animals;
Importation of Prohibited Animals; Quarantine of Animals

Humane Treatment and Interstate Shipment of Animals
Department of Agriculture, Veterinary Services 85
SEE ALSO Humane Societies; Importation of Prohibited Animals;
Quarantine of Animals

Illegal Drugs
SEE Drugs, dangerous and narcotics; Drugs, illegal traffic on high seas

Immigration and Naturalization
Department of Justice, Immigration and Naturalization Service 87

Immunizations
Personal Physician, School Nurse, Local School System, or Local Health Department (consult local phone directory)
Department of Health and Human Services, Centers for Disease Control 86

Importation of Prohibited Animals
Department of the Interior, United States Fish and Wildlife Service 87
SEE ALSO Humane Societies; Humane Treatment and Shipment of Animals; Quarantine of Animals

Indoor Air Quality
Consumer Product Safety Commission 85
SEE ALSO Air Pollution

Industry Third-Party Dispute Resolution Programs 45

Information Stickers on New Cars
Department of Justice, Antitrust Division 87
SEE ALSO Automobiles, new

In-home Sales
SEE Door-to-Door Sales

Inspector General's Hotline 86
INDEX

Mailing Lists, name removal
   Mail Preference Service, Direct Marketing Association 47

Major Appliance Consumer Action Panel (MACAP) 45

Manufactured Housing Institute 48

Marketing Abuses
   SEE Unfair Merchandising Techniques

Mass Transit Systems
   SEE Transportation

Measurement
   SEE Weights and Measures

Meat
   American Meat Institute
      SEE ALSO Food Labeling, Quality, and Safety

Meat and Poultry Hotline 85

Media Programs 7

Medicaid
   Local Public Welfare or Social Service Offices (Consult local phone directory)

Medical Devices
   Department of Health and Human Services, Food and Drug Administration 86

Medical Records
   State and local Consumer Protection Offices 49
   State dental, medical, and hospital associations (Consult local phone directory)

Medicare
   Local Social Security Office (Consult local phone directory)
   Department of Health and Human Services, Health Care Financing Administration 86

Medigap
   Department of Health and Human Services, Health Care Financing Administration 86

Migrant Housing
   Department of Labor, Occupational Safety and Health Administration 87

Mine Safety and Health
   Department of Labor, Mine Safety and Health Administration 87

Minimum Wage
   SEE Wages

Mobile Homes, durability and safety standards
   Manufactured Housing Institute 48
   Department of Housing and Urban Development, Mobile Home Standards Division 86
   Federal Trade Commission 89

Money Market Funds
   SEE Mutual Funds

Money-back Guarantees
   SEE Warranties/Money-back Guarantees

Mortgage Lending
   SEE Banks; Credit; Savings and Loan Institutions

Motels
   SEE Hotels

Motor Vehicles (general)
   Department of Transportation, Consumer Affairs Officer 88
   SEE ALSO Automobile Safety; Automobiles, new; Automobiles, used; On-road Motor Vehicle Safety; Tires

Motor Vehicles, advertising
   SEE Advertising (general)

Motor Vehicles, emission control
   SEE Emission Control Standards

Moving and Storage
   American Movers Conference 47
   Industry Third-Party Dispute Resolution Programs 45
   Interstate Commerce Commission 89

Mutual Funds
   SEE Securities and Exchange Commission 90

Narcotics
   SEE Drugs, dangerous

National Advertising Division of the Council of Better Business Bureaus 39

National Association of Home Builders 48

National Association of Hosiery Manufacturers 48

National Association of Personnel Consultants 48

National Association of the Remodeling Industry 48

National Association of Securities Dealers 48

National Association of Trade Dealers 48

National AUTOCAP Administrator 45

National Consumer Cooperatives Bank 89

National Credit Union Administration 89

National Decorating Products Association 48

National Food Processors Association 48

National Foundation for Consumer Credit 48

National Home Study Council 48

National Labor Relations Board 89

National Tire Dealers and Retreaders Association 48

National Trade and Professional Associations of the U.S. and Canada Labor Unions 6

National Transportation Safety Board 89

Naturalization
   SEE Immigration and Naturalization

New Cars
   SEE Automobiles

Noise Level Standards for Aircraft
   Local Airport Authorities (Consult local phone directory)
   Department of Transportation, Federal Aviation Administration 88

Nuclear Power Plant Preparedness
   State Office of Emergency Preparedness or local Civil Defense Office (Consult local phone directory)
INDEX

Nuclear Power Plants, licensing, regulation, and site inspection
   Nuclear Regulatory Commission 90

Nuclear Regulatory Commission 90

Nursing Homes
   American Health Care Association 47
   State Commissions and Offices on Aging 89
   National Council of Health Centers 48
   Department of Health and Human Services, Health Care Financing
     Administration, Division of Long-Term Care 86
   SEE ALSO Social Services; Veterans Benefits

Occupational and Professional Licensing Boards 7

Odometer Tampering
   State and local Consumer Protection Offices 49
   Department of Justice, Antitrust Division 87
   Department of Transportation, National Highway Traffic Safety
     Administration, Auto Safety Hotline 88

Oil Spills
   Department of Transportation, National Response Center 88

Oil Spills, financial responsibility of carrier for cleanup
   Federal Maritime Commission 89

On-road Motor Vehicle Safety
   Department of Transportation, National Highway Traffic Safety
     Administration, Auto Safety Hotline 88

Overtime Pay
   SEE Wages

Package Tours
   SEE Vacation Package Tours

Packaging and Labeling (other than cosmetics, drugs, food, and medical
   devices)
   Federal Trade Commission 85
   SEE ALSO Drugs, packaging and labeling; Food Packaging and
     Labeling

Paint Dealers
   National Decorating Products Association 48

Parks, national
   Department of the Interior, National Park Service 87

Party-plan Purchases
   Direct Selling Association 47

Passports
   Department of State, Passport Services 88

Patents
   Department of Commerce, Commissioner of Patents and Trademarks
     85

Pension Benefit Guaranty Corporation 90

Pension Plans
   Railroad Retirement Board 90
   Pension Benefit Guaranty Corporation 90
   Department of Labor, Labor-Management Services Administration 87
   SEE ALSO Veterans Benefits, Social Security Benefits

Pesticides and Toxic Substances
   Environmental Protection Agency, Office of Pesticides and Toxic
     Substances 86

Pets/animals
   SEE Animals

Pharmaceutical Manufacturers Association 48

Pharmacies
   State Licensing Board (Consult local phone directory)
   SEE ALSO Drugs (general); Drugs, packaging and labeling

Photo Finishing
   SEE Cameras

Photo Marketing Association 48

Physical Fitness
   Association of Physical Fitness Centers 47
   President's Council on Physical Fitness and Sports 86
   SEE ALSO Health Spas

Physical Handicaps
   SEE Services for Handicapped Persons

Physicians
   State Medical Association or Licensing Board (Consult local phone
     directory)

Political Advertising on TV and Radio
  SEE Radio/TV Political Advertising

Pollution
   SEE Conservation/Environment; Emission Control Standards

Postal Rate Commission 90

Postal Service
   SEE United States Postal Service

Poultry
   SEE Food Labeling, Quality, and Safety (meat and poultry)

Power Plants, nuclear
   SEE Nuclear Power Plants

President's Committee on Employment of the Handicapped 90

Private and Voluntary Consumer Groups 8

Private Lawyers 8

Product Quality
   Department of Commerce, Office of Consumer Affairs 85

Product Recalls, appliances
   SEE Appliances, safety

Product Recalls, automobile
   SEE Recalls, automobiles and automobile equipment

Product Safety
   Consumer Product Safety Commission 85

Public Transportation
   SEE Transportation

Publishers Clearing House 48

Pyramid Schemes
   Securities and Exchange Commission 90

Federal Trade Commission 88
Quarantine of Animals
State Agriculture Departments (Consult local phone directory)
Department of Health and Human Services, Centers for Disease
Control 86
SEE ALSO Humane Societies; Humane Treatment and Shipment of
Animals; Importation of Prohibited Animals

Radio, amateur and radio telephone operator permit examinations
Federal Communications Commission 89

Radio, citizen and amateur
Federal Communications Commission 89

Radio/TV Broadcasting
Federal Communications Commission 89
SEE ALSO Cable Television

Radio/TV Political Advertising
Federal Communications Commission 89
SEE ALSO Advertising, fraudulent and deceptive practices

Radio, TV, Telephone Interference
Federal Communications Commission 89

Rail Freight, hazardous cargoes
Department of Transportation, Federal Railroad Administration 88

Rail Freight, rates, services, and claims
Interstate Commerce Commission 89

Rail Safety
Department of Transportation, Federal Railroad Administration 88

Rail Service, passenger
AMTRAK 85
Interstate Commerce Commission 89
Railroad Retirement Board 90

Railroads
SEE AMTRAK; Rail Safety; Rail Freight, rates, services, and claims;
Rail Service, passenger

Real Estate Practices
State and local Consumer Protection Offices 49
Department of Housing and Urban Development, Office of Real Estate
Practices 87
SEE ALSO Land Sales

Real Estate Settlement Procedures
State and local Consumer Protection Offices 49
Department of Housing and Urban Development, Office of Real Estate
Practices 87
SEE ALSO Land Sales

Recalls, appliance
SEE Appliances, safety

Recalls, automobile and automobile equipment
Department of Transportation, National Highway Traffic Safety
Administration, Auto Safety Hotline 88
SEE ALSO Automobiles, new; Automobiles, used

Rehabilitation, urban
SEE Urban Rehabilitation

Remodeling
State and local Consumer Protection Offices 49
National Association of the Remodeling Industry 48
SEE ALSO Home Improvements

Renewable Energy
SEE Alternative Fuels, Conservation/Environment, Solar Energy

Rent Control
State and local Consumer Protection Offices 49

Consumers, Remember:
1. First, complain to the seller.
2. If that doesn't work, contact the company.
3. After that, contact an industry dispute program; the Better
   Business Bureau; or a local or state government office.
4. Finally, contact a trade association or Federal agency, as listed
   in the Index under specific complaint topics.
5. The last resort is a small claims court or private lawyer.

Repairs and Repair Facilities for Motor Vehicles
State and local Consumer Protection Offices 49
Local AAA Offices for AAA-Approved Auto Repair Services (Consult
local phone directory)
SEE ALSO Automobiles, new; Automobiles, used; Motor Vehicles
(general)

Resorts
SEE Vacation Resort Timesharing

Ride Sharing
Department of Transportation, Federal Highway Administration, Ride
Sharing Information Center 88

Rugs
SEE Carpets

Runaway Hotline 56

Safety, appliances
SEE Appliances

Safety, products
SEE Product Safety

Safety Standards for Domestic and Foreign Vehicles
Department of Transportation, National Highway Traffic Safety
Administration, Office of Public Affairs and Consumer Participation
88
SEE ALSO Automobiles, new

Sales
SEE Door-to-Door Sales; Land Sales; Mail Orders

Savings and Loan Institutions
Federal Home Loan Bank Board 89

School Lunch Program Standards
Local School Board or School Superintendent (Consult local phone
directory)
Department of Agriculture, Food and Nutrition Service 85

Schools
SEE Education (general)
<table>
<thead>
<tr>
<th>Index Item</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seafood</td>
<td>SEE Fish/Fish Products</td>
</tr>
<tr>
<td>Second Surgical Opinion</td>
<td>Department of Health and Human Services, Second Surgical Opinion Program 86</td>
</tr>
<tr>
<td>Securities</td>
<td>SEE Stocks/Bonds</td>
</tr>
<tr>
<td>Securities and Exchange Commission</td>
<td>90</td>
</tr>
<tr>
<td>Selected Federal Agencies</td>
<td>85</td>
</tr>
<tr>
<td>Services for Handicapped Persons</td>
<td>President’s Committee on Employment of the Handicapped 90 Department of Education, Clearing House on the Handicapped 86 SEE ALSO Education; Hearing Aids; Social Security Benefits; Social Services; Veterans Benefits</td>
</tr>
<tr>
<td>Single Family Housing</td>
<td>State and local Consumer Protection Offices 49 Manufactured Housing Institute 48 National Association of Home Builders 48 Department of Housing and Urban Development, Federal Housing Administration 87</td>
</tr>
<tr>
<td>Sleepwear</td>
<td>SEE Children's Sleepwear</td>
</tr>
<tr>
<td>Small Business Administration</td>
<td>90</td>
</tr>
<tr>
<td>Small Business Assistance</td>
<td>Small Business Administration 90</td>
</tr>
<tr>
<td>Small Claims Courts</td>
<td>7</td>
</tr>
<tr>
<td>Soap</td>
<td>The Soap and Detergent Association 48</td>
</tr>
<tr>
<td>Soap and Detergent Association, The</td>
<td>48</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>86</td>
</tr>
<tr>
<td>Social Security Benefits</td>
<td>Social Security Administration 86 SEE ALSO Aging</td>
</tr>
<tr>
<td>Social Services</td>
<td>SEE Aid to Families with Dependent Children; Food Stamps; Pension Plans; Social Security Benefits; Veterans Benefits</td>
</tr>
<tr>
<td>Solar Energy Institute of North America</td>
<td>48</td>
</tr>
<tr>
<td>Sources of Help</td>
<td>6</td>
</tr>
<tr>
<td>Speech Impaired</td>
<td>SEE Services for Handicapped Persons</td>
</tr>
<tr>
<td>Sports Equipment, juvenile, safety</td>
<td>Consumer Product Safety Commission 85</td>
</tr>
<tr>
<td>Standard and Poor's Register of Corporations, Directors and Executives</td>
<td>4</td>
</tr>
<tr>
<td>Standards, measurement</td>
<td>SEE Weights and Measures</td>
</tr>
<tr>
<td>State Banking Authorities</td>
<td>85</td>
</tr>
<tr>
<td>State Commissions and Offices on Aging</td>
<td>69</td>
</tr>
<tr>
<td>State, County, and City Consumer Offices</td>
<td>7</td>
</tr>
<tr>
<td>State, County, and City Government Consumer Protection Offices</td>
<td>49</td>
</tr>
<tr>
<td>State, Department of</td>
<td>Overseas Citizens Services 88 Passport Services 88 Visa Services 88</td>
</tr>
<tr>
<td>State Insurance Regulators</td>
<td>73</td>
</tr>
<tr>
<td>State Utility Commissions</td>
<td>77</td>
</tr>
<tr>
<td>State Weights and Measures Offices</td>
<td>81</td>
</tr>
<tr>
<td>Stereo Equipment</td>
<td>Electronic Industries Association 48</td>
</tr>
<tr>
<td>Stocks/Bonds</td>
<td>National Association of Securities Dealers, Inc. 48 Securities and Exchange Commission 90 SEE ALSO Brokers, stocks/bonds; Commodity Futures Trading; Mutual Funds</td>
</tr>
<tr>
<td>Student Aid</td>
<td>Department of Education, Federal Student Financial Aid Program 86</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>SEE Food and Nutrition (general)</td>
</tr>
<tr>
<td>Supermarket Scales</td>
<td>SEE Weights and Measures</td>
</tr>
<tr>
<td>Taxes, Federal</td>
<td>Department of the Treasury, Internal Revenue Service 88</td>
</tr>
<tr>
<td>Taxes, state and local</td>
<td>(Consult local phone directory under taxes for appropriate taxation office)</td>
</tr>
<tr>
<td>Telecommunications Devices for the Deaf</td>
<td>SEE Services for Handicapped Persons</td>
</tr>
<tr>
<td>Telephone and Telegraph</td>
<td>SEE Telephone and Telegraph</td>
</tr>
<tr>
<td>Telephone and Telegraph (general)</td>
<td>Federal Communications Commission 89 SEE ALSO Radio, TV, and Telephone Interference</td>
</tr>
<tr>
<td>Telephone and Telegraph Rates</td>
<td>Federal Communications Commission 89</td>
</tr>
<tr>
<td>Telephone Orders (by 800 number)</td>
<td>Direct Marketing Association 47</td>
</tr>
<tr>
<td>Telephones, personally owned</td>
<td>Electronic Industries Association 48 Federal Communications Commission 89</td>
</tr>
<tr>
<td>Television, cable</td>
<td>SEE Cable Television</td>
</tr>
<tr>
<td>Television Sets</td>
<td>Electronic Industries Association 48</td>
</tr>
<tr>
<td>Tennessee Valley Authority</td>
<td>90</td>
</tr>
<tr>
<td>Textiles</td>
<td>American Textile Manufacturers Institute 47</td>
</tr>
<tr>
<td>ThanacAP</td>
<td>SEE Funerals</td>
</tr>
</tbody>
</table>
Index

INDEX

Thomas Registry 4

Time-sharing  SEE Vacation Resort Timesharing

Tires
National Tire Dealers and Retreaders Association, Inc. 48
Department of Transportation, National Highway Traffic Safety Administration 88

Tobacco
Department of the Treasury, Bureau of Alcohol, Tobacco and Firearms 88

Tours  SEE Vacation Package Tours

Toxic Fumes, indoor (caused by smoldering fires)
Consumer Product Safety Commission 85

Toxic Substances  SEE Pesticides and Toxic Substances

Toys
Toy Manufacturers of America, Inc. 48

Toy Safety
Consumer Product Safety Commission 85

Trade
Federal Trade Commission 89

Trade and Vocational Schools
National Association of Trade and Technical Schools 48
Federal Trade Commission 89
SEE ALSO Education (general)

Trade Associations 47

Trade, international
International Trade Commission 89

Trademark
Commissioner of Patents and Trademarks 85

Training, employment
SEE Employment Job Training

Transportation (general)
Local Transportation Authorities (Consult local phone directory)
American Public Transportation Association 47
Department of Transportation, National Transportation Safety Board 88
Department of Transportation, Urban Mass Transportation Administration 88
SEE ALSO Travel (general)

Transportation, Department of
Auto Safety Hotline 88
Consumer Affairs Officer 88
Federal Aviation Administration 88
Federal Highway Administration, National Ride Sharing Information Center 88
National Highway Traffic Safety Administration, Office of Public Affairs and Consumer Participation 88
National Response Center 88
United States Coast Guard, Office of Boating, Public and Consumer Affairs 88
Urban Mass Transportation Administration 88

Travel (general)
Department of Transportation, Consumer Affairs Officer 88
SEE ALSO Air Fares and Routes; Air Safety; Airlines; Boating Safety; Bus Baggage, Rates, and Service; Bus Safety; Cruises; Hotels; Rail Service, Passenger; Transportation (general); Travel Agents; Vacation Package Tours

Travel Agents
American Society of Travel Agents, Inc. 47
Federal Trade Commission 89
SEE ALSO Cruises; Vacation Package Tours

Treasury, Department of the
Bureau of Alcohol, Tobacco and Firearms 88
Bureau of the Mint 88
Comptroller of the Currency 88
Internal Revenue Service 88
United States Customs Service 88

Truck Freight
Interstate Commerce Commission 89

Truck Safety
National Highway Traffic Safety Administration 88

Trucks
SEE Fuel Economy Standards

United Federal Government
SEE Selected Federal Agencies

United States Mail
SEE Mail

United States Postal Service 90

Unfair Labor Practices
National Labor Relations Board 89
SEE ALSO Civil Rights

Unfair Merchandising Techniques
State and local Consumer Protection Offices 49
Federal Trade Commission 89
Department of Commerce, Office of Consumer Affairs 85

Urban Rehabilitation
Department of Housing and Urban Development, Office of Urban Rehabilitation 87

Used Cars
SEE Automobiles, used

Utilities
State Public Utility Commissions 77

Vacation Package Tours
State and local Consumer Protection Offices 49
American Society of Travel Agents, Inc. 47
Federal Trade Commission 89
SEE ALSO Cruises; Travel Agents

Vacation Resort Timesharing
Federal Trade Commission 89

Veterans Administration
Consumer Affairs Staff 90
Department of Memorial Affairs, Cemetery Service 90
Department of Memorial Affairs, Monuments Service 90
The Inquiries Unit 90
Veterans Assistance Service 90

Veterans Benefits (general)
Veterans Administration, Consumer Affairs Staff 90
Veterans Benefits (automobiles and adaptive equipment for certain disabled veterans and members of the armed forces, clothing allowance for veterans with service-connected disabilities, compensation for service-connected death and disability, education programs, housing, life insurance, pensions, and vocational rehabilitation for disabled veterans)
Veterans Administration, Veterans Assistance Service 100

Veterans Benefits, burial benefits
Veterans Administration, Department of Memorial Affairs, Monuments Service 100
Veterans Administration, Department of Memorial Affairs, Cemetery Service 100

Veterans Benefits, employment and training
Department of Labor, Veterans' Employment and Training 107

Veterans Benefits, medical care
Local Veterans Administration Facility (Consult local phone directory)
Veterans Administration, The Inquiries Unit 100

Video Games (home)
Electronic Industries Association 48

Videocassette Recorders/Discs
Electronic Industries Association 48

Visas
Department of State, Visa Services 108

Visual Handicaps
SEE Services for Handicapped Persons

Vocational Schools
SEE Trade and Vocational Schools

Voluntary Services
ACTION 105

Wages, garnished, minimum, and overtime
Department of Labor, Employment Standards Administration 107

Wall Coverings
National Decorating Products Association 48

Warranties/Money-back Guarantees
State and local Consumer Protection Offices 49
Federal Trade Commission 109

Water Pollution
Environmental Protection Agency 108

Waterways, hazardous freight
Department of Transportation, United States Coast Guard 108

Waterways, Inland—freight shipments
Interstate Commerce Commission 109

Weatherization Assistance
Department of Energy, Office of Conservation and Renewable Energy 88

Weights and Measures
State Weights and Measures Offices 81
Department of Commerce, National Bureau of Standards 85

Welfare
SEE Social Services

Wine Institute 48

Work-at-Home Schemes
SEE Mail Fraud and Misrepresentation

Workers' Compensation
State Workers' Compensation or Industrial Accidents Office (Consult local phone directory)
State and local Consumer Protection Offices 49
Special Recognition To . . .

Members of the Consumer Affairs Council for their assistance with this publication and their continuing role as consumer affairs representatives for Federal departments and agencies.

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The Federal Consumer Affairs Council was established by Presidential Executive Order 12160 in 1979. In 1981, President Ronald Reagan appointed Virginia H. Knauer, his Special Adviser for Consumer Affairs, Chairperson of the Council. The Council consists of the consumer affairs directors of some 44 Federal agencies—executive branch agencies as well as independent regulatory agencies. It meets quarterly for policy coordination briefings and discussions of administrative developments and concerns relating to Federal consumer activities. In addition, under President Reagan, the Council has begun to address the information needs of Federal consumer affairs specialists in critical consumer issue areas through formal training programs.