Office of the Special Adviser to the President for Consumer Affairs
The White House, Washington, DC
and the
United States Office of Consumer Affairs

in cooperation with the
Department of Defense
"...On a grand scale, consumerism is nations creating policies that are responsive to consumer perspectives. Consumerism is corporations that make safety their first concern and develop quality products and services. Consumerism is governments using tax dollars wisely, responsively, and ethically. It is also charities that inspire us to support worthy causes with our financial resources.

On a more personal level, consumerism is a parent putting safe, nutritious food on the table. It is families knowing how to spend and save wisely so they have enough money left over to pursue a dream or enjoy a special pastime. Indeed, the marketplace skills of individual consumers play an important role in ensuring that every American citizen enjoys his or her share in our Nation's prosperity..."

Excerpts from President Bush's 1989 Proclamation of National Consumers Week, April 23-29, 1989

Dear Consumer:

The Department of Defense is pleased to participate in the publication of the Consumer's Resource Handbook. We are concerned about the difficulties that consumers sometimes experience when seeking help with a complaint. The handbook is designed to bring you to the right source for assistance. I am sure you will find it a useful reference guide in resolving complaints.

Sincerely,

[Signature]
Consumer's Resource Handbook
Published by the United States Office of Consumer Affairs

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Acknowledgments

Funding for this publication was made possible through the support of the following Federal departments and agencies:

Consumer Product Safety Commission • Department of Agriculture • Department of Defense
Department of Education • Department of Energy • Department of Health and Human Services
Department of Housing and Urban Development • Department of the Interior • Department of Justice
Department of Labor • Department of Veterans Affairs • Federal Communications Commission
Federal Deposit Insurance Corporation • Federal Trade Commission • General Services Administration
National Credit Union Administration • Postal Rate Commission • Small Business Administration
United States Postal Service

Government Printing Office
1990 Edition

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Please credit the U.S. Office of Consumer Affairs.

Additional single copies of the Consumer's Resource Handbook are available free by writing:
Handbook, Consumer Information Center, Pueblo, Colorado 81009.
Dear Consumer:

I am proud to introduce the 5th edition of the Consumer's Resource Handbook. This how-to-do-it guide is one of the most popular and widely-praised books ever published by the Federal government. The Handbook is written for the individual American consumer and the consumer affairs professional.

In "Part I—How to be a Smart Consumer” we offer hints on how to get the most for your money. "Eubie Smart" is a special cartoon character we use with our list of consumer tips. This section contains tips on how to choose child care, how to protect your privacy, and how to choose a school for your child. Eubie also offers pointers about car repair, home remodeling, and credit card fraud. If you are trying to resolve a consumer complaint, this part of the Handbook shows you how to write a complaint letter.

The second section, "Part II—Consumer Assistance Directory," lists the addresses and telephone numbers of businesses, state and local consumer protection offices, and Federal government agencies. You can write or call these offices for help with your consumer questions and problems.

If you are not sure where to find the information you need, check the Index in the back of the Handbook. The Index is arranged by subject.

Whether you are an individual consumer or a consumer affairs professional, we hope you will find this Handbook useful.

Sincerely,

Bonnie Guiton
Special Adviser to the President for Consumer Affairs and Director, United States Office of Consumer Affairs
Table of Contents

Message from President Bush

Letter from Bonnie Guiton, Special Adviser to the President for Consumer Affairs, and Director, U.S. Office of Consumer Affairs .. ii

Part I. How to be a Smart Consumer
How to Get the Most for Your Money and Avoid Consumer Problems ....... 1
How to Handle Your Own Complaint ................................................................. 2
How to Write a Complaint Letter ................................................................. 2
Sample Complaint Letter ........................................................................... 3
How to Use this Handbook ........................................................................... 4
What's in the Handbook ............................................................................. 4
Consumer Tips from Eubie Smart ................................................................. 7

Part II. Consumer Assistance Directory
Corporate Consumer Contacts ................................................................. 11
Car Manufacturers ......................................................................................... 35
Better Business Bureaus ............................................................................. 42
Trade Associations and Other Dispute Resolution Programs ................. 45
State, County, and City Government Consumer Protection Offices ...... 48
State Agencies on Aging ............................................................................. 61
State Banking Authorities ........................................................................... 63
State Insurance Regulators ........................................................................ 65
State Utility Commissions ........................................................................... 67
State Vocational and Rehabilitation Agencies .......................................... 69
State Weights and Measures Offices ......................................................... 73
Military Commissary and Exchange Contacts .......................................... 75
Federal Information Centers ........................................................................ 77
Selected Federal Agencies ........................................................................... 78
Federal TDD Directory .................................................................................. 84

Index .............................................................................................................. 87
Acknowledgments ........................................................................................ 1
Part I
How to Be a Smart Consumer

How to Get the Most for Your Money and Avoid Consumer Problems

Before you buy:

- Think about what you need and what product or service features are important to you.
- Compare brands. Ask for word-of-mouth recommendations and look for formal product comparison reports. Check your local library for magazines and other publications that contain product comparisons.
- Compare stores. Look for a store with a good reputation and plan ahead to take advantage of sales.
- Check with your local Better Business Bureau (BBB) to find out if the company is reputable.
- Check for any extra charges, such as delivery fees, installation charges, and service costs.
- Read warranties to understand what you must do and what the manufacturer must do if you have a problem.
- Read contract terms carefully. Make sure all blank spaces are filled in before you sign a contract.
- Ask the sales person to explain the store’s return or exchange policy.
- Do not assume an item is a bargain just because it is advertised as one.

After you buy:

- Read and follow the instructions on how to use the product or service.
- Use the product only for the purpose outlined by the manufacturer in the instructions.
- Read and understand the warranty. Keep in mind that you may have additional warranty rights in your state. Check with your state or local consumer office for more information. A list of these offices begins on page 48.
- Keep all sales receipts, warranties, and instructions.
- If trouble develops, report the problem to the company as soon as possible. Trying to fix the product yourself may cancel the warranty.
- Keep a file of your efforts to resolve the problem. It should include the names of the individuals you speak with and the date, time, and outcome of the conversation. Also, keep copies of the letters you send to the company and any replies they send to you.

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How to Handle Your Own Complaint

As a consumer you have the right to expect quality products and services at fair prices. If something goes wrong, there are things you can do to resolve the problem. Here are some suggestions for handling your own complaint:

Collect records:

Start a file about your complaint. Include copies of sales receipts, repair orders, warranties, cancelled checks, and contracts which will back up your complaint and help the company resolve 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 restate your case. A large number of consumer problems are resolved at this level. Chances are, yours will be, too.

Allow each person you contact time to resolve your problem before contacting someone else for help.

Keep a record of your efforts and include notes about whom you spoke with and what was done about the problem. Save copies of any letters you send to the company as well as letters sent to you.

Don’t give up:

If you are not satisfied with the response at the local level, don’t give up. Call or write a letter to the person responsible for consumer complaints at the company's headquarters. Many companies have toll-free telephone numbers. Often these toll-free “800” numbers are printed on the product's package. Check your local library for a directory of toll-free telephone numbers. Or, call 1 (800) 555-1212 to learn whether a company has a toll-free telephone number. If you're writing a letter, send your letter to the consumer office or to the president of the company.

Describe the problem:

When you complain to a company, be sure to describe the problem, what (if anything) you have already done to resolve it, and what you think is a fair solution. Do you want your money back? Would you like the product repaired? Do you want the product exchanged?

How to Write a Complaint Letter

Where to write:

If talking with the sales person or company representative does not resolve the problem, you will need to write a letter to the company to resolve your complaint. For a list of many corporate consumer contacts and their addresses, see page 11.

If there is no listing for the company, check the reference section of your local library. The following books may help you locate useful company and brand name information:

• Standard & Poor's Register of Corporations, Directors and Executives
• Standard Directory of Advertisers
• Thomas Register of American Manufacturers
• Trade Names Directory

What to write:

• The letter should include your name, address, home and work telephone numbers, and account number, if appropriate.
• Make your letter brief and to the point. List all the important facts about your purchase, including the date and place you made the purchase and any information you can give about the product—such as the serial or model number.
• If you are writing to complain about a service you received, describe the service and who performed it.
• State exactly what you want done about the problem and how long you are willing to wait to resolve it. Be reasonable.
• Include copies of all documents regarding your problem.
• Be sure to send COPIES, not originals.
• Don’t write 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. Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
• Keep a copy of all letters to and from the company.
• The sample letter on the next page is a guide to help you write a complaint letter. Remember, if you write a letter to a Better Business Bureau, government agency, trade association, or other source or help, give information about what you have done so far to get your complaint resolved.
Sample Complaint Letter

(Your Address)
(Your City, State, ZIP Code)
(Date)

(Name of Contact Person)
(Title)
(Company Name)
(Street Address)
(City, State, ZIP Code)

Dear (Contact Person):

On (date), I purchased (or had repaired) a (name of the 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 well (or the service was inadequate) because (state the problem).

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

I look forward to your reply and a resolution to my problem, and will wait (set time limit) before seeking third-party assistance. Please contact me at the above address or by phone at (home and office numbers-with area codes).

Sincerely,

(Your name)
(Your account number)

Keep copies of your letter and all related documents
How to Use this Handbook

The Consumer's Resource Handbook is divided into two sections. Part I-How to be a Smart Consumer lists tips on how to get the most for your money, how to handle your own complaint and how to write a complaint letter. Part I also includes tips about several consumer issues such as protecting personal privacy, finding child care, and credit card fraud.

Part II of the Handbook lists offices you can contact for help with consumer problems or questions. This section includes: Corporate Consumer Contacts, Car Manufacturers, Better Business Bureaus, Trade Associations, Other Dispute Resolution Programs, State, County and City Government Consumer Offices, Selected Federal Agencies, and Military Commissary and Exchange Contacts. Check the Table of Contents for a complete list of the offices in this part of the book.

There is a Subject Index at the back of the Handbook which can help you locate information about specific topics.

Remember:
1. First contact the seller if you have a complaint.
2. If that does not resolve your problem, contact the company headquarters.
3. If your problem is still unresolved, refer to the index for the organizations, or local, state and Federal offices that provide assistance.
4. Taking legal action should be the last resort. However, if you decide to exercise this right, be aware that you may have to act within a certain time period. Check with your lawyer about any statutes that apply to your case.

What's in the Handbook

Corporate Consumer Contacts

Many companies have consumer affairs or customer relations departments to answer questions or to help resolve consumer complaints. If you cannot resolve a complaint where you made the purchase, then contact company headquarters.

The addresses and telephone numbers of more than 600 companies are listed in the Corporate Consumer Contacts section of this Handbook, beginning on page 11. Many entries include toll-free "800" telephone numbers. Some companies have Telecommunications Devices for the Deaf (TDD) for the hearing impaired. All "800" and "TDD" numbers are in bold type. If you write to the company, use the sample letter on page 3 as a guide for your own letter.

Car Manufacturers

Most foreign and American car manufacturers have regional offices which handle consumer complaints that are not resolved by your local car dealer. The list of Car Manufacturers begins on page 35.

Better Business Bureaus

Currently, there are about 180 Better Business Bureaus (BBBs) in the United States. These bureaus are non-profit organizations, sponsored by private, local businesses. They offer a variety of services. These services include: general information on products or services, reliability reports, background information on local businesses and organizations, and records of a company's complaint handling performance.

Each BBB has its own policy about reporting information. 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. However, many bureaus do offer binding arbitration, a form of dispute resolution, 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 address for the Council and a list of BBBS operating in the United States begins on page 42.

Trade Associations and Other Dispute Resolution Programs

There are nearly 40,000 trade and professional associations in the United States which represent a variety of interests (including banks, insurance companies, clothing manufacturers) and professionals (such as accountants, lawyers, doctors, and therapists).

Some of these associations and their members have established programs to help consumers with complaints not resolved at the point of purchase.

These programs are usually called "alternative dispute resolution programs. Generally, there are three types of programs: arbitration, conciliation, or mediation. All three methods of dispute resolution vary. Ask for a copy of the rules of the program before you file your case. Generally, the decisions of the arbitrators are binding and must be accepted by both the customer and the business. However, in other forms of dispute resolution, only the business is required to accept the decision. And in some programs, decisions are not binding on either party.

Trade associations have various consumer functions, which are described in the National Trade & Professional Associations of the United States. Check your local library for this book and related sources of help.

A list of Trade Associations and other Dispute Resolution Programs begins on page 45.
State, County, and City Government Consumer Offices

City and county consumer offices can be helpful because they are easy to contact and are familiar with local businesses and laws. If there is no local consumer office in your area, contact a state consumer office. State consumer offices are set up differently across the nation. Some states have a separate department of consumer affairs, while others have a consumer affairs office as part of the governor's office or attorney general's office. These offices will help or refer you to the proper agency.

If you have a consumer problem with a business outside the state where you live, you should contact the consumer office in the state where you made the purchase. When you contact any local or state consumer office, be sure to have handy copies of your sales receipts, other sales documents, and all correspondence with the company. A list of State, County, and City Government Consumer Protection Offices begins on page 48.

Many states also have special commissions and agencies which handle consumer questions and complaints about banks, insurance, utilities, vocational and rehabilitation services, and weights and measures. These agencies are listed separately, beginning on page 61.

In addition, a variety of other helpful community services may be available in your area. For example, county and state Cooperative Extension Services offer a variety of information about health, safety, product comparisons, financial planning, and nutritional needs. Information about these and other state and local services can be found at your library and in the telephone directory in the city, municipal, county or state government listings.

Selected Federal Agencies

Many Federal agencies have enforcement and/or complaint handling duties for products and services used by the general public. Others act for the benefit of the public, but do not resolve individual consumer problems.

Agencies also have fact sheets, booklets and other information that may be helpful in making purchase decisions and dealing with consumer problems. If you need help in deciding where to go with your consumer problem, check the index at the end of this book or call the nearest Federal Information Center listed on page 77.

The Federal agencies listed in the Selected Federal Agencies section, beginning on page 78, respond to consumer complaints and inquiries. A list of Federal agencies with Telecommunications Devices for the Deaf (TDD) begins on page 84.

Military Commissary and Exchange Contacts

Interested consumers will find a list of Military Commissary and Exchange Contacts on page 75. The list includes the regional offices and headquarters for all the Armed Forces Exchanges and Commissaries.

Other Sources of Help

Libraries

Local libraries can be a good source of help. Many of the publications mentioned in this Handbook can be found in public libraries. Some university and other private libraries allow individuals to use their reference materials, too. Check your local telephone directory for the location of nearby libraries.

Media Programs

Many local newspapers and radio and television stations throughout the United States have "Action Line" or "Hot Line" services. These programs may be able to help consumers with their problems. Sometimes these programs are successful in helping to resolve consumer complaints because of their influence in communities. Some Action Lines select only the most severe problems, or those that occur most frequently. They may not be able to handle every complaint.

To find these services, check with your local newspapers, radio and television stations, or your local library.

Occupational and Professional Licensing Boards

Many state agencies license or register members of various professions, including: doctors, lawyers, nurses, accountants, pharmacists, funeral directors, plumbers, electricians, car repair shops, employment agencies, collection agencies, beauticians, and television and radio repair shops.

In addition to setting licensing standards, these boards also set rules and regulations; prepare and give examinations; issue, deny or revoke licenses; bring disciplinary actions; and handle consumer complaints.

Many boards have referral services or consumer education materials to help you select a professional. If you have a complaint and contact a licensing agency, the agency will contact the professional on your behalf. If necessary, they may conduct an investigation and take disciplinary action against the professional. This action may include probation, or license suspension or revocation.

To locate the local office of an occupational or professional licensing board, check your local telephone directory under the headings of Licensing Boards or Professional Associations, or look for the name of the individual agency. If there is no local office, contact the state consumer office.

Legal Help

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.
Small Claims Courts

Small claims courts were established to resolve disputes involving claims for small debts and accounts. While the maximum amounts that can be claimed or awarded differ from state to state, court procedures generally are simple, inexpensive, quick and informal. Court fees are small, and you often get your filing fee back if you win your case. Generally, you will not need a lawyer. In fact, in some states, lawyers are not permitted. If you live in a state that allows lawyers and the party you are suing brings one, do not be intimidated. The court is informal and most judges make allowances for consumers who appear without lawyers.

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

If the party bringing the suit wins the case, the party who lost will often 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 money from each paycheck and give it to the winner of the lawsuit.

Check your local telephone book under your municipal, county or state government headings for small claims court offices. When you contact the court, ask the court clerk how to use the small claims court. To better understand the process, sit in on a small claims court session before taking your case to court.

Legal Aid Offices

Legal Aid offices help individuals who cannot afford to hire private lawyers. There are more than 1,000 of these offices around the country, staffed by lawyers, paralegals, and law students. All offer free legal services to those who qualify.

Funding is provided by a variety of sources, including Federal, state and local governments and private donations. Many law schools nationwide conduct clinics where law students assist practicing lawyers with these cases as part of their training.

These offices generally offer legal assistance with problems such as landlord-tenant relations, credit, utilities, family issues (such as divorce and adoption), social security, welfare, unemployment, and workmen's compensation. Each Legal Aid office has its own board of directors which determines the priorities of the office and the kinds of cases handled. If the Legal Aid office in your area does not handle your type of case, it should be able to refer you to other local, state or national organizations that can provide advice or help. Check the telephone directory or call your local consumer protection office to find the address and telephone number of the Legal Aid office near you.

Legal Services Corporation

The Legal Services Corporation (LSC) was created by Congress in 1974. There are LSC offices in all 50 states, Puerto Rico, the Virgin Islands, Guam, and Micronesia. Check the telephone directory for the LSC office nearest you or call the Federal Information Center (FIC) listed on page 77. Or call the LSC Public Affairs Office at (202) 863-4089. If you wish to buy a full directory of all LSC programs, write or call:

Public Affairs
Legal Services Corporation
400 Virginia Avenue, S.W.
Washington, DC 20024-2751
(202) 863-4089

Private Lawyers

If you need help finding a lawyer, check with the Lawyer Referral Service of your state, city or county bar association listed in local telephone directories.

Complaints about a lawyer should be referred to your state, county or city bar association.

Other Consumer Information

Consumer Credit Counseling Services

Counseling services provide assistance 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 free or low-cost credit counseling.

The Consumer Credit Counseling Service (CCCS) is one non-profit organization that provides money management techniques, debt payment plans and educational programs. Counselors take into consideration the needs of the client, as well as the needs of the creditor, when working out a debt repayment plan. You can find the CCCS office nearest you by contacting the National Foundation for Consumer Credit, Inc., 8701 Georgia Avenue, Suite 507, Silver Spring, MD 20910, (301) 589-5600.

Consumer Groups

Private and voluntary consumer organizations are usually created to advocate specific consumer interests. In some communities they will help individual consumers with complaints. To find out if such a group is in your community, contact your state or local consumer protection office. A list of these offices begins on page 48.

Consumer Information Catalog

The Consumer Information Catalog lists more than 200 free or low-cost Federal booklets on a variety of topics, many of which may be helpful in addressing consumer complaints or problems. Topics include: careers and education, child care, Federal benefits, financial planning, gardening, health, housing, small business, travel, hobbies, cars, etc. This free Catalog is published quarterly by the Consumer Information Center, and may be ordered by sending your name and address to: Catalog, Consumer Information Center, Pueblo, CO 81009.
Consumer Tips from Eubie Smart

This section contains some tips to help you become a better consumer. It includes suggestions about how to choose child care, find the best school for you or your child, protect your privacy and tips about many other consumer topics.

Remember to check with your local consumer protection office and Better Business Bureau. They can help you, too. Their addresses are listed in Part II of this Handbook.

Selecting Child Care

Choosing child care is an important issue for parents. Here are some tips about how you can protect the privacy of your credit, medical, and insurance records:

1. What are the licensing laws for day care providers in your city, county or state? Your local consumer protection office is a good place to check for this information.

2. Do caregivers have references? What about special training in child development and education? How many children does each adult look after?

3. Is the home or center clean? Is there enough space inside and outside for the children to play? Is the playground fenced?

4. If the center is large, do visitors and children sign in and out? What are the safety precautions in case of fire or other emergencies?

5. What about sick children? Do they stay home? What if a child needs medical help?

6. How does the staff discipline children? How much of each day is filled with planned activities? Are activities geared to children's ages and development?

7. What are the fees for half-days, overtime or sick children?

8. Are kids' pictures or projects hung up and changed often?

9. Do caregivers tell you what your child did that day? How he or she is doing overall?

After your child is in a program, you may wish to ask:

1. Does your child talk happily about the program?

2. Do you know new employees? Do they talk to your child?

Employers may wish to contact the Department of Labor's Women's Bureau Work and Family Clearinghouse. The Clearinghouse can provide information about child or elder care. For more information call: (202) 523-4486.

Protecting Personal Privacy

Here are some tips about how you can protect the privacy of your credit, medical, and insurance records:

1. When you are filling out an application for credit, insurance or a job, ask how the information you give about yourself will be used. Who has access to it? Is your mailing address sold to other companies? How long is the information kept? How often is it updated?

2. The Direct Marketing Association (DMA) operates the Mail Preference Service and the Telephone Preference Service. If you wish to have your name removed from nationally-based advertising lists, write to these services. The addresses are listed on page 46 of this Handbook.

3. Credit bureaus keep records about how you pay your bills, how much credit you have, etc. For a small fee, you can find out what's in your credit report. The creditor will tell you which credit bureau to write or call.

4. If you find a mistake in your credit report, the credit bureau must check it and correct it for you. Any negative information that cannot be proven must be removed. However, correct information about late payments can stay on your record for seven years. More severe credit problems such as bankruptcies can stay on your record for up to 10 years. You can also add your own 100-word statement of explanation for a credit problem to your file.
Choosing A School

Whether you are looking for a school for your child or looking to improve your own skills, education is an investment decision that should be made carefully.

Choosing a school for a child:

1. There are many types of schools; magnet schools, public schools, private schools, etc.
2. Every child learns differently. Choose the school that best meets your child's learning style.
4. Public schools are grouped into local city or county school districts. Check with your local consumer protection office or look in the telephone book to find the address of your local school district office.
5. The Department of Education has published a booklet, "Choosing a School for Your Child." Free copies of the booklet may be ordered by writing: Choosing a School, Consumer Information Center, Pueblo, Colorado 81009.

Choosing a job training program:

1. If you are looking for a job training program, avoid scams by checking with your local consumer protection office or Better Business Bureau before you enroll.
2. Before going back to school, check to see if local employers or others offer similar training for free.
3. Be sure the skills the school teaches will be useful to you and are currently being used in the workplace.
4. If you must learn how to use equipment, does the school have enough equipment so every student can practice using it? Is the equipment up-to-date?
5. How many recent students graduated? How many found jobs in their fields? Did the school help them find jobs, and how long did it take? How do current and past students feel about the school's program?
6. Will the program improve your math, reading and thinking skills? Will it teach you how to keep learning after graduation?
7. Does the program include on-the-job training? Do teachers work with industry and update their skills regularly?
8. Do you have to take out a loan to pay for the program? Who pays back the loan if the school doesn't deliver on its promises?

Paying for Job Training or College:

There are several sources of financial aid: scholarships, grants and loans. Scholarships and grants do not have to be paid back. Loans do have to be paid back. The Department of Education oversees Federal financial aid programs for job training or college.

1. Check with your local library for information about financial aid. Also check with the school about its financial aid programs.
2. The Department of Education can answer your questions about how to apply for Federal financial aid, how to solve loan problems or how to report possible fraud. The Department's addresses are on page 78 of this Handbook.
3. Remember that loans must be paid back. Because of the large number of students who do not pay back their loans, the Department of Education and other financial aid providers have adopted stiff penalties for those who do not pay back the loans.
Home Improvements

1. Compare costs by getting more than one estimate. Each estimate should be based on the same building specifications, materials and time frame.

2. Before choosing a contractor, check with state, county, or local consumer protection agencies to see if a large number of complaints have been filed against the contractor.

3. Check with your local housing authority to see if licensing and/or bonding are required of contractors in your area. If so, ask to see the contractor's license and bonding papers.

4. Be sure the written contract includes the contractor's full name, address, phone number and professional license number (where required). The contract should also include a thorough description of the work to be done, the grade and quality of materials to be used, the agreed upon starting and completion dates, the total cost, payment schedule, warranty, how debris will be removed and any other agreement information. Never sign a partially blank contract. Fill in or draw a line through any blank spaces.

5. Most contractors have liability and compensation insurance to protect the customer from a lawsuit in the event of an accident. Ask to see a copy of the insurance certificate.

6. If the work requires a building permit, let the contractor apply for it in his name. That way, if the work does not pass inspection, you are not financially responsible for any corrections that must be made.

7. When you sign a non-emergency home improvement contract in your home and in the presence of a contractor (or contractor's representative), you usually have three business days in which to cancel the contract. You must be told about your cancellation rights and be provided with cancellation forms. If you decide to cancel, it is recommended that you send a notice of cancellation by telegram or certified mail, return receipt requested.

8. For a large remodeling job that involves many subcontractors and a substantial financial commitment, it is wise to protect yourself from liens against your home in the event the contractor does not pay subcontractors or suppliers. Add a release-of-lien clause to the contract or place your payments in an escrow account until the work is completed.

9. If you cannot pay for a project without a loan, add a clause to your contract stating it is valid only if financing is obtained.

10. Thoroughly inspect the contractor's work before making final payment or signing a completion certificate.

Credit Cards

1. Keep a list of your credit-card numbers, expiration dates, and the phone number of each card issuer in a safe place.

2. Credit card issuers offer a wide variety of terms (annual percentage rate, methods of calculating the balance subject to the finance charge, minimum monthly payments, and actual membership fees). When selecting a card, compare the terms offered by several card issuers to find the card that best suits your needs.

3. When you use your credit card, watch your card after giving it to a clerk. Take your card back promptly after the clerk is finished with it and make sure it's yours.

4. Tear up the carbons when you take your credit card receipt.

5. Never sign a blank receipt. Draw a line through any blank spaces above the total when you sign receipts.

6. Open credit card bills promptly and compare them with your receipts to check for unauthorized charges and billing errors.

7. Write the card issuer promptly to report any questionable charges. Written inquiries should not be included with your payment. Instead, check the billing statement for the correct address for billing questions. The inquiry must be in writing and must be sent within 60 days to guarantee your rights under the Fair Credit Billing Act.

8. Never give your credit card number over the telephone unless you made the call. Never put your card number on a post card or on the outside of an envelope.

9. Sign new cards as soon as they arrive. Cut up and throw away expired cards. Cut up and return unwanted cards to the issuer.

10. If any of your credit cards are missing or stolen, report the loss as soon as possible to the card issuer. Check your credit card statement for a telephone number for reporting stolen credit cards. Follow up your phone calls with a letter to each card issuer. The letter should contain your card number, the date the card was missing, and the date you called in the loss.

11. If you report the loss before a credit card is used, the issuer cannot hold you responsible for any subsequent unauthorized charges. If a thief uses your card before you report it missing, the most you will owe for unauthorized charges on each card is $50.
Tips for Shopping by Mail, by Telephone, and by Television

Today there are many ways to buy products or services. Many consumers buy items through mail order or by telephone or even from television shopping programs.

Keep these tips in mind:

1. Be suspicious of exaggerated product claims or very low prices, and read product descriptions very carefully—sometimes pictures of products are misleading.

2. If you have any doubts about the company, check with the U.S. Postal Service, your state or local consumer protection agency or Better Business Bureau before ordering.

3. Ask about the firm's return policy. If it is not stated, ask before you order. For example, does the company pay charges for shipping and return? Is a warranty or guarantee available? Does the company sometimes substitute comparable goods for the product you want to order?

4. Keep a complete record of your order; including the company's name, address and telephone number, the price of the items ordered, any handling or other charges, the date you mailed (or telephoned) in the order, and your method of payment. Keep copies of canceled checks and/or statements.

5. If you order by mail, your order should be shipped within 30 days after the company receives your complete order, unless another period is agreed upon when placing the order or is stated in an advertisement. If your order is delayed, a notice of delay should be sent to you within the promised shipping period along with an option to cancel the order.

6. If you buy a product through a television shopping program, check the cost of the same item sold by other sources, including local stores, catalogs, etc.

7. If you want to buy a product based on a telephone call from the company, ask for the name, address, and phone number where you can reach the caller after considering the offer.

8. Never give your credit card or social security number over the telephone as proof of your identity.

9. Postal regulations allow you to write a check payable to the sender, rather than the delivery company, for cash on delivery (C.O.D.) orders. If, after examining the merchandise, you feel there has been misrepresentation or fraud, you can stop payment on the check and file a complaint with the U.S. Postal Inspector's Office (see page 83 of this Handbook for the address).

10. You can have a charge removed from your bill if you did not receive the goods or services or if your order was obtained through misrepresentation or fraud. You must notify the credit card company in writing, at the billing inquiries/disputes address, within 60 days after the charge first appeared on your bill.
Corporate Consumer Contacts

This section will help you resolve a complaint about a service or product. First, be sure to go back to the place where you bought the product or service. Try to resolve the complaint with the seller. If that does not work, the next step is to write or call the company's headquarters.

This section lists the names and addresses of almost 600 corporate headquarters, and in many cases, the name of the person to contact. Most listings also include toll-free "800" numbers. Unless otherwise noted, the toll-free "800" numbers can be used from anywhere in the continental United States.

In some cases, you will see a company name or brand name listed with the instructions to see another company listed elsewhere in this section. For example: Admiral, see Maycor.

Questions about Admiral products should be directed to the consumer contact at Maycor because Maycor handles the complaints for the Admiral brand.

If you do not find the product name in this section, check the product label or warranty for the name and address of the manufacturer. Public libraries also have information that might be helpful. The Standard & Poor's Register of Corporations, Directors and Executives, the Trade Names Directory and the Standard Directory of Advertisers are three sources that list information about most firms. If you cannot find the name of the manufacturer, the Thomas Register of American Manufacturers lists the manufacturers of thousands of products.

Remember, to save time, first take your complaint back to where you bought the product. If you contact the company's headquarters first, the consumer contact will probably direct you back to the local store where you bought the product.

A

Ms. Anna Wright
Agency Complaint Coordinator
AAMCO Transmissions, Inc.
One Presidential Boulevard
Bala Cynwyd, PA 19004
(215) 668-2900
1 (800) 523-0401 (toll free)

Audience Information
Capitol Cities/ABC Inc.
(212) 466-7777

Mr. Joseph P. Casassa
Supervisor, Product Service
AC Rochester, Division of
General Motors Corporation
1601 North Avenue
Flint, MI 48506
(810) 267-6390

Mrs. Susan Shaw
Consumer Affairs Assistant
AETNA Life and Casualty
151 Farmington Avenue
Hartford, CT 06156
(203) 273-7694
1 (800) 243-0185 (toll free outside CT)

Ms. Patricia Hubbard
Coordinator, Consumer Relations
A. H. Robins Company, Inc.
3800 Cutshaw Avenue
Richmond, VA 23230
(804) 25-2720

Mr. Cal Kraft, Director
Office of Consumer Relations
Amtrak
Washington Union Station
60 Massachusetts Avenue, N.E.
Washington, DC 20002
(202) 906-2121
1 (800) USA-RAIL
(toll free reservations and information)
1 (800) 358-5393 (toll free for credit card inquiries only)

Mr. Karl Entroth and Mr. Dave Lewis
Golf Division National Consumer Relations
Acushnet
P.O. Box B 985
New Bedford, MA 02741
1 (800) 225-8500 (toll free)

Admiral
see Maycor

Mr. Michael Foort
Customer Relations Manager
Allstate Insurance Company
Allstate Plaza — F3
Northbrook, IL 60062
(312) 281-6718

Ms. Patricia Hubbard
Coordinator, Consumer Relations
A. H. Robins Company, Inc.
3800 Cutshaw Avenue
Richmond, VA 23230
(804) 25-2720

AJAY Sports
1501 East Wisconsin Street
Delavan, WI 53115
(414) 728-5521
1 (800) 558-3267 (toll free)

Mr. Timothy Orkins
Director, Consumer Affairs
Alaska Airlines
P.O. Box 68900
Seattle, WA 98116
(206) 431-7286

Ms. Michelle Evans, Manager
Consumer Relations Department
Alberto Culver Company
2525 Armitage Avenue
Melrose Park, IL 60160
(312) 495-3163

Mr. Karl Entroth and Mr. Dave Lewis
Golf Division National Consumer Relations
Acushnet
P.O. Box B 985
New Bedford, MA 02741
1 (800) 225-8500 (toll free)

Ms. Margie Hauberg
Quality Assurance Analyst
Coors Brewing Company
Consumer Hotline
Golden, CO 80401
1 (800) 642-6116 (toll free)

Ms. Donna Carr
Supervisor, Consumer Affairs
Airwick Industries, Inc.
Division of Reckitt & Colman, Inc.
P.O. Box 945
Wayne, NJ 07474-0945
(201) 633-2831

Mr. Michael Foort
Customer Relations Manager
Allstate Insurance Company
Allstate Plaza — F3
Northbrook, IL 60062
(312) 281-6718

Ms. Patti Yoshino
Manager, Customer Relations
Aloha Airlines
P.O. Box 30029
Honolulu, HI 96820
(808) 836-4283

Ms. Lorraine Raine
Senior Consumer Representative
Department of Operations
Alpo Pet Foods
P.O. Box 2187
Allentown, PA 18101
(215) 395-3301
Mr. Kathy Ford  
Manager, Customer Relations  
Amana Refrigeration, Inc.  
Amana, IA 52204  
(319) 622–5511  
1 (800) 843–3934  
(toll free—product questions)  

Ms. Susan M. Sampsell  
Manager, Consumer Affairs  
American West Airlines  
4000 West Skyharbor Boulevard  
Phoenix, AZ 85034  
(602) 934–0800  

Ms. J.L. Ferguson  
Manager, Consumer Relations  
American Airlines  
P.O. Box 619616 MD 5E12  
Dallas/Fort Worth, TX 75261–9616  
(817) 355–2131  

Room #535—Approved Auto Repair  
American Automobile Association  
8111 Gatehouse Road  
Falls Church, VA 22047–0001  
(written complaints only)  

American Cyanamid Company  
see Shulton, Inc.  

Mr. Martin J. Hummel, Vice President  
Corporate Customer Relations  
American Express Company  
American Express Tower  
World Financial Center  
New York, NY 10285  
(212) 640–5619  
1 (800) 528–4800  
(toll free—green card inquiries)  
1 (800) 327–2177  
(toll free—gold card inquiries)  
1 (800) 525–3355  
(toll free—platinum card inquiries)  

Customer Service  
American Family Publishers  
P.O. Box 62999  
Tampa, FL 33662  
1 (800) AFP–2400 (toll free)  

Ms. Sue Holiday  
Consumer Correspondent  
American Greetings Corporation  
10500 American Road  
Cleveland, OH 44144  
(216) 252–7300  
1 (800) 321–3040  
(toll free outside OH)  

Ms. Linda Mullenhan  
Director, Consumer Affairs  
American Home Food Products, Inc.  
685 Third Avenue  
New York, NY 10017  
(212) 878–6323  

American Learning Corporation  
see Encyclopaedia Britannica  

Mr. Ronald J. Follin, Manager  
Customer and Product Services  
American Standard, Inc.  
P.O. Box 6820  
Piscataway, NJ 08855  
1 (800) 223–0651 (toll free in NJ)  
1 (800) 223–0658 (toll free outside NJ)  
(609) 787–2000 (Trane/CAC, Inc.)  

Mr. Michael T. Miller, Senior Vice President  
American Stores Company  
P.O. Box 27447  
Salt Lake City, UT 84127  
(801) 539–0112  
1 (800) 541–2863 (toll free)  

Mr. Anthony L. Fera  
Manager, Consumer Relations  
American Tourister, Inc.  
91 Main Street  
Warren, RI 02885  
(401) 247–2100  
1 (800) 538–3383 (toll free outside RI)  

Amerongen, Inc.  
see Budget Rent-A-Car Corporation  

Mr. John B. Shaw, Manager  
Customer Relations and Consumer Affairs  
Amoco Oil Company  
200 East Randolph  
Chicago, IL 60601  
(312) 656–4074  

Mr. John Brown, Manager  
Corporate Relations and Consumer Affairs  
Arm & Hammer  
7575 East Fulton Road  
One Central Park Plaza  
Cincinnati, OH 45250  
(513) 676–6899  
1 (800) 548–3878 (toll free TDD)  

Mr. Jeff Solberg, Supervisor of Products  
Service and Repair  
Andersen Corporation  
100 4th Avenue, North  
Bayport, MN 55003  
(651) 439–5150  

Mr. Robert Distelrath  
Manager, Consumer Relations  
Anheuser-Busch, Inc.  
One Busch Place  
St. Louis, MO 63118–1852  
(314) 577–3093  

Corporate Relations  
Aon Corporation  
123 North Wacker Drive  
Chicago, IL 60606  
(312) 701–3000  
1 (800) 621–2108 (toll free)  

Customer Relations Department  
Apple Computer, Inc.  
20525 Mariani Avenue  
Mill Stop 37–S  
Cupertino, CA 95014  
(408) 974–2244  
(complaints and questions)  
1 (800) 538–5585 (toll free for dealer information)  

Aramis, Inc.  
see Estee Lauder, Inc.  

Customer Service  
Arizona Mall Order  
3740 East 34th Street  
Tucson, AZ 85713  
(602) 748–8600  

Arm & Hammer  
see Church & Dwight Co., Inc.  

Mr. Fred Fuest  
Manager, Consumer Affairs  
Armstrong Tire Division  
PirelliArmstrong Tire Corporation  
500 Sargent Drive  
New Haven, CT 06536  
1 (800) 243–0167 (toll free)  

Ms. Jane W. Deibler  
Manager, Consumer Affairs  
Armstrong World Industries  
P.O. Box 3001  
Lancaster, PA 17604  
(717) 396–4401  
1 (800) 233–3823 (toll free)  

Mr. Harry Robinson  
Consumer Relations Administrator  
Armorrall Products Corporation  
27782 Liberty  
Aliso Vilo, CA 92656  
(714) 553–1003  
1 (800) 854–3585 (toll free outside CA)  

Consumer Services  
Armour Food Company  
One Central Park Plaza  
Omaha, NE 68102–1679  
(402) 449–7272/7271  

Ms. Carletta M. Longo  
Consumer Compliance Officer  
Atlantic Financial  
2401 Walnut Street  
Philadelphia, PA 19101  
(215) 972–6104  
1 (800) 233–1198 (toll free)  

Mr. Thomas C. Butler  
Manager, Customer Relations  
Atlantic Richfield Company  
ARCO Products Company  
1055 W. 7th Street  
Los Angeles, CA 90051–0570  
1 (800) 322–ARCO (toll free)  

Mr. J.R. Patterson, Vice President  
Customer Service and Insurance  
Atlas Van Lines  
1212 12th St. George Road  
P.O. Box 509  
Evansville, IN 47703  
1 (800) 457–3705 (toll free)  

Ms. Lynne Lapin  
Supervisor, Customer Service  
Avis Rent-A-Car System  
900 Old Country Road  
Garden City, NY 11530  
(516) 222–4200
<table>
<thead>
<tr>
<th><strong>Corporate Consumer Contacts</strong></th>
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<tbody>
<tr>
<td><strong>B</strong></td>
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<tr>
<td><strong>Customer Relations Department</strong></td>
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<tr>
<td><strong>BIC Corporation</strong> 500 Bic Drive Milford, CT 06460 (203) 783-2000</td>
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<tr>
<td><strong>Bally Manufacturing Corporation</strong> 8700 West Bryn Mawr Chicago, IL 60631 (312) 399-1300</td>
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<td><strong>Quality of Services</strong></td>
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<tr>
<td><strong>Bank of America, NT &amp; SA</strong> Bank of America Center 555 California Street, 19th Floor Department 3538 San Francisco, CA 94104 (415) 622-3590</td>
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<tr>
<td><strong>Mr. Owen Brady, Vice President Public and Investor Relations</strong></td>
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<tr>
<td><strong>The Bank of New York Company</strong> 49 Wall Street, 16th Floor New York, NY 10286 (212) 495-2068</td>
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<tr>
<td><strong>Mr. William Fackler</strong> Executive Vice President Marketing</td>
</tr>
<tr>
<td><strong>Barnett Banks, Inc.</strong> PO. Box 40789 Jacksonville, FL 32231 (904) 791-7720</td>
</tr>
<tr>
<td><strong>Bass Pro Shop</strong> 1935 South Campbell Springfield, MO 65808 1 (800) BASS-PRO (toll free)</td>
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<tr>
<td><strong>Ms. Marylou Ullincy</strong> Manager Consumer Affairs Contact Lens &amp; General Eye Care Products</td>
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<tr>
<td><strong>Bausch and Lomb</strong> Personal Products Division 1400 North Goodman Street Rochester, NY 14692 1 (800) 593-5340 (toll free)</td>
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<tr>
<td><strong>Ms. Janice Gierum</strong> Director, Customer Service Contact Lenses</td>
</tr>
<tr>
<td><strong>Bausch and Lomb</strong> Professional Products Division 1400 North Goodman Street Rochester, NY 14692 1 (800) 552-7388 (toll free)</td>
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<tr>
<td><strong>Ms. Ethel Killenbeck</strong> Supervisor, Consumer Affairs Sunglasses Division</td>
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<tr>
<td><strong>Bausch and Lomb</strong> 465 Paul Road Rochester, NY 14624 1 (800) 343-5594 (toll free)</td>
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<tr>
<td><strong>Customer Service Department</strong></td>
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<tr>
<td><strong>Bear Creek Corporation</strong> 2518 South Pacific Highway P.O. Box 299 Medford, OR 97501 (503) 776-2400</td>
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<tr>
<td><strong>Beatrice Hunt-Wesson, Inc.</strong> Grocery Division 1645 West Balancia Drive Fullerton, CA 92834 (714) 680-1430</td>
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<tr>
<td><strong>Beatrice Cheese, Inc.</strong> Cheese Division 770 N. Springdale Rd. Waukesha, WI 53186 (414) 732-2750</td>
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<tr>
<td><strong>Beatrice Swift-Eckrich, Inc.</strong> Meat Division 1919 Swift Drive Oak Brook, IL 60522-9010 (312) 574-7015 1 (800) 325-7424 (toll free)</td>
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<tr>
<td><strong>Mr. Charles F. Baer, President Consumer Products Division</strong></td>
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<tr>
<td><strong>Becton Dickinson and Company</strong> One Becton Drive Franklin Lakes, NJ 07417 (201) 849-6800 1 (800) 287-1579 (toll free)</td>
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<tr>
<td><strong>Consumer/Public Affairs Department</strong></td>
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<tr>
<td><strong>Beecham Group</strong> PO. Box 1467 Pittsburgh, PA 15230 1 (800) 242-1718 (toll free in PA) 1 (800) 245-1040 (toll free outside PA)</td>
</tr>
<tr>
<td><strong>Beiersdorf, Inc.</strong> PO. Box 5529 Norwalk, CT 06856-5529 (203) 639-8008 1 (800) 238-2340 (toll free outside CT)</td>
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<tr>
<td><strong>Mr. Fred Cooke, Assistant to the President</strong></td>
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<tr>
<td><strong>Bell Atlantic Corporation</strong> 1310 North Court House Road, 10th Floor Arlington, VA 22201 (703) 774-5553</td>
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<td><strong>Mr. Keith Kard, Director Marketing and Public Relations</strong></td>
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<td><strong>Benihana of Tokyo</strong> 8665 Northwest 53rd Terrace Miami, FL 33168 (305) 639-0770 1 (800) 327-3369 (toll free)</td>
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<tr>
<td><strong>Ms. Sue B. Huffman</strong> Director, Consumer Affairs</td>
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<tr>
<td><strong>Best Foods</strong> CPC International, Inc. P.O. Box 6000 International Plaza Englewood Cliffs, NJ 07632 (201) 894-2324</td>
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<tr>
<td><strong>Mr. John Morgan</strong> Manager, Consumer Relations</td>
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<tr>
<td><strong>Best Western International</strong> P.O. Box 10203 Phoenix, AZ 85084 (602) 957-4200</td>
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<td><strong>Birds Eye see General Foods</strong></td>
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<tr>
<td><strong>Mr. Floyd Coonce</strong> Manager, Consumer Assistance</td>
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<tr>
<td><strong>Black and Decker</strong> Home Appliances 6 Armstrong Road Shelton, CT 06484 (203) 926-3218</td>
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<tr>
<td><strong>Consumer Services</strong></td>
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<tr>
<td><strong>Black and Decker Power Tools</strong> 10 North Park Drive Hunt Valley, MD 21030 (301) 527-7100</td>
</tr>
<tr>
<td><strong>Ms. Lori Hunt</strong> Customer Services Representative</td>
</tr>
<tr>
<td><strong>Block Drug Company, Inc.</strong> 257 Cornelison Avenue Jersey City, NJ 07302 (201) 434-3000, ext. 308 1 (800) 365-6500 (toll free outside NJ)</td>
</tr>
<tr>
<td><strong>Best Western International</strong></td>
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<tr>
<td><strong>Customer Service Department</strong></td>
</tr>
<tr>
<td><strong>Blingdale's by Mail, Ltd.</strong> 475 Knotter Drive Cheshire, CT 06410 (203) 271-1019 (mail order inquiries only)</td>
</tr>
<tr>
<td><strong>Consumer Affairs</strong></td>
</tr>
<tr>
<td><strong>Blue Cross and Blue Shield Association</strong> 655 15th St., N.W., Suite 350 Washington, DC 20005 (202) 626-4780</td>
</tr>
</tbody>
</table>
Mr. Dan Evans, Chairman of the Board
Bob Evans Farms, Inc.
3776 South High Street
PO. Box 7863
Columbus, OH 43207
(614) 491-2225
1 (800) 272-PORK (toll free outside OH)

Ms. Karen Braswell, Marketing Manager
Bojangles
PO. Box 240239
Charlotte, NC 28224
(704) 527-2675, ext. 262

Ms. Karen Wilson, Manager
Consumer Response Department
Borden, Inc.
180 East Broad Street
Columbus, OH 43215
(614) 225-4411

Mr. John Leone
Director of Customer Service
Boyle-Midway
PO. Box 850
Cranford, NJ 07016
(201) 276-3900

Ms. Sandra Bourzoukis
Director, Consumer Affairs
Bradlees Discount
Department Stores
One Bradlees Circle
Brattleboro, MA 02184
(617) 380-5468

Ms. Tricia J. Robinet
Director, Consumer Affairs Department
Braniff, Inc.
PO. Box 628099
Orlando, FL 32862-8099
(407) 856-6145
1 (800) 647-8047, ext. 8145 (toll free)

Breck Hair Care products
see Shulton, Inc.

Customer Service
Brights Creek
5000 City Lane Road
Hampton, VA 23661
(804) 627-1650

Mr. Mark A. Whiter
Director, Customer Relations
CIGNA Property and Casualty Companies
Customer Service
CIBA-GEIGY
Agricultural Division
11 Hanover Square
Greensboro, NC 27409
(919) 292-7100

CIBA-GEIGY Corporation
Pharmaceuticals Division
Manager, Customer Relations
Bulova Watch Company
26-15 Brooklyn Queens Expressway East
Woodside, NY 11377
(718) 204-3390 (consumer relations)
(718) 204-3222 (repairs)

Mr. Monroe Milstein, President
Burlington Coat Factory
Warehouse Corp.
1830 Rt. 130 North
Burlington, NJ 08016
(609) 398-3314

Public Relations
Burlington Industries
3330 West Friendly Avenue
Greensboro, NC 27420
(919) 397-3376

Consumer Relations
Burroughs Welcome Company
3030 Cornwallis Road
Research Triangle Park, NC 27709
(919) 248-3000

CIBA Vision Corporation
2910 Amwiler Court
Atlanta, GA 30360
1 (800) 241-5999 (toll free)

CIE Terminals
see C. Itoh Electronics

Mr. Mark A. Whiter
Director, Customer Relations
CIGNA Property and Casualty Companies
Customer Service
CVN
see QVC Network

Customer Relations Department
CVS
One CVS Drive
Woonsocket, RI 02895
(401) 765-1500
1 (800) 444-1140 (toll free)

Mr. Ray Falola, Director
CBS Broadcast Group
Audience Services
Customer Service
CBA Vision Corporation
General Manager
1600 Arch Street
Philadelphia, PA 19103
(215) 523-2729

CVN
see QVC Network

Customer Relations Department
Cabeza's, Inc.
812 - 13th Avenue
Sidney, NE 69160
1 (800) 237-8888 (toll free)
CORPORATE CONSUMER CONTACTS

Ms. Darlene Stovall
Consumer Affairs Analyst
Carnival Cruise Lines
Beverages Division
High Ridge Park
P.O. Box 3800
Stamford, CT 06905
(203) 968-7673

Director, Consumer Affairs Dept.
Carnation Company
Corporate Communications
5045 Wilshire Boulevard
Columbus, OH 43235
(614) 394-3630

Mr. James Witz
Consumer Relations Manager
Carrier Air Conditioning Company
P.O. Box 4808
Syracuse, NY 13221
1 (800) 227-7437 (toll free)
Bryant Heating and Air Conditioning
1 (800) 428-4326 (toll free)
Day & Night Heating and Air Conditioning
1 (800) 428-4326 (toll free)
Payne Heating and Air Conditioning
1 (800) 428-4326 (toll free)

Mr. Arthur H. Hirsch, Supervisor
Dealers and Consumer Affairs
Chevron U.S.A. Inc.
P.O. Box H
Concord, CA 94524
(415) 827-6412
1 (800) CHEVRON (toll free)

Complaint Department
Chi-Chi’s, Inc.
10200 Linn Station Road
Louisville, KY 40223
(502) 426-7800

Chuck E. Cheese
see Integra

Ms. Nancy Sevinsky
Manager, Consumer Relations
Carl Karcher Enterprises
Vice President, Operations
Mr. Lee Mittleman
(212) 516-488-6700
(615) 821-4571

Canon
Corporate Consumer Affairs
Consumer Products Division
1 (800) 251-7100

Channel, Inc.
Vice President, Winery Operations
Ms. Dinah Nemeroff, Vice President
Canandaigua Wine Company
116 Buffalo Street
Canandaigua, NY 14424
(716) 394-3630

Mr. Lloyd Rockwell
Vice President, Operations
Canandaigua Wine Company
One Canandaigua Plaza
Lake Success, NY 11042
(516) 488-5700

Mr. Ray Perry
Vice President, Operations
Carl Karcher Enterprises
1200 N. Harbor Blvd.
P.O. Box 4349
Anaheim, CA 92803
(714) 774-5796

Ms. Dolores Biederman
Passenger Service Manager
Carnival Cruise Lines
5225 Northwest 87th Avenue
Miami, FL 33178
1 (800) 327-7373 (toll free)

Mr. Walter Debek, Manager
Consumer Response
Chesapeake-Ford’s, Inc.
33 Benedict Place
Greenwich, CT 06830
1 (800) 852-8558 (toll free in CT)
1 (800) 243-5804 (toll free outside CT)

Ms. Kathleen Ellwood
Manager, Consumer Relations
Caloric Modern Maid
Consumer Affairs
Consumer Products Division
463 North Main Street
New York, NY 10043
(212) 719-2600

Mr. Drew Fox
Director, Consumer Relations
Campbell Soup Company
Campbell Place
Camden, NJ 08101
(609) 342-3714

Mr. Bruce Wagner
Customer Service Supervisor
Champion Spark Plug Company
P.O. Box 910
Toledo, OH 43661
(419) 535-2458

Mr. Doug Fox
Director, Consumer Relations
Carnival Cruise Lines
Consumer Services
5045 Wilshire Boulevard
Los Angeles, CA 90036
(213) 932-7600

Ms. Rhoda Multz, National Manager
Corporate Consumer Affairs
Caron USA, Inc.
One Canandaigua Plaza
Lake Success, NY 11042
(516) 488-5700

Ms. Rosemary Littlefield
Customer Relations Coordinator
Chanel, Inc.
9 West 57th Street, 44th Floor
New York, NY 10019
(212) 688-5055

Ms. Carol Daley
Director, Consumer Affairs
Chevron Corporation
Consumer Relations
P.O. Box 4349
Stamford, CT 06905
1 (800) 852-8558

Mr. Lloyd Rockwell
Vice President, Operations
Carl Karcher Enterprises
One Canandaigua Plaza
Lake Success, NY 11042
(516) 488-5700

Mr. Ray Perry
Vice President, Operations
Carl Karcher Enterprises
1200 N. Harbor Blvd.
P.O. Box 4349
Anaheim, CA 92803
(714) 774-5796

Ms. Dick L. Curd, Director
Corporate Communications
Carnation Company
5045 Wilshire Boulevard
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(Spanish-toll free voice/TDD)

Clinique Laboratories, Inc.
see Estee Lauder, Inc.
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avon</td>
<td>P.O. Box 24305, Oakland, CA 94623 (415) 271-7283</td>
</tr>
<tr>
<td>Atlanta</td>
<td>Consumer Information Center</td>
</tr>
<tr>
<td>Consumer Affairs Department</td>
<td>Club Med Sales, Inc. 40 West 57th Street, New York, NY 10019 (212) 977-2100</td>
</tr>
<tr>
<td>Mr. Roger Nulley, Manager</td>
<td>Consumer Information Center</td>
</tr>
<tr>
<td>Coca-Cola Company</td>
<td>Drawer 1734, Atlanta, GA 30301 (1-800) 438-2653 (toll free)</td>
</tr>
<tr>
<td>Atlanta</td>
<td>Coldwell Banker see Sears, Roebuck and Co.</td>
</tr>
<tr>
<td>Coleco Industries, Inc.</td>
<td>80 Darling Drive, Avon, CT 06001 (203) 676-7000</td>
</tr>
<tr>
<td>Ms. Grace Richardson</td>
<td>Vice President, Consumer Affairs</td>
</tr>
<tr>
<td>Colgate-Palmolive Company</td>
<td>300 Park Avenue, New York, NY 10022 (1-800) 221-4607 (toll free care products)</td>
</tr>
<tr>
<td>Mr. Tom Kelly, Senior Vice President, Operations</td>
<td></td>
</tr>
<tr>
<td>Colonial Penn Group, Inc.</td>
<td>11 Penn Center Plaza, Philadelphia, PA 19181 (215) 988-8000</td>
</tr>
<tr>
<td>Columbia House</td>
<td>A Division of CBS, Inc. 1211 Avenue of the Americas, New York, NY 10036 (1-800) 457-0500 (toll free)</td>
</tr>
<tr>
<td>Mr. Teresa C. Infantino</td>
<td>Executive Vice President</td>
</tr>
<tr>
<td>Commerce Drug Division</td>
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</tr>
<tr>
<td>Mr. Richard Dowdall, Manager</td>
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</tr>
<tr>
<td>Customer Relations Department</td>
<td>Compaq Computer Corporation 20555 State Highway 249, Houston, TX 77070 (713) 370-0412</td>
</tr>
<tr>
<td>Conwood Company, L.P.</td>
<td>813 Ridge Lake Boulevard, Memphis, TN 38119 (901) 761-2050</td>
</tr>
<tr>
<td>Comprehensive Care Corporation</td>
<td>18551 Von Karman Avenue, Irvine, CA 92715 (813) 888-5033 (East coast)</td>
</tr>
<tr>
<td>Ms. Janet Venditti, Manager</td>
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</tr>
<tr>
<td>Mr. Joseph Goldkopf, Director</td>
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</tr>
<tr>
<td>Ms. Lisa A. Daniels, Special Assistant to the President for Consumer Relations</td>
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</tr>
<tr>
<td>Mr. Marvin E. Elsanstald, President</td>
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</tr>
<tr>
<td>Ms. Wendy Atkins, Manager</td>
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</tr>
<tr>
<td>Ms. Kathy Doyle, Supervisor member</td>
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</tr>
<tr>
<td>Mr. Roger Nulley, Manager</td>
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</tr>
<tr>
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<td></td>
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</table>
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Kenosha, WI 53140
(414) 658-8111

John Deere Company
John Deere Road
Moline, IL 61265
(309) 765-8000

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John Hancock Financial Services
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Johnny Appleseed's, Inc.
30 Tozer Rd.
Beverly, MA 01915
1 (800) 225-5051 (toll free)
Ms. Jane Yates, Vice President
Consumer Affairs and Public Relations
Johnny & Johnson Consumer Products, Inc.
Information Center
199 Grandview Road
Skillman, NJ 08558
1 (800) 526-2433 (toll free)

Personal Products Company
Johnson & Johnson
Van Liew Avenue
Milltown, NJ 08850
1 (800) 631-5294 (toll free)

Complaint Department
Johnson Publishing Company, Inc.
820 South Michigan Avenue
Chicago, IL 60605
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Advertising and Marketing
Jordache Enterprises, Inc.
498 7th Avenue
New York, NY 10018
(212) 279-7343
1 (800) 442-7056 (toll free in NY)
1 (800) 221-4448 (toll free outside NY)

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Kmart Corporation
3100 West Big Beaver Road
Troy, MI 48084
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Fieldcrest Cannon Cannon Carpet Division
Karastan/Bigelow
725 North Regional Rd.
Greensboro, NC 27405
(919) 665-4000
1 (800) 334-1181 (toll free)

Consumer Services
Kawasaki Motor Corporation, U.S.A.
P.O. Box 25252
Santa Ana, CA 92799
(714) 770-0400

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Kaye-Roth Hosiery, Inc.
612 South Main St.
Burlington, NC 27220
(919) 652-8300

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Supervisor, Customer Relations
Keebler Company, Inc.
One Hollow Tree Lane
Elmhurst, IL 60126
(312) 833-2900

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Kellogg Company
P.O. Box CAMB
Battle Creek, MI 49016
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Kelvinator Appliance Company
see White Consolidated Industries

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L'Eggs Products, Inc.
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Consumer Relations
Lehn & Fink Products Group
225 Summit Avenue
Montvale, NJ 07645
(201) 573-5700

Customer Service
Leichtung, Inc.
4944 Commerce Parkway
Cleveland, OH 44128
(216) 831-7645
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Lennox Industries
P.O. Box 809000
Dallas, TX 75380-9000
(214) 980-6000

Consumer Services Manager
Lever Brothers Corporation
390 Park Avenue
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Levi Strauss & Co.
1155 Battery Street
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Levitz Furniture Corporation
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Boca Raton, FL 33487-2799
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1 (800) 631-4681 (toll free outside FL)

Customer Service
Levolor Corporation
7614 Business Park Drive
Greensboro, NC 27409
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Consumer Service Department
Lewis Galoob Toys, Inc.
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Customer Service
Life Fitness Products
10601 West Belmont
Franklin Park, IL 60131
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Customer Service
Lillian Vernon Corporation
510 South Fulton Avenue
Mount Vernon, NY 10550
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The Limited, Inc.
Two Limited Parkway
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Columbus, OH 43216
(614) 479-7000

Customer Service
L.L. Bean, Inc.
Casco Street
Freeport, ME 04033
1 (800) 341-4341 (toll free)

Lone Star Brewing Company
see G. Heileman Brewing Company

Long John Silver's
101 Jerrick Drive
P.O. Box 11988
Lexington, KY 40579
(606) 253-6000

L'Oreal
see Cosmair, Inc.

Customer Relations
Lorillard, Inc.
666 Fifth Avenue
New York, NY 10103
(212) 841-1000

Public Relations Department
Los Angeles Times
Times Mirror Square
Los Angeles, CA 90053
(213) 237-5000

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Dublin, CA 94568
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M

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Hackettstown, NJ 07840
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Public Information
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100 Universal City Plaza
Universal City, CA 91608
(818) 777-1000

MTV Networks, Inc.
see Viacom International, Inc.
Vice President
Customer Service
R.H. Macy & Co., Inc.
151 West 34th Street
New York, NY 10001
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Magic Chuf
see Maycor

Magnavox
see Philips Company
Corporation

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Mannington Resilient Floors, Inc.
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Manor Care Healthcare
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Silver Spring, MD 20901
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Mayville Corporation
P.O. Box 5108
Denver, CO 80217
(303) 978-2000
1 (800) 654-3130 (toll free—product information)

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Marine Midland Bank, N.A.
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Consumer Affairs
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Max Factor
see Revlon
Consumer Affairs
Maxicare Health Plans, Inc.
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Maxwell House
see General Foods

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May Department Stores Co.
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Maybelline
see Plough, Inc.

Maycor Appliance, Parts, and Service Company
240 Edwards Street, S.E.
Cleveland, TN 37311
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Customer Service Department
Mayflower Corporation
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Maytag
see Maycor

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Grand Rapids, MI 49550
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Technical Services
Minwax, Inc.
102 Chestnut Ridge Plaza
Montvale, NJ 07645
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Miracle Gro Products, Inc.
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Port Washington, NY 11050
(516) 883-6530

Consumer Relations
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Mr. Al Kedora
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Consumer and Sales Services
National Car Rental System, Inc.
7700 France Avenue, South
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(612) 830-2121
1 (800) 627-7777 (toll free)

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National Media Corporation
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National Presto Industries, Inc.
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25
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Customer Service
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Four Radnor Corporate Center
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Customer Service Representative
Newsweek, Inc.
PO. Box 403
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(201) 550–4000
1 (800) 631–1640
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No Nonsense
see Kayser-Roth Hosiery, Inc.

Norge
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The Nutrasweet Company
1751 Lake Cook Road
Deerfield, IL 60015
1 (800) 321–7254 (toll free)
1 (800) 323–5321 (toll free—Aspartame)

New York Air
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see White Consolidated Industries

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Kenwood Station  
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Orkin  
see Rollins, Inc.

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Chevron Chemical Company  
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Orville Redenbacher  
see Beatrice Hunt-Wesson, Inc.

OSCO Drugs  
see American Stores Company

Consumer Response  
Oster/Sunbeam Company  
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Public Affairs  
Pacific Enterprises  
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Vice President, Customer Services  
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Lincoln Harbor  
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Panasonic  
see Matsushita Servicing Company

Paper Art Company  
see Mennen Company

Parke-Davis  
see Warner-Lambert Company

Peidmont Airlines  
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see Beatrice Hunt-Wesson, Inc.

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see Estee Lauder

Princeton Pharmaceutical Products
see Squibb Corporation

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<thead>
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<th>Company Name</th>
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<th>Contact Person</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Susan Kosling</td>
<td>Customer Relations Manager</td>
<td>Wendy's International, Inc.</td>
<td>PO. Box 256</td>
</tr>
<tr>
<td>Ms. Joanne Turchany</td>
<td>Manager of Consumer Information</td>
<td>West Bend Company</td>
<td>400 Washington Street</td>
</tr>
<tr>
<td>Ms. Francine Yesner</td>
<td>Consumer Affairs Manager</td>
<td>WestPoint Pepperell</td>
<td>1221 Avenue of the Americas</td>
</tr>
<tr>
<td>Western Union Corporation</td>
<td>One Lake Street</td>
<td>Upper Saddle River, NJ 07458</td>
<td>(201) 919-5000</td>
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<tr>
<td>Mr. Don Skinner</td>
<td>Director, Customer Relations</td>
<td>Whirlpool Corporation</td>
<td>Customer Relations Department</td>
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<tr>
<td>Mr. Bill Friend</td>
<td>Manager of Customer Relations and Information Center</td>
<td>White Consolidated Industries</td>
<td>6000 Perimeter Drive</td>
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<tr>
<td></td>
<td>Frigidaire Appliances</td>
<td>(800) 451-7007 (toll free)</td>
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<td></td>
<td>Gibson Appliances</td>
<td>(800) 458-1445 (toll free)</td>
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<td></td>
<td>Kelvinator Appliance Company</td>
<td>(800) 323-7773 (toll free)</td>
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<td></td>
<td>O'Keefe &amp; Merit Appliances</td>
<td>(800) 537-5530 (toll free)</td>
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<td>Tappan Company, Inc.</td>
<td>(800) 537-5530 (toll free)</td>
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<td></td>
<td>White Westinghouse</td>
<td>(800) 245-0600 (toll free)</td>
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<td>Williams-Sonoma</td>
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<td>5980 Miami Lakes Drive</td>
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<td>Mr. Steve Evenson</td>
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<td>Ms. Francine Yesner</td>
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<td>Winthrop Consumer Products</td>
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<tr>
<td>Public Relations</td>
<td>Wisconsin Bell</td>
<td>722 North Broadway, 13th Floor</td>
<td>Milwaukee, WI 53202</td>
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<td></td>
<td>Ms. Allison Rader, Consumer Relations</td>
<td>Wrangler</td>
<td>P.O. Box 21488</td>
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<td></td>
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<td>Xerox Corporation</td>
<td>100 Clinton Avenue South</td>
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<td>Yamaha Motor Corporation</td>
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<td>Ms. Renee Hoke, Director</td>
<td>Communications</td>
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<td>Zenith Data Systems</td>
<td>1900 North Austin Avenue</td>
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<td></td>
<td></td>
<td>Mr. John Pederson</td>
<td>Vice President, Consumer Affairs</td>
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<td>Zenith Electronics Corporation</td>
<td>100 Milwaukee Avenue</td>
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</tbody>
</table>
Car Manufacturers

If you have a problem with a car bought from a local dealer, first try to work it out with the dealer. If an agreement cannot be reached, contact the manufacturer's regional office. Many of these offices are listed in this section. All of the toll-free “800” numbers can be reached from anywhere in the continental United States.

If the regional office cannot resolve the problem, you may wish to contact a dispute resolution program. A list of these programs begins on page 45.

American Honda Motor Company, Inc.

California, Nevada
Customer Relations Department
American Honda Motor Company, Inc.
Western Zone
700 Van Ness Avenue
Torrance, CA 90609
(213) 781–4585

Utah, Arizona, Colorado, New Mexico, Nebraska, Kansas, Oklahoma, Nevada
Customer Relations Department
American Honda Motor Company, Inc.
West Central Zone
1600 South Ableline Street, Suite D
Aurora, CO 80012
(303) 696–3935

Maine, Vermont, New Hampshire, New York State, Connecticut, Massachusetts, Rhode Island
Customer Relations Department
American Honda Motor Company, Inc.
New England Zone
555 Old County Road
Windsor Locks, CT 06096
(203) 833–5310

Tennessee, Alabama, Georgia, Florida
Customer Relations Department
American Honda Motor Company, Inc.
Southeast Zone
1900 Morrison Parkway
Alpharetta, GA 30021
(404) 442–2045

Minnesota, Iowa, Missouri, Wisconsin, Illinois
Customer Relations Department
American Honda Motor Company, Inc.
North Central Zone
601 Campus Drive, Suite A–9
Arlington Heights, IL 60004
(312) 870–5500

West Virginia, Maryland, Virginia, North Carolina, South Carolina, District of Columbia
Customer Relations Department
American Honda Motor Company, Inc.
Mid–Atlantic Zone Office
209 Perry Parkway, Suite 10
Gaithersburg, MD 20877
(301) 990–2020

Pennsylvania, New Jersey, Delaware, Long Island (New York), Connecticut
Customer Relations Department
American Honda Motor Company, Inc.
Northeast Zone
115 Gaither Drive
Moorestown, NJ 08057
(609) 235–5533

Michigan, Indiana, Ohio, Kentucky
Customer Relations Department
American Honda Motor Company, Inc.
Central Zone
101 South Stanfield Road
Troy, OH 45373
(513) 332–6250

Customer Relations Department
American Honda Motor Company, Inc.
Northwest Zone
12439 N. E. Airport Way
Portland, OR 97220
(503) 256–0943

Texas, Arkansas, Louisiana, Mississippi
Customer Relations Department
American Honda Motor Company, Inc.
South Central Zone
4529 Royal Lane
Irving, TX 75063
(214) 929–5481

Corporate office:
American Honda Motor Company, Inc.
Consumer Affairs Department
100 West Alondra Boulevard
Gardena, CA 90247
(213) 604–2430

American Isuzu Motors, Inc.

California
Mr. Harold Bean
Regional Customer Relations Manager
American Isuzu Motors, Inc.
One Autry Street
Irving, CA 92718
(714) 770–2826

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southeast Region
205 Hembre Park Drive
Roswell, GA 30076
(404) 475–1955

Illinois, Indiana, Iowa, Kansas (Kansas City metro area), Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Central Region
1830 Jarvis Avenue
Elk Grove Village, IL 60007
(312) 952–8111

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Northeast Region
114 Pleasant Avenue
PO, Box 925
Upper Saddle River, NJ 07458
(201) 784–1414

Arizona, Arkansas, Colorado, Kansas, Louisiana, Nevada (southern), New Mexico, Oklahoma, Texas
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southwest Region
869 W. North Carrier Parkway, Suite 200
Grand Prairie, TX 75050
(214) 647–2911

Regional Customer Relations Manager
American Isuzu Motors, Inc.
West Region
8727 148th Avenue, N.E.
Redmond, WA 98052
(206) 861–0203

Headquarters:
American Isuzu Motors, Inc.
2300 Pellissier Place
Whittier, CA 90601
(213) 949–0611

American Motors Corporation
see Chrysler Motors Corporation

American Suzuki Motor Corporation
3251 E. Imperial Highway
Brea, CA 92621
Attn: Customer Relations Department
1 (800) 877–6900 (toll free)

Audi of America, Inc.

Arizona, southern California, Colorado, Nevada, Wyoming, New Mexico, South Dakota (Rapid City), Texas (El Paso), Utah
Regional Service Manager
Audi of America, Inc.
Pacific Region
11500 Playa Street
Culver City, CA 90231
1 (800) 822–AUDI (toll free)
CAR MANUFACTURERS

Alaska, northern California, Idaho, Montana, Oregon, Washington Regional Service Manager Audi of America, Inc. Western Region 7105 Johnsce Drive Pleasanton, CA 94566 1 (800) 822-AUDI (toll free)

Alabama, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee (excluding El Paso) Regional Service Manager Audi of America, Inc. Southern Region 1940 The Exchange Atlanta, GA 30339 1 (800) 822-AUDI (toll free)

Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Ohio, North Dakota, South Dakota (excluding Rapid City), Wisconsin Regional Service Manager Audi of America, Inc. Central Region 462 Barclay Boulevard Lincolnshire, IL 60069 1 (800) 822-AUDI (toll free)

Arkansas, Kansas, Missouri, Nebraska Vice-President for Service Volkswagen Mid-America, Inc. Audi Division 8825 Page Boulevard St. Louis, MO 63114 (314) 423-8100 1 (800) 822-AUDI (toll free)

Connecticut, New Jersey, New York Customer Relations Manager Audi Eastern Greenbush Road Orangeburg, NY 10962 1 (800) 822-AUDI (toll free)

Corporate Office: Mr. Frank A. Pompa, Jr. Consumer Services Manager Audi of America, Inc. 888 West Big Beaver Road Troy, MI 48083-3931 1 (800) 822-AUDI (toll free)

BMW of North America, Inc. Arizona, southern California, southern Nevada (Las Vegas) Customer Relations Manager BMW of North America, Inc. Western Region 12541 Beatrice Street P.O. Box 86916 Los Angeles, CA 90066 (213) 305-2913

northern California, Nevada, Utah, Idaho, Washington, Oregon, Montana Customer Relations Manager BMW of North America, Inc. Northwest Region 6606 Owens Drive Pleasanton, CA 94566 (415) 463-0690

Tennessee, North Carolina (southwest), Mississippi, Alabama, Georgia, Florida, South Carolina Customer Relations Manager BMW of North America, Inc. Southeast Region 1280 Highlander Trail Atlanta, GA 30350-2977 (404) 552-3800

North Dakota, South Dakota, Minnesota, Wisconsin, Iowa, Illinois, Michigan, Indiana, Ohio, Kentucky Customer Relations Manager BMW of North America, Inc. Central Region 1002 E. Algonquin Road Schaumburg, IL 60195 (312) 397-5713

Wyoming, Colorado, New Mexico, Texas, Oklahoma, Kansas, Nebraska, Missouri, Arkansas, Louisiana Customer Relations Manager BMW of North America, Inc. Southwest Region 1730 Briercroft Court, P.O. Box 819003 Dallas, TX 75381 (214) 323-7700

North Carolina (Charlotte), District of Columbia, Virginia, Pennsylvania, Maryland, Delaware Customer Relations Manager BMW of North America, Inc. Mid-Atlantic Region 21545 Ridge Top Circle Sterling, VA 22170 (703) 450-7600

Corporate Office: National Customer Relations Manager BMW of North America, Inc. P.O. Box 1227 Woodcliff Lake, NJ 07675 (201) 307-4222

Corporate Office: National Customer Relations Manager BMW of North America, Inc. P.O. Box 1227 Woodcliff Lake, NJ 07675 (201) 307-4222

Chrysler Motors Corporation Nevada, Utah, Arizona, New Mexico, El Paso (TX) Customer Relations Manager Chrysler Motors Corporation Phoenix Zone Office 11811 N. Tatum Boulevard, Suite 4025 Phoenix, AZ 85028 (602) 953-6999

southern California, Hawaii Customer Relations Manager Chrysler Motors Corporation Los Angeles Zone Office P.O. Box 3019-C Anaheim, CA 92803 (714) 870-4000

California Customer Relations Manager Chrysler Motors Corporation San Francisco Zone Office P.O. Box 5009 Pleasanton, CA 94566-0509 (415) 463-0656

Wyoming, Kansas, Colorado, Nebraska, Idaho, Montana Customer Relations Manager Chrysler Motors Corporation Denver Zone Office P.O. Box 39006 Denver, CO 80239 (303) 371-8888

Florida Customer Relations Manager Chrysler Motors Corporation Orlando Zone Office P.O. Box 593428 Orlando, FL 32859 (407) 352-7402

Tennessee, Alabama, Georgia Customer Relations Manager Chrysler Motors Corporation Atlanta Zone Office 900 Circle 75 Parkway, Suite 1600 Atlanta, GA 30339 (404) 953-8680

Iowa, northern Illinois, Indiana Customer Relations Manager Chrysler Motors Corporation Chicago Zone Office 650 Warrenville Road Lisle, IL 60532 (912) 516-2400

Oklahoma, Missouri, Nebraska, Kansas Customer Relations Manager Chrysler Motors Corporation Kansas City Zone Office P.O. Box 25668 Overland Park, KS 66225-5668 (913) 469-3090

Louisiana, Florida, Alabama, Mississippi Customer Relations Manager Chrysler Motors Corporation New Orleans Zone Office P.O. Box 157 Metairie, LA 70004 (504) 838-8788

Maryland, Virginia, West Virginia, Delaware, District of Columbia Customer Relations Manager Chrysler Motors Corporation Washington, DC Zone Office P.O. Box 1900 Bowie, MD 20716 (301) 404-4040
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<tr>
<th>State</th>
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<td>Ford Motor Company</td>
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<td>Michigan, Ohio, Indiana</td>
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<td>South Dakota, Minnesota,</td>
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<td>Iowa, Wisconsin, North</td>
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<td>Dakota, Nebraska</td>
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<td>Wisconsin, northeast Iowa</td>
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<td></td>
<td>445 South Moorland Road, Suite 470</td>
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<td>(414) 797-3750</td>
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<tr>
<td>Corporate Office:</td>
<td>Mr. E. F. Mahon</td>
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<td>National Owner Relations Manager</td>
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<td>Detroit, MI 48228</td>
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<td></td>
<td>(1) 800 992-1997 (toll free)</td>
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<tr>
<td>Jeep/Eagle Division of</td>
<td>Chrysler Motors Corporation</td>
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<td>Offices</td>
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<td>Fiat Auto U.S.A., Inc.</td>
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<tr>
<td>Corporate Office:</td>
<td>Mr. Ormond Rossi</td>
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<td>Vice President of Service and Engineering</td>
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<td>Arizona, New Mexico, western</td>
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**CAR MANUFACTURERS**

**Chrysler Motors Corporation**

**Jeep/Eagle Division of Chrysler Motors Corporation**

**Fiat Auto U.S.A., Inc.**

**Ford Motor Company**
CAR MANUFACTURERS

southern Mississippi, Louisiana, northeast Florida
Owner Relations Manager
Ford Motor Company
New Orleans District Office
P.O. Box 8630
Metairie, LA 70011
(504) 454-5764

southeastern Wisconsin, southern Minnesota, northeastern Illinois, Florida, southern Georgia
(313) 337-6950

Michigan (excluding Upper Peninsula)
Owner Relations Manager
Ford Motor Company
New Orleans District Office
P.O. Box 8630
Metairie, LA 70011
(504) 454-5764

northeastern Pennsylvania, southeastern Pennsylvania, southern New Jersey, Delaware
Owner Relations Manager
Ford Motor Company
Philadelphia District Office
P.O. Box 5030
Mt. Laurel, NJ 08054
(609) 662-8021

northern New Jersey, eastern New York, southeastern New York, Long Island west and south Connecticut
Owner Relations Manager
Ford Motor Company
New York District Office
P.O. Box 1805
Riverhead, NY 11901
(516) 627-3100 (toll free)

northern and western New York, northern Pennsylvania
Owner Relations Manager
Ford Motor Company
Buffalo District Office
P.O. Box 244
Buffalo, NY 14225
(716) 631-4430

North Carolina, South Carolina
Owner Relations Manager
Ford Motor Company
Charlotte District Office
P.O. Box 220307
Charlotte, NC 28222
(704) 554-4501

eastern and northwestern Ohio, northeastern Pennsylvania
Owner Relations Manager
Ford Motor Company
Cleveland District Office
P.O. Box 14035
Brecksville, OH 44141
(216) 526-6900

southern Ohio, southern West Virginia, eastern Kentucky, southeastern Indiana
Owner Relations Manager
Ford Motor Company
Cincinnati District Office
P.O. Box 8308
Cincinnati, OH 45215-6308
(513) 599-4684

Arkansas, western Tennessee, northern Mississippi, northwestern Alabama
Owner Relations Manager
Ford Motor Company
Memphis District Office
P.O. Box 190
Cordova, TN 38018
(901) 757-1076

northern Texas, Oklahoma
Owner Relations Manager
Ford Motor Company
Dallas District Office
P.O. Box 110037
Carrollton, TX 75011
(214) 923-6299

southern Texas
Owner Relations Manager
Ford Motor Company
Houston District Office
P.O. Box 827
Houston, TX 77001
(713) 660-4260

Maryland, Virginia, eastern West Virginia
Owner Relations Manager
Ford Motor Company
Washington District Office
8051 Gateway Road
Fairfax, VA 22046
(703) 698-2092

Alabama, Washington, northern Oregon, northern Idaho
Owner Relations Manager
Ford Motor Company
Seattle District Office
1355 South East 36th St.
Suite 200
Bellevue, WA 98006
(206) 244-5800

Wisconsin (excluding northwest corner), Michigan (Upper Peninsula)
Owner Relations Manager
Ford Motor Company
Milwaukee District Office
P.O. Box 287
Brookfield, WI 53005
(414) 785-3100

National Office:
Owner Relations Manager
Ford Motor Company
Ford Parts and Service Division
3000 Schaefer Road
Dearborn, MI 48121
(313) 337-6950

1 (800) 255-1433 (toll free)
1 (800) 521-4140 (toll free — Lincoln)
1 (800) 551-5747 (toll free — Taurus/Mercury Sable)
1 (800) 437-8237 (toll free — Mercury
1 (800) 282-0959 (toll free towing and technical information)

General Motors Corporation

Consumer Relations
General Motors Corporation
Cadillac Motor Car Division
2660 Clark Street
Detroit, MI 48232
(313) 554-5336
1 (800) 458-8006 (toll free)

Customer Assistance Center
General Motors Corporation
Buick Motor Division
902 East Hamilton Avenue
Flint, MI 48500
1 (800) 521-7300 (toll free)

Customer Service Department
General Motors Corporation
Oldsmobile Division
P.O. Box 30095
Lansing, MI 48909-7595
(517) 377-5546
<table>
<thead>
<tr>
<th>Company</th>
<th>Address 1</th>
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<tr>
<td>Customer Service Department</td>
<td>General Motors Corporation</td>
<td>GMC Truck and Coach Operation</td>
<td>Pontiac</td>
<td>MI</td>
<td>(313) 456-4547</td>
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<tr>
<td>Customer Assistance Department</td>
<td>General Motors Corporation</td>
<td>Chevrolet/Geo Motor Division</td>
<td>Troy</td>
<td>MI</td>
<td>(800) 222-1020 toll free</td>
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<tr>
<td>Customer Service Department</td>
<td>General Motors Corporation</td>
<td>One Pontiac Plaza</td>
<td>Pontiac</td>
<td>MI</td>
<td>(800) 762-2737 toll free</td>
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<tr>
<td>CAR MANUFACTURERS</td>
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<tr>
<td>Illinois, Indiana, Michigan, Ohio, Wisconsin</td>
<td>Mr. Hal Paulsen</td>
<td>Consumer Communications Manager</td>
<td>Grand Rapids</td>
<td>MI</td>
<td>(616) 949-9305</td>
</tr>
<tr>
<td>GMC Truck and Coach Operation</td>
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<td>Jaguar Cars, Inc.</td>
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<td>Western Zone</td>
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<td>Mercedes-Benz of America, Inc.</td>
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</tr>
</tbody>
</table>
Porsche Cars
North America, Inc.

Customer Relations Manager
Porsche Cars North America, Inc.
100 West Liberty Street
PO. Box 30911
Reno, NV 89520–3911
(702) 348–3154

Saab–Scania of America, Inc.

National Consumer Relations
Saab Drive
PO. Box 697
Orange, CT 06477
(203) 795–5671
1 (800) 548–1156 (toll free in CT)
1 (800) 255–9007 (toll free)

Subaru of America

Arkansas, Louisiana, Tennessee, Alabama, Mississippi
Customer Relations Manager
Subaru of America, Inc.
8923 Fourche Dam Pike
Little Rock, AR 72206
(501) 490–2770

Arizona, California, Nevada
Owner Service Manager
Subaru of America, Western Region
12 Whatney Drive
Irvine, CA 92718
(714) 951–6592

Georgia, South Carolina, Florida
Owner Service Manager
Southwest Region Subaru
PO. Box 3007
West Palm Beach, FL 33409
(407) 683–3066

Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Missouri, North Dakota, Ohio, South Dakota, Wisconsin
Owner Service Manager
Subaru Mid–America Region
301 Mitchell Court
Addison, IL 60101
(312) 953–1188

West Virginia, Virginia, North Carolina, Maryland, District of Columbia
Owner Service Manager
Subaru Mid–Atlantic Region
8611 Larkin Road
Savage, MD 20783
(301) 498–1700

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut
Customer Relations Manager
Subaru of New England, Inc.
85 Morse Street
Norwood, MA 02062
(617) 769–5100

southern New Jersey, Pennsylvania, Delaware
Customer Relations Manager
Penn Jersey Subaru, Inc.
Glen Avenue and Foster Road
PO. Box P
Mooresville, NJ 08057
(609) 234–7600

New York, north New Jersey
Customer Relations Manager
Subaru Distributors Corporation
6 Ramland Road
Orangeburg, NY 10962
(914) 355–2500

Hawaii
Schuman–Carriage Co. Inc.
1234 South Beretania Street
PO. Box 2420
Honolulu, Hawaii 96804
(808) 836–8211

Alaska, Colorado, Idaho, Kansas, Montana, Nebraska, Oregon, Utah, Washington, Wyoming
Owner Service Manager
Subaru of America
Northwest Region
8040 East 33rd Drive
Portland, OR 97211
(503) 287–4171

New Mexico, Oklahoma, Texas
Subaru of America
Southwest Region
Owner Service Manager
12615 San Pedro Avenue
PO. Box 791–990
San Antonio, TX 78279
(512) 496–1441

Corporate Office:
Owner Service Department
Subaru of America
PO. Box 6000
Cherry Hill, NJ 08034
(609) 486–3278

Toyota Motor Sales, Inc.

Customer Assistance Center
Toyota Motor Sales USA, Inc.
Department A404
19001 South Western Avenue
Torrance, CA 90509
1 (800) 331–4331 (toll free)

Volkswagen United States, Inc.

Arkansas, Kansas, Missouri, Nebraska
Vice President for Service
Volkswagen Mid–America, Inc.
8825 Page Boulevard
St. Louis, MO 6314
(314) 429–8100
1 (800) 822–8987 (toll free)
**Used Cars**

1. Look for and read the "buyer's guide," which must be displayed in the window of all used cars sold by dealers. The buyer's guide explains who must pay for repairs after purchase. It will tell you if there is a warranty on the car, what the warranty covers, and whether a service contract is available.

2. Comparison shop for price, condition, warranty, and mileage for the model(s) you are interested in buying. Also compare available interest rates and other terms of financing agreements.

3. To estimate the total cost of the car, add in any interest rates for financing, the cost of a service contract (if any), and any service or repair expenses you will be likely to pay.

4. Before buying the car, you might want to consider having a mechanic inspect it.

5. Check the reliability of the dealer with your state or local consumer protection agency. Also check the local Better Business Bureau to see if there are a large number of complaints against the dealer.

6. When purchasing a used car from someone other than a dealer, get a bill of sale, the proper title and registration, and copies of all financial transactions.

**Car Repair**

1. Before having your car repaired, check the shop's complaint record with your state or local consumer protection office or local Better Business Bureau.

2. Describe the problems you are having with the car as completely as possible. Tell the mechanic exactly what you want done.

3. Before you leave the car, make sure the work order reflects what you want done.

4. Ask for a written estimate before any major repair work is done. Make sure the work order says that you must approve any additional repair work.

5. If additional work is done without your permission, you don't have to pay for the unapproved work, and you have the right to have your bill adjusted.

6. Ask to inspect and/or keep all replaced parts.

7. Keep copies of all work orders and receipts and get all warranties in writing.

8. Many states have "lemon" laws for new cars that have recurring problems. Contact your local or state consumer protection office for more details.
**Better Business Bureaus**

Better Business Bureaus (BBBs) are non-profit organizations sponsored by local businesses. BBBS offer a variety of consumer services. For example, they can provide consumer education materials, answer consumer questions, help with complaints, and provide general information about a company's consumer complaint record. If you need help with a consumer question or complaint, call your local BBB to ask about their services. This list includes the local BBBS in the United States. The National Headquarters can give you the addresses for BBBS in Canada and Israel.

### National Headquarters

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Arlington, VA 22203
(703) 276-0100

### Local Bureaus

#### Alabama

<table>
<thead>
<tr>
<th>City</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birmingham</td>
<td>4202 Wilson Boulevard</td>
<td>(205) 558-2222</td>
</tr>
<tr>
<td>P.O. Box 383</td>
<td>Huntsville, AL 35804</td>
<td>(205) 533-1640</td>
</tr>
<tr>
<td>P.O. Box 568</td>
<td>Mobile, AL 36602</td>
<td>(205) 433-5494, 5495</td>
</tr>
<tr>
<td>Commerce St.,</td>
<td>Suite 610 Montgomery, AL 35104</td>
<td>(205) 262-5606</td>
</tr>
<tr>
<td>Anchorage</td>
<td>3380 C Street, Suite 100</td>
<td>(807) 062-0070</td>
</tr>
<tr>
<td>Arizona</td>
<td>4428 North 12th Street Phoenix, AZ 85014</td>
<td>(602) 284-1721</td>
</tr>
<tr>
<td>50 West Drachman St</td>
<td>Suite 103 Tucson, AZ 85705</td>
<td>(602) 622-7651, 7654 (inquiries) (602) 622-7654 (complaints)</td>
</tr>
<tr>
<td>4145 S. University Ave</td>
<td>Little Rock, AR 72204</td>
<td>(501) 654-2724</td>
</tr>
<tr>
<td>705–18th Street</td>
<td>Bakersfield, CA 93301</td>
<td>(805) 322-2074</td>
</tr>
<tr>
<td>P.O. Box 970</td>
<td>Colton, CA 92324</td>
<td>(714) 825-7280</td>
</tr>
<tr>
<td>6101 Ball Rd.,</td>
<td>Suite 309 Cypress, CA 90630</td>
<td>(714) 527-0680</td>
</tr>
<tr>
<td>5070 North Sixth,</td>
<td>Suite 176 Fresno, CA 93710</td>
<td>(209) 222-8111</td>
</tr>
<tr>
<td>510–16th St.,</td>
<td>Suite 550 Oakland, CA 94612</td>
<td>(415) 839-5900</td>
</tr>
<tr>
<td>400 S Street</td>
<td>Sacramento, CA 95814</td>
<td>(916) 443-6843</td>
</tr>
<tr>
<td>525 B Street,</td>
<td>Suite 301 San Diego, CA 92101</td>
<td>(619) 234-0966</td>
</tr>
<tr>
<td>San Jose</td>
<td>1505 Meridian Avenue</td>
<td>(408) 978-0700</td>
</tr>
<tr>
<td>P.O. Box 294</td>
<td>San Mateo, CA 94401</td>
<td>(415) 347-1251</td>
</tr>
<tr>
<td>P.O. Box 746</td>
<td>Santa Barbara, CA 93102</td>
<td>(805) 963-8657</td>
</tr>
<tr>
<td>1110 North Center Street Stockton, CA 95202</td>
<td>(209) 948-4880, 4881</td>
<td></td>
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<tr>
<td>Colorado</td>
<td>P.O. Box 7970 Colorado Springs, CO 80933</td>
<td>(719) 635-1155</td>
</tr>
<tr>
<td>1780 South Bellaire, Suite 700 Denver, CO 80222</td>
<td>(303) 758-2100 (inquiries) (303) 758-2212 (complaints)</td>
<td></td>
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<tr>
<td>1730 S. College Ave.,</td>
<td>#303 Fort Collins, CO 80525</td>
<td>(303) 484-1348</td>
</tr>
<tr>
<td>432 Broadway</td>
<td>Pueblo, CO 81004</td>
<td>(719) 542-6464</td>
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<tr>
<td>Connecticut</td>
<td>2345 Black Rock Turnpike</td>
<td>(203) 374-6161</td>
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<tr>
<td>2080 Silas Deane Highway Rocky Hill, CT 06067–2311</td>
<td>(203) 529-3575</td>
<td></td>
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<tr>
<td>208 South Turnpike Road Wallingford, CT 06492</td>
<td>(203) 269-2700 (inquiries) (203) 269-4457 (complaints)</td>
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<tr>
<td>Delaware</td>
<td>P.O. Box 300 Milford, DE 19963</td>
<td>(302) 422-6300 (Kent) (302) 856-6699 (Sussex)</td>
</tr>
<tr>
<td>P.O. Box 5361</td>
<td>Wilmington, DE 19803</td>
<td>(302) 996-9200</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>1012 14th Street, N.W. Washington, DC 20005</td>
<td>(202) 393-8000</td>
</tr>
<tr>
<td>Florida</td>
<td>13770–58th St., N., #309 Clearwater, FL 33750</td>
<td>(813) 535-5522</td>
</tr>
<tr>
<td>2396–E Cleveland Avenue Fort Myers, FL 33901</td>
<td>(813) 334-7331</td>
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<tr>
<td>3100 University Blvd., S., #23 Jacksonville, FL 32216</td>
<td>(904) 721-2288</td>
<td></td>
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<tr>
<td>2805 Maitland Center Parkway Maitland, FL 32751–7147</td>
<td>(407) 660-9500</td>
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<tr>
<td>16291 N.W. 57th Avenue Miami, FL 33141–6709</td>
<td>(305) 625-0307 (inquiries for Dade County) (305) 625-1302 (complaints for Dade County)</td>
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<tr>
<td>250 School Rd., Suite 11–W New Port Richey, FL 34652</td>
<td>(813) 842-5459</td>
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<tr>
<td>P.O. Box 1511</td>
<td>Pensacola, FL 32597–1511</td>
<td>(904) 433-6111</td>
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<td>9590 Port St. Lucie Blvd., #211 Port St. Lucie, FL 34952</td>
<td>(407) 878-2010</td>
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<td>1111 N. Westshore Blvd., Suite 207 Tampa, FL 33607</td>
<td>(813) 675-6200</td>
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<td>P.O. Box 2085</td>
<td>Augusta, GA 30903</td>
<td>(404) 722-1574</td>
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<tr>
<td>P.O. Box 2587</td>
<td>Columbus, GA 31902</td>
<td>(404) 324–0712 (inquiries) (404) 324–0713 (complaints)</td>
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<tr>
<td>6606 Abercorn St., Suite 108–C Savannah, GA 31416</td>
<td>(912) 354–7521</td>
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<tr>
<td>Hawaii</td>
<td>1600 Kapiolani Boulevard</td>
<td>(808) 942-2355</td>
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<tr>
<td>100 Edgewood Avenue</td>
<td>Suite 1012 Atlanta, GA 30303</td>
<td>(404) 999–4910</td>
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<td>Suite 1012 Atlanta, GA 30303</td>
<td>(404) 999–4910</td>
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<tr>
<td>Idaho</td>
<td>409 West Jefferson Boise, ID 83702</td>
<td>(208) 342–4649</td>
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<tr>
<td>545 Shoup, Suite 210 Idaho Falls, ID 83402</td>
<td>(208) 523–9754</td>
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<tr>
<td>Illinois</td>
<td>211 W. Wacker Drive Chicago, IL 60606</td>
<td>(312) 444–1188 (inquiries) (312) 346–3313 (complaints)</td>
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<tr>
<td>109 S.W. Jefferson St., #305 Peoria, IL 61602</td>
<td>(309) 673–5194</td>
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<tr>
<td>515 N. Court Street Rockford, IL 61101</td>
<td>(815) 963–BBB2</td>
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BETTER BUSINESS BUREAUS

Indiana
PO. Box 405
Elkhart, IN 46515
(219) 282-8996

119 S.E. Fourth Street
Evansville, IN 47708
(812) 422-6879

1203 Webster Street
Fort Wayne, IN 46802
(219) 423-4433

4231 Cleveland Street
Gary, IN 46408
(219) 980-1511

(219) 769-5053
(219) 929-5669

Victoria Centre
22 East Washington Street
Indianapolis, IN 46204
(317) 637-0197

#212
2435 Kimberly Road
Bettendorf, IA 52722
(319) 926-5669

#110
2435 Kimberly Road
Bettendorf, IA 52722
(319) 926-5669

Whitinger Building, Room 150
Muncie, IN 47306
(765) 285-5688

509–85 U.S. #33, North
South Bend, IN 46637
(219) 277-9121

Iowa
2435 Kimberly Road
#110 North
Betlandorf, IA 52722
(319) 355-6344

1500 Second Avenue, S.E.
#212
Cedar Rapids, IA 52403
(319) 366-5401

615 Insurance Exchange
Building
Des Moines, IA 50309
(515) 243-8157

318 Badgerow Building
Siouxland, IA 51101
(712) 252-4501

Kansas
501 Jefferson, Suite 24
Topeka, KS 66607
(913) 232-0455

300 Kaufman Building
Wichita, KS 67202
(316) 253-3146

Kentucky
154 Patchen Dr., Suite 90
Lexington, KY 40502
(502) 268-4128

844 Fourth Street
Louisville, KY 40203
(502) 583-6546

Louisiana
1605 Murray St., Suite 117
Alexandria, LA 71301
(318) 473-4494

2055 Wooddale Boulevard
Baton Rouge, LA 70806
(504) 926-3010

300 Bond Street
Houma, LA 70361
(504) 858-3456

P.O. Box 30297
Lafayette, LA 70593
(318) 234-8341

P.O. Box 1681
Lake Charles, LA 70602
(318) 433-1633

141 De Siard Street, Suite 300
Monroe, LA 71201
(318) 387-4500, 4601

1539 Jackson Avenue
New Orleans, LA 70130
(504) 581-6222

1401 North Market Street
Shreveport, LA 71101
(318) 221-8392

Maine
812 Stevens Avenue
Portland, ME 04103
(207) 878-2715

Maryland
2100 Huntington Avenue
Baltimore, MD 21211-3215
(301) 347-3090

Massachusetts
Eight Winter Street
Boston, MA 02108
(617) 482-9151 (inquiries)
(617) 482-9190 (complaints)

105 State Road, Suite 4
North Dartmouth, MA 02747
(508) 999-6060

One Kendall Street, Suite 307
Framingham, MA 01701
(508) 872-5585

78 North Street, Suite 1
Hyannis, MA 02601
(508) 771-3022

316 Essex Street
Lawrence, MA 01840
(508) 887-7666

293 Bridge Street, Suite 324
Springfield, MA 01103
(413) 734-3114

P.O. Box 797
Worcester, MA 01601
(508) 755-2458

Michigan
150 Michigan Avenue
Detroit, MI 48226
(313) 962-7566 (inquiries)
(313) 962-6785 (complaints)

620 Trust Building
Grand Rapids, MI 49503
(616) 774-8239

Minnesota
1745 University Avenue
St. Paul, MN 55104
(612) 646-7700

Mississippi
2917 West Beach Blvd., #103
Biloxi, MS 33953
(601) 374-2222

105 Fifth Street
Columbus, MS 39701
(601) 327-8594

P.O. Box 390
Jackson, MS 39205-0390
(601) 948-8222

Missouri
305 East 12th Street
Suite 1024
Kansas City, MO 64106
(816) 421-7300

5100 Oakland, Suite 200
St. Louis, MO 63110
(314) 531-3300

205 Park Central, East, #509
Springfield, MO 65806
(417) 662-9231

Nebraska
719 North 48th Street
Lincoln, NE 68504
(402) 467-5261

1613 Farnam Street
Omaha, NE 68102
(402) 346-3033

New Hampshire
410 South Main Street
Concord, NH 03301
(603) 224-1991

1 (800) 852-3757
(toll free in NH)

New Jersey
1700 Whitehorse Hamilton Square
Trenton, NJ 08690
(609) 589-0808
(Mercer County)

(201) 536-6306
(Monmouth County)

(201) 329-6855
(Middlesex, Somerset and
Hudson counties)

34 Park Place
Newark, NJ 07102
(201) 642-INFO

Two Forest Avenue
Paramus, NJ 07652
(201) 845-4044

1721 Route #37, East
Toms River, NJ 08753
(201) 270-5577

New Mexico
4600–A Montgomery, NE, #200
Albuquerque, NM 87109
(505) 884-0500

1 (800) 445–1461
(toll free in NM)

308 North Locke
Farmington, NM 87401
(505) 326-8501

2407 W. Picacho, Suite B–2
Las Cruces, NM 88005
(505) 524–3130

1210 Luisa Tower, Suite 5
Santa Fe, NM 87502
(505) 988–3648

New York
346 Delaware Avenue
Buffalo, NY 14202
(716) 856–7180

266 Main Street
Farmingdale, NY 11735
(516) 420–0500

257 Park Avenue, South
New York, NY 10010
(212) 533–6200

1122 Sibley Tower
Rochester, NY 14604
(716) 546–6776

100 University Building
Syracuse, NY 13202
(315) 479–6835

120 East Main Street
Wappingers Falls, NY 12590
(914) 297–6550

30 Glenn Street
White Plains, NY 10603
(914) 426–1230, 1231

North Carolina
891 BBB&T Building
Asheville, NC 28801
(704) 253–2392
BETTER BUSINESS BUREAUS

1130 East 3rd Street
Suite 400
Charlotte, NC 28204
(704) 332-7151
1 (800) 532-0477
toll free in NC)

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

P.O. Box 1882
Hickory, NC 28603
(704) 464-0372

3120 Poplarwood Drive
Suite 101
Raleigh, NC 27604–1080
(919) 872-9240

2110 Cloverdale Avenue, #2-B
 Winston-Salem, NC 27103
(919) 725–8348

Ohio
P.O. Box 80553
Akron, OH 44308
(216) 253–4590

1434 Cleveland Avenue, N.W.
 Canton, OH 44703
(216) 454-9401

898 Walnut Street
Cincinnati, OH 45202
(513) 421–3015

2217 East 9th St., Suite 200
Cleveland, OH 44115
(216) 241–7678

527 South High Street
Columbus, OH 43215
(614) 221–6336

40 West Fourth Street
Suite 1250
Dayton, OH 45402
(513) 222–5825
1 (800) 521–8357
toll free in OH)

P.O. Box 269
Lima, OH 45802
(419) 223–7010

P.O. Box 1706
Mansfield, OH 44901
(419) 522–1700

425 Jefferson Avenue
Suite 909
Toledo, OH 43604
(419) 241–6276

345 N. Market
Wooster, OH 44691
(216) 263–6444

P.O. Box 1495
Youngstown, OH 44501
(216) 744–3111

Oklahoma
17 South Dewey
Oklahoma City, OK 73102
(405) 239–6600 (inquiries)
(405) 239–6081 (inquiries)
(405) 239–5083 (complaints)

671 S. Yale, Suite 230
Tulsa, OK 74103
(918) 492–1266

Oregon
601 S.W. Alder St., Suite 615
Portland, OR 97205
(503) 229–5961

Pennsylvania
528 North New Street
Bethlehem, PA 18010
(215) 866–8760

6 Marion Court
Lancaster, PA 17602
(717) 291–1151
(717) 232–2800 (Harrisburg)
(717) 846–2700 (York County)

P.O. Box 2297
Philadelphia, PA 19103
(215) 499–1000

610 Smithfield Street
Pittsburgh, PA 15222
(412) 456–2700

P.O. Box 993
Scranton, PA 18501
(717) 342–9129

Puerto Rico
G.P.O. Box 70212
San Juan, PR 00936
(809) 755–5400

Rhode Island
Bureau Park
P.O. Box 1300
Warwick, RI 02887–1300
(401) 765–1212 (inquiries)
(401) 765–1213 (complaints)

South Carolina
1830 Bull Street
Columbia, SC 29201
(803) 254–2525

311 Pettigru Street
Greenville, SC 29601
(803) 242–5052

5800 Myrtle Beach, SC 29578–8603
(803) 448–6100

Tennessee
P.O. Box 1766 TCAS
Blountville, TN 37617
(423) 323–6311

1010 Market Street, Suite 200
Chattanooga, TN 37402
(423) 269–6144
(423) 479–6999
(Bradley County only)

(615) 266–6144
(serves north Georgia counties
of Whitfield and Murray only)

PO. 10327
Knoxville, TN 37939–3027
(865) 522–2552, 2139, 2139

One Commerce Place
Suite 1830
Nashville, TN 37239
(615) 254–5872

Texas
3300 S. 14th St., Suite 307
Abilene, TX 79605
(915) 691–1593

P.O. Box 1905
Amarillo, TX 79106
(806) 358–6222

1005 American Plaza
Austin, TX 78701
(512) 476–1616

P.O. Box 2988
Beaumont, TX 77704
(409) 835–5348

202 Varisco Building
Bryan, TX 77801
(409) 823–8148, 8149

4535 S. Padre Island Drive
Corpus Christi, TX 78411
(361) 854–2892

2001 Bryan Street, Suite 850
Dallas, TX 75201
(214) 220–2200

1910 East Yandell
El Paso, TX 79903
(915) 545–1212, 1264

106 West Fifth Street
Fort Worth, TX 76102
(817) 332–7585

2707 North Loop West
Suite 900
Houston, TX 77008
(713) 869–9500

P.O. Box 1178
Lubbock, TX 79401
(806) 763–0459

P.O. Box 6020
Midland, TX 79701
(915) 563–1880
1 (800) 592–4433
toll free in TX)

P.O. Box 3366
San Angelo, TX 76902–3366
(325) 653–2318

1800 Northeast Loop 410, #400
San Antonio, TX 78217
(210) 828–9441

P.O. Box 6652
Tyler, TX 75711–6652
(214) 581–5704

P.O. Box 7203
Waco, TX 76714–7203
(254) 772–7530

P.O. Box 69
Weslaco, TX 78596
(512) 968–3678

1106 Brook Avenue
Wichita Falls, TX 76301
(817) 723–5526

Utah
385 24th Street, Suite 717
Ogden, UT 84401
(801) 399–4701

1589 South Main
Salt Lake City, UT 84115
(801) 467–4656
(801) 377–2611 (Provo)

Virginia
3608 Tidewater Drive
Norfolk, VA 23509
(804) 627–5651

701 East Franklin, Suite 712
Richmond, VA 23219
(804) 648–0016

121 W. Campbell Avenue, S.W.
Roanoke, VA 24011
(703) 342–3455

Washington
127 West Canal Drive
Kennewick, WA 99336
(509) 582–0222

2200 Sixth Avenue, Suite 828
Seattle, WA 98121–1857
(206) 448–8888

South 176 Stevens Street
Spokane, WA 99204
(509) 747–1155

P.O. Box 1274
Tacoma, WA 98401
(206) 383–5551

P.O. Box 1594
Yakima, WA 98907
(509) 248–1326

Wisconsin
740 North Franklinton Avenue
Milwaukee, WI 53202
(414) 273–1600 (inquiries)
(414) 273–0123 (complaints)

Wyoming
BBB/Idaho Falls
Lincoln Park & Teton Counties
(208) 523–9754

BBB/Fort Collins
All other Wyoming counties
1 (800) 873–3222 (toll free)
### Trade Associations and Other Resolution Programs

Companies which manufacture similar products or offer similar services often belong to industry associations which help resolve problems between their member companies and consumers. Depending on the industry, you may have to contact an association, a service council or a consumer action program.

If you have a problem with a company and cannot get it resolved with the company, ask if the company is a member of an association. Then check this list to see if the association is listed. If the name of the association is not included on this list, check with a local library.

This list includes the names and addresses of the associations and other dispute resolution programs that handle consumer complaints for their members. In some cases, the national organizations listed here can refer you to dispute resolution programs near you. Remember, before contacting one of these programs, try to resolve the complaint by contacting the company.

<table>
<thead>
<tr>
<th>Association</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>American Apparel Manufacturers Association</strong></td>
<td>2500 Wilson Boulevard, Suite 301 Arlington, VA 22201 (703) 524-1664 Membership: Manufacturers of clothing.</td>
</tr>
<tr>
<td><strong>American Arbitration Association</strong></td>
<td>140 West 51st Street New York, NY 10020 (212) 484-4006 Private, non-profit organization with 35 regional offices across the country. Provides consumer information on request. Check local telephone directory for listing. If there is no office in your area, write or call the office listed above.</td>
</tr>
<tr>
<td><strong>American Automobile Association</strong></td>
<td>8111 Gatehouse Road, Room 535 Falls Church, VA 22047 (703) 222-6446 Membership: Automobile clubs. 1 (800) 222-3717 (toll free Hyundai customers) 1 (800) 331-4331 (toll free Toyota customers)</td>
</tr>
<tr>
<td><strong>American Bar Association</strong></td>
<td>Standing Committee on Dispute Resolution 1800 M Street, N.W. Suite 200 S Washington, D.C. 20006 (202) 331-2258 Publishes a directory of state and local alternative dispute resolution programs. Provides consumer information on request.</td>
</tr>
<tr>
<td><strong>American Collectors Association</strong></td>
<td>4040 West 70th Street P.O. Box 35106 Minneapolis, MN 55435 (612) 926-6547 Membership: Collection services handling overdue accounts for retail, professional, and commercial credit grantees.</td>
</tr>
<tr>
<td><strong>American Council of Life Insurance</strong></td>
<td>1001 Pennsylvania Avenue, N.W. Washington, DC 20004-2599 (written inquiries only) Membership: Life insurance companies authorized to do business in the United States.</td>
</tr>
<tr>
<td><strong>American Health Care Association</strong></td>
<td>1201 L Street, N.W. Washington, DC 20005 (202) 982-4444 Membership: State associations of long-term health care facilities. 1 (800) 321-0343 (toll free publications only)</td>
</tr>
<tr>
<td><strong>American Hotel and Motel Association</strong></td>
<td>1201 New York Avenue, N.W. Suite 600 Washington, DC 20005 (written inquiries only) Membership: State and regional hotel associations.</td>
</tr>
<tr>
<td><strong>American Institute of Certified Public Accountants</strong></td>
<td>1211 Avenue of the Americas New York, NY 10036 (212) 575-6209 Membership: Professional society of accountants certified by the states and territories.</td>
</tr>
<tr>
<td><strong>American Petrochemicals Association</strong></td>
<td>3003 Wilson Boulevard, Suite 100 Arlington, VA 22203 (703) 276-0100 Membership: Petrochemical industry associations.</td>
</tr>
<tr>
<td><strong>American Society of Travel Agents, Inc.</strong></td>
<td>1555 Wilson Boulevard, Suite 200 Arlington, VA 22209 (703) 841-8583 Membership: Travel agents.</td>
</tr>
<tr>
<td><strong>American Assembly Line</strong></td>
<td>8400 Westpack Drive McLean, VA 22102 (703) 821-7144 Third-party dispute resolution program administered through the National Automobile Dealers Association. Consumer information available on request.</td>
</tr>
</tbody>
</table>
TRADE ASSOCIATIONS AND OTHER RESOLUTION PROGRAMS

Better Hearing Institute
PO. Box 1840
Washington, DC 20013
(703) 642-0580
1 (800) EAR-WELL (toll free nationwide)
Membership: Professionals and others who help persons with impaired hearing.
Provides voluntary mediation between consumers and hearing aid dispensers.
Consumer Affairs

Blue Cross and Blue Shield Association
Metro Square-Phase II
555 15th Street, NW
Suite 350
Washington, DC 20005
(202) 626-4760
Membership: Local Blue Cross and Blue Shield plans in the United States, Canada, and Jamaica.

Ms. Caroline C. Ortado
Boat Owners Association of The United States (BOAT/U.S.)
Administrator
Consumer Protection Bureau
880 South Pickett Street
Alexandria, VA 22304
(703) 823-9550
Membership: Manufacturers and New York, NY 10005
(202) 626-4780
distributors

Mr. Richard N. Hopper
Director of Governmental Affairs
Carpets and Rugs Institute
1155 Connecticut Avenue, N.W.
Suite 500
Washington, DC 20036
(703) 823-9550
Membership: Manufacturers of carpets, rugs, bath mats, and bedspreads; suppliers of raw materials and services to the industry.

Mr. Robert M. Fells
Assistant Secretary
Cemetery Consumer Service Council
PO. Box 3574
Washington, DC 20007
(703) 823-9550
Industry-sponsored dispute resolution program. Other consumer information about cemetery practices and rules available on request.

Chrysler Motors
Customer Relations
National Office
2631 Lawrence Avenue
Center Line, MI 48015
1 (800) 992-1997 (toll free)

Ms. Lorna Christie, Director
Ethics and Consumer Affairs
Direct Marketing Association (DMA)
6 East 43rd Street
New York, NY 10017
(703) 823-9550
Membership: Members who market goods and services directly to consumers using direct mail, catalogs, telemarketing, magazine and newspaper ads, and broadcast advertising.

For problems with a mail order company write:
Mail Order Action Line
6 East 43rd Street
New York, NY 10017

To remove your name from a nationally-based advertising list write:
Mail Preference Service
PO. Box 3661
Grand Central Station
New York, NY 10163

To remove your name from a nationally-based telephone solicitation list write:
Telephone Preference Service
6 East 43rd Street
New York, NY 10017

Mr. William Rogal
Code Administrator
Direct Selling Association
1776 K Street, N.W., Suite 600
Washington, DC 20006
(202) 779-5760
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Ms. Mary Ann Bernald
Manager, Consumer Affairs
Edison Electric Institute
1111 19th Street, N.W.
Washington, DC 20036
Ms. Sally Browne
Executive Director, Consumer Affairs
Electronic Industries Association
Consumer Electronics Group
2001 Eye Street, N.W.
Washington, DC 20066
(202) 457-4977
Membership: Manufacturers of electronic parts, tubes, and solid state components; radio, television and video systems; audio equipment; and communications electronic products.

Ms. Lorna Christie, Director
Ethics and Consumer Affairs
Direct Marketing Association (DMA)
6 East 43rd Street
New York, NY 10017
(703) 823-9550
Membership: Members who market goods and services directly to consumers using direct mail, catalogs, telemarketing, magazine and newspaper ads, and broadcast advertising.

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PO. Box 3661
Grand Central Station
New York, NY 10163

To remove your name from a nationally-based telephone solicitation list write:
Telephone Preference Service
6 East 43rd Street
New York, NY 10017

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Code Administrator
Direct Selling Association
1776 K Street, N.W., Suite 600
Washington, DC 20006
(202) 779-5760
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Ms. Mary Ann Bernald
Manager, Consumer Affairs
Edison Electric Institute
1111 19th Street, N.W.
Washington, DC 20036
(202) 779-6550
Membership: Investor-owned electric utility companies operating in the United States.

Ms. Sally Browne
Executive Director, Consumer Affairs
Electronic Industries Association
Consumer Electronics Group
2001 Eye Street, N.W.
Washington, DC 20066
(202) 457-4977
Membership: Manufacturers of electronic parts, tubes, and solid state components; radio, television and video systems; audio equipment; and communications electronic products.

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Direct Marketing Association (DMA)
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6 East 43rd Street
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Mr. William Rogal
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Direct Selling Association
1776 K Street, N.W., Suite 600
Washington, DC 20006
(202) 779-5760
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Ms. Mary Ann Bernald
Manager, Consumer Affairs
Edison Electric Institute
1111 19th Street, N.W.
Washington, DC 20036
(202) 779-6550
Membership: Investor-owned electric utility companies operating in the United States.

Mr. Jack C. Thompson, Director
Subscription Inquiry Service
Magazine Publishers of America
575 Lexington Avenue
New York, NY 10022
(212) 752-0055
(toll free outside Mi)
Membership: Publishers of 1,000 consumer and other magazines issued not less than four times a year.
TRADE ASSOCIATIONS AND OTHER RESOLUTION PROGRAMS

Major Appliance Consumer Action Panel (MACAP)
20 North Wacker Drive
Chicago, IL 60606
(312) 984-8859
1 (800) 621-0477 (toll free outside IL)
Third-party dispute resolution program of the major appliance industry.

Mr. John E. Dianis
Executive Vice President
Monument Builders of North America
1612 Central Street
Evanston, IL 60201
(312) 869-2031
Membership: Cemetery monument retailers, manufacturers, and wholesalers; bronze manufacturers and suppliers. Consumer brochures available on request.

Ms. Sharron Ritch
Media Relations Coordinator/Consumer Affairs
Mortgage Bankers Association of America
1125 15th Street, N.W.
7th Floor
Washington, DC 20005
(202) 861-1929
Membership: Mortgage banking firms, commercial banks, life insurance companies, title companies; and savings and loan associations.

Mr. William Young, Director
Consumer Affairs/Public Liaison
National Association of Home Builders
15th and M Streets, N.W.
Washington, DC 20005
(202) 622-0409
1 (800) 568-5242 (toll free outside D.C.)
Membership: Single and multi-family home builders, commercial builders, and others associated with the building industry.

Mr. Casey Floyd
Assistant to Executive Director
National Home Study Council
1601 18th Street, N.W.
Washington, DC 20009
(202) 781-1410
1 (800) 568-5242 (toll free outside D.C.)
Membership: Home study (correspondence) schools.

Mr. Robert E. Whitley, President
U.S. Tour Operators Association (USTOA)
211 East 51st Street
Suite 12-B
New York, NY 10022
(212) 944-5727
Membership: Wholesale tour operators, common carriers, suppliers, and providers of travel services.

Consumer Arbitration Center
National Association of Securities Dealers, Inc.
33 Whitehall Street
10th Floor
New York City, NY 10004
(212) 685-4000
Third-party dispute resolution for complaints about over-the-counter stocks and corporate bonds.

Mr. Lawrence Graham
Consumer Affairs
National Food Processors Association
1401 New York Avenue, N.W.
Washington, DC 20005
(202) 689-5939
Membership: Commercial packers of food products, such as fruit, vegetables, meat, poultry, seafood, and canned, frozen, dehydrated, pickled, and other preserved food items.

Ms. Deb Deutsch
Manager, Compliance
National Futures Association
200 West Madison Street
Chicago, IL 60606
(312) 781-1410
(800) 621-8770 (toll free outside IL)
Membership: Futures commission merchants; commodity trading advisers; commodity pool operators; brokers and associated individuals.

Mr. Robert E. Whitley, President
U.S. Tour Operators Association (USTOA)
211 East 51st Street
Suite 12-B
New York, NY 10022
(212) 944-5727
Membership: Wholesale tour operators, common carriers, suppliers, and providers of travel services.

Department of Consumer Affairs
National Turkey Federation
11319 Sunset Hills Road
Reston, VA 20190
(800) 621-0477 (toll free outside IL)
Membership: Turkey growers, turkey hatcheries, turkey breeders, processors, marketers, and allied industry firms and poultry distributors.

Office of the National Ombudsman
National Committee for Employer Support of the Guard and Reserve
Suite 414
1111 20th Street, N.W.
Washington, D.C. 20036-3407
(202) 653-0852
1 (800) 366-4590 (toll free nationwide, except in D.C.)
Provides assistance with employer/employee problems for members of the Guard and Reserve and their employers.

Ms. Sharron Ritch
Media Relations Coordinator/Consumer Affairs
Mortgage Bankers Association of America
1125 15th Street, N.W.
7th Floor
Washington, DC 20005
(202) 861-1929
Membership: Mortgage banking firms, commercial banks, life insurance companies, title companies; and savings and loan associations.

Mr. William Young, Director
Consumer Affairs/Public Liaison
National Association of Home Builders
15th and M Streets, N.W.
Washington, DC 20005
(202) 622-0409
1 (800) 568-5242 (toll free outside D.C.)
Membership: Single and multi-family home builders, commercial builders, and others associated with the building industry.

Mr. Casey Floyd
Assistant to Executive Director
National Home Study Council
1601 18th Street, N.W.
Washington, DC 20009
(202) 781-1410
1 (800) 568-5242 (toll free outside D.C.)
Membership: Home study (correspondence) schools.

Mr. Robert E. Whitley, President
U.S. Tour Operators Association (USTOA)
211 East 51st Street
Suite 12-B
New York, NY 10022
(212) 944-5727
Membership: Wholesale tour operators, common carriers, suppliers, and providers of travel services.
State, County, and City Government Consumer Protection Offices

State and local consumer protection offices can help you with consumer questions or problems. They are a good source of information because many of them enforce consumer protection and fraud laws. State and local consumer protection offices can help you resolve consumer complaints, and they often provide consumer education information.

If you want to file a complaint, call your local consumer protection office to learn what you need to do. This list is arranged in alphabetical order by state name. The state name, the city name and any toll-free “800” numbers and TDD numbers are printed in bold type.

Alabama
Mr. Dennis Wright, Acting Director
Consumer Protection Division
Office of Attorney General
11 South Union Street
Montgomery, AL 36130
(205) 261-7334
1 (800) 392-5658 (toll free in AL)

Mr. John Verkamp, County Attorney
Coconino County Attorney's Office
Coconino County Courthouse
Flagstaff, AZ 86001
(602) 779-6518

Mr. Joe Albo, Jr., County Attorney
Gila County Attorney's Office
1400 East Ash Street
Globe, AZ 85501
(602) 425-3231

Mr. Paul H. McCullar, County Attorney
Graham County Attorney's Office
Graham County Courthouse
Safford, AZ 85546
(602) 428-3620

Mr. Charles E. Fletcher, County Attorney
Greenlee County Attorney's Office
P.O. Box 1387
Clifton, AZ 85533
(602) 865-3842

Mr. Steven P. Suskin, County Attorney
La Paz County Attorney's Office
1200 Arizona Avenue
P.O. Box 709
Parker, AZ 85344
(602) 669-6118

Mr. Richard Romley, County Attorney
Maricopa County Attorney's Office
111 W. Monroe, 18th Floor
Phoenix, AZ 85003
(602) 262-3411

Mr. William Ekstrom, County Attorney
Mohave County Attorney's Office
315 North 4th Street
Kingman, AZ 86401
(602) 753-0719

Mr. Dale K. Patton, Jr., County Attorney
Navajo County Attorney's Office
Governmental Complex
Holbrook, AZ 86025
(602) 524-6161

Mr. Stephen D. Neely, County Attorney
Pima County Attorney's Office
1400 Great American Tower
32 North Stone
Tucson, AZ 85701
(602) 740-5600

Mr. Roy Mendoza, County Attorney
Pinal County Attorney's Office
P.O. Box 887
Florence, AZ 85232
(602) 869-5801

Mr. Jose L. Machado, County Attorney
Santa Cruz County Attorney's Office
2100 N. Congress Drive, Suite 201
Nogales, AZ 85621
(602) 281-4966

Mr. Charles Hastings, County Attorney
Yavapai County Attorney's Office
Yavapai County Courthouse
Prescott, AZ 86301
(602) 445-7450

Mr. David S. Ellsworth, County Attorney
Yuma County Attorney's Office
168 South Second Avenue
Yuma, AZ 85364
(602) 782-4534

Alaska
State Offices
Mr. Robert E. Mintz, Acting Chief
Consumer Protection Section
Office of Attorney General
1031 West Fourth Avenue, Suite 110-B
Anchorage, AK 99501
(907) 269-0428

Mr. James C. Hayes, Investigator
Office of Attorney General
100 Cushman Street, Suite 400
Fairbanks, AK 99701
(907) 456-8568

American Samoa
Mr. Tauivi Tuinei, Director
Consumer Protection Bureau
Pago Pago, AS 96799
(684) 633-4163

(684) 663-4164

Arizona
State Offices
Mr. Patrick Murphy, Chief Counsel
Financial Fraud Division
Office of Attorney General
1275 West Washington Street
Phoenix, AZ 85007
(602) 542-3702 (fraud only)
1 (800) 352-8431 (toll free in AZ)

Ms. Noreen Marts
Assistant Attorney General
Financial Fraud Division
Office of Attorney General
102 West Congress Street, Suite 315
Tucson, AZ 85701
(602) 628-5501

County Offices
Mr. Stephen Udall, County Attorney
Apache County Attorney's Office
P.O. Box 637
St. Johns, AZ 85936
(602) 337-4384

Mr. Alan Polley, County Attorney
Coconino County Attorney's Office
P.O. Drawer CA
Blaisse, AZ 85603
(602) 432-5471

Mr. John Verkamp, County Attorney
Coconino County Attorney's Office
Coconino County Courthouse
Flagstaff, AZ 86001
(602) 779-6518

Mr. Joe Albo, Jr., County Attorney
Gila County Attorney's Office
1400 East Ash Street
Globe, AZ 85501
(602) 425-3231

Mr. Paul H. McCullar, County Attorney
Graham County Attorney's Office
Graham County Courthouse
Safford, AZ 85545
(602) 428-3620

Mr. Charles E. Fletcher, County Attorney
Greenlee County Attorney's Office
P.O. Box 1387
Clifton, AZ 85533
(602) 865-3842

Mr. Steven P. Suskin, County Attorney
La Paz County Attorney's Office
1200 Arizona Avenue
P.O. Box 709
Parker, AZ 85344
(602) 669-6118

Mr. Richard Romley, County Attorney
Maricopa County Attorney's Office
111 W. Monroe, 18th Floor
Phoenix, AZ 85003
(602) 262-3411

Mr. William Ekstrom, County Attorney
Mohave County Attorney's Office
315 North 4th Street
Kingman, AZ 86401
(602) 753-0719

Mr. Dale K. Patton, Jr., County Attorney
Navajo County Attorney's Office
Governmental Complex
Holbrook, AZ 86025
(602) 524-6161

Mr. Stephen D. Neely, County Attorney
Pima County Attorney's Office
1400 Great American Tower
32 North Stone
Tucson, AZ 85701
(602) 740-5600

Mr. Roy Mendoza, County Attorney
Pinal County Attorney's Office
P.O. Box 887
Florence, AZ 85232
(602) 869-5801

Mr. Jose L. Machado, County Attorney
Santa Cruz County Attorney's Office
2100 N. Congress Drive, Suite 201
Nogales, AZ 85621
(602) 281-4966

Mr. Charles Hastings, County Attorney
Yavapai County Attorney's Office
Yavapai County Courthouse
Prescott, AZ 86301
(602) 445-7450

Mr. David S. Ellsworth, County Attorney
Yuma County Attorney's Office
168 South Second Avenue
Yuma, AZ 85364
(602) 782-4534

City Office
Mr. Ronald M. Detrick
Supervising Attorney
Consumer Affairs Division
Tucson City Attorney's Office
2500 North Tucson Boulevard, Suite 102
P.O. Box 27210
Tucson, AZ 85726
(602) 791-4886

Arkansas
State Offices
Mr. Tom J. Hicks, Director
Consumer Protection Division
Office of Attorney General
200 Tower Building
4th & Center St.
Little Rock, AR 72201
(501) 682-2007 (voice/TDD)
1 (800) 482-8982 (toll free voice/TDD in AR)

California
State Offices
Mr. Michael A. Kelley, Director
California Department of Consumer Affairs
1020 "H" Street
Sacramento, CA 95814
(816) 445-0560 (complaint assistance)
(916) 445-1254 (consumer information)
(916) 522-1700 (TDD)

Public Inquiry Unit
Office of Attorney General
1515 "K" Street, Suite 511
P.O. Box 944255
Sacramento, CA 94424-2550
(916) 322-3360
1 (800) 952-5225 (toll free in CA)
1 (800) 952-5548 (toll free TDD in CA)

Bureau of Automotive Repair
California Department of Consumer Affairs
10240 Systems Parkway
Sacramento, CA 95827
(916) 322-3360
1 (800) 952-5210 (toll free in CA—auto repair only)

California Department of Consumer Affairs
1020 "H" Street, Room 501
Sacramento, CA 95814
(916) 445-1254
(916) 322-1700 (TDD)
<table>
<thead>
<tr>
<th>County Offices</th>
<th>Name</th>
<th>Position</th>
<th>Office Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Alameda County</td>
<td>Ms. Lorraine K. Provost, Coordinator</td>
<td>Consumer Affairs Commission</td>
<td>10910 East 14th Street</td>
<td>(415) 530-8682</td>
</tr>
<tr>
<td></td>
<td>Mr. Gary Vancey, District Attorney</td>
<td>Special Operations Division</td>
<td>Contra Costa County District Attorney's Office 725 Court Street, 4th Floor PO. Box 670 Martinez, CA 94553</td>
<td>(415) 546-4500, ext. 4500</td>
</tr>
<tr>
<td></td>
<td>Mr. Alan Yongyan, Senior Deputy District Attorney</td>
<td>Business Affairs</td>
<td>Fresno County District Attorney's Office 2220 Tulare Street, Suite 1000 Fresno, CA 93721</td>
<td>(209) 438-3156</td>
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<tr>
<td></td>
<td>Mr. Edward R. Jagels, District Attorney</td>
<td>Consumer and Major Business Fraud Section</td>
<td>Kern County District Attorney's Office 1216 Tuxton Avenue Bakersfield, CA 93301</td>
<td>(805) 861-2421</td>
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<tr>
<td></td>
<td>Ms. Shirley Goldinger, Director</td>
<td>Los Angeles County Department of Consumer Affairs 500 West Temple Street, Room B-96 Los Angeles, CA 90012</td>
<td>(213) 974-1452</td>
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<td></td>
<td>Ms. Betty Times, Director</td>
<td>Citizens Service Office</td>
<td>Marin County Mediation Services Marin County Civic Center, Room 412 San Rafael, CA 94903</td>
<td>(415) 499-6190</td>
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<td></td>
<td>Mr. Jerry Harman, Deputy District Attorney</td>
<td>Consumer Affairs Division</td>
<td>Marin County District Attorney's Office 2100 Civic Center Room 155 San Rafael, CA 94903</td>
<td>(415) 499-6482</td>
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<td></td>
<td>Mr. Girard R. Courteau</td>
<td>Deputy District Attorney</td>
<td>Marin County District Attorney's Office Hall of Justice, Room 163 San Rafael, CA 94903</td>
<td>(415) 499-6450</td>
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<tr>
<td></td>
<td>Ms. Susan Massini, Deputy District Attorney</td>
<td>Mendocino County District Attorney's Office</td>
<td>PO. Box 1000 Ukiah, CA 95482</td>
<td>(707) 463-4211</td>
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<tr>
<td></td>
<td>Ms. Candice Chin, Coordinator</td>
<td>Monterey County Office of Consumer Affairs</td>
<td>PO. Box 388 Salinas, CA 93902</td>
<td>(408) 755-5073</td>
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<tr>
<td></td>
<td>Ms. Danyl A. Roberts</td>
<td>Deputy District Attorney</td>
<td>Napa County District Attorney's Office 1125 Third Street P.O. Box 720 Napa, CA 94559</td>
<td>(707) 253-4211</td>
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<tr>
<td></td>
<td>Mr. Brent Romney, Deputy District Attorney</td>
<td>Major Fraud/Consumer Protection Unit</td>
<td>Orange County District Attorney's Office 801 Civic Center Drive West, Suite 120 Santa Ana, CA 92702</td>
<td>(714) 541-7600</td>
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<td></td>
<td>Mr. Paul Zellerbach</td>
<td>Deputy District Attorney</td>
<td>Riverside County District Attorney's Office 4080 Lemon Street Riversi</td>
<td>(714) 787-8572</td>
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<tr>
<td></td>
<td>Ms. Anthony Samson, Director</td>
<td>Consumer Fraud Division</td>
<td>San Diego County District Attorney's Office P.O. Box X-1011 San Diego, CA 92112</td>
<td>(619) 531-4070</td>
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<tr>
<td></td>
<td>Mr. Robert H. Perez, Attorney</td>
<td>Consumer Fraud/Economic Crime Unit</td>
<td>San Francisco County District Attorney's Office 732 Bronson Street San Francisco, CA 94103</td>
<td>(415) 552-6400</td>
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<tr>
<td></td>
<td>Mr. Stephen Taylor, Deputy District Attorney</td>
<td>Consumer Fraud and Regulatory Agencies Division</td>
<td>San Joaquin County District Attorney's Office 222 East Weber P.O. Box 999 Stockton, CA 95202</td>
<td>(209) 944-3811</td>
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<tr>
<td></td>
<td>Ms. Leigh Lawrence</td>
<td>Small Claims Adviser</td>
<td>County Government Center 1050 Monterey Street, Room 450 San Luis Obispo, CA 93408</td>
<td>(805) 549-5677</td>
</tr>
<tr>
<td></td>
<td>Mr. John E. Wilson, Deputy District Attorney</td>
<td>Consumer Fraud and Environmental Protection Unit</td>
<td>San Mateo County District Attorney's Office 401 Marshall Street Hall of Justice and Records Redwood City, CA 94063</td>
<td>(415) 366-8221</td>
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<tr>
<td></td>
<td>Mr. Brian E. Hill, Deputy District Attorney</td>
<td>Consumer Protection Unit</td>
<td>Santa Barbara County District Attorney's Office 1105 Santa Barbara St. Santa Barbara, CA 93101</td>
<td>(805) 568-2300</td>
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<tr>
<td></td>
<td>Mr. Albert C. Bender, Deputy District Attorney</td>
<td>Consumer Fraud Unit</td>
<td>Santa Clara County District Attorney's Office 70 West Hedding Street, West Wing San Jose, CA 95910</td>
<td>(408) 299-7435</td>
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<td></td>
<td>Mr. Lawrence R. Sheehan, Director</td>
<td>Consumer Affairs Specialist</td>
<td>Santa Clara County Department of Consumer Affairs 2175 The Alameda San Jose, CA 95926</td>
<td>(408) 299-4211</td>
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<tr>
<td></td>
<td>Ms. Robin McFarland Gysin</td>
<td>Ms. Gloria Lorenzo</td>
<td>Santa Cruz District Attorney's Office 701 Ocean Street, Room 200 Santa Cruz, CA 95906</td>
<td>(408) 425-2054</td>
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<td></td>
<td>Mr. Thomas Quinlan</td>
<td>Deputy District Attorney</td>
<td>Consumer Fraud Unit</td>
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<td>Ms. William Atkinson</td>
<td>Deputy District Attorney</td>
<td>Consumer Affairs Unit</td>
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<td></td>
<td>Mr. Greg Brose, Deputy District Attorney</td>
<td>Consumer Fraud/Economic Crime Unit</td>
<td>San Francisco County District Attorney's Office 500 National Street, Room 320 San Francisco, CA 94103</td>
<td>(415) 552-6400</td>
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<tr>
<td></td>
<td>Mr. Mark Jones, Deputy District Attorney</td>
<td>Yolo County District Attorney's Office</td>
<td>Yolo County District Attorney's Office P.O. Box 1247 Woodland, CA 95695</td>
<td>(916) 566-3800</td>
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<tr>
<td></td>
<td>Ms. Sue Fraenors, Deputy District Attorney</td>
<td>Supervising Deputy District Attorney</td>
<td>Consumer Affairs Division</td>
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<td></td>
<td>Mr. John E. Wilson, Deputy District Attorney</td>
<td>Consumer Fraud and Environmental Protection Unit</td>
<td>San Mateo County District Attorney's Office 401 Marshall Street Hall of Justice and Records Redwood City, CA 94063</td>
<td>(415) 366-8221</td>
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<tr>
<td></td>
<td>Ms. Teresa Bransfield</td>
<td>Consumer Affairs Specialist</td>
<td>Santa Monica City Attorney's Office 1685 Main Street, Room 310 Santa Monica, CA 90401</td>
<td>(213) 458-8336</td>
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STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES
<table>
<thead>
<tr>
<th>State</th>
<th>Office Name</th>
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<td>Colorado</td>
<td>State Offices</td>
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<tr>
<td></td>
<td>Mr. Garth C. Lucero, Chief</td>
<td>Consumer Protection Unit</td>
<td>1525 Sherman Street, 3rd Floor</td>
<td>(303) 866-5167</td>
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<tr>
<td></td>
<td>Ms. Helen Davis</td>
<td>Consumer and Food Specialist</td>
<td>1525 Sherman Street, 4th Floor</td>
<td>(303) 866-3551</td>
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<tr>
<td></td>
<td>Mr. Alex Hunter, District Attorney</td>
<td>Boulder County District Attorney's Office</td>
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<td>(303) 441-3700</td>
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<td></td>
<td>Mr. Gus Sandstrom, District Attorney</td>
<td>Pueblo County District Attorney's Office</td>
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<td>(303) 520-6002</td>
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<td></td>
<td>Mr. A.M. Dominguez, Jr., District Attorney</td>
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<td></td>
<td>Mr. Tony Molochkin, Consumer Fraud Investigator</td>
<td>Weld County</td>
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<td></td>
<td>Ms. Mary M. Hestin, Commissioner</td>
<td>Department of Consumer Protection</td>
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<td>Mr. Robert M. Langer</td>
<td>Assistant Attorney General</td>
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<td>Office of Attorney General</td>
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<td>110 Sherman Street</td>
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<td>Hartford, CT 06105</td>
<td>(203) 566-3574</td>
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<td>City Office</td>
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<td>Mr. Guy Tommasi, Director</td>
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<td>Middletown Office of Consumer Protection</td>
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<td>Middletown, CT 06457</td>
<td>(203) 344-3492</td>
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<td>Mr. Leonard Elias, Consumer Advocate</td>
<td>Metropolitan Dade County</td>
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<td>Consumer Protection Division</td>
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<td>140 West Flagler Street, Suite 1605</td>
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<td>Miami, FL 33130</td>
<td>(305) 375-4222</td>
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<td>Mr. Frederic A. Kerstein, Chief</td>
<td>Dade County Economic Crime Unit</td>
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<td>1350 N.W. 12th Street, Room 530</td>
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<td>Miami, FL 33136</td>
<td>(305) 547-7041</td>
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<td>Ms. Rachel Marcus-Hendry</td>
<td>Chief of Consumer Affairs</td>
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<td>City of Jacksonville</td>
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<td>Division of Consumer Affairs</td>
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<td>421 W. Church Street, Suite 404</td>
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<td>Jacksonville, FL 32202</td>
<td>(904) 360-3667</td>
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<td>Mr. Sam Uccello, Director</td>
<td>Hillsborough County</td>
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<td>Department of Consumer Affairs</td>
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<td>412 East Madison Street, Room 1001</td>
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<td>Tampa, FL 33602</td>
<td>(813) 272-6750</td>
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<tr>
<td></td>
<td>Mr. Larry F. Blalock, Chief</td>
<td>Orange County Consumer Fraud Unit</td>
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<td>250 North Orange Avenue</td>
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<td>P.O. Box 1673</td>
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<td>Orlando, FL 32802</td>
<td>(407) 836-2490</td>
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<td>Ms. Alice C. Skaggs, Director</td>
<td>Palm Beach County</td>
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<td>Department of Consumer Affairs</td>
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<td>3111 S. Dixie Highway, Suite 128</td>
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<td>West Palm Beach, FL 33401</td>
<td>(407) 355-2670</td>
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<td>Mr. Alfred J. Cortis, Administrator</td>
<td>Pasco County Consumer Affairs Division</td>
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<td>7530 Little Road</td>
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<td>New Port Richey, FL 33701</td>
<td>(813) 847-8110</td>
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<td>Mr. William H. Richards, Director</td>
<td>Pinellas County Office of Consumer Affairs</td>
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<td>P.O. Box 5145</td>
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<td>Largo, FL 33773</td>
<td>(727) 530-6200</td>
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<td></td>
<td>Mrs. Beth Rutberg</td>
<td>Assistant State Attorney</td>
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<td>Ms. Tina Hill, Coordinator</td>
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<td>Office of State Attorney</td>
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<td>Economic Crime Unit</td>
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<td>Seminole County Office</td>
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<td>100 East First Street</td>
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<td></td>
<td>Sanford, FL 32771</td>
<td>(407) 322-7534</td>
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<td></td>
<td>Mr. Al Dezure, Chairman</td>
<td>Lauderdale County Consumer Protection Board</td>
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<td></td>
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<td>1176 N.W. 42nd Street and Way</td>
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<td>Lauderdale, FL 33313</td>
<td>(305) 583-1045</td>
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</tr>
</tbody>
</table>
STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

Mr. Irving Lopatey, Chairman
Tamarac Board of Consumer Affairs
7575 N.W. 88th Avenue
Tamarac, FL 33321
(305) 722-5900, ext. 389
(Tuesday, Wednesday, and Thursday)
(10 a.m.–12 Noon)

Georgia
Mr. Barry Reid, Administrator
Governor's Office of Consumer Affairs
2 Martin Luther King, Jr., Drive, S.E.
Plaza Level — East Tower
Atlanta, GA 30334
(404) 656–7000, 3720
1 (800) 282–5808 (toll free in GA)

Hawaii
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Mr. Philip Dol, Director
Office of Consumer Protection
Department of Commerce and Consumer Affairs
828 9th Street Mall
P.O. Box 3767
Honolulu, HI 96812–3767
(808) 548–2560
(administration and legal— in HI)
(808) 548–2540
(complaints and investigations — in HI)

Mr. Gene Murayama, Investigator
Office of Consumer Protection
Department of Commerce and Consumer Affairs
75 August Street
Hilo, HI 96720
(808) 961–7433

Mr. Glenn Ikemoto, Investigator
Office of Consumer Protection
Department of Commerce and Consumer Affairs
3060 Ewa Street
Lihue, HI 96766
(808) 245–4365

Mr. James E. Radford, Investigator
Office of Consumer Protection
Department of Commerce and Consumer Affairs
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Wailuku, HI 96793
(808) 244–4387

Illinois
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201 West Monroe Street
Springfield, IL 62706
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1 (800) 642–3112 (toll free in IL)

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(312) 793–2852 (TDD)

Ms. Elaine Hirsch, Director
Department of Citizen Rights
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Chicago, IL 60601
(312) 917–3289
(312) 917–7123 (TDD)

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Carbondale, IL 62901
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(618) 457–4421 (TDD)

Ms. Regina Haas
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Champaign Regional Office
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Champaign, IL 61820
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Ms. Agather McKeel
Assistant Attorney General
East St. Louis Regional Office
Office of Attorney General
8712 South State
East St. Louis, IL 62203
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(618) 398–1009 (TDD)

Mr. Dennis Orsey
Assistant Attorney General
Granite City Regional Office
Office of Attorney General
1314 Niedringshaus
Granite City, IL 62040
(618) 877–0404

Mr. Charles Smith
Assistant Attorney General
Kankakee Regional Office
Office of Attorney General
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Kankakee, IL 60901
(815) 935–8500

Mr. Raymond Watson
Assistant Attorney General
LaSalle Regional Office
Office of Attorney General
1222 Shooting Park Rd., Suite 106
Peru, IL 61354
(815) 224–4881
(815) 224–4864 (TDD)

Mr. Gary Duncan
Assistant Attorney General
Mt. Vernon Regional Office
Office of Attorney General
3005 Broadway
Mt. Vernon, IL 62864
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Ms. Dianna Zimmerman
Assistant Attorney General
Peoria Regional Office
Office of Attorney General
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Peoria, IL 61602
(309) 671–3191
(309) 671–3099 (TDD)

Mr. Charles SchoiZ
Assistant Attorney General
Quincy Regional Office
Office of Attorney General
523 Main Street
Quincy, IL 62301
(217) 223–2221 (voice/TDD)

Mr. Dan M. Slack
Assistant Attorney General
Rock Island Regional Office
Office of Attorney General
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Rock Island, IL 61201
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(309) 793–0956 (TDD)

Mr. L. Joseph Howard
Assistant Attorney General
Rockford Regional Office
Office of Attorney General
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Rockford, IL 61101
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(815) 987–7579 (TDD)

Ms. Elizabeth Foran
Assistant Attorney General
Waukegan Regional Office
Office of Attorney General
32 North Utica
Waukegan, IL 60085
(312) 336–2207
(312) 336–2374 (TDD)

Ms. Colleen McLaughlin
Assistant Attorney General
West Chicago Regional Office
122A County Farm Rd.
Wheaton, IL 60187
(312) 653–5060 (voice/TDD)

Mr. Michael Pasko
Assistant Attorney General
West Frankfort Regional Office
Office of Attorney General
222 East Main Street
West Frankfort, IL 62696
(618) 937–6453

Mr. Allen Reissman, Supervisor
Consumer Fraud Division–303
Cook County Office of State Attorney
303 Daley Center
Chicago, IL 60602
(312) 443–4600

Mr. William Halne, State's Attorney
Madison County Office of State Attorney
325 E. Vandalia
Edwardsville, IL 62025
(618) 692–6290

Mr. Floyd Atkinson, Director
Consumer Protection Division
Rock Island County State Attorney's Office
County Courthouse
Rock Island, IL 61201
(309) 786–4451, ext. 229
## STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

### Kansas
- **State Office**
  - **City Office**
    - **Mr. Arthur R. Weiss**
    - **Deputy Attorney General Consumer Protection Division**
    - **Office of Attorney General**
    - **Kansas Judicial Center**
    - **Topeka, KS 66612**
    - **(913) 296-3751**
    - **1 (800) 432-2310 (toll free in KS)**
- **County Offices**
  - **Mr. Steven Obermeier, Head Consumer Fraud Division**
  - **Johnson County District Attorney's Office Johnson County Courthouse, P.O. Box 728**
  - **Olathe, KS 66061**
  - **(913) 782-5000, ext. 5121 (voice/TDD)**
- **City Office**
  - **Mr. David Moses, Director Consumer Fraud and Economic Crime Division Sedgwick County District Attorney’s Office Sedgwick County Courthouse**
  - **Wichita, KS 67203**
  - **(316) 268-7921**
- **City Office**
  - **Mr. James J. Welch**
  - **Assistant City Attorney Shawnee County District Attorney's Office Shawnee County Courthouse, Room 212**
  - **Topeka, KS 66603**
  - **(913) 291-4330**

### Kentucky
- **State Offices**
  - **Ms. Nora K. McCormick, Director Consumer Protection Division Office of Attorney General**
  - **209 Saint Clair Street Frankfort, KY 40601**
  - **(502) 564-2200**
  - **1 (800) 432-9257 (toll free in KY)**
- **City Office**
  - **Mr. Robert L. Winlock, Administrator Consumer Protection Division Office of Attorney General**
  - **107 S. 4th Street Louisville, KY 40202**
  - **(502) 589-3263**
  - **1 (800) 432-9257 (toll free in KY)**

### Louisiana
- **State Offices**
  - **Ms. Mary H. Travis, Chief Consumer Protection Section**
  - **Office of Attorney General State Capitol Building P.O. Box 94005 Baton Rouge, LA 70804**
  - **(504) 342-7013**
  - **Ms. Linda Morrison**
  - **Assistant Commissioner Office of Agro-Consumer Services Department of Agriculture 325 Loyola Avenue, Room 317 New Orleans, LA 70112**
  - **(504) 589-5472**

### Maine
- **State Offices**
  - **Mr. William N. Lund**
  - **Superintendent Bureau of Consumer Credit Protection State House Station No. 35 Augusta, ME 04333**
  - **(207) 828-8718**
- **Southern Maine**
  - **Mediation Consumer Service Office of Attorney General**
  - **991 Forest Avenue Portland, ME 04104**
  - **(207) 797-8978 (1 p.m.–4 p.m.)**

### Maryland
- **State Offices**
  - **Mr. William Leibovici, Chief Consumer Protection Division Office of Attorney General**
  - **Seven North Calvert Street**
  - **Baltimore, MD 21202**
  - **(301) 528-8662 (9 a.m.–2 p.m.)**
  - **(202) 470-7534**
  - **(Washington, DC metro area) (301) 576-6372 (voice/TDD in Baltimore area)**
  - **1 (800) 492-2114, then dial 870-892 (toll free in MD)**
- **City Offices**
  - **Mr. Ronald E. Forbes, Director Licensing & Consumer Services Motor Vehicle Administration 6601 Ritchie Highway, N.E.**
  - **Glen Burnie, MD 21062**
  - **(301) 768-7420**
- **County Offices**
  - **Ms. Emalu Myer**
  - **Consumer Specialist Eastern Shore Branch Office Consumer Protection Division Office of Attorney General State Office Complex Route 50 and Cypress Street Salisbury, MD 21801**
  - **(301) 543-6620**
- **City Offices**
  - **Sgt. Albert H. Olsen, Chief Consumer Protection Division Jefferson Parish District Attorney’s Office 200 Huey P. Long Avenue Gretna, LA 70053**
  - **(504) 364-3644**

### Indiana
- **State Office**
  - **Mr. David A. Miller**
  - **Chief Counsel and Director Consumer Protection Division Office of Attorney General**
  - **219 State House Indianapolis, IN 46204**
  - **(317) 232-6330**
- **City Offices**
  - **Ms. Nora K. McCormick, Director Consumer Protection Division Office of Attorney General**
  - **1 (800) 432-9257**
  - **(toll free in IN)**
  - **Ms. Gail Barus, Director Consumer Protection Division Lake County Prosecutors Office 2293 North Main Street Crown Point, IN 46307**
  - **(219) 755-3720**
- **City Offices**
  - **Mr. Stephen Goldsmith Marion County Prosecuting Attorney 560 City–County Building Indianapolis, IN 46204**
  - **(317) 236-3522**
  - **Mr. Robert Pigman**
  - **Vanderburgh County Prosecuting Attorney 108 Administration Building Civic Center Complex Evansville, IN 47708**
  - **(812) 426-5150**
- **City Offices**
  - **Mr. Robert McCrady, Director**
  - **Gary Office of Consumer Affairs Annex East 1100 Massachusetts Street Gary, IN 46407**
  - **(219) 886-0145**

### Iowa
- **State Offices**
  - **Mr. William P. Angrick II**
  - **Iowa City and AlidaOmbudsman 215 E. 7th Street Capitol Complex**
  - **Des Moines, IA 50319**
  - **(515) 281-3592**
  - **(800) 242-5065 (TDD)**
  - **1 (800) 358-5510 (toll free in IA)**
- **City Offices**
  - **Mr. Richard Cleland**
  - **Assistant Attorney General Consumer Protection Division Office of Attorney General 1300 East Walnut Street, 2nd Floor Des Moines, IA 50319**
  - **(515) 281-5929**
### Massachusetts

**State Offices**
- Mr. Robert Bowen, Chief Consumer Protection Division
- Office of Attorney General
  - 131 Tremont Street
  - Boston, MA 02111
  - (617) 727-5400
  - (information and referral only)

**County Offices**
- Mr. Richard Steward, Office Supervisor Consumer Protection Division
  - Franklin County
  - 55 Federal Street
  - Greenfield, MA 01301
  - (413) 774-5102

**City Offices**
- Ms. Beverly J. Twine, Director Consumer Council of Worcester County
  - 340 Main Street, Suite 555
  - Worcester, MA 01608
  - (508) 754-7420
  - (508) 752-0109 (TDD)

**Michigan**

**State Offices**
- Mr. Frederick H. Hoflecker, Assistant Attorney General
  - Consumer Protection Division
  - Office of Attorney General
  - 1 Court Square
  - Lansing, MI 48913
  - (517) 373-1140

**City Offices**
- Mr. Kent Wilcox, Executive Director
  - Michigan Consumers Council
  - 414 Hollister Building
  - 106 West Allegan Street
  - Lansing, MI 48933
  - (517) 373-0947
  - (517) 373-0701 (TDD)

**Mississippi**

**State Offices**
- Mr. Trey Bobinger, Special Assistant Attorney General
  - Chief, Consumer Protection Division
  - Office of Attorney General
  - P.O. Box 220
  - Jackson, MS 39205
  - (601) 354-6018

**County Offices**
- Mr. Joe B. Hardy, Director
  - Regulatory Services Department of Agriculture and Commerce
  - P.O. Box 1609
  - Jackson, MS 39215
  - (601) 354-7063

**Missouri**

**State Offices**
- Mr. Carl M. Koupal, Jr., Director
  - Department of Economic Development
  - P.O. Box 1157
  - Jefferson City, MO 65102
  - (314) 751-4962

**City Offices**
- Mr. Henry Herschel, Chief Counsel
  - Trade Offense Division
  - Office of Attorney General
  - P.O. Box 899
  - Jefferson City, MO 65102
  - (314) 751-2616
  - (800) 382-8222 (toll free in MO)

**Montana**

**City Offices**
- Mr. Gary Simonson, Complaint Mediator
  - Consumer Services Division
  - Office of Attorney General
  - 320 West Second Street
  - Duluth, MN 55802
  - (218) 723-4891

**County Offices**
- Ms. Eleanor Kragseth, Legal Services Advisor
  - Citizen Protection Unit
  - Hennepin County Attorney's Office
  - C2000 County Government Center
  - Minneapolis, MN 55447
  - (612) 348-4528

**City Offices**
- Mr. James Moncur, Director
  - Consumer Affairs Division
  - Minneapolis Department of Licenses and Consumer Services
  - One C City Hall
  - Minneapolis, MN 55415
  - (612) 348-2080

**Mississippi**

**State Offices**
- Mr. Trey Bobinger, Special Assistant Attorney General
  - Chief, Consumer Protection Division
  - Office of Attorney General
  - P.O. Box 220
  - Jackson, MS 39205
  - (601) 354-6018

**County Offices**
- Mr. Joe B. Hardy, Director
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  - Jackson, MS 39215
  - (601) 354-7063

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- Mr. Gary Simonson, Complaint Mediator
  - Consumer Services Division
  - Office of Attorney General
  - 320 West Second Street
  - Duluth, MN 55802
  - (218) 723-4891
### Nebraska
#### State Office
- **Ms. Denise E. Frost**, Assistant Attorney General, Consumer Protection Division, Department of Justice
- 2115 State Capitol
- P.O. Box 98920
- Lincoln, NE 68509
- (402) 471-4723

#### County Office
- **Mr. Ronald L. Staskiewicz**, Douglas County Attorney, County Attorney's Office
- 428 Hall of Justice, Lincoln, NE 68509
- (402) 471-4723

#### State Office
- **Ms. Shari B. Compton**, Commissioner of Consumer Affairs, Department of Commerce
- State Mall Room Complex, Concord, NH 03301
- (603) 271-3641

#### County Office
- **Mr. John Long**, Washoe County District Attorney's Office
- 1015 Washington Street, Carson City, NV 89711
- (775) 684-6100

### Nevada
#### State Offices
- **Ms. Barbara McHenry**, Director, Consumer Protection Division, Department of Justice
- 201 Nye Building, Capitol Complex, Carson City, NV 89701
- (775) 684-6100

#### County Offices
- **Ms. Denise E. Frost**, Assistant Attorney General, Jersey City, NJ 07306
- (603) 271-3641

#### City Offices
- **Ms. Dorothy H. Avallone**, Director, Monmouth County Consumer Affairs
- Hall of Records Annex, PO. Box 1255
- Freehold, NJ 07728-1255
- (201) 431-7900

### New Hampshire
#### State Offices
- **Mr. Terry L. Robertson**, Chief, Consumer Protection and Antitrust Division, Office of Attorney General
- State House Annex, Concord, NH 03301
- (603) 271-3641

#### County Offices
- **Ms. Patricia M. Tuck**, Director, Camden County Consumer Affairs
- 1800 Pavilion West, Camden, NJ 08104
- (609) 757-8387

#### City Offices
- **Mr. Jeffrey Wetz**, Director, Weehawken Consumer Affairs
- 460 Park Avenue, Weehawken, NJ 07087
- (201) 867-1715

### New Jersey
#### State Offices
- **Mr. James J. Barry, Jr.**, Director, Division of Consumer Affairs
- 1100 Raymond Boulevard, Room 504, Newark, NJ 07102
- (201) 648-4010

#### County Offices
- **Mr. William H. Ross, III**, Director, Atlantic County Consumer Affairs
- 1333 Atlantic Avenue, 8th Floor, Atlantic City, NJ 08401
- (609) 345-6700

#### City Offices
- **Ms. Mary Ann Maloney**, Director, Passaic County Consumer Affairs
- County Administration Building, 300 Pennsylvania Avenue, Paterson, NJ 07503
- (201) 861-4547, 4499

### New York
#### State Offices
- **Ms. Andrea Filkowitz**, Assistant Attorney General, Division of Law, Office of Attorney General
- 200 Park Avenue, 4th Floor, New York, NY 10017
- (201) 848-6616 (TDD)

#### City Offices
- **Mr. Ed Leonard**, Director, Belleville Consumer Affairs
- Municipal Building, Belleville, NJ 07109
- (201) 450-3398

#### County Offices
- **Ms. Lorraine Sudia**, Director, Brick Consumer Affairs
- Municipal Building, 401 Chambers Bridge Road, Brick, NJ 08723
- (201) 477-3000, ext. 403

#### City Offices
- **Mr. Lawrence A. Eleuteri**, Director, Cinnaminson Consumer Affairs
- Municipal Building, 1621 Riverton Road, Cinnaminson, NJ 08077
- (609) 829-6000
<table>
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<th>State</th>
<th>County, City, and Office</th>
<th>Address</th>
<th>Phone</th>
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<tr>
<td>New York</td>
<td>State Offices</td>
<td>490 Main Street, East Brunswick, NJ 08816</td>
<td>(201) 388-3600</td>
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<tr>
<td></td>
<td>Ms. Theresa Ward, Director</td>
<td>Clark Consumer Affairs</td>
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<td>Ms. Adrienne Eisner, Director</td>
<td>East Brunswick Consumer Affairs</td>
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<td>Ms. Conchila (Connie) Crawford</td>
<td>East Orange Community Development Corporation</td>
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<td>Mr. Richard L. Mayer, Director</td>
<td>Fort Lee Consumer Protection Board</td>
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<td>Ms. Libby Saltzman, Director</td>
<td>Glen Rock Consumer Affairs</td>
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<td>Ms. John Cardwell, Director</td>
<td>Jersey City Consumer Affairs</td>
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<td>Ms. Genevieve Ross, Director</td>
<td>Middlesex Borough Consumer Affairs</td>
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<td>Ms. Mildred Pastore, Director</td>
<td>Mountainside Consumer Affairs</td>
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<td>Ms. Beatrice Handler, Director</td>
<td>Edison Consumer Affairs</td>
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<td>Ms. Carmine Liotta, Director</td>
<td>Elizabeth Consumer Affairs</td>
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<td>Ms. Jean Moriarty, Director</td>
<td>Freehold Township Consumer Affairs</td>
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<td>Ms. Libby Saltzman, Director</td>
<td>Glen Rock Consumer Affairs</td>
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<td>Miss Majida Elhadi</td>
<td>Jersey City Consumer Affairs</td>
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<td>Miss Maryann Silvio</td>
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<td>Ms. Theresa Ward, Director</td>
<td>Middlesex Consumer Affairs</td>
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</table>

**New York**

- **State Offices**
  - **Mr. Richard M. Kessel**
  - **Chairperson and Executive Director**
  - **New York State Consumer Protection Board**
  - **99 Washington Avenue, Albany, NY 12210**
  - **(518) 474-8583**

- **Ms. Rachael Kretser**
  - **Assistant Attorney General**
  - **Bureau of Consumer Frauds and Protection**
  - **Office of Attorney General**
  - **State Capitol, Albany, NY 12224**
  - **(518) 474-5461**

- **Mr. Richard Kessel**
  - **Chairperson and Executive Director**
  - **New York State Consumer Protection Board**
  - **250 Broadway, 17th Floor, New York, NY 10007-2993**
  - **(212) 587-4909**

- **Mr. John Corwin**
  - **Assistant Attorney General**
  - **Bureau of Consumer Frauds and Protection**
  - **Office of Attorney General**
  - **120 Broadway, New York, NY 10271**
  - **(212) 341-2300**

**Regional Offices**

- **Mr. John R. Marshall, Jr.**
  - **Assistant Attorney General in Charge**
  - **Binghamton Regional Office**
  - **Office of Attorney General**
  - **59-61 Court Street, 7th Floor, Binghamton, NY 13905**
  - **(607) 773-7779**

- **Mr. Peter B. Sullivan**
  - **Assistant Attorney General in Charge**
  - **Buffalo Regional Office**
  - **Office of Attorney General**
  - **65 Court Street, Buffalo, NY 14202**
  - **(716) 847-7164**

- **Mr. Alan J. Burczak**
  - **Assistant Attorney General in Charge**
  - **Plattsburgh Regional Office**
  - **Office of Attorney General**
  - **70 Clinton Street, Plattsburgh, NY 12901**
  - **(518) 569-8012**

- **Mr. Kent L. Mardon**
  - **Assistant Attorney General in Charge**
  - **Rochester Regional Office**
  - **Office of Attorney General**
  - **235 Main Street, Poughkeepsie, NY 12601**
  - **(914) 485-3920**

- **Mr. Eugene Welch**
  - **Assistant Attorney General in Charge**
  - **Rochester Regional Office**
  - **Office of Attorney General**
  - **144 Exchange Boulevard, Rochester, NY 14614**
  - **(716) 546-7430**
<table>
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<tr>
<th>State Office</th>
<th>City</th>
<th>County</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Mr. Edward J. Brown, Commissioner</td>
<td>Orange County</td>
<td>Department of Consumer Affairs</td>
<td>99 Main Street, Goshen, NY 10924</td>
<td>(914) 234-5151 ext. 1762</td>
</tr>
<tr>
<td>Ms. Patricia Chesnut, Director</td>
<td>Putnam County Off. Facility</td>
<td>Department of Consumer Affairs</td>
<td>Myrtle Avenue, Mahopac Falls, NY 10542</td>
<td>(818) 621-2017</td>
</tr>
<tr>
<td>Mr. Dennis S. Abbey, Director</td>
<td>Steuben County Off.</td>
<td>Department of Consumer Affairs</td>
<td>3 East Pulteney Square, Bath, NY 14810</td>
<td>(607) 776-9631 ext. 2101 (voice/TDD)</td>
</tr>
<tr>
<td>Ms. Jane Devine, Commissioner</td>
<td>Suffolk County Off.</td>
<td>Department of Consumer Affairs</td>
<td>Suffolk County Center, Hauppauge, NY 11788</td>
<td>(516) 360-4600</td>
</tr>
<tr>
<td>Mr. Jon Van Vlack, Director</td>
<td>Ulster County Consumer Fraud</td>
<td>Bureau</td>
<td>285 Wall Street, Kingston, NY 12401</td>
<td>(914) 339-5680 ext. 240</td>
</tr>
<tr>
<td>Mr. Frank D. Castaldi, Jr. Director</td>
<td>Westchester County</td>
<td>Department of Consumer Affairs</td>
<td>11 Grove Street, White Plains, NY 10601</td>
<td>(914) 265-3303</td>
</tr>
<tr>
<td>Mr. Kenneth W. Hafe, Director</td>
<td>Westchester County</td>
<td>Department of Consumer Affairs</td>
<td>Room 104, Michaelian Office Building, White Plains, NY 10601</td>
<td>(914) 265-2155</td>
</tr>
<tr>
<td>Mr. Burt Koza, Director</td>
<td>Babylon Consumer Protection</td>
<td>Board</td>
<td>Town Hall Office Annex, 281 Phelps Lane, North Babylon, NY 11703</td>
<td>(516) 422-7636</td>
</tr>
<tr>
<td>Mr. Stephen Pedone, Commissioner</td>
<td>Mt. Vernon Office Consumer</td>
<td>Affairs</td>
<td>City Hall, 80 Lafayette Street, New York, NY 10013</td>
<td>(212) 577-0111</td>
</tr>
<tr>
<td>Mr. Angelo J. Aponte, Commissioner</td>
<td>New York City Consumer</td>
<td>Affairs</td>
<td>Department of Consumer Affairs, 1360 Fulton Street, Brooklyn, NY 11216</td>
<td>(718) 636-7092</td>
</tr>
<tr>
<td>Ms. Isabel Butler, Director</td>
<td>Queens Neighborhood Office</td>
<td>Consumer Affairs</td>
<td>120-55 Queens Boulevard, Room 301A, New Gardens, NY 11424</td>
<td>(718) 261-2922</td>
</tr>
<tr>
<td>Ms. Johanna Kepley, Director</td>
<td>Staten Island Neighborhood</td>
<td>Office</td>
<td>City Hall, West Oneida Street, Oswego, NY 13126</td>
<td>(315) 542-8150</td>
</tr>
<tr>
<td>Ms. Carol Cronin, Chairwoman</td>
<td>Ramapo Consumer Protection</td>
<td>Board</td>
<td>Ramapo Town Hall, 237 Route 59, Suffern, NY 10901</td>
<td>(914) 357-5100 ext. 265</td>
</tr>
<tr>
<td>Schenectady Bureau of Consumer</td>
<td>Schenectady</td>
<td>Protection</td>
<td>City Hall, Room 22, Jay Street</td>
<td>(518) 382-5061</td>
</tr>
</tbody>
</table>
### State, County, and City Government Consumer Protection Offices

<table>
<thead>
<tr>
<th>State</th>
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<tr>
<td><strong>Ohio</strong></td>
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<td><strong>State Offices</strong></td>
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<tr>
<td></td>
<td>Ms. Dianna Goss Paynter</td>
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<td></td>
<td>Office of Attorney General</td>
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<tr>
<td></td>
<td>30 East Broad Street</td>
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<td>State Office Tower, 25th Floor</td>
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<td><strong>County Offices</strong></td>
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<td></td>
<td>Mr. Douglas J. Powley, City Prosecutor</td>
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<td>Akron Division of Consumer Protection</td>
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<td>206 Ocasek Government Building</td>
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<td>161 South High Street</td>
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<td></td>
<td>Akron, OH 44308</td>
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<td>(216) 375–2730</td>
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<td><strong>City Offices</strong></td>
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<tr>
<td></td>
<td>Mr. Younkin, Director</td>
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<td></td>
<td>Office of Consumer Affairs</td>
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<tr>
<td></td>
<td>218 Cleveland Avenue, S.W.</td>
</tr>
<tr>
<td></td>
<td>5th Floor, Room 605B</td>
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<tr>
<td></td>
<td>Canton, OH 44702</td>
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<tr>
<td></td>
<td>(216) 489–3268</td>
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<tr>
<td></td>
<td>Ms. Debra Gnann, Director</td>
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<td>Cleveland Office of Consumer Affairs</td>
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<td></td>
<td>601 Lakeside</td>
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<td>Cleveland, OH 44114</td>
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<td>(216) 684–3200</td>
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<td></td>
<td>Mr. Anthony C. Julian, Director</td>
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<tr>
<td></td>
<td>Youngstown Office of Consumer Affairs and Weights and Measures</td>
</tr>
<tr>
<td></td>
<td>26 South Phelps Street</td>
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<tr>
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<td>City Hall</td>
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<td>Ms. Jane Wheelor, Assistant Attorney General</td>
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<td>112 State Capitol Building</td>
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<td>Oklahoma City, OK 73105</td>
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<td>(405) 521–3921</td>
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<td>Mr. Prescott H. Cowley, Administrator</td>
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<td></td>
<td>Department of Consumer Credit</td>
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<tr>
<td></td>
<td>4545 Lincoln Boulevard, Suite 104</td>
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<td>(405) 521–3653</td>
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<td></td>
<td>Mr. Timothy Wood, Attorney in Charge</td>
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<td>Salem, OR 97301</td>
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<td>(503) 378–4320</td>
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<td>Mr. Douglas Yauger, Director</td>
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<td>Harrisburg, PA 17120</td>
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<td></td>
<td>Mr. Michael Butler, Deputy Attorney General</td>
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<td>Allentown, PA 18101</td>
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<td></td>
<td>(215) 821–6690</td>
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<td></td>
<td>Mr. Daniel R. Goodemote, Deputy Attorney General</td>
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<td>Bureau of Consumer Protection</td>
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<td>Office of Attorney General</td>
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<td>Harrisburg, PA 17120</td>
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<tr>
<td></td>
<td>(717) 783–5048 (Utilities only)</td>
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<tr>
<td></td>
<td>Mr. Thomas Ballaron, Attorney in Charge</td>
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<td>Bureau of Consumer Protection</td>
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<td>Office of Attorney General</td>
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<td>Harrisburg, PA 17120</td>
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<td></td>
<td>(717) 787–7109</td>
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<td></td>
<td>Mr. Barry Creany, Deputy Attorney General</td>
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<td></td>
<td>Bureau of Consumer Protection</td>
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<td></td>
<td>Office of the Attorney General</td>
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<td>IGA Building Route 219 North</td>
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<td>P.O. Box 716</td>
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<td></td>
<td>Ebensburg, PA 15931</td>
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<td></td>
<td>(814) 949–7900</td>
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**Note:** The above information is a partial listing and may not include all offices or services available in each state, county, or city. For more comprehensive information, please contact the appropriate office directly.
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<thead>
<tr>
<th>STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES</th>
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<tbody>
<tr>
<td><strong>Mr. John E. Kelly, Deputy Attorney General</strong></td>
</tr>
<tr>
<td>Bureau of Consumer Protection</td>
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<tr>
<td>Office of Attorney General</td>
</tr>
<tr>
<td>1009 State Office Building</td>
</tr>
<tr>
<td>1400 West Spring Garden Street</td>
</tr>
<tr>
<td>Philadelphia, PA 19130</td>
</tr>
<tr>
<td>(215) 560-2414</td>
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<tr>
<td><strong>Ms. Caren L. Mariani</strong></td>
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<tr>
<td>Deputy Attorney General</td>
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<td>Bureau of Consumer Protection</td>
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<tr>
<td>Office of Attorney General</td>
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<tr>
<td>Manor Building, 4th Floor</td>
</tr>
<tr>
<td>564 Forbes Avenue</td>
</tr>
<tr>
<td>Pittsburgh, PA 15219</td>
</tr>
<tr>
<td>(412) 555-5125</td>
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<tr>
<td><strong>Mr. J.P. McGowan</strong></td>
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<tr>
<td>Deputy Attorney General</td>
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<td>Office of Attorney General</td>
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<tr>
<td>State Office Building, Room 358</td>
</tr>
<tr>
<td>100 Lackawanna Avenue</td>
</tr>
<tr>
<td>Scranton, PA</td>
</tr>
<tr>
<td>(717) 963-4913</td>
</tr>
<tr>
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<tr>
<td><strong>County Offices</strong></td>
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<tr>
<td><strong>Mr. Sidney Elkin, Chairperson</strong></td>
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<tr>
<td>Beaver County Alliance</td>
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<tr>
<td>for Consumer Protection</td>
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<tr>
<td>Allencrest Detention Center</td>
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<tr>
<td>Western Avenue</td>
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<tr>
<td>Beaver, PA 15009</td>
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<tr>
<td>(412) 726-7267</td>
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<tr>
<td><strong>Mr. Robert Taylor, Director</strong></td>
</tr>
<tr>
<td>Chester County Bureau of Consumer Protection, Weights and Measures</td>
</tr>
<tr>
<td>Courthouse, 5th Floor, North Wing</td>
</tr>
<tr>
<td>High and Market Street</td>
</tr>
<tr>
<td>West Chester, PA 19380</td>
</tr>
<tr>
<td>(215) 431-6150</td>
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<tr>
<td><strong>Ms. Jennifer D. Wright, Consumer Mediator</strong></td>
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<tr>
<td>Cumberland County</td>
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<tr>
<td>Consumer Affairs</td>
</tr>
<tr>
<td>Courthouse</td>
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<tr>
<td>Carlisle, PA 17013</td>
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<tr>
<td>(717) 240-6180</td>
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<tr>
<td><strong>Ms. Peggy Adams, Director/Chief Sealer</strong></td>
</tr>
<tr>
<td>Bucks County Bureau of Consumer Protection, Weights and Measures</td>
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<tr>
<td>50 North Main</td>
</tr>
<tr>
<td>Doylestown, PA 18901</td>
</tr>
<tr>
<td>(215) 348-7442</td>
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<tr>
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<tr>
<td><strong>Ms. Evelyn Yancoskie, Director</strong></td>
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<tr>
<td>Delaware County Office of Consumer Affairs, Weights and Measures</td>
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<tr>
<td>Government Center Building</td>
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<tr>
<td>Second and Olive Streets</td>
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<tr>
<td>Media, PA 19063</td>
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<tr>
<td>(215) 891-4865</td>
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<tr>
<td><strong>Mr. Helen Dunigan, Director</strong></td>
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<tr>
<td>Montgomery County</td>
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<td>Consumer Affairs Department</td>
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<tr>
<td>County Courthouse</td>
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<tr>
<td>Norristown, PA 19404</td>
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<tr>
<td>(215) 278-3565</td>
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<tr>
<td><strong>City Offices</strong></td>
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<tr>
<td><strong>Ms. Eileen O’Brien, Director</strong></td>
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<tr>
<td>Mayor’s Action Center</td>
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<tr>
<td>Division Consumer Services</td>
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<tr>
<td>143 City Hall</td>
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<tr>
<td>Philadelphia, PA 19107</td>
</tr>
<tr>
<td>(215) 686-7595</td>
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<tr>
<td><strong>Mr. James Fitzpatrick, Chief</strong></td>
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<tr>
<td>Economic Crime Unit</td>
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<tr>
<td>Philadelphia District Attorney’s Office</td>
</tr>
<tr>
<td>1421 Arch Street</td>
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<tr>
<td>Philadelphia, PA 19102</td>
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<tr>
<td>(215) 686-8735</td>
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<tr>
<td><strong>Puerto Rico</strong></td>
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<tr>
<td><strong>Mr. Jorge R. Ocasio, Secretary</strong></td>
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<td>Department of Consumer Affairs</td>
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<tr>
<td>Minillas Station, P.O. Box 41059</td>
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<tr>
<td>Santurce, PR 00940</td>
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<tr>
<td>(809) 722-7555</td>
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<tr>
<td><strong>Mr. Hector Rivera Cruz, Secretary</strong></td>
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<tr>
<td>Department of Justice</td>
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<tr>
<td>P.O. Box 192</td>
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<tr>
<td>Old San Juan, PR 00920</td>
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<tr>
<td>(809) 721-2900</td>
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<td><strong>Rhode Island</strong></td>
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<td><strong>State Offices</strong></td>
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<tr>
<td><strong>Ms. Robyn Y. Davis, Director</strong></td>
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<td>Consumer Protection Division</td>
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<td>Department of Attorney General</td>
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<tr>
<td>72 Pine Street</td>
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<tr>
<td>Providence, RI 02903</td>
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<tr>
<td>(401) 277-2104</td>
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<tr>
<td>(401) 274-4400 ext. 354 (voice/TDD)</td>
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<tr>
<td>1 (800) 852-7776 (toll free in RI)</td>
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<tr>
<td><strong>Mr. Edwin P. Palumbo, Executive Director</strong></td>
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<td>Rhode Island Consumers’ Council</td>
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<tr>
<td>365 Broadway</td>
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<tr>
<td>(401) 277-2764</td>
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<tr>
<td><strong>South Carolina</strong></td>
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<td><strong>State Offices</strong></td>
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<td><strong>Mr. Ken Moore, Assistant Attorney General</strong></td>
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<td>Consumer Fraud and Antitrust Section</td>
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<td>Office of Attorney General</td>
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<tr>
<td>P.O. Box 11549</td>
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<tr>
<td>Columbia, SC 29211</td>
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<tr>
<td>(803) 734-3570</td>
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<tr>
<td><strong>Mr. Steve Hamm, Administrator</strong></td>
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<td>Department of Consumer Affairs</td>
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<td>P.O. Box 5757</td>
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<td>Columbia, SC 29250</td>
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<td>(803) 734-9452</td>
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<td>1 (800) 922-1594 (toll free in SC)</td>
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<td><strong>Mr. W. Jefferson Bryson, Jr.</strong></td>
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<td>State Ombudsman</td>
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<td>Office of Executive Policy and Program</td>
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<tr>
<td>1205 Pendleton Street, Room 308</td>
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<td>(803) 734-0457</td>
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<td><strong>Mr. Jeff Hallem</strong></td>
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<td>State Capitol Building</td>
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<td>Pierre, SD 57501</td>
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<td>(605) 773-4400</td>
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<tr>
<td><strong>Mr. Parry A. Craft, Deputy Attorney General</strong></td>
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<tr>
<td>450 James Robertson Parkway</td>
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<tr>
<td>Nashville, TN 37219</td>
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<tr>
<td>(615) 741-2872</td>
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<tr>
<td><strong>Ms. Elizabeth Owen, Director</strong></td>
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<tr>
<td>Division of Consumer Affairs</td>
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<tr>
<td>500 James Robertson Parkway, 5th Floor</td>
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<td>(615) 741-4737</td>
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<td>1 (800) 342-8385 (toll free in TN)</td>
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<tr>
<td><strong>Mr. H. Clyde Farrell</strong></td>
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<td>Assistant Attorney General and Chief</td>
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<td>Consumer Protection Division</td>
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<tr>
<td>Capitol Station, P.O. Box 12548</td>
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<tr>
<td>Austin, TX 78711</td>
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<td>(512) 463-2070</td>
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<tr>
<td><strong>Ms. Kay Doughty</strong></td>
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<tr>
<td>Public Counsel</td>
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<td>State Board of Insurance</td>
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<tr>
<td>One Republic Plaza</td>
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<tr>
<td>333 Guadalupe, Box 44</td>
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<td>Austin, TX 78701</td>
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<tr>
<td>(512) 495-6448</td>
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<tr>
<td><strong>Mr. Stephen Gardner</strong></td>
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<td>Assistant Attorney General</td>
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<tr>
<td>714 Jackson Street, Suite 700</td>
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<tr>
<td>Dallas, TX 75202</td>
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<tr>
<td>(214) 742-6944</td>
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<tr>
<td><strong>Ms. Esther Chavez</strong></td>
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<td>Assistant Attorney General</td>
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<tr>
<td>6090 Surye Drive, Rm. 260</td>
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<tr>
<td>El Paso, TX 79905</td>
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<tr>
<td>(915) 772-5476</td>
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<tr>
<td><strong>Mr. Richard Tomlinson</strong></td>
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<tr>
<td>1019 Congress Street, Suite 1550</td>
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<tr>
<td>Houston, TX 77002</td>
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<tr>
<td>(713) 223-5866</td>
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<tr>
<td><strong>Mr. Robert E. Reyna</strong></td>
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<tr>
<td>1208 14th Street, Suite 801</td>
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<tr>
<td>Lubbock, TX 79401</td>
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<td>(806) 747-5238</td>
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58
STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

Mr. Adolfo Alvarez
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
3600 North 23rd Street, Suite 305
McAllen, TX 78501
(512) 682–4547

Mr. Aaron Valenzuela
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
200 Main Plaza, Suite 400
San Antonio, TX 78205
(512) 225–4191

County Offices
Mr. Ted Steinke
Assistant District Attorney and Chief of Dallas County District Attorney’s Office
Specialized Crime Division
2270 Stemmons Towers South
Dallas, TX 75207
(214) 630–6300

Mr. Russel Turbeville
Assistant District Attorney and Chief
Harris County Consumer Fraud Division
Office of District Attorney
201 Fannin, Suite 200
Houston, TX 77002
(713) 221–5836

City Offices
Ms. Adola Gonzalez, Director
Dallas Consumer Protection Division
Health and Human Services Department
320 East Jefferson Boulevard
Dallas, TX 75203
(214) 949–4400

Mr. David Watson, Director
Fort Worth Office of Consumer Affairs
Weights and Measures
1000 Throckmorton, 5th Floor
Fort Worth, TX 76102
(817) 870–7570

Utah
State Offices
Mr. Gary R. Hansen, Director
Division of Consumer Protection
Department of Commerce
100 East 3rd South, PO. Box 45602
Salt Lake City, UT 84145
(801) 530–6601

Ms. Ruth Renlund
Assistant Attorney General for Consumer Affairs
Office of Attorney General
115 State Capitol
Salt Lake City, UT 84114
(801) 538–1331

Vermont
State Offices
Mr. J. Wallace Malley
Assistant Attorney General and Chief
Public Protection Division
Office of Attorney General
109 State Street
Montpelier, VT 05602
(802) 828–3171

Mr. Bruce Martell, Supervisor
Consumer Assurance Section
Department of Agriculture
116 State Street
Montpelier, VT 05602
(802) 828–2436

Virginia
State Offices
Mr. Frank Seales, Jr.
Senior Assistant Attorney General
Antitrust and Consumer Litigation Section
Office of Attorney General
Supreme Court Building
101 North Eighth Street
Richmond, VA 23219
(804) 786–2116
1 (800) 451–1525 (toll free in VA)

Ms. Betty Blakemore, Director
Office of Consumer Affairs
Department of Agriculture and Consumer Services
Room 101, Washington Building
1100 Bank Street
Richmond, VA 23219
(804) 786–2042
1 (800) 352–3963 (toll free in VA)

Mr. Robert Minnich, Investigator
Northern Virginia Branch
Office of Consumer Affairs
Department of Agriculture and Consumer Services
100 North Washington St., Suite 412
Falls Church, VA 22046
(703) 532–1613

County Offices
Ms. Diane Jenmott, Section Chief
Office of Citizen and Consumer Affairs
11 S Court House Plaza, Suite 310
2100 Clarendon Boulevard
Arlington, VA 22201
(703) 358–3260

Mr. Ron Mallard, Director
Fairfax County
Department of Consumer Affairs
3959 Pender Drive, Suite 200
Fairfax, VA 22030
(703) 691–3214
(703) 351–3260 (TDD)

Mr. Hubert King, Administrator
Prince William County
Office of Consumer Affairs
4370 Ridgeway Center Drive
Prince William, VA 22192
(703) 355–7370

City Offices
Ms. Rose Boyd, Director
Alexandria Office of Citizens Assistance
City Hall
P.O. Box 178
Alexandria, VA 22313
(703) 838–4350
(703) 838–5056 (TDD)

Mr. Robert L. Gill, Coordinator
Division of Consumer Affairs
City Hall
Norfolk, VA 23501
(804) 441–2821

Ms. Delores Daniels
Assistant to the City Manager
Roanoke Consumer Protection Division
364 Municipal Building
216 Church Avenue, S.W.
Roanoke, VA 24011
(703) 981–2553

Mr. J. N. McClanahan
Consumer Protection Officer
Virginia Beach
Division of Consumer Protection
Municipal Center
Virginia Beach, VA 23456
(804) 427–0983

Washington
State Offices
Ms. Renee Obritich, Investigator
Consumer and Business Fair Practices Division
Office of Attorney General
North 122 Capitol Way
 Olympa, WA 98501
(206) 753–6210

Mr. John R. Ellis
Assistant Attorney General and Chief
Consumer and Business Fair Practices Division
Office of Attorney General
710 2nd Avenue, Suite 1300
Seattle, WA 98104
(206) 464–7744
1 (800) 551–4636 (toll free in WA)

Mr. Owen Clarke, Chief
Consumer and Business Fair Practices Division
Office of Attorney General
West 1116 Riverside Avenue
Spokane, WA 99201
(509) 456–3123

Ms. Cynthia Langheer, Contact Person
Consumer and Business Fair Practices Division
Office of Attorney General
1019 Pacific Avenue, 3rd Floor
Tacoma, WA 98402
(206) 593–2904

County Offices
Ms. Krista Anderson, Director
Department of Weights and Measures
3200 Cedar Street
Everett, WA 98201
(206) 259–8600
Warranties/Guarantees

1. Do not wait until the product fails or needs repair to find out what is covered in the warranty. Compare the terms and conditions of warranties (or guarantees) on products or services before you buy. Look for the warranty that best meets your needs.

2. Consider:
   - How long is the warranty and when does it start and end?
   - What is covered? Which parts? What kinds of problems?
   - Will the warranty pay 100 percent of repair costs? Pay for parts, but not labor? Pay for shipping? Pay for a loaner?
   - What do you have to do? And when? Are regular inspections or maintenance required? Do you have to ship the product out of state for repairs?
   - Who offers the warranty? Manufacturer or retailer? How reliable are they?

3. Keep sales receipts and warranties in a safe place.
The offices listed in this section coordinate services for older Americans. They provide information on services, programs, and opportunities for these consumers.

**Alabama**
Mr. Oscar D. Tucker
Executive Director
Commission on Aging
136 Catoma Street
Montgomery, AL 36130
(205) 261-5743
(800) 243-5463 (toll free in AL)

**Alaska**
Ms. Connie J. Sipe
Executive Director
Older Alaskans Commission
P.O. Box C
Juneau, AK 99811–0209
(907) 465–3250

**American Samoa**
Mr. Sulunialo T. Tupai
Director
Territorial Administration Aging Division
Government of American Samoa
Pago Pago, AG 96799
(684) 633–1251

**Arizona**
Mr. Richard Littler
Administrator
Aging and Adult Administration
1400 West Washington, 950A
Phoenix, AZ 85007
(602) 255–4446
(602) 255–3323 (TDD)

**Arkansas**
Mr. Herb Sanderson
Director
Office of Aging and Adult Services
Department of Human Services
P.O. Box 1437
Little Rock, AR 72203–1437
(501) 682–2441

**California**
Ms. Alice Gonzales
Director
Department of Aging
1500 K Street
Sacramento, CA 95814
(916) 322–5290
(916) 323–8913 (TDD)

**Colorado**
Ms. Ruta Barreras
Manager
Aging and Adult Services Division
Department of Social Services
3575 Sherman Street
10th Floor
Denver, CO 80203–1714
(303) 294–5912

**Connecticut**
Ms. Mary Ellen Klinck
Commissioner
Department on Aging
175 Main Street
Hartford, CT 06106
(203) 566–3238
(800) 443–9946 (toll free voice/TDD in CT)

**Delaware**
Ms. Eleanor L. Cain
Director
Department of Health and Social Services
Division of Aging
1901 North DuPont Highway
New Castle, DE 19720
(302) 421–6791
(800) 233–9074 (toll free in DE)

**District of Columbia**
Ms. E. Veronica Pace
Executive Director
D.C. Office on Aging
1424 K Street, N.W.
2nd Floor
Washington, DC 20005
(202) 724–5623

**Florida**
Ms. Margaret L. Duggar
Director
Aging and Adult Services
1321 Winewood Boulevard
Room 323
Tallahassee, FL 32399–0700
(850) 488–2650

**Georgia**
Mr. Fred McGinnis
Director
Office of Aging
879 Peachtree Street, N.E.
Suite 632
Atlanta, GA 30309
(404) 894–5333

**Guam**
Ms. Florence Shimizu
Director
Office of Aging
Government of Guam
P.O. Box 2816
Agana, GU 96910
(671) 734–2942

**Hawaii**
Ms. Jeanette Takamura
Director
Executive Office on Aging
335 Merchant Street
Room 241
Honolulu, HI 96813
(808) 548–2993

**Idaho**
Ms. Charlene W. Martindale
Director
Idaho Office on Aging
Statehouse, Room 108
Boise, ID 83720
(208) 334–3833

**Illinois**
Ms. Janet S. Otwell
Manager
Department on Aging
421 East Capitol Avenue
Springfield, IL 62701
(217) 785–2870
(800) 252–8966 (toll free voice/TDD nationwide)

**Indiana**
Ms. Myrna Habig
Director
Department of the Elderly Affairs
914 Grand Avenue, Suite 236
Indianapolis, IN 46207–7083
(317) 238–7020
(800) 822–4972 (toll free in IN)

**Iowa**
Ms. Betty Grandquist
Executive Director
Department of the Elderly Affairs
914 Grand Avenue, Suite 236
Des Moines, IA 50319
(515) 281–5187
(800) 532–3213 (toll free in IA)

**Kansas**
Ms. Esther A. Wolf
Secretary
Department on Aging
Docking State Office Building
122 South
915 Southwest Harrison Street
Topeka, KS 66612–1500
(913) 296–2870
(800) 432–3535 (toll free in KS)

**Kentucky**
Ms. Sue N. Tuttle
Director
Division for Aging Services
Department for Social Services
275 East Main Street
6th Floor Woolsthorpe
Frankfort, KY 40621
(502) 564–6930
(502) 564–5497 (TDD)
(800) 372–2991 (toll free in KY)
(800) 372–2973 (toll free TDD in KY)

**Louisiana**
Ms. Vicky Hunt
Director
Governor's Office of Elder Affairs
P.O. Box 80374
Baton Rouge, LA 70898
(504) 252–1700

**Maine**
Ms. Christine Gianopoulos
Director
Bureau of Maine Elderly Affairs
10th Floor
Statehouse, Station 11
Augusta, ME 04333–0011
(207) 289–2561

**Maryland**
Ms. Rosalie S. Abrams
Director
Office on Aging
301 West Preston Street
10th Floor
Baltimore, MD 21201
(301) 222–1100
(301) 383–7555 (TDD)
(800) 243–3425 (toll free in MD)

**Massachusetts**
Mr. Paul J. Lanzilkos
Secretary
Executive Office of Elder Affairs
38 Chauncy Street, 2nd Floor
Boston, MA 02111
(617) 727–7750
(800) 882–2003 (toll free in MA)
(800) 872–0166 (toll free TDD in MA)

**Michigan**
Ms. Olivia R. Maynard
Director
Office of Services to the Aging
P.O. Box 30006
Lansing, MI 48909
(517) 373–8230

**Minnesota**
Mr. Gerald Biodow
Executive Secretary
Minnesota Board on Aging
444 Lafayette Road
St. Paul, MN 55155–3843
(612) 226–2544
(800) 652–9747 (toll free in MN)

**Mississippi**
Mr. David K. Brown
Executive Director
Division of Aging and Adult Services
421 West Pascagoula Street
Jackson, MS 39201
(601) 949–2070
(800) 222–7622 (toll free in MS)
<table>
<thead>
<tr>
<th>State</th>
<th>Name</th>
<th>Title</th>
<th>Office Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri</td>
<td>Mr. Edwin L. Walker</td>
<td>Director</td>
<td>Division of Aging</td>
<td>P.O. Box 1337 Jefferson City, MO 65102 (314) 751-3562 1 (800) 392-0210 (toll free in MO)</td>
</tr>
<tr>
<td>Montana</td>
<td>Mr. Robert Bartholomew</td>
<td>Chief</td>
<td>Aging Services Bureau</td>
<td>Helena, MT 59604 (406) 444-5900 Resources</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Ms. Betsy Palmer</td>
<td>Director</td>
<td>Nebraska Department on Aging</td>
<td>P.O. Box 9004 Lincoln, NE 68509 (402) 471-2306</td>
</tr>
<tr>
<td>Nevada</td>
<td>Ms. Suzanne Ernst</td>
<td>Administrator</td>
<td>Division for Aging Services</td>
<td>505 East King Street, Room 101 Carson City, NV 89110 (702) 885-4210 (voice/TDD)</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Mr. Richard A. Cheverills</td>
<td>Director</td>
<td>Division of Elderly and Adult Services</td>
<td>6 Hazen Drive Concord, NH 03301 (603) 271-4680 1 (800) 351-1888 (toll free in NH)</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Ms. Ann Zahora</td>
<td>Director</td>
<td>Division on Aging</td>
<td>101 South Broad Street, CN 807 Trenton, NJ 08625 (609) 292-4833 1 (800) 792-8820 (toll free in NJ)</td>
</tr>
<tr>
<td>New Mexico</td>
<td>Ms. Stephanie Fall Creek</td>
<td>Director</td>
<td>State Agency on Aging</td>
<td>224 East Palace Avenue Suite 4th Floor Santa Fe, NM 87501 (505) 827-7640 (voice/TDD) 1 (800) 432-2080 (toll free in NM)</td>
</tr>
<tr>
<td>New York</td>
<td>Ms. Jane Gould</td>
<td>Director</td>
<td>New York State Office for the Aging</td>
<td>Albany, NY 12223 (518) 474-5731 1 (800) 342-9871 (toll free in NY)</td>
</tr>
<tr>
<td>North Carolina</td>
<td>Mr. Al Boyles</td>
<td>Assistant Secretary and</td>
<td>North Carolina Department of Aging</td>
<td>Raleigh, NC 27603 (919) 733-3983 1 (800) 682-7030 (toll free voice/TDD in NC)</td>
</tr>
<tr>
<td>North Dakota</td>
<td>Mr. Larry Brower</td>
<td>Administrator</td>
<td>North Dakota Department of Aging</td>
<td>Bismarck, ND 58505 (701) 224-2310 (701) 224-2699 (TDD) 1 (800) 472-2622 (toll free in ND)</td>
</tr>
<tr>
<td>Ohio</td>
<td>Ms. Carol Austin</td>
<td>Director</td>
<td>North Dakota Department of Aging</td>
<td>Columbus, OH 43266-0501 (614) 466-5500 (614) 466-6191 (TDD)</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>Mr. Roy R. Keen</td>
<td>Division Administrator</td>
<td>Oklahoma Department of Aging</td>
<td>Oklahoma City, OK 73125 (405) 521-2281 (405) 521-2827 (TDD)</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Ms. Linda M. Rhodes</td>
<td>Secretary</td>
<td>Pennsylvania Department of Aging</td>
<td>Harrisburg, PA 17101 (717) 753-1549</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>Dr. Celia Cintron</td>
<td>Executive Director</td>
<td>Puerto Rico Department of Elder Affairs</td>
<td>Call Box 60053 Old San Juan Station San Juan, PR 00902 (809) 721-0753</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Ms. Adelaide Luber</td>
<td>Director</td>
<td>Rhode Island Department of Elder Affairs</td>
<td>Providence, RI 02903 (401) 277-2880 (voice/TDD) 1 (800) 322-2880 (toll free in RI)</td>
</tr>
<tr>
<td>South Carolina</td>
<td>Ms. Ruth Q. Seigler</td>
<td>Executive Director</td>
<td>South Carolina Department of Elder Affairs</td>
<td>700 Governors Drive Pierre, SD 57501 (605) 773-3656</td>
</tr>
<tr>
<td>South Dakota</td>
<td>Ms. Gail Ferris</td>
<td>Administrator</td>
<td>South Dakota Department of Aging</td>
<td>South Dakota Commission on Aging</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Ms. Emily Wiseman</td>
<td>Director</td>
<td>South Dakota Commission on Aging</td>
<td>706 Church Street Suite 201 Nashvile, TN 37219 (615) 741-2056</td>
</tr>
<tr>
<td>Texas</td>
<td>Mr. O. P. (Bob) Bobbitt</td>
<td>Executive Director</td>
<td>Texas Department on Aging</td>
<td>Austin, TX 78711 (512) 444-2727 (voice/TDD) 1 (800) 252-9240 (toll free in TX)</td>
</tr>
<tr>
<td>Utah</td>
<td>Mr. Percy Devine, III</td>
<td>Director</td>
<td>Utah Commission on Aging</td>
<td>84145-0500 Salt Lake City, UT 84145-0500 (801) 538-3910</td>
</tr>
<tr>
<td>Vermont</td>
<td>Mr. Joel Cook</td>
<td>Commissioner</td>
<td>Vermont Department of Aging</td>
<td>103 South Main Street Waterbury, VT 06787 (802) 241-2400</td>
</tr>
<tr>
<td>Virgin Islands</td>
<td>Ms. Juel C. Rhymolloy</td>
<td>Commissioner</td>
<td>Virgin Islands Department of Aging</td>
<td>100 Jefferson Plaza South Charlotte Amalie St. Thomas, WI 08802 (909) 774-0930</td>
</tr>
<tr>
<td>Virginia</td>
<td>Ms. Wilda M. Ferguson</td>
<td>Commissioner</td>
<td>Virginia Department of Elder Affairs</td>
<td>10th Floor Richmond, VA 23219 (804) 225-2271 (voice/TDD) 1 (800) 552-4464 (toll free in VA)</td>
</tr>
<tr>
<td>Washington</td>
<td>Mr. Charles Reed</td>
<td>Assistant Secretary</td>
<td>Washington Department of Elder Affairs</td>
<td>Olympia, WA 98504 (206) 753-2502 (206) 753-4927 (TDD) 1 (800) 422-3263 (toll free in WA)</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Ms. Susan M. Harman</td>
<td>Executive Director</td>
<td>West Virginia Department of Aging</td>
<td>110 State Capitol Charleston, WV 25305 (304) 348-3317 1 (800) 642-3671 (toll free in WV)</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Ms. Donna McDowell</td>
<td>Director</td>
<td>Wisconsin Bureau on Aging</td>
<td>Madison, WI 53707 (608) 266-2555</td>
</tr>
<tr>
<td>Wyoming</td>
<td>Mr. E. Scott Sessions</td>
<td>Director</td>
<td>Wyoming Commission on Aging</td>
<td>Hathaway Building Cheyenne, WY 82002 (307) 777-7986 1 (800) 442-2766 (toll free in WY)</td>
</tr>
</tbody>
</table>
State Banking Authorities

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Also, some answer general questions about banking and consumer credit. If you have questions or consumer problems, contact the office in your state.

Alabama
Mr. Zack Thompson
Superintendent of Banks
166 Commerce Street
3rd Floor
Montgomery, AL 36130
(205) 261-3452

Alaska
Mr. Willis F. Kirkpatrick
Director of Banking, Corporations and Securities
P.O. Box D
Juneau, AK 99811
(907) 465-2521

Arizona
Mr. William H. Rivoir
Superintendent of Banks
3225 North Central, Suite 815
Phoenix, AZ 85012
(602) 255-4421
1 (800) 544-0708
(toll free in AZ)

Arkansas
Mr. Bill J. Ford
Bank Commissioner
Tower Building
225 Center Street, Suite 500
Little Rock, AR 72201
(501) 371-1117

California
Mr. James E. Gilleran
Superintendent of Banks
111 Pine Street, Suite 1100
San Francisco, CA 94111-5613
(415) 557-3535
1 (800) 622-0620
(toll free in CA)

Colorado
Mr. Ralph E. Mires
State Bank Commissioner
Division of Banking
First West Plaza, Suite 650
303 West Colfax
Denver, CO 80204
(303) 620-4358

Connecticut
Mr. Howard B. Brown, Jr.
Banking Commissioner
44 Capitol Avenue
Hartford, CT 06106
(203) 666-4560
1 (800) 842-2220
(toll free in CT)

Delaware
Mr. Keith H. Ellis
State Bank Commissioner
555 E. Loockerman Street
Suite 210
Dover, DE 19901
(302) 739-4235

District of Columbia
Dr. Edward D. Irons
Superintendent of Banking and Financial Institutions
1250 I Street, N.W.
Suite 1003
Washington, DC 20005
(202) 727-1563

Florida
Mr. Gerald Lewis
State Comptroller
State Capitol Building
Tallahassee, FL 32399-0360
(904) 486-0286
1 (800) 486-3792
(toll free in FL)

Georgia
Mr. Edward D. Dunn
Commissioner
Banking and Finance
2930 Brandywine Road
Suite 200
Atlanta, GA 30341
(404) 986-1633

Guam
Mr. Joaquhn Blaz
Director
Department of Revenue and Taxation
P.O. Box 2796
Agana, GU 96910

Hawaii
Mr. Clifford Higa
Commissioner
Financial Institutions
P.O. Box 2054
Honolulu, HI 96805
(808) 546-5555

Idaho
Mr. Belton J. Patty
Director
Department of Finance
700 West State Street
2nd Floor
Boise, ID 83720
(208) 334-3319

Illinois
Mr. William C. Harris
Commissioner of Banks and Trust Companies
117 South Fifth Street
Room 100 Springfield, IL 62701
(217) 785-2837
1 (800) 934-5452
(toll free in IL)

Indiana
Mr. Charles W. Phillips
Director
Department of Financial Institutions
Indiana State Office Building
Room 1024
Indianapolis, IN 46204
(317) 232-3955
1 (800) 382-4880
(toll free in IN)

Iowa
Mr. Robert R. Rigler
Superintendent of Banking
200 East Grand, Suite 300
Des Moines, IA 50309
(515) 291-4014

Kansas
Mr. W. Newton Male
State Bank Commissioner
700 Jackson Street, Suite 300
Topeka, KS 66603
(913) 296-2266

Kentucky
Mr. Edward B. Hatchett, Jr.
Commissioner, Department of Financial Institutions
911 Leawood Drive
Frankfort, KY 40601
(502) 564-3390

Louisiana
Mr. Fred C. Dent, Jr.
Commissioner
Financial Institutions
P.O. Box 94095
Baton Rouge, LA 70804
(504) 925-4660

Maine
Mr. H. Donald DeMatteis
Superintendent of Banking
State House Station #36
Augusta, ME 04333
(207) 582-8173

Maryland
Ms. Margie H. Muller
Bank Commissioner
34 Market Place
Baltimore, MD 21202
(301) 333-8262
1 (800) 492-7521
(toll free in MD)

Massachusetts
Mr. Andrew J. Calamare
Commissioner of Banks
100 Cambridge Street
Boston, MA 02202
(617) 727-3120

Michigan
Mr. Eugene W. Kutch
Commissioner
Financial Institutions Bureau
P.O. Box 30224
Lansing, MI 48909
(517) 373-3460

Minnesota
Mr. James G. Miller
Deputy Commissioner of Commerce
500 Metro Square Building
5th Floor
St. Paul, MN 55101
(612) 296-2135

Mississippi
Mr. Thomas L. Wright
Commissioner
Department of Banking and Consumer Finance
P.O. Box 23729
Jackson, MS 39225
(601) 359-1031
1 (800) 826-2499
(toll free in MS)

Missouri
Mr. Earl L. Manning
Commissioner of Finance
P.O. Box 716
Jefferson City, MO 65102
(314) 751-3242

Montana
Mr. Fred J. Flanidis
Commissioner
Financial Institutions
1520 East Sixth Avenue
Room 50
Helena, MT 59620-0542
(406) 444-2091

Nebraska
Ms. Cynthia H. Milligan
Director of Banking
P.O. Box 471-2171

Nevada
Mr. L. Scott Walshaw
Commissioner
Financial Institutions
406 East Second Street
Carson City, NV 89710
(702) 885-4260

New Hampshire
Mr. A. Roland Roberge
Bank Commissioner
45 South Main Street
Concord, NH 03301
(303) 271-3561
STATE BANKING AUTHORITIES

New Jersey
Ms. Mary Little Parell
Commissioner of Banking
20 West State Street CN-040
Trenton, NJ 08625
(609) 292-3420
1 (800) 421-0069 (toll free in NJ)
(for complaints about private check cashing services used by those who do not have bank accounts)

New Mexico
Mr. Kenneth J. Carson, Jr.
Director
Financial Institutions Division
Bataan Memorial Building
Room 307
Santa Fe, NM 87503
(505) 827-7740

New York
Ms. Jill M. Considine
Superintendent of Banks
Two Rector Street
New York, NY 10006
(212) 681-6642
1 (800) 522-3330 (toll free in NY)
(general consumer information)
1 (800) 832-1838 (toll free in NY)
(Community Reinvestment Unit)

North Carolina
Mr. William T. Graham
Commissioner of Banks
P.O. Box 29512
Raleigh, NC 27626-0512
(919) 733-3016

North Dakota
Mr. Gary D. Pieszler
Commissioner of Banking and Financial Institutions
600 East Boulevard, 13th Floor
Bismarck, ND 58505
(701) 224-2256

Ohio
Mr. John F. Gayton
Superintendent of Banks
77 South High Street
Columbus, OH 43266-0549
(614) 466-2932

Oklahoma
Mr. Wayne Osborn
Bank Commissioner
Malco Building
4100 North Lincoln Boulevard
Oklahoma City, OK 73105
(405) 521-2783

Oregon
Mr. Cecil R. Monroe
Deputy Administrator
Division of Finance and Corporate Securities
Labor and Industries Building
Room 21
Salem, OR 97310
(503) 378-4140

Pennsylvania
Ms. Sarah W. Hargrove
Secretary of Banking
333 Market Street, 16th Floor
Harrisburg, PA 17101
(717) 787-6991
1 (800) PA-BANCS (toll free in PA)

Puerto Rico
Mr. Angel L. Rosas
Commissioner of Banking
G.P.O. Box 70324
San Juan, PR 00936
(809) 721-7064

Rhode Island
Ms. Susan D. Hayes
Associate Director and Superintendent of Banking and Securities
233 Richmond Street
Suite 231
Providence, RI 02903-4231
(401) 277-2405

South Carolina
Mr. Robert C. Cleveland
Commissioner of Banking
1026 Sunter Street, Room 217
Columbia, SC 29201
(803) 734-1050

South Dakota
Mr. Richard A. Duncan
Director of Banking and Finance
State Capitol Building
Pierre, SD 57501
(605) 773-2236

Tennessee
Mr. Jeff H. Dyer
Commissioner
Financial Institutions
John Sevier Building
4th Floor
Nashville, TN 37219
(615) 741-2236

Texas
Mr. Kenneth W. Littlefield
Banking Commissioner
2601 North Lamar
Austin, TX 78705
(512) 479-1200

Utah
Mr. George Sutton
Commissioner
Financial Institutions
P.O. Box 89
Salt Lake City, UT 84110
(801) 530-6502

Vermont
Ms. Gretchen Babcock
Commissioner
Banking and Insurance
State Office Building
Montpelier, VT 05602
(802) 828-3301

Virgin Islands
Mr. Derek M. Hodge
Lieutenant Governor
Chairman of the Banking Board
Kongens Garde 18
St. Thomas, VI 00802
(809) 774-2991

Virginia
Mr. Sidney A. Bailey
Commissioner
Financial Institutions
P.O. Box 2–AE
Richmond, VA 23205
(804) 786-3657
1 (800) 552-7945 (toll free in VA)

Washington
Mr. Thomas H. Oldfield
Supervisor of Banking
General Administration
Building, Room 219
Olympia, WA 98504
(360) 753-6520

West Virginia
Mr. James H. Paige, III
Commissioner of Banking
State Capitol Complex
Building 3, Room 311
Charleston, WV 25305
(304) 348-2294
1 (800) 642-9056 (toll free in WV)

Wisconsin
Mr. Toby Sherry
Commissioner of Banking
Financial Institutions Division
P.O. Box 89
Madison, WI 53703
(608) 266-1621

Wyoming
Mr. Stanley R. Hunt
State Examiner
Herschler Building
3rd Floor East
Cheyenne, WY 82002
(307) 777-6600
State Insurance Regulators

<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Mr. Mike Weaver&lt;br&gt;Insurance Commissioner&lt;br&gt;135 South Union Street #181&lt;br&gt;Montgomery, AL 36130 (205) 269-3550</td>
</tr>
<tr>
<td>Alaska</td>
<td>The Honorable Paul Roller&lt;br&gt;Director of Insurance&lt;br&gt;P.O. Box D&lt;br&gt;Juneau, AK 99811 (907) 465-2515</td>
</tr>
<tr>
<td>American Samoa</td>
<td>Insurance Commissioner&lt;br&gt;Office of the Governor&lt;br&gt;Pago Pago, AS 96919</td>
</tr>
<tr>
<td>Arizona</td>
<td>Ms. Susan Gallinger&lt;br&gt;Director of Insurance&lt;br&gt;3030 North Third Street&lt;br&gt;Suite 1100&lt;br&gt;Phoenix, AR 85012 (602) 255-5400</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Mr. Frank Taylor&lt;br&gt;Insurance Commissioner&lt;br&gt;400 University Tower Building&lt;br&gt;Little Rock, AR 72204 (501) 371-1225</td>
</tr>
<tr>
<td>California</td>
<td>Ms. Roxani Gillespie&lt;br&gt;Commissioner of Insurance&lt;br&gt;100 Van Ness Avenue&lt;br&gt;San Francisco, CA 94102 (415) 557-3245 (San Francisco) (202) 736-2551 (Los Angeles) 1 (800) 323-9045 (toll free in CA — complaints)</td>
</tr>
<tr>
<td>Colorado</td>
<td>Mr. John Kezer&lt;br&gt;Commissioner of Insurance&lt;br&gt;303 West Colfax Avenue&lt;br&gt;Suite 500&lt;br&gt;Denver, CO 80204 (303) 620-4647</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Mr. Peter F. Kelly&lt;br&gt;Insurance Commissioner&lt;br&gt;165 Capitol Avenue&lt;br&gt;Hartford, CT 06106 (203) 297-3800</td>
</tr>
<tr>
<td>Delaware</td>
<td>Mr. David N. Levinson&lt;br&gt;Insurance Commissioner&lt;br&gt;841 Silver Lake Boulevard&lt;br&gt;Dover, DE 19901 (302) 736-4251</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>Ms. Margurite C. Stokes&lt;br&gt;Superintendent of Insurance&lt;br&gt;614 H Street, N.W.&lt;br&gt;North Potomac Building&lt;br&gt;Suite 516&lt;br&gt;Washington, DC 20001 (202) 727-7424</td>
</tr>
<tr>
<td>Florida</td>
<td>Mr. Tom Gallagher&lt;br&gt;Insurance Commissioner&lt;br&gt;Plaza Level Eleven—The Capitol&lt;br&gt;Tallahassee, FL 32399-0300 (904) 486-3440 1 (800) 342-2762 (toll free in FL)</td>
</tr>
<tr>
<td>Georgia</td>
<td>Mr. Warren D. Evans&lt;br&gt;Insurance Commissioner&lt;br&gt;2 Martin L. King, Jr. Drive&lt;br&gt;Atlanta, GA 30334 (404) 656-2056</td>
</tr>
<tr>
<td>Guam</td>
<td>Mr. Joaquim Blaz&lt;br&gt;Insurance Commissioner&lt;br&gt;P.O. Box 2706&lt;br&gt;Agana, GU 96910</td>
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<tr>
<td>Hawaii</td>
<td>Mr. Robin Campaniano&lt;br&gt;Insurance Commissioner&lt;br&gt;P.O. Box 3614&lt;br&gt;Honolulu, HI 96811 (808) 548-0450</td>
</tr>
<tr>
<td>Idaho</td>
<td>Mr. Anthony Fagiano&lt;br&gt;Acting Director of Insurance&lt;br&gt;500 South 10th Street&lt;br&gt;Boulder, CO 80302 (303) 324-2250</td>
</tr>
<tr>
<td>Illinois</td>
<td>Mr. John E. Washburn&lt;br&gt;Director of Insurance&lt;br&gt;320 West Washington Street&lt;br&gt;4th Floor&lt;br&gt;Springfield, IL 62767 (217) 782-4515 (217) 524-4872 (TDD)</td>
</tr>
<tr>
<td>Indiana</td>
<td>Mr. John J. Dillon, Ill&lt;br&gt;Commissioner of Insurance&lt;br&gt;311 West Washington Street&lt;br&gt;Suite 300&lt;br&gt;Indianapolis, IN 46204 (317) 232-2285 1 (800) 622-4461 (toll free in IN) (consumer services)</td>
</tr>
<tr>
<td>Iowa</td>
<td>Mr. William D. Hager&lt;br&gt;Insurance Commissioner&lt;br&gt;Lucas State Office Building&lt;br&gt;6th Floor&lt;br&gt;Des Moines, IA 50319 (515) 281-5705</td>
</tr>
<tr>
<td>Kansas</td>
<td>Ms. Fletcher Bell&lt;br&gt;Commissioner of Insurance&lt;br&gt;420 S.W. 9th Street&lt;br&gt;Topeka, KS 66612 (913) 296-7801 1 (800) 432-2484 (toll free in KS)</td>
</tr>
<tr>
<td>Kentucky</td>
<td>Mr. Leroy Morgan&lt;br&gt;Insurance Commissioner&lt;br&gt;229 West Main Street&lt;br&gt;P.O. Box 517&lt;br&gt;Frankfort, KY 40602 (502) 584-3630</td>
</tr>
<tr>
<td>Louisiana</td>
<td>Mr. Douglas D. Green&lt;br&gt;Commissioner of Insurance&lt;br&gt;P.O. Box 942144&lt;br&gt;Baton Rouge, LA 70804 (504) 342-5328</td>
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<tr>
<td>Maine</td>
<td>Mr. Joseph A. Edwards&lt;br&gt;Superintendent of Insurance&lt;br&gt;State House Station D4&lt;br-Augusta, ME 04333 (207) 582-8707</td>
</tr>
<tr>
<td>Maryland</td>
<td>Mr. John A. Donahoe&lt;br&gt;Insurance Commissioner&lt;br&gt;501 St. Paul Place&lt;br&gt;7th Floor South&lt;br&gt;Baltimore, MD 21202 (301) 333-2520 (301) 383-7555 (TDD) 1 (800) 492-7521 (toll free in MD)</td>
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<tr>
<td>Massachusetts</td>
<td>Mr. Timothy H. Galley&lt;br&gt;Commissioner of Insurance&lt;br&gt;200 Friend Street&lt;br&gt;Boston, MA 02114 (617) 727-7189, ext. 300</td>
</tr>
<tr>
<td>Michigan</td>
<td>Mr. Dhiraj N. Shah&lt;br&gt;Acting Commissioner of Insurance&lt;br&gt;Insurance Bureau&lt;br&gt;P.O. Box 30220&lt;br&gt;Lansing, MI 48909 (517) 373-9273</td>
</tr>
<tr>
<td>Minnesota</td>
<td>Mr. Michael A. Hatch&lt;br&gt;Commissioner of Commerce&lt;br&gt;500 Metro Square Building&lt;br&gt;5th Floor&lt;br&gt;St. Paul, MN 55101 (651) 296-2594</td>
</tr>
<tr>
<td>Mississippi</td>
<td>Mr. George Dale&lt;br&gt;Commissioner of Insurance&lt;br&gt;1804 Walter Sillers Building&lt;br&gt;Jackson, MS 39201 (601) 359-3569</td>
</tr>
<tr>
<td>Missouri</td>
<td>Mr. Lewis E. Melahn&lt;br&gt;Director of Insurance&lt;br&gt;301 West High Street&lt;br&gt;Room 630&lt;br&gt;P.O. Box 690&lt;br&gt;Jefferson City, MO 65102 (314) 751-2451</td>
</tr>
<tr>
<td>Montana</td>
<td>Ms. Andy Bennett&lt;br&gt;Commissioner of Insurance&lt;br&gt;125 North Sanders&lt;br&gt;Michell Building, Room 270&lt;br&gt;Helena, MT 59620 (406) 444-2040 1 (800) 332-6148 (toll free in MT)</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Mr. William H. McCartney&lt;br&gt;Director of Insurance&lt;br&gt;941 &quot;O&quot; Street, Suite 400&lt;br&gt;Lincoln, NE 68508 (402) 471-2201</td>
</tr>
<tr>
<td>Nevada</td>
<td>Mr. David A. Gates&lt;br&gt;Commissioner of Insurance&lt;br&gt;Nye Building&lt;br&gt;201 South Fall Street&lt;br&gt;Carson City, NV 89710 (702) 885-4270 1 (800) 992-0900, ext. 4270 (toll free in NV)</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Mr. Louis E. Bergeron&lt;br&gt;Insurance Commissioner&lt;br&gt;169 Manchester Street&lt;br&gt;Concord, NH 03301 (603) 271-2261 1 (800) 852-3416 (toll free in NH) (consumer services)</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Mr. Kenneth D. Merin&lt;br&gt;Commissioner&lt;br&gt;Department of Insurance&lt;br&gt;CNS25—20 West State Street&lt;br&gt;Trenton, NJ 08625 (609) 292-5363</td>
</tr>
</tbody>
</table>

Each state has its own laws and regulations for all types of insurance, including car, homeowner, and health insurance. The officials listed below enforce these laws. Many of these offices can provide you with information to help you make wise insurance buying decisions. Your local library also will have information that can help you compare insurance companies before making a purchase.

If you have a question or complaint about your insurance company's policies, contact the company before you contact the state insurance regulator.
STATE INSURANCE REGULATORS

New Mexico
Mr. Fabian Chavez
Superintendent of Insurance
PERA Building, Room 428
P.O. Drawer 1269
Santa Fe, NM 87504
(505) 827-4500

New York
Mr. James P. Corcoran
Superintendent of Insurance
160 West Broadway
New York, NY 10013
(212) 600-0429
1 (800) 342-3736
(toll free in NY)
(consumer services)

North Carolina
Mr. James E. Long
Commissioner of Insurance
Dobbs Building
P.O. Box 26387
Raleigh, NC 27611
(919) 733–7343

North Dakota
Mr. Earl R. Pomeroy
Commissioner of Insurance
Capitol Building, 5th Floor
600 East Boulevard Avenue
Bismarck, ND 58505–0520
(701) 224–2440
1 (800) 247–0560
(toll free in ND)

Ohio
Mr. George Fabe
Director of Insurance
2100 Stella Court
Columbus, OH 43266
(614) 644–2651
1 (800) 282–4658
(toll free in OH)
(policyholder services)
1 (800) 843–6356
(toll free in OH)
(fraud division)

Oklahoma
Mr. Gerald Grimes
Insurance Commissioner
P.O. Box 53408
Oklahoma City, OK 73152
(405) 521–2828
1 (800) 522–6071
(toll free in OK)

Oregon
Mr. Theodore R. Kulongoski
Insurance Commissioner
21 Labor and Industries Bldg.
Salem, OR 97310
(503) 378–4271

Pennsylvania
Ms. Constance B. Foster
Insurance Commissioner
Strawberry Square
13th Floor
Harrisburg, PA 17120
(717) 787–5173

Puerto Rico
Mr. Miguel A. Villanueva
Commissioner of Insurance
Fernandez Juncos Station
P.O. Box 8330
San Juan, PR 00910
(809) 722–8686

Rhode Island
Mr. Robert J. Janes
Insurance Commissioner
233 Richmond Street
Providence, RI 02903
(401) 277–2246

South Carolina
Mr. John G. Richards, V
Chief Insurance Commissioner
1612 Marion Street
P.O. Box 100105
Columbia, SC 29202
(803) 737–6117

South Dakota
Ms. Mary Jane Cleary
Director of Insurance
Insurance Building
910 East Sioux Avenue
Pierre, SD 57501–3940
(605) 773–3563

Tennessee
Ms. Elaine A. McReynolds
Commissioner of Insurance
500 James Robertson Parkway
Nashville, TN 37219
(615) 741–2241
1 (800) 342–4029
(toll free in TN)

Texas
Mr. Ray Marek
Director
Claims and Compliance Division
State Board of Insurance
1110 San Jacinto Boulevard
Austin, TX 78701
(512) 463–6501
1 (800) 252–3439
(toll free in TX)
(complaints only)

Utah
Mr. Harold C. Yancey
Commissioner of Insurance
Salt Lake City, UT 84145
(801) 530–6400

Vermont
Ms. Gretchen Babcock
Commissioner of Insurance
State Office Building
Montpelier, VT 05602
(802) 828–3301

Virgin Islands
Mr. Derek M. Hodge
Commissioner of Insurance
Kongens Garde 18
St. Thomas, VI 00802
(809) 774–2591

Virginia
Mr. Steven T. Foster
Commissioner of Insurance
700 Jefferson Building
P.O. Box 1157
Richmond, VA 23209
(804) 786–3741
(804) 225–3806 (TDD)
1 (800) 552–7945
(toll free in VA)

Washington
Mr. Richard G. Marquardt
Insurance Commissioner
Insurance Building AO21
Olympia, WA 98504
(206) 753–7301
1 (800) 562–6900
(toll free in WA)

West Virginia
Mr. Hanley C. Clark
Insurance Commissioner
2019 Washington Street, East
Charleston, WV 25305
(304) 348–3394
1 (800) 642–9004
(toll free in WV)

Wisconsin
Mr. Robert D. Haase
Commissioner of Insurance
P.O. Box 7873
Madison, WI 53707
(608) 266–3585
1 (800) 236–8517
(toll free in WI)

Wyoming
Mr. Gordon W. Taylor
Commissioner of Insurance
Herschler Building
122 West 25th Street
Cheyenne, WY 82002
(307) 777–7401

Health Fraud

1. If a health claim sounds too good to be true, it probably is. Be cautious about claims offering "miracle or secret cures," or "scientific breakthroughs."

2. Check with your doctor, pharmacist, or other health professional before buying health care products or programs. For instance, medical science has not yet found a cure for arthritis, so products that promise to cure you of the disease are extremely suspect.

3. Be aware that fraudulent health-care products can rob you of more than your money. They can steal your health and even your life by causing you to delay appropriate health care.
State Utility Commissions

State utility commissions regulate consumer service and rates for gas, electricity, and a variety of other services within your state. These include rates for moving household goods and for telephone services. In some states, the utility commission regulates water and transportation rates. Rates for those utilities and services provided between states are regulated by the Federal government.

Many utility commissions handle consumer complaints. Sometimes, if a number of complaints are received about the same utility matter, they will conduct investigations. If you have a consumer question or complaint about a utility matter, write or call the Commission in your state.

<table>
<thead>
<tr>
<th>State</th>
<th>Name</th>
<th>Position</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Mr. James Sullivan</td>
<td>President</td>
<td>Public Service Commission</td>
<td>PO Box 99</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Montgomery, AL 36101</td>
<td>(205) 281-5207</td>
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<td></td>
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<td></td>
<td>1 (800) 592-8050</td>
<td>(toll free in AL)</td>
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<tr>
<td>Alaska</td>
<td>Ms. Susan Knowles</td>
<td>Chairman</td>
<td>Public Utilities Commission</td>
<td>420 &quot;L&quot; Street, Suite 100</td>
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<tr>
<td></td>
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<td></td>
<td>Anchorage, AK 99501</td>
<td>(907) 276-6222</td>
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<tr>
<td>Arizona</td>
<td>Ms. Wrez Jennings</td>
<td>Chairman</td>
<td>Corporation Commission</td>
<td>1200 West Washington Street</td>
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<td></td>
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<td>Phoenix, AZ 85007</td>
<td>(602) 542-3035</td>
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<td>(602) 255-2105 (TDD)</td>
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<tr>
<td>Arkansas</td>
<td>Mr. Sam I. Bratton</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>1000 Center Street</td>
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<td></td>
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<td>Little Rock, AR 72202</td>
<td>(501) 682-1453</td>
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<td></td>
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<td></td>
<td>1 (800) 482-1164</td>
<td>(toll free in AR)</td>
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<tr>
<td>California</td>
<td>Mr. G. Mitchell Wilk</td>
<td>President</td>
<td>Public Utilities Commission</td>
<td>505 Van Ness Avenue</td>
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<td></td>
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<td>Room 5027</td>
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<td>San Francisco, CA 94102</td>
<td>(415) 557-2444</td>
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<td>(415) 557-0798 (TDD)</td>
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<tr>
<td>Colorado</td>
<td>Mr. Arnold H. Cook</td>
<td>Chairman</td>
<td>Public Utilities Commission</td>
<td>1580 Logan Street</td>
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<td>Logan Tower — Office Level 2</td>
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<td>Denver, CO 80203</td>
<td>(303) 894-2021</td>
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<td>1 (800) 988-0170</td>
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<tr>
<td>Connecticut</td>
<td>Mr. Peter G. Boucher</td>
<td>Chairperson</td>
<td>Department of Public Utility Control</td>
<td>1 Central Park Plaza</td>
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<td>New Britain, CT 06051</td>
<td>(203) 827-1553</td>
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<td>1 (800) 382-4586</td>
<td>(toll free in CT)</td>
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<tr>
<td>Delaware</td>
<td>Ms. Nancy M. Norling</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>1560 South DuPont Highway</td>
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<td>PO Box 457</td>
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<td>Dover, DE 19903</td>
<td>(302) 726-4247</td>
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<td>1 (800) 282-8574</td>
<td>(toll free in DE)</td>
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<tr>
<td>District of Columbia</td>
<td>Ms. Patricia M. Worthy</td>
<td>Chairperson</td>
<td>Public Service Commission</td>
<td>450 Fifth Street, N.W.</td>
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<td>(202) 626-5110</td>
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<td>Florida</td>
<td>Mr. Michael Wilson</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>101 East Gaines Street</td>
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<td>Tallahassee, FL 32399-0850</td>
<td>(850) 488-7001</td>
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<td>1 (800) 342-3552</td>
<td>(toll free in FL)</td>
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<td>Georgia</td>
<td>Mr. Robert C. Pafford</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>244 Washington Street, S.W.</td>
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<td>Atlanta, GA 30334</td>
<td>(404) 656-4556</td>
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<td>1 (800) 282-5813</td>
<td>(toll free in GA)</td>
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<tr>
<td>Hawaii</td>
<td>Mr. Wukio Naito</td>
<td>Chairman</td>
<td>Public Utilities Commission</td>
<td>465 South King Street</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Room 103</td>
<td>(808) 548-3990</td>
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<tr>
<td>Idaho</td>
<td>Mr. Dean J. (Joe) Miller</td>
<td>President</td>
<td>Public Utilities Commission</td>
<td>State House</td>
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<td>Boise, ID 83720</td>
<td>(208) 334-3427</td>
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<tr>
<td>Illinois</td>
<td>Ms. Mary B. Bushnell</td>
<td>Chairman</td>
<td>Commerce Commission</td>
<td>527 East Capitol Avenue</td>
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<td></td>
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<td>PO Box 19280</td>
<td>(217) 782-7295</td>
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<td>Springfield, IL 62794</td>
<td>(217) 782-7434 (TDD)</td>
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<tr>
<td>Indiana</td>
<td>Mr. James Monk</td>
<td>Chairman</td>
<td>Utility Regulatory Commission</td>
<td>913 State Office Building</td>
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<td></td>
<td>Indianapolis, IN 46204</td>
<td>(317) 292-2701</td>
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<td>Iowa</td>
<td>Mr. Dennis J. Nagel</td>
<td>Chairman</td>
<td>State Utilities Board</td>
<td>Lucas State Office Bldg.</td>
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<td>Des Moines, IA 50319</td>
<td>(515) 281-5979</td>
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<td>Kansas</td>
<td>Mr. Keith R. Henley</td>
<td>Chairman</td>
<td>State Corporation Commission</td>
<td>Docking State Office Building</td>
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<td>Topeka, KS 66612</td>
<td>(913) 296-3324</td>
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<td>1 (800) 662-0027</td>
<td>(toll free in KS)</td>
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<td>Kentucky</td>
<td>Mr. George E. Overby, Jr.</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>730 Schenkel Lane</td>
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<td>(913) 296-3324</td>
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<td>(502) 564-3940 (TDD)</td>
<td>1 (800) 852-8747 (toll free in MI)</td>
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<tr>
<td>Louisiana</td>
<td>Mr. Don Owen</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>One American Place</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Suite 1630</td>
<td>(504) 342-4404</td>
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<td>PO Box 9115</td>
<td>1 (800) 228-8368 (toll free in LA)</td>
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<td>Maine</td>
<td>Mr. Kenneth Gordon</td>
<td>Chairman</td>
<td>Public Utilities Commission</td>
<td>State House Station 18</td>
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<td>Augusta, ME 04333</td>
<td>(207) 289-3831</td>
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<td>1 (800) 452-4699</td>
<td>(toll free in ME)</td>
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<tr>
<td>Maryland</td>
<td>Mr. Frank O. Heintz, Jr.</td>
<td>Chairman</td>
<td>Public Service Commission</td>
<td>231 East Baltimore Street</td>
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<td>Baltimore, MD 21202</td>
<td>(301) 333-6000</td>
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<td>1 (800) 492-0474</td>
<td>(toll free in MD)</td>
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<tr>
<td>Massachusetts</td>
<td>Ms. Bernice McIntyre</td>
<td>Chairman</td>
<td>Department of Public Utilities</td>
<td>100 Cambridge Street</td>
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<tr>
<td></td>
<td></td>
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<td>12th Floor</td>
<td>Boston, MA 02202</td>
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<td>(617) 727-3500</td>
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<tr>
<td>Michigan</td>
<td>Mr. William E. Long</td>
<td>Chairperson</td>
<td>Public Service Commission</td>
<td>6545 Mercantile Way</td>
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<tr>
<td></td>
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<td>PO Box 30221</td>
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<td>Minnesota</td>
<td>Ms. Barbara Becheralter</td>
<td>Chairman</td>
<td>Public Utilities Commission</td>
<td>780 American Center Building</td>
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<td>160 East Kellogg Boulevard</td>
<td>St. Paul, MN 55101</td>
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<td>(612) 296-7124</td>
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<td>Mississippi</td>
<td>Mr. George T. Watson</td>
<td>Chairperson</td>
<td>Public Service Commission</td>
<td>P.O. Box 1174</td>
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<td></td>
<td>Jackson, MS 39215</td>
<td>(601) 961-5400</td>
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</table>
STATE UTILITY COMMISSIONS

Missouri
Mr. William D. Steinmeier
Chairman
Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
(314) 751–3234
1 (800) 392–4211
(toll free in MO)

Montana
Mr. Clyde Jarvis
Chairman
Public Service Commission
2701 Prospeta Avenue
Helena, MT 59620
(406) 444–6199

Nebraska
Mr. Dan Uwillier
Chairman
Public Service Commission
300 The Atrium
1200 "N" Street
PO. Box 94927
Lincoln, NE 68509
(402) 431–3101

New Hampshire
Chairman
Public Utilities Commission
727 Fairview Drive
Carson City, NV 89710
(702) 687–0000

New Jersey
Ms. Chrisline Todd Whitman
President
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102
(201) 648–2027
(201) 648–7983 (TDD)
1 (800) 852–3793
(toll free in NJ)

New Mexico
Mr. Joseph E. Samora, Jr.
Chairman
Public Service Commission
P.O. Box 2205
Santa Fe, NM 87504
(505) 827–6940

New York
Mr. Peter A. Bradford
Chairman
Public Service Commission
3 Empire State Plaza
Albany, NY 12223
(518) 474–7080
1 (800) 342–3377
(toll free in NY—complaints)
1 (800) 342–3935
(toll free in NY)
(emergency service cutoff
7:30 a.m.–7:30 p.m.
Monday–Friday)

North Carolina
Mr. William Redman
Chairman
Utilities Commission
P.O. Box 29510–0510
Raleigh, NC 27626
(919) 733–4249

North Dakota
Mr. Dale V. Sandstrom
President
Public Service Commission
State Capitol Building
Bismarck, ND 58505
(701) 224–2400
1 (800) 932–2400
(toll free in ND)

Ohio
Ms. Jolynn Balls Butler
Chairman
Public Utilities Commission
180 East Broad Street
Columbus, OH 43266–0573
(614) 466–3016
(614) 466–8180 (TDD)
1 (800) 282–0198
(toll free in OH)

Oklahoma
Mr. James B. Townsend
Chairman
Corporation Commission
Jim Thorpe Office Building
Oklahoma City, OK 73105
(405) 521–2284
1 (800) 522–8154
(toll free in OK)

Oregon
Mr. Ron Echus
Chairman
Public Utility Commission
330 Labor and Industries Bldg.
Selem, OR 97310
(503) 378–6911
1 (800) 522–2404
(toll free in OR)

Pennsylvania
Mr. William Shane
Chairman
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17120
(717) 783–1740
1 (800) 782–1110
(toll free in PA)

Puerto Rico
Mr. Enrique Rodriguez
Chairman
Public Service Commission
Call Box 870
Hato Rey, PR 00919–8763
(680) 751–5050

Rhode Island
Mr. James J. Malachowski
Chairman
Public Utilities Commission
100 Orange Street
Providence, RI 02903
(401) 277–3500 (voice/TDD)
1 (800) 341–1000
(toll free in RI)

South Carolina
Mr. Caroline H. Maass
Chairman
Public Service Commission
P.O. Drawer 11649
Columbia, SC 29211
(803) 737–5100
1 (800) 922–1531
(toll free in SC)

South Dakota
Mr. James A. Burg
Chairman
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501
(605) 773–3201

South Dakota
Mr. James A. Burg
Chairman
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501
(605) 773–3201

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Pierre, SD 57501
(605) 773–3201

South Dakota
Mr. James A. Burg
Chairman
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501
(605) 773–3201
State Vocational and Rehabilitation Agencies

State vocational and rehabilitation agencies coordinate and provide a number of services for disabled persons. These services can include counseling, evaluation, training, and job placement. There are also services for the sight and hearing impaired. For more information, call or write the office nearest you.

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<th>State</th>
<th>Name</th>
<th>Address</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Alabama</td>
<td>Ms. Lamona H. Lucas</td>
<td>Director Rehabilitation and Crippled Children Service</td>
<td>PO. Box 11586</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Montgomery, AL 36111</td>
<td>(205) 281-8780</td>
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<tr>
<td>Alaska</td>
<td>Mr. Keith J. Anderson</td>
<td>Director Division of Vocational Rehabilitation</td>
<td>Box F, M.S. 0581</td>
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<tr>
<td></td>
<td></td>
<td>Juneau, AK 99811-0500</td>
<td>(907) 465-2814</td>
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<td>(907) 465-2440 (TDD)</td>
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<tr>
<td>American Samoa</td>
<td>Director Vocational Rehabilitation</td>
<td>Department of Manpower Resources</td>
<td>Pago Pago, AS 96799</td>
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<td>Arizona</td>
<td>Mr. James B. Griffith</td>
<td>Administrator Rehabilitation Services Administration</td>
<td>1300 West Washington Street</td>
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<tr>
<td></td>
<td></td>
<td>Phoenix, AZ 85007</td>
<td>(602) 542-3332</td>
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<tr>
<td>Arkansas</td>
<td>Mr. Delbert Lewis</td>
<td>Commissioner Rehabilitation Services Division</td>
<td>P.O. Box 3781</td>
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<td></td>
<td></td>
<td>Little Rock, AR 72203</td>
<td>(501) 682-6597</td>
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<td>(501) 682-6669 (TDD)</td>
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<tr>
<td>California</td>
<td>P. Cecie Fontanazza, Ph.D.</td>
<td>Director Department of Rehabilitation</td>
<td>880 &quot;K&quot; Street Mall</td>
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<tr>
<td></td>
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<td>Sacramento, CA 95814</td>
<td>(916) 445-3971</td>
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<tr>
<td>Colorado</td>
<td>Mr. Anthony Francavella</td>
<td>Associate Director Department of Social Services and Rehabilitation Services</td>
<td>1575 Sherman Street, 4th Floor</td>
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<td>Denver, CO 80220-1714</td>
<td>(303) 866-2866</td>
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<td>Connecticut</td>
<td>Mr. Richard Carlson</td>
<td>Acting Bureau Chief Bureau of Client Services</td>
<td>State Department of Education</td>
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<td>Division of Rehabilitation Services</td>
<td>600 Asylum Avenue</td>
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<td>Hartford, CT 06105</td>
<td>(203) 566-7153</td>
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<td>Mr. William Patton, ACSW</td>
<td>Director Board of Education and Services for the Blind</td>
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<td>Mr. Tony Sokolowski</td>
<td>Director Division of Vocational Rehabilitation</td>
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<td>4th Floor 321 East 11th Street</td>
<td>Wilmington, DE 19801</td>
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<td>(302) 571-2851</td>
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<td>Mr. Robert Snyder</td>
<td>Director Division for the Visually Impaired</td>
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<tr>
<td>District of Columbia</td>
<td>Ms. Katherine Williams</td>
<td>Acting Administrator D.C. Rehabilitation Services Administration</td>
<td>Department of Human Services 605 G Street N.W., Room 1111 Washington, DC 20001</td>
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<td></td>
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<td>(202) 727-3227</td>
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<td>Florida</td>
<td>Calvin Melton, Ph.D.</td>
<td>Director Division of Vocational Rehabilitation</td>
<td>Department of Labor and Employment Security</td>
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<td>Department of Education</td>
<td>2540 Executive Center Circle West Douglas Building, Room 203 Tallahassee, FL 32399 (904) 488-1330</td>
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<td>Georgia</td>
<td>Mr. Thomas R. Gaines</td>
<td>Director Division of Rehabilitation Services</td>
<td>Department of Human Resources</td>
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<td>678 Peachtree Street, N.E.</td>
<td>P.O. Box 706</td>
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<td>Atlanta, GA 30309</td>
<td>(404) 894-6670</td>
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<td>Guam</td>
<td>Director</td>
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<td>Acta, GU 96910</td>
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<td>Hawaii</td>
<td>Mr. Tosho Nishioka</td>
<td>Administrator Division of Vocational Rehabilitation and Services for the Blind</td>
<td>P.O. Box 339</td>
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<td>Department of Human Services</td>
<td>Honolulu, HI 96809</td>
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<td>(808) 548-4769</td>
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<tr>
<td>Idaho</td>
<td>Mr. George Pelletier</td>
<td>Administrator Division of Vocational Rehabilitation</td>
<td>Len B. Jordan Building</td>
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<td>Room 150</td>
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<td>650 West State</td>
<td>Boise, ID 83720 (208) 334-3390</td>
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<tr>
<td>Illinois</td>
<td>Mr. Philip C. Bradley</td>
<td>Director Department of Rehabilitation Services</td>
<td>623 East Adams Street</td>
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<td>Springfield, IL 62705</td>
<td>(217) 765-0210</td>
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<td>Indiana</td>
<td>Mr. Barry A. Chambers</td>
<td>Commissioner Department of Human Services</td>
<td>251 North Illinois Street</td>
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<td>P.O. Box 7083</td>
<td>Indianapolis, IN 46207-7083</td>
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<td>(317) 232-6500</td>
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<td>(317) 232-1427 (TDD)</td>
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STATE VOCATIONAL AND REHABILITATION AGENCIES

**Iowa**
Mr. Jerry L. Starkweather
Administrator
Division of Vocational Rehabilitation Services
Department of Education
510 East 12th Street
Des Moines, IA 50319
(515) 281-4311 (voice/TDD)

Mr. R. Creig Slayton
Director
Department for the Blind
524 4th Street
Des Moines, IA 50309
(515) 291-7999

**Kansas**
Mr. Gabriel R. Faimon
Commissioner Rehabilitation Services
Department of Social and Rehabilitation Services
300 S.W. Oakley
Biddle Building, 2nd Floor
Topeka, KS 66605
(913) 296-3911

**Kentucky**
Mr. Carroll Burchett
Associate Superintendent
Office of Vocational Rehabilitation
Department of Education
Capital Plaza Office Tower
9th Floor
Frankfort, KY 40601
(502) 564-4566
1 (800) 372-1712 (toll free in KY)

Mr. Charles W. McDowell
Director
Department for the Blind
Education and Humanities Cabinet
427 Versailles Road
Frankfort, KY 40601
(502) 564-4754

**Louisiana**
Mr. Alton Toms
Director
Division of Rehabilitation Services
Department of Social Services
P.O. Box 94371
Baton Rouge, LA 70804-0971
(504) 342-2285

**Maine**
Ms. Pamela A. Tetley
Director
Bureau of Rehabilitation Services
Department of Human Services
32 Winthrop Street
Augusta, ME 04333-0011
(207) 289-2266
1 (800) 332-1003 (toll free TDD in ME)

**Maryland**
Mr. James S. Jeffers
Assistant State Superintendent
Division of Vocational Rehabilitation
State Department of Education
200 West Baltimore Street
Baltimore, MD 21201
(301) 333-2294

**Massachusetts**
Mr. Charles Crawford
Commissioner
Commission for the Blind
88 Kingston Street
Boston, MA 02111-2227
(617) 727-5550
1 (800) 392-6556 (toll free TDD in MA)
1 (800) 392-6450 (toll free voice in MA)

Mr. Elmer C. Bartels
Commissioner
Rehabilitation Commission
4 Point Place
27-43 Wormwood Street
Boston, MA 02210
(617) 727-2172
(617) 727-2170 (TDD)

**Michigan**
Ivan Cotman, Ed.D.
Associate Superintendent
Bureau of Rehabilitation and Disability Determination
Department of Education
P.O. Box 30010
Lansing, MI 48909
(517) 373-3390

Mr. Philip E. Peterson
Director
Commission for the Blind
Department of Labor
309 North Washington Square
Lansing, MI 48909
(517) 373-2062
(517) 373-9416 (TDD)

Mr. Peter Griswold
State Director
Rehabilitation Services
Department of Education
P.O. Box 30010
Lansing, MI 48909
(517) 373-3391
(517) 373-3980 (TDD)

Mr. Charles Jones
State Director
Disability Determination Service
Department of Education
P.O. Box 30011
Lansing, MI 48909
(517) 373-7830
1 (800) 373-7831 (toll free in MI)

**Minnesota**
Mr. William Niederloh
Assistant Commissioner
Department of Jobs and Training
Division of Rehabilitation Services
390 North Robert Street
5th Floor
St. Paul, MN 55101
(612) 296-1825
(612) 296-3900 (TDD)

**Mississippi**
Mr. Don L. Gann, Ed.
Assistant Commissioner
Division of Vocational Rehabilitation
State Department of Education
2401 East McCarty
Jefferson City, MO 65101
(314) 751-3251 (voice/TDD)

Mr. David S. Vogel
Deputy Director
Bureau for the Blind
Division of Family Services
619 East Capitol
Jefferson City, MO 65101
(314) 751-4249

**Montana**
Ms. Margaret A. Bullock
Administrator
Department of Social and Rehabilitation Services
Rehabilitative/Visual Services Division
P.O. Box 4210
Helena, MT 59604
(406) 444-2590 (voice/TDD)

**Nebraska**
Jason D. Andrew, Ph.D.
Associate Commissioner
Division of Rehabilitation Services
State Department of Education
301 Centennial Mall South
6th Floor
Lincoln, NE 68509
(402) 471-2991
(402) 471-3699 (TDD)

James S. Nyman, Ph.D.
Director
Services for the Visually Impaired
Department of Public Institutions
4600 Valley Road
Lincoln, NE 68510
(402) 471-2891
(402) 471-3593 (TDD)
<table>
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<th>Name</th>
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<tr>
<td>Nevada</td>
<td>Mr. Stephen A. Shaw</td>
<td>Acting Administrator</td>
<td>(702) 885-4440</td>
<td>(702) TTY-4722 (TDD)</td>
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<td>Rehabilitation Division</td>
<td>505 East King Street, Room 502</td>
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<td>Carson City, NV 89710</td>
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<tr>
<td>New Hampshire</td>
<td>Mr. Bruce A. Archambault</td>
<td>Director</td>
<td>(505) 987-3500</td>
<td>(505) 987-3510 (TDD)</td>
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<td>78 Regional Drive</td>
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<td></td>
<td>Concord, NH 03301</td>
<td>(603) 271-3800</td>
<td>(603) 271-3471 (TDD)</td>
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<tr>
<td>New Jersey</td>
<td>Mr. Gerard P. Boyle</td>
<td>Acting Executive Director</td>
<td>(201) 648-4559</td>
<td>(201) 648-4559 (TDD)</td>
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<tr>
<td></td>
<td></td>
<td>Commission for the Blind and Visually Impaired</td>
<td>1100 Raymond Boulevard</td>
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<td></td>
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<td>Newark, NJ 07102</td>
<td>(609) 292-2900</td>
<td>(609) 292-2919 (TDD)</td>
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<tr>
<td>New Mexico</td>
<td>Mr. Ross Sweat</td>
<td>Director</td>
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<td>604 West San Mateo</td>
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<td>Santa Fe, NM 87503</td>
<td>(505) 827-3500</td>
<td>(505) 827-3510 (TDD)</td>
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<tr>
<td>New York</td>
<td>Mr. Lawrence Gloeckler</td>
<td>Acting Deputy Commissioner for Vocational Rehabilitation</td>
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<td>Albany, NY 12234</td>
<td>(518) 474-2714</td>
<td>(518) 474-1729 (TDD)</td>
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<tr>
<td>North Carolina</td>
<td>Mr. Claude A. Myer</td>
<td>Director</td>
<td>(919) 733-3364</td>
<td>(919) 733-5920 (TDD)</td>
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<td>Raleigh, NC 27611</td>
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<tr>
<td>Puerto Rico</td>
<td>Mr. Angel L. Jimenez</td>
<td>Assistant Secretary for Vocational Rehabilitation</td>
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<td>Randy Island</td>
<td>Ms. Sherry J. Campanelli</td>
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<td>(401) 421-7035</td>
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<td>(605) 773-3195</td>
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Mr. Robert L. Rabe
Administrator
Rehabilitation Services Commission
400 East Campus View Blvd.
Columbus, OH 43235-4654
(614) 438-1210 (voice/TDD)

Ohio
Mr. Jerry Dunlap
Administrator
Department of Human Services
Division of Rehabilitation Services
PO. Box 25552
Columbus, OH 43210
(614) 424-4311, ext. 2840
(602) 424-2794 (TDD)

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Portland, OR 97214
(503) 238-8360
(503) 378-3850 (voice/TDD)

Penndsylvania
Mr. Joseph A. Snyder
Executive Director
Office of Vocational Rehabilitation
Labor and Industry Building
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(717) 787-8917 (TDD)
STATE VOCATIONAL AND REHABILITATION AGENCIES

Tennessee
Ms. Patsy Mathews
Assistant Commissioner
Rehabilitation Services
Department of Human Services
Citizens Plaza State Office Bldg.
15th Floor
400 Deaderick Street
Nashville, TN 37248-0060
(615) 741-2019
(615) 741-5845 (TDD)

Mr. Richard C. Douglas
Director
Vocational Rehabilitation Division
103 South Main Street
Waterbury, VT 05676
(802) 241-2189 (voice/TDD)

Mr. David Mentasti
Director
Division for the Blind and Visually Impaired
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Vermont
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Director
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(206) 753-5473 (TDD)

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Director
State Board of Rehabilitation
State Capitol
Charleston, WV 25305
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(304) 768-4969 (TDD)

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(608) 266-9599 (TDD)

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Administrator
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(307) 777-7389 (TDD)

Washington
Ms. Shirley Smith
Director
Department of Social and Health Services
Olympia, WA 98504
(206) 586-1224
(206) 721-4056 (TDD)

Utah
Judy Ann Burfim, Ph.D.
Director
Division of Vocational Rehabilitation Services
250 East Fifth South
Salt Lake City, UT 84111
(801) 538-7530 (voice/TDD)

Mr. J. Wayne Nobel
Director
Services for the Visually Handicapped
State Office of Rehabilitation
309 East First South
Salt Lake City, UT 84111
(801) 353-3593

Mr. David Mentasti
Director
Division of Occupational Rehabilitation
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Waterbury, VT 05676
(802) 241-2211

Vermont
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Salt Lake City, UT 84111
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(206) 753-5473 (TDD)

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Mr. John Panza
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State Board of Rehabilitation
State Capitol
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Wisconsin
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(608) 266-9599 (TDD)

Wyoming
Ms. Joan B. Watson
Administrator
Department of Health and Social Services
Cheyenne, WY 82002
(307) 777-7385
(307) 777-7389 (TDD)
State Weights and Measures Offices

State Weights and Measures offices enforce laws and regulations about the weights of packaged items such as food and household products. These offices also check the accuracy of weighing and measuring devices—supermarket scales, gasoline pumps, taxicab meters, and rental car odometers, for example.

Contact the Weights and Measure office nearest you if you think you have bought a product that weighed less than it should, or if you think a scale or meter is inaccurate.

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<th>Director/Chief</th>
<th>Office Name</th>
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<tr>
<td>Alabama</td>
<td>Mr. Donald E. Stagg</td>
<td>Director</td>
<td>Weights and Measures Division</td>
<td>(205) 261-2613</td>
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<tr>
<td>Alaska</td>
<td>Mr. Aves D. Thompson</td>
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<td>Weights and Measures</td>
<td>(907) 345-7750</td>
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<td>Arizona</td>
<td>Mr. Raymond Helmick</td>
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<td>(931) 371-1759</td>
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<td>California</td>
<td>Mr. Darrell A. Guenel</td>
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<td>(916) 366-5119</td>
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<td>Massachusetts</td>
<td>Mr. Charles H. Carroll</td>
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<td>Division of Standards</td>
<td>(904) 485-3605</td>
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<td>Michigan</td>
<td>Mr. Edward Hallstrom</td>
<td>Chief</td>
<td>Food Division</td>
<td>(517) 373-1060</td>
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<td>Minnesota</td>
<td>Mr. Edward Skluzacek</td>
<td>Director</td>
<td>Division of Weights and Measures</td>
<td>(612) 341-7200</td>
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<tr>
<td>Mississippi</td>
<td>Mr. William P. Eldridge</td>
<td>Director</td>
<td>Department of Agriculture</td>
<td>500 Greymont Avenue, Jackson, MS 39205 (601) 354-7077</td>
</tr>
<tr>
<td>Missouri</td>
<td>Mr. Lester Barrows</td>
<td>Director</td>
<td>Department of Agriculture</td>
<td>301 Jefferson City, MO 65102 (314) 751-4279</td>
</tr>
<tr>
<td>Montana</td>
<td>Mr. Steven H. Meloy</td>
<td>Bureau Chief</td>
<td>Department of Commerce</td>
<td>Helena, MT 59620 (406) 444-3164</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Mr. Steven A. Malone</td>
<td>Director</td>
<td>Department of Agriculture</td>
<td>1424 9th Avenue, Lincoln, NE 68509 (402) 471-4292</td>
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<tr>
<td>Nevada</td>
<td>Mr. Knute D. Pennington</td>
<td>Supervisor</td>
<td>Department of Agriculture</td>
<td>Reno, NV 89510 (702) 769-0166</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Mr. Stephen Taylor</td>
<td>Commissioner</td>
<td>Department of Agriculture</td>
<td>Concord, NH 03302-2042 (603) 271-2700</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Mr. Thomas W. Kelly</td>
<td>State Superintendent</td>
<td>State Office of Weights and Measures</td>
<td>1261 Routes 1 and 4 South Avenue, NJ 07001 (201) 815-4840</td>
</tr>
<tr>
<td>New Mexico</td>
<td>Mr. Fred A. Gerk</td>
<td>Director</td>
<td>Department of Agriculture</td>
<td>30005, Depl. 3170 Las Cruces, NM 88003-0005 (505) 646-1616</td>
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<tr>
<td>New York</td>
<td>Mr. John J. Bartfai</td>
<td>Director</td>
<td>Bureau of Weights and Measures</td>
<td>1220 Washington Avenue, Albany, NY 12235 (518) 457-3452</td>
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<tr>
<td>North Carolina</td>
<td>Mr. N. David Smith</td>
<td>Director</td>
<td>Consumer Standards Division</td>
<td>Raleigh, NC 27611 (919) 733-3313</td>
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<td>North Dakota</td>
<td>Mr. Curtis Roberts</td>
<td>Director</td>
<td>Division of Weights and Measures</td>
<td>Bismarck, ND 58505 (701) 224-2400</td>
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<td>Ohio</td>
<td>Mr. Bruce Litzenberg</td>
<td>Chief</td>
<td>Division of Weights and Measures</td>
<td>State Capitol, Pool, WA 98201 (206) 753-5878</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>Mr. O. Ray Elliott</td>
<td>Director</td>
<td>Agricultural Products Division</td>
<td>2800 North Lincoln Boulevard, Oklahoma City, OK 73105 (405) 521-3964, ext. 301</td>
</tr>
<tr>
<td>Oregon</td>
<td>Mr. Kendrick J. Simila</td>
<td>Administrator</td>
<td>Measurement Standards</td>
<td>655 Capitol Street, Salem, OR 97310-0110 (503) 378-3792</td>
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<td>Mr. R. John Yahnner</td>
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<td>Bureau of Weights and Measures</td>
<td>2301 North Cameron Street, Harrisburg, PA 17110 (717) 787-6772</td>
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<td>Puerto Rico</td>
<td>Mr. Hector Niedes</td>
<td>Auxiliary Secretary for Complaints</td>
<td>Department of Consumer Affairs</td>
<td>Milligan Station, Sanurce, PR 00940 (809) 722-7555</td>
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<tr>
<td>Rhode Island</td>
<td>Ms. Lynda L. Maurer</td>
<td>Supervising Metrologist</td>
<td>Mercantile Division</td>
<td>Providence, RI 02907 (401) 457-1687</td>
</tr>
<tr>
<td>South Carolina</td>
<td>Mr. Carol P. Fulmer</td>
<td>Asst. Commissioner</td>
<td>Consumer Services Division</td>
<td>Columbia, SC 29211 (803) 737-2080</td>
</tr>
<tr>
<td>South Dakota</td>
<td>Mr. James Melgaard</td>
<td>Director</td>
<td>Division of Commercial Inspection and Regulation</td>
<td>Pierre, SD 57501 (605) 733-3697</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Mr. Robert Williams</td>
<td>Standards Administrator</td>
<td>Department of Agriculture</td>
<td>Austin, TX 78771 (512) 463-7602 1 (800) 835-5832 (toll free in TX)</td>
</tr>
<tr>
<td>Texas</td>
<td>Mr. Ed Price</td>
<td>Enforcement Coordinator</td>
<td>Weights and Measures Section</td>
<td>Austin, TX 78771 (512) 463-7602 1 (800) 835-5832 (toll free in TX)</td>
</tr>
<tr>
<td>Utah</td>
<td>Mr. Robert Smoot</td>
<td>Deputy Director</td>
<td>Division of Weights and Measures</td>
<td>350 North Redwood Road, Salt Lake City, UT 84116 (801) 539-7169</td>
</tr>
<tr>
<td>Vermont</td>
<td>Director</td>
<td>Division of Weights and Measures Retail Inspection</td>
<td>Department of Agriculture</td>
<td>Montpellier, VT 05602 (802) 828-2436</td>
</tr>
<tr>
<td>Virginia</td>
<td>Mr. J. Alan Rogers</td>
<td>Chief</td>
<td>Weights and Measures Bureau</td>
<td>General Administration Bldg, Olympia, WA 98504 (206) 753-5042</td>
</tr>
<tr>
<td>Washington</td>
<td>Mr. Stuart De Laney</td>
<td>Chief</td>
<td>Department of Agriculture</td>
<td>4th Floor, Room 406</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Mr. Stephen L. Casto</td>
<td>Director</td>
<td>Division of Weights and Measures</td>
<td>1800 Washington Street, East Building 3, Room 319, Charleston, WV 25305 (304) 348-7890</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Ms. Jane Jansen</td>
<td>Acting Supervisor</td>
<td>Bureau of Weights and Measures</td>
<td>Madison, WI 53706 (608) 268-9566 1 (800) 362-3020 (toll free in WI)</td>
</tr>
<tr>
<td>Wyoming</td>
<td>Mr. Jim Bigelow</td>
<td>Manager</td>
<td>Consumer/Compliance Division</td>
<td>Department of Agriculture</td>
</tr>
</tbody>
</table>
## Military Commissary and Exchange Contacts

Consumers who shop at military commissaries and exchanges and have a question or problem should contact the local manager before contacting the regional offices in this section. If your problem is not resolved at the local level, then write or call the regional office nearest you. Be sure to discuss the problem with the local and regional office before contacting the U.S. Headquarters of a commissary or exchange.

### Air Force Commissary Service

<table>
<thead>
<tr>
<th>Region</th>
<th>Headquarters</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast Region</td>
<td>AFCOMS/CC</td>
<td>Langley AFB, VA 23865</td>
<td>(804) 776-1371</td>
</tr>
<tr>
<td>Northwest Region</td>
<td>AFCOMS/FC</td>
<td>McChord AFB, WA 98438-6290</td>
<td>(206) 894-3941</td>
</tr>
<tr>
<td>South Central Region</td>
<td>AFCOMS/FC</td>
<td>Lackland AFB, TX 78236</td>
<td>(512) 761-2981</td>
</tr>
<tr>
<td>Southern Region</td>
<td>AFCOMS/FC</td>
<td>Maxwell AFB, AL 36112</td>
<td>(205) 293-6209</td>
</tr>
<tr>
<td>Southwest Region</td>
<td>AFCOMS/FC</td>
<td>Luke AFB, AZ 85009</td>
<td>(928) 849-8900</td>
</tr>
<tr>
<td>U.S. Headquarters</td>
<td>HQ AFCOMS</td>
<td>Directorate of Operations</td>
<td>Kelly AFB, TX 78241</td>
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### Army Commissary Service

<table>
<thead>
<tr>
<th>Region</th>
<th>Headquarters</th>
<th>Address</th>
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<tbody>
<tr>
<td>Regional Headquarters</td>
<td>Director, USATSA</td>
<td>Southeast Commissary Regional</td>
<td>Attn: LOTA-SE-Z</td>
</tr>
<tr>
<td>Regional Headquarters</td>
<td>Commander, USATSA</td>
<td>Western Commissary Regional</td>
<td>Attn: LOTA-WE-Z</td>
</tr>
<tr>
<td>Regional Headquarters</td>
<td>Executive Officer</td>
<td>NAVRESCO</td>
<td>Field Support Office</td>
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### Navy Commissary Service

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### Marine Corps Exchange Service

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### U.S. Headquarters

<table>
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<tr>
<th>Office</th>
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### Army and Air Force Exchange Service

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<tbody>
<tr>
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<td>Commander, USATSA</td>
<td>Southeast Commissary Regional</td>
<td>Attn: LOTA-SE-Z</td>
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<tr>
<td>Regional Headquarters</td>
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<td>NAVRESCO</td>
<td>Field Support Office</td>
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<td>Regional Headquarters</td>
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<td>NAVRESCO</td>
<td>Field Support Office</td>
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<td>Field Support Office</td>
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### U.S. Headquarters

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<th>Contact Information</th>
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<tbody>
<tr>
<td>Army and Air Force Exchange Service Headquarter</td>
<td>P.O. Box 660202</td>
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<tr>
<td>northeast Region</td>
<td>(214) 780-2763</td>
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### Marine Corps Exchange Service

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<td>Regional Headquarters</td>
<td>Marine Corps Exchange</td>
<td>Marine Corps Logistics Base</td>
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<td>Marine Corps Air Station</td>
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<tr>
<td>Regional Headquarters</td>
<td>Marine Corps Exchange</td>
<td>Marine Corps Recruiting Depot</td>
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<tr>
<td>Regional Headquarters</td>
<td>Marine Corps Exchange</td>
<td>Marine Corps Development and Education Command</td>
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75
## MILITARY COMMISSARY AND EXCHANGE CONTACTS

<table>
<thead>
<tr>
<th>Marine Corps Exchange</th>
<th>Marine Corps Recruit Depot</th>
<th>San Diego, CA 92140</th>
<th>(619) 297-2500</th>
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</thead>
<tbody>
<tr>
<td>Marine Corps Exchange</td>
<td>Marine Corps Air Station El Toro</td>
<td>Santa Ana, CA 92709</td>
<td>(714) 726-3340</td>
</tr>
<tr>
<td>Marine Corps Exchange</td>
<td>Marine Corps Air/Ground Combat Center</td>
<td>Building 1533 Twenty-nine Palms, CA 92278</td>
<td>(619) 368-6163</td>
</tr>
<tr>
<td>Marine Corps Exchange</td>
<td>Marine Corps Air Station Yuma, AZ 85364</td>
<td>(602) 726-2363</td>
<td></td>
</tr>
<tr>
<td><strong>U.S. Headquarters</strong></td>
<td><strong>Head</strong> Marine Corps Exchange Service Branch</td>
<td>P.O. Box 1834 Quantico, VA 22134</td>
<td>(703) 640-6156</td>
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<table>
<thead>
<tr>
<th><strong>Navy Exchange Service</strong></th>
<th><strong>Regional Headquarters</strong></th>
<th><strong>Executive Officer NAVRESSO</strong></th>
<th><strong>Field Support Office</strong></th>
<th><strong>Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Support Office 2801 &quot;C&quot; Street, S.W. Naval Supply Center</td>
<td>Executive Officer NAVRESSO</td>
<td>P.O. Box 15037 Norfolk, VA 23511-0799</td>
<td>(804) 440-2399</td>
<td></td>
</tr>
<tr>
<td>Executive Officer NAVRESSO</td>
<td>Field Support Office Building S26 Davisville</td>
<td>North Kingstown, RI 02852</td>
<td>(401) 295-6882</td>
<td></td>
</tr>
<tr>
<td>Executive Officer NAVRESSO</td>
<td>Field Support Office P.O. Box 13—Naval Air Station Jacksonville, FL 32212-0013</td>
<td>(904) 777-7075</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Officer NAVRESSO</td>
<td>Field Support Office P.O. Box 2050 Mechanicsburg, PA 17055-0791</td>
<td>(717) 790-5863</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Officer NAVRESSO</td>
<td>Field Support Office P.O. Box 23330 Oakland, CA 94623</td>
<td>(415) 466-7020</td>
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<tr>
<th><strong>Executive Officer NAVRESSO</strong></th>
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<th><strong>P.O. Box</strong></th>
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</tr>
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<tbody>
<tr>
<td>P.O. Box 1834</td>
<td>Quantico, VA 22134</td>
<td>(703) 640-6156</td>
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<tr>
<td>P.O. Box 15037</td>
<td>Norfolk, VA 23511-0799</td>
<td>(804) 440-2399</td>
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<tr>
<td>P.O. Box 13—Naval Air Station</td>
<td>Jacksonville, FL 32212-0013</td>
<td>(904) 777-7075</td>
<td></td>
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<tr>
<td>P.O. Box 2050</td>
<td>Mechanicsburg, PA 17055-0791</td>
<td>(717) 790-5863</td>
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<tr>
<td>P.O. Box 23330</td>
<td>Oakland, CA 94623</td>
<td>(415) 466-7020</td>
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<table>
<thead>
<tr>
<th><strong>Officer in Charge</strong></th>
<th><strong>Navy Resale Activity</strong></th>
<th><strong>Naval Base</strong></th>
<th><strong>Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearl Harbor, HI 96860-6000</td>
<td>(808) 471-0263</td>
<td></td>
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</tr>
<tr>
<td>Naval Station, New York</td>
<td>(718) 390-3868</td>
<td></td>
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<tr>
<td>Naval Station, New York</td>
<td>(718) 390-3868</td>
<td></td>
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</tbody>
</table>
Federal Information Centers

Federal Information Centers (FICs) can help you find information about Federal government services, programs, and regulations. FICs also can tell you which Federal agency to contact for help with problems.

Alabama
Birmingham (205) 322-6591
Mobile (205) 438-1421

Alaska
Anchorage (907) 271-2898

Arizona
Phoenix (602) 261-3313

Arkansas
Little Rock (501) 378-6177

California
Los Angeles (213) 894-3800
San Diego (619) 557-6030
San Francisco (415) 556-6600
Santa Ana (714) 536-2368

Colorado
Colorado Springs (303) 471-9491
Denver (303) 844-6575
Pueblo (303) 544-9523

Connecticut
Hartford (203) 527-2617
New Haven (203) 624-4720

Florida
Ft. Lauderdale (305) 522-8531
Jacksonville (904) 354-4756
Miami (305) 536-4155
Orlando (407) 422-1800
St. Petersburg (813) 893-3495
Tampa (813) 229-7911
West Palm Beach
(407) 833-7566

Georgia
Atlanta (404) 331-6891

Hawaii
Honolulu (808) 541-1365

Illinois
Chicago (312) 353-4242

Indiana
Gary (219) 883-4110
Indianapolis (317) 226-7373

Iowa
From all points in Iowa
1 (800) 532-1556 (toll free)

Kansas
From all points in Kansas
1 (800) 432-2334 (toll free)

Kentucky
Louisville (502) 582-6261

Louisiana
New Orleans (504) 589-6696

Maryland
Baltimore (301) 962-4980

Massachusetts
Boston (617) 565-8121

Michigan
Detroit (313) 226-7016
Grand Rapids (616) 732-2739

Minnesota
Minneapolis (612) 370-3333

Missouri
St. Louis (314) 539-2105
From elsewhere in Missouri
1 (800) 392-7711 (toll free)

Nebraska
Omaha (402) 221-3353
From elsewhere in Nebraska
1 (800) 642-8383 (toll free)

New Jersey
Newark (908) 358-6900
Trenton (609) 396-4400

New Mexico
Albuquerque (505) 766-3091

New York
From all points in New York
(212) 264-4464

Ohio
Akron (216) 375-5638
Cincinnati (513) 684-2801
Cleveland (216) 522-4040
Columbus (614) 221-1014
Dayton (513) 223-7377
Toledo (419) 241-3223

Oklahoma
Oklahoma City (405) 231-4868
Tulsa (918) 584-5193

Oregon
Portland (503) 326-2222

Pennsylvania
Philadelphia (215) 597-7042
Pittsburgh (412) 844-3458

Rhode Island
Providence (401) 331-5565

Tennessee
Chattanooga (615) 265-8231

Texas
Austin (512) 472-5494
Dallas (214) 767-8585
Fort Worth (817) 334-3624
Houston (713) 633-3025
San Antonio (210) 224-4471

Utah
Salt Lake City (801) 524-5353

Virginia
Norfolk (804) 441-3101
Richmond (804) 643-4920
Roanoke (703) 982-8591

Washington
Seattle (206) 442-0570
Tacoma (206) 383-7970

Wisconsin
Milwaukee (414) 271-2273

Airline Travel

1. When making an airline reservation, always ask about fees or penalties for changing or canceling a reservation or a paid ticket. There may be a variety of ticket prices with varying penalties and conditions. Choose the one that best fits your needs.

2. Read the disclosure statement on the back of your ticket. It explains your rights and responsibilities as a passenger, in addition to the airline's liability for overbooking seats and for losing or damaging luggage.

3. When flights are overbooked, airline representatives are required to ask for volunteers to give up their reservations in exchange for a payment of the airline's choosing. If you volunteer, be sure to get any compensation arrangements in writing.

4. If you are "bumped" or involuntarily reassigned to a later flight, the airline must provide a written statement of your rights and entitled compensation. The complete rules for compensation are available at all airport ticket counters and boarding locations.
Selected Federal Agencies

The Federal government agencies listed in this section can help you with consumer questions and complaints. Some of these agencies have regional, district, or local offices. If you are unsure which agency to contact about your problem, check the Index in the back of this Handbook. If you do not find an entry related to your question, call the Federal Information Center (FIC) nearest you. The list of FICs begins on page 77.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address/Phone/Extension</th>
<th>Services Provided</th>
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<tbody>
<tr>
<td>Animal Care Staff</td>
<td>Department of Agriculture (APHIS)</td>
<td>Veterinary Services, Animal Health and Safety, Animal Care</td>
</tr>
<tr>
<td></td>
<td>Federal Building, Room 700 6505 Belcrest Road Hyattsville, MD 20782 (301) 436-7799</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(voice/TDD complaint referral) (202) 376-8521 (voice in D.C. complaint referral) (202) 376-8116 (TDD in D.C. complaint referral) (202) 376-8312 (information and publications)</td>
<td></td>
</tr>
<tr>
<td>Farmers Home Administration</td>
<td>Department of Agriculture Washington, DC 20250 (202) 447-4323</td>
<td>Consumer Housing, Farm Programs, Home Improvement</td>
</tr>
<tr>
<td></td>
<td>(202) 653-0852</td>
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</tr>
<tr>
<td>Human Nutrition Information Service</td>
<td>Department of Agriculture Federal Building, Rooms 350 and 364 6505 Belcrest Road Hyattsville, MD 20782 (301) 436-6817, 7725</td>
<td>Food Safety, Nutrition Education, Consumer Nutrition, Food Safety</td>
</tr>
<tr>
<td>Office of Information</td>
<td>Visitor Information Center Department of Agriculture Washington, DC 20250 (202) 447-2791</td>
<td>Consumer Information, Consumer Complaints, Consumer Protection</td>
</tr>
<tr>
<td>Office of Consumer Affairs</td>
<td>Department of Commerce Room 5718 Washington, DC 20230 (202) 377-5001</td>
<td>Consumer Affairs, Consumer Complaints, Consumer Protection, Consumer Information</td>
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<tr>
<td>Office of Metric Programs</td>
<td>Department of Commerce Room H4082 Washington, DC 20230 (202) 377-0944</td>
<td>Consumer Information, Consumer Complaints, Consumer Protection</td>
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Department of Agriculture (USDA)

Agricultural Marketing Service
Department of Agriculture Washington, DC 20250 (202) 447-6989

Department of Defense

Department of Education
Clearinghouse on the Handicapped Department of Education Mail Stop 2319 Washington, DC 20221 (202) 732-1241

Consumer Affairs Staff Department of Education Washington, DC 20202 (202) 732-3679

Federal Student Financial Aid Program Department of Education P.O. Box 84 Washington, DC 20044 1 (800) 336-INFO (toll free nationwide) Provides information about federal student financial aid programs for students, parents, and educators. Answers questions on student eligibility; provides help in completing financial aid applications, and provides help with student loan problems.

Inspector General's Hotline of the Department of Education P.O. Box 23458 Washington, DC 20026 (202) 765-3270 1 (800) MISUSED (toll free, except in DC) Audits and investigates to prevent and detect fraud, waste, and abuse of Department funds. Persons may call anonymously to report possible violations of laws, rules or regulations. Or to report mismanagement, gross waste of funds or abuse of authority.
National Clearinghouse on Bilingual Education Hotline
Department of Education
8737 Colesville Road
Suite 900
Silver Spring, MD 20910
(301) 588-6898
1 (800) 647-0123 (toll free)

Office of Public Affairs
Department of Education
Washington, DC 20202
(202) 732-4564

Department of Energy
For information about conservation and renewable energy:
National Appropriate Technology Assistance Service
Department of Energy
PO. Box 2525
Butte, MT 59702-2525
1 (800) 428-1718
(toll free in MT)
1 (800) 428-2525
(toll free outside MT)

Conservation and Renewable Energy Inquiry and Referral Service
Department of Energy
PO. Box 8900
Silver Spring, MD 20907
1 (800) 523-2929 (toll free)

Division of Consumer Affairs
Department of Energy
Washington, DC 20585
(202) 586-5373

Office of Conservation and Renewable Energy
Weatherization Assistance Inquiries:
Department of Energy
Washington, DC 20585
(202) 586-2204

Office of Scientific and Technical Information
Department of Energy
PO. Box 62
Oak Ridge, TN 37831
(written inquiries only)

Department of Health and Human Services (HHS)
AIDS Hotline
(202) 342-AIDS (toll free)

Cancer Hotline
1 (800) 4-CANCER
(toll free in continental U.S.)
During daytime hours, callers in California, Florida, Georgia, Illinois, Northern New Jersey, New York, and Texas may ask for Spanish speaking staff members.
1 (800) 638-6070
(toll free in AK)
808-524-1234 (Oahu, Hawaii; call collect from neighboring islands)

Food and Drug Administration (FDA)
Look in your telephone directory under "U.S. Government, Health and Human Services Department, Food and Drug Administration." If it does not appear, call the FIC nearest you (see page 77).

National Runaway Switchboard
1 (800) 621-4000 (toll free)

Office of Child Support Enforcement
Department of Health and Human Services
Washington, DC 20201
(202) 245-5377

Office for Civil Rights
Department of Health and Human Services
Washington, DC 20201
(202) 235-6871
(202) 472-2916 (TDD)

Office of Prepaid Health Care
Department of Health and Human Services
Washington, DC 20201
(202) 245-8036

President's Council on Physical Fitness and Sports
Department of Health and Human Services
450 5th Street, N.W.
Washington, DC 20001
(202) 272-3430

Second Surgical Opinion Program
Department of Health and Human Services
Washington, DC 20201
1 (800) 492-6803
(toll free in MD)
1 (800) 538-6833
(toll free outside MD)

Social Security Administration
1 (800) 343-6820
(toll free in AK)
(202) 966-0841
(toll free outside AK)

National Center on Child Abuse and Neglect
Department of Health and Human Services
PO. Box 1182
Washington, DC 20013
(202) 245-0586

National Health Information Center
Department of Health and Human Services
PO. Box 1133
Washington, DC 20013
(301) 565-4167
1 (800) 336-4797 (toll free)

Department of Housing and Urban Development (HUD)

Interstate Land Sales Registration Division
Department of Housing and Urban Development
Room 6278
Washington, DC 20410
(202) 755-0502

Manufactured Housing and Construction Standards Division
Department of Housing and Urban Development
Room 9156
Washington, DC 20410
(202) 755-6920

Office of Fair Housing and Equal Opportunity
Department of Housing and Urban Development
Room 5100
Washington, DC 20410
(202) 755-7252
1 (800) 424-8550 (toll free)

Office of Single Family Housing
Department of Housing and Urban Development
Room 0236
Washington, DC 20410
(202) 755-3046

Office of Urban Rehabilitation
Department of Housing and Urban Development
Room 9158
Washington, DC 20410
(202) 755-5685

Title I Insurance Division
Department of Housing and Urban Development
Room 9158
Washington, DC 20410
(202) 755-5680

Department of the Interior

Bureau of Indian Affairs
Department of the Interior
Washington, DC 20240
(202) 343-4072

Bureau of Land Management
Department of the Interior
Washington, DC 20240
(202) 343-5717
SELECTED FEDERAL AGENCIES

Consumer Affairs Administrator  
Office of the Secretary  
Department of the Interior  
Washington, DC 20240  
(202) 343–5521

National Park Service  
Department of the Interior  
Washington, DC 20240  
(202) 343–4917

United States Fish and Wildlife Service  
Department of the Interior  
Washington, DC 20240  
(703) 358–2156

United States Geological Survey  
Department of the Interior  
12201 Sunrise Valley Drive  
Reston, VA 22092  
(703) 648–4427

Department of Justice  
Antitrust Division  
Department of Justice  
Washington, DC 20530  
(202) 633–3543

Civil Rights Division  
Look in your telephone directory under "U.S. Government, Justice"  
(202) 633–6080  
(general inquiries)

Drug Enforcement Administration (DEA)  
Look in your telephone directory under "U.S. Government, Justice"  
(202) 633–3200  
(TDD)

Federal Bureau of Investigation (FBI)  
Look inside the front cover of your telephone directory for the number of the nearest FBI office. If it does not appear, look under "U.S. Government, Justice Department, Federal Bureau of Investigation." You may also contact:

Federal Bureau of Investigation  
Department of Justice  
Washington, DC 20535  
(202) 324–3000

Immigration and Naturalization Service (INS)  
Look in your telephone directory under "U.S. Government, Justice"  
Department, Immigration and Naturalization Service." If it does not appear, call the FIC nearest you (see page 77) or contact:

Immigration and Naturalization Service  
Department of Justice  
4420 North Fairfax Drive  
Arlington, VA 22203  
(703) 235–4055

Department of Labor  
Bureau of Labor—Management Relations and Cooperative Programs  
Department of Labor  
Washington, DC 20210  
(202) 523–6098

Coordination of Consumer Affairs  
Department of Labor  
Washington, DC 20210  
(202) 523–6060

Employment and Training Administration  
Look in your telephone directory under "U.S. Government, Labor Department, Employment and Training Administration." If it does not appear, call the FIC nearest you (see page 77) or contact:

Employment and Training Administration  
Department of Labor  
Washington, DC 20210  
(202) 523–6552

Occupational Safety and Health Administration (OSHA)  
Look in your telephone directory under "U.S. Government, Labor Department, Occupational Safety and Health Administration." If it does not appear, call the FIC nearest you or contact:

Occupational Safety and Health Administration  
Office of Information and Consumer Affairs  
Department of Labor  
Washington, DC 20210  
(202) 523–8151

Department of Transportation (DOT)  
Air Safety:  
Federal Aviation Administration (FAA)  
Community and Consumer Relations Division, FAA (APA-200)  
Department of Transportation  
Washington, DC 20591  
(202) 277–3770  
1 (800) FAA–SURE (toll free except in DC)

Airline Passenger Complaints:  
Office of Intergovernmental Relations and Consumer Affairs (I–25)  
Department of Transportation  
Washington, DC 20590  
(202) 366–2220

Auto Safety Hotline:  
National Highway Traffic Safety Administration (NHTSA) (NEF–11)  
Department of Transportation  
Washington, DC 20590  
(202) 366–0123  
(202) 755–8919 (TDD)  
1 (800) 424–9333 (toll free)  
1 (800) 424–9153 (toll free TDD)

Boating Safety Classes:  
United States Coast Guard Office of Boating, Public, and Consumer Affairs (G–BC)  
Department of Transportation  
Washington, DC 20593  
(202) 267–0972

Boating Safety Hotline:  
United States Coast Guard Department of Transportation  
Washington, DC 20593  
(202) 267–0750  
1 (800) 368–5647 (toll free)

Oil and Chemical Spills:  
National Response Center United States Coast Guard Headquarters, G–TGC–2  
Department of Transportation  
Washington, DC 20593  
(202) 267–2675  
1 (800) 424–8802 (toll free)

Railway Safety:  
Federal Railroad Administration  
Office of Safety (RRS–20)  
Department of Transportation  
Washington, DC 20590  
(202) 366–0522
<table>
<thead>
<tr>
<th>Agency</th>
<th>Service/Program</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department of the Treasury</strong></td>
<td><strong>Bureau of Alcohol, Tobacco and Firearms</strong></td>
<td>Look in your telephone directory under “U.S. Government, Treasury” or “Bureau of Alcohol, Tobacco and Firearms.” If it does not appear, call the FIC nearest you or contact:</td>
<td>401 14th Street, S.W. Washington, DC 20227 (202) 287-0659</td>
</tr>
<tr>
<td></td>
<td><strong>Internal Revenue Service (IRS)</strong></td>
<td>Look in your telephone directory under “U.S. Government, Treasury Department, Internal Revenue Service.” If it does not appear, call the FIC nearest you.</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Office of Thrift Supervision</strong></td>
<td>Formerly Federal Home Loan Bank Board. The Office of Thrift Supervision handles complaints about Savings and Loan Associations and Savings Banks.</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Consumer Affairs</strong></td>
<td>United States Customs Service 1700 G Street, N.W. Washington, DC 20552 (202) 906-6237 1 (800) 842-6929 (toll free except in DC)</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>United States Savings Bonds Division</strong></td>
<td>Office of Public Affairs Department of the Treasury 1111 20th Street, N.W. Room 302 Washington, DC 20226 (202) 534-5389 1 (800) US-BONDS (toll free)</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Environmental Protection Agency (EPA)</strong></td>
<td>Asbestos Action Program 202-382-3949 Chemical Emergency Preparedness Program (CEPP) Hotline Environmental Protection Agency Washington, DC 20460 (202) 297-2449 1 (800) 535-0202 (toll free except in AK and DC)</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Inspector General’s Whistle Blower Hotline</strong></td>
<td>202-382-4977 1(800) 424-4000 (toll free) National Pesticides Telecommunications Network (NPTN) 906) 743-3001 1 (800) 858-PEST (toll free outside TX) Environmental Protection Agency Washington, DC 20460 (202) 382-4361</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Office of Public Affairs</strong></td>
<td>United States Customs Service 1700 G Street, N.W. Washington, DC 20552 (202) 906-6237 1 (800) 842-6929 (toll free except in DC)</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Public Information Center</strong></td>
<td>PIC (PM-211B) Environmental Protection Agency Washington, DC 20460 (202) 382-2080 (general information)</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Resource Conservation and Recovery Act (RCRA)/Superfund Hotline</strong></td>
<td>Environmental Protection Agency Washington, DC 20460 (202) 382-2080 1 (800) 424-9555 (toll free outside DC)</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Safe Drinking Water Hotline</strong></td>
<td>United States Mint Consumer Affairs Division Department of the Treasury 10001 Aerospace Road Lanham, MD 20706 (301) 436-7400</td>
<td>1(800) 424-9555 (toll free outside DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Toxic Substances Control Act Assistance Information Service</strong></td>
<td>Environmental Protection Agency Washington, DC 20024 (202) 554-1404</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
<td></td>
<td><strong>Equal Employment Opportunity Commission</strong></td>
<td>Look in your telephone directory under “U.S. Government, Equal Employment Opportunity Commission.” If it does not appear, call the FIC nearest you or contact:</td>
<td>1801 L Street, N.W. Washington, DC 20507 (202) 663-4801</td>
</tr>
<tr>
<td></td>
<td><strong>Federal Communications Commission (FCC)</strong></td>
<td>Complaints about telephone systems: Common Carrier Bureau Informal Complaints Branch Federal Communications Commission 2025 M Street, N.W. Room 6202 Washington, DC 20554 (202) 652-7553 (202) 652-6999 (TDD)</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
<tr>
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<td></td>
<td>General Information: Consumer Assistance and Small Business Office Federal Communications Commission 1919 M Street, N.W. Room 254 Washington, DC 20544 (202) 652-7000 (202) 652-8999 (TDD)</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
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<tr>
<td></td>
<td></td>
<td>Complaints about radio or television: Mass Media Bureau Complaints and Investigations Federal Communications Commission 2025 M Street, N.W. Room 8210 Washington, DC 20554 (202) 652-7048</td>
<td>1(800) 535-0202 (toll free except in AK and DC)</td>
</tr>
</tbody>
</table>
SELECTED FEDERAL AGENCIES

**Federal Deposit Insurance Corporation (FDIC)**
FDIC handles complaints about FDIC–insured banks which are not members of the Federal Reserve System. For assistance, look in your telephone directory under “U.S. Government, Federal Deposit Insurance Corporation.” If it does not appear, call the FIC nearest you or contact:
Office of Consumer Affairs
Federal Deposit Insurance Corporation
550 17th Street, N.W. (F130)
Washington, DC 20429
(202) 898–3536
(202) 898–3535 (TDD)
1 (800) 424–5488
(toll free outside DC)

**Federal Emergency Management Agency**
Look in your telephone directory under “U.S. Government, Federal Emergency Management Agency.” If it does not appear, call the FIC nearest you or contact:
Emergency Preparedness and Response
Office of the External Affairs Directorate
Federal Emergency Management Agency
Washington, DC 20572
(202) 849–4800

**Federal Insurance Administration**
Federal Insurance Administration
Federal Emergency Management Agency
Washington, DC 20472
(202) 649–4000

**Federal Maritime Commission**
Office of Informal Inquiries and Complaints
1100 L Street, N.W.
Washington, DC 20573
(202) 523–5807

**Federal Reserve System**
The Board of Governors handles consumer complaints about state banks and trust companies which are members of the Federal Reserve System. For assistance, look in your telephone directory under “U.S. Government, Federal Reserve System, Board of Governors,” or “Federal Reserve Bank.” If it does not appear, call the FIC nearest you or contact:
Board of Governors of the Federal Reserve System
Division of Consumer and Community Affairs
Washington, DC 20551
(202) 452–3946

**Federal Trade Commission (FTC)**
Look in your telephone directory under “U.S. Government, Federal Trade Commission.” If it does not appear, call the FIC nearest you or contact:
Correspondence Branch
Federal Trade Commission
Washington, DC 20580
(written complaints only)

**Public Reference Branch**
Federal Trade Commission
Washington, DC 20580
(202) 326–2222
(publications)

**General Services Administration (GSA)**
Surplus Federal Property Sales
Look in your telephone directory under “U.S. Government, General Services Administration.” If it does not appear, call the FIC nearest you.

**Government Printing Office (GPO)**
Government Publications: Publications Service Section
Government Printing Office
Washington, DC 20402
(202) 275–3050

Subscriptions to Government Periodicals:
Subscription Research Section
Government Printing Office
Washington, DC 20402
(202) 275–3054

**Interstate Commerce Commission (ICC)**
Office of Compliance and Consumer Assistance
Washington, DC 20423
(202) 276–7148

**National Archives and Records Administration**
Reference Services Branch
National Archives and Records Administration
Washington, DC 20408
(202) 523–3220
(202) 523–0774 (TDD)

**Federal Register**
National Archives and Records Administration
Washington, DC 20409
(202) 523–6240
(202) 523–5229 (TDD)

**Publications Services**
National Archives and Records Administration
Washington, DC 20408
(202) 523–3181
(202) 523–0774 (TDD)

**National Credit Union Administration**
Look in your telephone directory under “U.S. Government, National Credit Union Administration.” If it does not appear, call the FIC nearest you (see page 75) or contact:
National Credit Union Administration
1776 G Street, N.W.
Washington, DC 20556
(202) 682–9600

**National Labor Relations Board**
Office of the Executive Secretary
1717 Pennsylvania Ave., N.W.
Room 701
Washington, DC 20570
(202) 254–9430

**Nuclear Regulatory Commission (NRC)**
Office of Governmental and Public Affairs
Washington, DC 20555
(301) 492–0240

**Pension Benefit Guaranty Corporation**
2020 K Street, N.W.
Washington, DC 20006
(202) 778–8800
(202) 778–8859 (TDD)

**Postal Rate Commission**
Office of the Consumer Advocate
Postal Rate Commission
Washington, DC 20268
(202) 769–6830

**President’s Committee on Employment of People with Disabilities**
1111 20th Street, N.W.
Suite 638
Washington, DC 20036–3470
(202) 653–5044
(202) 653–5050 (TDD)

**Railroad Retirement Board**
844 Rush Street
Chicago, IL 60611
(312) 751–4500

**Securities and Exchange Commission (SEC)**
Office of Consumer Affairs and Information Services
450 5th Street, N.W.
(Mail Stop 2–6)
Washington, DC 20549
(202) 727–4740
(investor complaints)
(202) 727–4750
(fillings by corporations and other regulated entities)
(202) 272–5624
(SEC Information Line—general topics and sources of assistance)

**Small Business Administration (SBA)**
Office of Consumer Affairs
1441 L Street, N.W.
Washington, DC 20416
(202) 653–6170

**Tennessee Valley Authority (TVA)**
Community Relations Department
400 West Summit Hill Drive
Knoxville, TN 37902
(615) 332–8000
United States Postal Service (USPS)
if you experience difficulty when ordering merchandise or conducting business transactions through the mail, or suspect that you have been the victim of a mail fraud or misrepresentation scheme, contact your postmaster or local Postal Inspector. Look in your telephone directory under "U.S. Government, Postal Service U.S." for these local listings. If they do not appear, contact:
Chief Postal Inspector
United States Postal Service
Washington, DC 20260-2100
(202) 268-4267

For consumer convenience, all post offices and letter 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, write or call:
Consumer Advocate
United States Postal Service
Washington, DC 20260–6720
(202) 268–2284

Department of Veterans Affairs (VA)
For information about VA medical care or benefits, write, call or visit the nearest VA facility. Your telephone directory will list a VA Medical Center or Regional Office under "U.S. Government, Department of Veterans Affairs" or under "U.S. Government, Veterans Administration." Policy issues may be addressed to:
For burials and memorials—National Cemetery System (40H)
Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, DC 20420
(202) 233–5012

Long Distance Telephone Service

1. To compare long distance telephone carriers, think about when, how often, and where you use long distance service. Then compare the charges, restrictions, and procedures for making calls.

2. Not all carriers provide service to all areas. Make sure the one you choose provides service to the areas you call most often.

3. Each long distance carrier may have a different billing system. Some give credit for uncompleted calls, wrong numbers, or calls that are unanswered.

4. Ask about one-time only and regular charges. Is there a subscription fee? Monthly service fee? Monthly minimum charge?

5. Judge the quality of a carrier’s performance (transmission capability, service, billing and crediting). A trial period may help you decide whether the quality of phone service is adequate. Before signing up, be sure you understand the terms of the carrier’s cancellation policy, and the costs involved in switching to another carrier.

6. Many companies now provide operator services, including directory assistance and collect calls for telephones in hotels and airports, and other public places. When you dial the operator, ask which carrier is providing the service and how much you will be billed. If you prefer a different service, you may have to dial a separate access number. Check with your long distance company to see if it provides operator services and how to use them.
Federal TDD Directory

This section lists Federal government offices that have Telecommunications Devices for the Deaf (TDD). These offices can respond to questions and complaints from persons with speech and hearing impairments.

Architectural and Transportation Barriers Compliance Board
1111 19th Street, N.W.
Room 501
Washington, DC 20036–3894
(202) 653–7834 (voice/TDD)
(202) 653–7848 (voice/TDD)
(202) 653–7951 (voice/TDD)

Central Intelligence Agency
Handicapped Program Office
Washington, DC 20505
(202) 351–2252 (voice/TDD)

Commission on Civil Rights
121 Vermont Avenue, N.W.
Washington, DC 20242
(202) 376–8116 (voice/TDD)

Congressional TDD Numbers
United States Capitol Switchboard
(202) 224–3091 (TDD)

United States House of Representatives
Congressional Telecommunications for the Deaf (TDD message relay service—to leave messages for Representatives)
(202) 225–1904 (TDD)

Subcommittee on Select Education
Majority Office
Rep. Owens
(202) 226–7532 (voice/TDD)

United States Senate
Senate Special Services
(202) 224–4049 (TDD)

Committee on Labor and Human Resources
(202) 224–1975 (TDD)

Subcommittee on the Handicapped
Majority Office
Sen. Harkin
(202) 224–3457 (TDD)

Minority Office
Sen. Durbin
(202) 224–9522 (voice/TDD)

Consumer Product Safety Commission
5401 Westbard Avenue
Bethesda, MD 20817
1 (800) 638–2870 (TDD)

Department of Agriculture
14th Street and Independence Avenue, S.W.
Washington, DC 20250

Central Employment and Selective Placement Office
(202) 447–5626 (voice/TDD)

Meat and Poultry Hotline
(202) 447–3333 (voice/TDD)
(1) 535–4555 (toll free voice/TDD)

Department of Commerce
14th Street and Constitution Avenue, N.W.
Washington, DC 20230

Bureau of the Census
Population Division
Statistical Information Staff
Suitland and Silver Hill Roads
Federal Building, Room 2030
Suitland, MD 20233
(301) 763–5020 (voice/TDD)

International Trade Administration
Automated Information Management Division
Quality Control Branch
Herbert C. Hoover Building
Room 1848
Washington, DC 20230
(202) 377–0549 (TDD)

National Institute of Standards and Technology
Office of Personnel Administration Building
Room A123
Gaithersburg, MD 20899
(301) 975–2812 (TDD)

National Weather Service
National Meteorological Center
World Weather Building
Room 307
Suitland, MD 20233
(301) 427–7700 (voice/TDD)
(official business—no forecasts)

Office of the Secretary
Office of Civil Rights
Equal Employment Opportunity Programs Division
Herbert C. Hoover Building
Room 6012
Washington, DC 20230
(202) 377–5691 (voice/TDD)

Department of Education
330 C Street, S.W.
Washington, DC 20202

Captioning and Media Services
330 C Street, S.W.
Washington, DC 20202
(202) 732–1177 (voice/TDD)

National Institute on Disability and Rehabilitation Research
330 C Street, S.W.
Washington, DC 20202
(202) 732–1198 (TDD)

Office of Civil Rights
330 C Street, S.W.
Washington, DC 20202
(202) 732–1663 (TDD)

Office of Deafness and Communicative Disorders
330 C Street, S.W.
Washington, DC 20202
(202) 732–1398 (voice/TDD)

Rehabilitation Services Administration
330 C Street, S.W.
Washington, DC 20202
(202) 732–1298, 2848 (TDD)

General Services Administration
18 & F Streets, N.W.
Washington, DC 20405

Interagency Committee for Computer Support of Handicapped Employees
(202) 786–9171 (TDD)

Federal Information Relay Service
1 (800) 877–8339
(toll free voice/TDD, except in AK and HI)

Clearinghouse on Computer Accommodation
(202) 523–1906 (voice/TDD)

Department of Health and Human Services
200 Independence Ave., S.W.
Washington, DC 20201

Office of the Secretary
Handicapped Employment Program
(202) 475–0099 (voice/TDD)

Office for Civil Rights
(202) 472–2916 (TDD)

Personnel Office
(202) 245–0541 (voice/TDD)

Food and Drug Administration
5600 Fishers Lane
Parklawn Building
Rockville, MD 20857
Personnel
(301) 443–1970 (TDD)

Equal Employment Opportunity Office
(301) 443–1818 (TDD)

Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235
1 (800) 325–0778
(toll free TDD except in MO)
1 (800) 325–0812
(toll free TDD in MO)

Department of Housing and Urban Development
451 Seventh Street, S.W.
Washington, DC 20245
1 (800) 424–8590 (TDD)

Department of the Interior
18th and C Streets, N.W.
Washington, DC 20240

Legal Support Services
(202) 343–3519 (TDD)

National Park Service
(202) 472–5265 (TDD)

Personnel Office
(202) 343–4817 (TDD)
Department of Justice
10th Street and Constitution Avenue, N.W.
Washington, DC 20530

Civil Rights Division
(202) 786-4463 (TDD)

FBI Identification Division
(202) 324-2334 (TDD)

FBI Tours
(202) 324-3553 (TDD)

Immigration and Naturalization
(202) 633-4012 (voice/TDD)

Department of Labor
200 Constitution Avenue, N.W.
Washington, DC 20210

Office of Civil Rights
(202) 523-7090 (voice/TDD)

Department of the Navy
Civilian Personnel Office
Washington, DC 20375
(202) 692-2658 (TDD)

Department of State
2201 C Street, N.W.
Washington, DC 20520

Personnel Office
(202) 647-7256 (TDD)

Department of Transportation
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, DC 20590
(202) 366-2602 (voice/TDD)

Department of the Treasury
Telecommunications Center
15th Street and Pennsylvania Avenue, N.W.
Washington, DC 20220
(202) 566-2673 (TDD)

Bureau of the Public Debt
13th and C Streets, S.W.
Washington, DC 20590
(202) 287-4097 (TDD)

Internal Revenue Service
1111 Constitution Avenue, N.W.
Washington, DC 20224
1 (800) 382-4059
(toll free TDD in IN)
1 (800) 428-4732
(toll free TDD outside IN)

Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, DC 20420

Personnel Office
(202) 233-3225 (voice/TDD)

Environmental Protection Agency
401 M Street, S.W.
Washington, DC 20460
(202) 382-4686 (voice/TDD)

Equal Employment Opportunity Commission
2401 E Street, N.W.
Washington, DC 20507
(202) 634-7866, 6655, (TDD)

Executive Office of the President
The White House
1600 Pennsylvania Avenue, N.W.
Washington, DC 20500
(202) 456-6213 (voice/TDD)

Federal Communications Commission
1919 M Street, N.W.
Washington, DC 20554
(202) 632-6999 (voice/TDD)

Federal Deposit Insurance Corporation
1776 F Street, N.W.
Washington, DC 20429
(202) 986-3537 (voice/TDD)
1 (800) 424-5488
(toll free voice/TDD)

Federal Reserve Board
20th and C Streets, N.W.
Washington, DC 20551
(202) 452-3544 (TDD)

Federal Trade Commission
Public Reference Section
6th and Pennsylvania Ave., NW
Washington, DC 20580
(202) 326-2502 (voice/TDD)

Interstate Commerce Commission
Constitution Avenue and 12th Street, N.W.
Washington, DC 20011
(202) 275-1721 (TDD)

Library of Congress
1st Street and Independence Avenue, S.E.
Washington, DC 20540
(202) 707-6200 (TDD)

Merit Systems Protection Board
1120 Vermont Avenue, N.W.
Washington, DC 20419
(202) 653-8896 (voice/TDD)

National Aeronautics and Space Administration
400 Maryland Avenue, S.W.
Washington, DC 20546

Personnel Office
(202) 426-1436 (voice/TDD)

Greenbelt Personnel Office
(301) 266-3729 (voice/TDD)

National Archives and Records Service
8th and Pennsylvania Ave., N.W.
Washington, DC 20005
(202) 357-0774 (TDD)

National Council on Disability
800 Independence Ave., S.W.
Suite 814
Washington, DC 20591
(202) 287-3232 (TDD)

National Endowment for the Arts
1100 Pennsylvania Avenue, N.W.
Washington, DC 20506
(202) 682-5496 (TDD)

National Science Foundation
1800 G Street, N.W., Room 212
Washington, DC 20550
(202) 357-9529 (TDD)

Nuclear Regulatory Commission
Washington, DC 20555
(202) 492-4628 (voice/TDD)

Office of Personnel Management
1800 E Street, N.W.
Washington, DC 20415

Equal Employment Opportunity Division
(202) 632-6272 (voice/TDD)

Job Information Center
(202) 653-9260 (voice/TDD)

President's Committee on Employment of People with Disabilities
1111 20th Street, N.W.
Washington, DC 20036
(202) 653-5050 (TDD)

Securities and Exchange Commission
450 Fifth Street, N.W.
Washington, DC 20549
(202) 272-2552 (voice/TDD)

Small Business Administration
1725 Eye Street, N.W.
Washington, DC 20416
(202) 653-6579 (TDD)

Smithsonian Institution
Special Education Program
Washington, DC 20560
(202) 357-1696 (TDD)

Tennessee Valley Authority
400 West Summit Hill Drive
Knoxville, TN 37902
1 (800) 362-9250
(toll free TDD in Tennessee)
1 (800) 251-9342
(toll free TDD outside Tennessee)

United States House of Representatives
Washington, DC 20215
(202) 225-1904 (TDD)

United States Information Agency
301 4th Street, S.W.
Washington, DC 20547
(202) 485-7157 (voice/TDD)

United States Postal Service
475 L'Enfant Plaza West, S.W.
Washington, DC 20260
(202) 268-2310 (TDD)

United States Senate
Washington, DC 20510
(202) 224-4049, 4075 (TDD)
Books for Blind and Physically Handicapped Persons

The Library of Congress has a free reading program for blind and physically handicapped individuals. Books, magazines, and other publications are available in Braille and/or audio recordings to persons who cannot hold a book or see to read regular print.

Special playback equipment is available on loan from the Library of Congress. Cassettes and records can be ordered from about 160 cooperating libraries. Anyone who is medically certified as unable to hold a book, or who is unable to read ordinary print because of a visual handicap, may borrow and return these materials, postage-free. For more information, send name and address to:

National Library Service for the Blind and Physically Handicapped
The Library of Congress
Washington, DC 20542

Recordings for the Blind (RFB) is a national, non-profit service organization that provides free cassettes of educational textbooks to persons with medically certified sight impairments. The RFB also offers a collection of cassettes featuring consumer publications provided by the Federal government. For more information and an application, contact:

Student Services—CI
Recording for the Blind, Inc.
20 Roszel Road
Princeton, NJ 08540
(609) 452-0606
1 (800) 221-4792 (toll free outside New Jersey)

TDD Operator Services

Hearing or speech impaired individuals who use a Telecommunications Device for the Deaf (TDD or TTY) may get assistance with calls made to and from a telecommunications device by calling:

TDD/TTY Operator Services
1 (800) 855-1155 (toll free)

If you need assistance and you have TDD equipment, the TDD Operator can help you to make any of the following:

• Credit card calls (with valid telephone calling card)
• Collect calls (paid for by the person you are calling)
• Person-to-person calls (to a specific person)
• Third party calls (calls billed to a number other than the one you are calling to or from)
• Calls from a hotel or motel
• Calls from a pay phone (only credit card, collect or third party calls)
Index

This alphabetical index will help you find the right organization to contact about your complaint. First look for the specific topic—such as Cars. Under this topic heading will be one or more contacts followed by the Handbook page number(s), where you will find an address and/or telephone number for each contact. Sometimes you will be directed to see another entry for a list of contacts. See also references direct you to other topics that may be related to your problem and help you locate the right contact. This index also lists all sections in the Handbook.

Abuse, SEE Alcohol; Child abuse and neglect; Drugs
Accountants
American Institute of Certified Public Accountants, 45
Advertising (fraudulent and deceptive practices)
American Newspaper Publishers Assn., 45
Direct Marketing Association, 46
Federal Trade Commission, 82
National Advertising Division, 47
State and Local Consumer Protection Offices, 48
Aging, SEE ALSO Retirement
Social Security Administration, 79
State Agencies on Aging, 61
Agriculture, SEE Farm programs; Food; Health
• Department of (USDA), 78
Alcohol
abuse
National Health Information Center, 79
beverage labeling and ingredients
Bureau of Alcohol, Tobacco and Firearms, 47
Aliens
Immigration and Naturalization Service, 80
American Indians, SEE Native Americans
Animal care and veterinary services
Animal Care Staff (USDA), 78
humane societies-check local telephone directory
quarantine
Animal Care Staff, 78
State and Local Consumer Protection Offices, 48
veterinary drugs
Food and Drug Administration, 79
Apartments
State and Local Consumer Protection Offices, 48
Appliances
dispute resolution
Major Appliance Consumer Action Panel (MACAP), 47
energy efficiency labeling
Federal Trade Commission, 82
safety
Product Safety Hotline, 78
Arbitration, SEE ALSO specific industries and products
American Arbitration Association, 45
Arbitration—Continued
Better Business Bureaus, 42
State and Local Consumer Protection Offices, 48
Trade Associations and Other Dispute Resolution Programs, 45
Asbestos Action Program, 81
Associations
Trade Associations and Other Dispute Resolution Programs, 45
Attorneys, SEE Lawyers
Automobiles, SEE Cars
Bankruptcy
check local telephone directory
Bankruptcy Court clerk
Banks and banking.
Banks are regulated by one or more agencies. Check the Department of Treasury listing in the Selected Federal Agencies section to learn which agency to contact.
Better Business Bureaus, 4, 42
Bilingual education, SEE Education
Bill collection, SEE Credit
Black lung benefits
Mine Safety and Health Administration, 80
Blind, SEE Disabled
Boats and boating
recalls, safety
Boat Owners Association of the United States (BOAT/U.S.), 46
Boating Safety Hotline, 80
Office of Boating, Public and Consumer Affairs, 80
Bonds, SEE Investments
Broadcasting (radio and television)
Federal Communications Commission, 81
Brokers (stocks and bonds), SEE Investment
Builders (homes), SEE Housing
Buses (baggage, rates, and service)
Interstate Commerce Commission, 82
check with your State and Local Consumer Protection Office for other contacts
Cable television, SEE Television
Cameras and photography equipment
Photo Marketing Association, 47
Stat: and Local Consumer Protection Offices, 48
Cancer Hotline, 79
Car Manufacturers, 35
Cars
advertising
Federal Trade Commission, 82
State and Local Consumer Protection Offices, 48
dispute resolution
American Automobile Association, 45:
Automotive Consumer Action Program
Cancer Hotline, 79
Car Manufacturers, 35
Cars—Continued
(AUTOCAP), 45
BBB Auto Line, 45
Chrysler Motors Customer Relations, 46
Ford Consumer Appeals Board, 46
manufacturers, 35
emissions standards
Environmental Protection Agency
Public Information Center, 81
fuel economy standards
National Highway Traffic Safety Administration, 80
fuel economy testing and labeling
Environmental Protection Agency
Public Information Center, 81
imported car standards
National Highway Traffic Safety Administration, 80
U.S. Customs Service, 81
insurance
Insurance Information Institute, 46
State Insurance Regulators, 85
State and Local Consumer Protection Offices, 48
lemon laws
State and Local Consumer Protection Offices, 48
odometer tampering and fraud
Auto Safety Hotline, 80
State and Local Consumer Protection Offices, 48
prerestrian safety
National Highway Traffic Safety Administration, 80
recalls
National Highway Traffic Safety Administration, 80
repaired, tires
American Automobile Association (for AAA certified repair shops), 45
BBB AUTO LINE, 45
Eubie Smart Consumer Tip, 41
National Tire Dealers and Retreaders Association, 47
State and Local Consumer Protection Offices, 48
safety
Auto Safety Hotline, 80
used
Eubie Smart Consumer tip, 41
Federal Trade Commission, 82
State and Local Consumer Protection Offices, 48
Cemeteries
Cemetery Consumer Service Council, 46
Monument Builders of North America, 47
veterans
Department of Veterans Affairs
Veterans National Cemetery System, 83
Census Data
Bureau of the Census, 78
Charitable organizations (reports on)
Council of Better Business Bureaus, 42
Chemical and oil spills, SEE Environment
INDEX

Discrimination—Continued
Services, Office for Civil Rights, 79
housing
Office of Fair Housing and Equal Opportunity, 79
lending. SEE Banks
Medicare/Medicaid
Health Care Financing Administration, 79
mortgages
Office of Fair Housing and Equal Opportunity, 79
nursing homes
Department of Health and Human Services, Office for Civil Rights, 79
social service programs
Department of Health and Human Services, Office for Civil Rights, 79
Dispute resolution
Better Business Bureaus, 42
Trade Associations and Other Dispute Resolution Programs, 45
Distilled spirits, SEE Alcohol
Doctors. SEE Health care professionals
Door-to-door sales. SEE Direct selling
Drinking water
Safe Drinking Water Hotline, 81
State Utility Commissions, 67
Drugs
abuse
National Health Information Center, 79
illegal
Drug Enforcement Administration (DEA), 80
Narcotics/Drug Smuggling Hotline, 81
information, labeling and safety for prescription and over-the-counter drugs
Food and Drug Administration, 79
orphan
National Health Information Center, 79
veterinary
Food and Drug Administration, 79
Dry cleaning
State and Local Consumer Protection Offices, 48
Education
bilingual
National Clearinghouse on Bilingual Education Hotline, 79
Consumer Tip from Eubie Smart, 8
correspondence (home study)
Federal Trade Commission, 82
National Home Study Council, 47
State and Local Consumer Protection Offices, 48
financial aid (federal), 8, 78
handicapped children
Clearinghouse on the Handicapped, 78
State Vocational and Rehabilitation Agencies, 69
native Americans
Bureau of Indian Affairs, 79
school lunch programs
check local telephone directory for school board or superintendent of schools
Education—Continued
school lunch program standards
Food and Nutrition Service, 78
school selection, 8
special education programs
Clearinghouse on the Handicapped, 78
trade and technical
Federal Trade Commission, 82
National Association of Trade and Technical Schools, 47
State and Local Consumer Protection Offices, 48
veterans
Department of Veterans Affairs, 83
Education, Department of, 78
Elderly, SEE Aging
Electronic funds transfer. SEE ALSO Banks
Federal Trade Commission, 82
Financial Management Service, 81
Electronics, consumer
Electronic Industries Association, 46
Federal Trade Commission, 82
State and Local Consumer Protection Offices, 48
Emergency preparedness. SEE Disasters
Emission control standards. SEE Cars
Employment agencies
Federal Trade Commission, 82
National Association of Personnel Consultants, 47
State and Local Consumer Protection Offices, 48
benefits
Pension and Welfare Benefits Administration, 80
discrimination, equal employment opportunity
Equal Employment Opportunity Commission, 81
President's Committee on Employment of People with Disabilities, 82
labor disputes
American Arbitration Association, 45
Bureau of Labor-Management Relations, 60
National Labor Relations Board, 82
relocation, training, and assistance
Employment and Training Administration, 80
State Vocational and Rehabilitation Agencies, 69
unfair labor practices
Employment Standards Administration, 80
National Labor Relations Board, 82
veterans
Office of the Assistant Secretary for Veterans Employment and Training, 80
wage issues (garnishment, minimum and overtime)
Employment Standards Administration, 80
workers' compensation
Employment Standards Administration, 80
workplace economic changes
Employment Standards Administration, 80
Employment—Continued
workplace safety
Employment Standards Administration, 80
Occupational Safety and Health Administration, 80
workplace technological changes
Employment Standards Administration, 80
Energy. SEE ALSO Power plants; Utilities; alternative fuels
Office of Conservation and Renewable Energy, 79
check local telephone directory for state energy conservation office
conservation
Conservation and Renewable Energy Inquiry and Referral Service, 79
National Appropriate Technology Assistance Service, 79
Office of Conservation and Renewable Energy, 79
costs and billing
State and Local Consumer Protection Offices, 48
State Utility Commissions, 67
efficiency labeling
Conservation and Renewable Energy Inquiry and Referral Service, 79
Federal Trade Commission, 82
heating fuel
information
Department of Energy, 79
safety
Product Safety Hotline, 78
oil spills
National Response Center, 80
regulation
State Utility Commissions, 67, 67
renewable and solar
Conservation and Renewable Energy Inquiry and Referral Service, 79
National Appropriate Technology Assistance Service, 79
Tennessee Valley Authority, 82
weatherization assistance
Office of Conservation and Renewable Energy, 79
Energy, Department of, 79
Environment
hazards
Asbestos Hotline, 81
Chemical Emergency Preparedness Program Hotline, 51
National Pesticides Telecommunications Network, 81
National Response Center, 80
Resource Conservation and Recovery Act (RCRA)/Superfund Hotline, 81
Safe Drinking Water Hotline, 81
Toxic Substances Control Act Assistance Information Service, 81
information
Environmental Protection Agency, Public Information Center, 81
program fraud, waste or abuse
Environmental Protection Agency, Inspector General's Whistle Blower Hotline, 81
Environmental Protection Agency (EPA), 81
Equal Employment Opportunity Commission, 81
Explosives  
- Bureau of Alcohol, Tobacco and Firearms, 81

Eubie Smart Consumer Tips, 7

Fabrics. SEE Clothing

Family records  
- National Archives and Records Administration, 82

Farm programs  
- Farm Loans  
- Farmers Home Administration, 78

Fraud, waste or abuse  
- Department of Agriculture, Inspector General's Hotline, 78

Food and nutrition—Continued  
- fraud, waste or abuse  
- Department of Agriculture, Inspector General's Hotline, 78

Grading  
- Agricultural Marketing Service, 78

Packaging, labeling, quality, and safety (except meat and poultry)  
- Food and Drug Administration, 79

Food stamps  
- Food and Nutrition Service, 78

Check local telephone directory for public welfare or social services office  
- meat and poultry labeling, quality, safety and inspection

Food Safety and Inspection Service, 78

Meat and Poultry Hotline, 78

Nutrition labeling  
- Food and Drug Administration, 79

Human Nutrition Information Service, 78

School lunch program standards  
- Food and Nutrition Service, 78

Tampering  
- Federal Bureau of Investigation, 80

Food and Drug Administration, 79

turkey

Food Safety and Inspection Service, 78

National Turkey Federation, 47

Food Stamps. SEE entry above

Franchises/Business opportunities  
- Better Business Bureaus, 42

State and Local Consumer Protection Offices, 48

Fraudulent advertising. SEE Advertising

Fuel economy standards. SEE Cars

Funerals  
- Cemetery Consumer Service Council, 45

Federal Trade Commission, 82

Funeral Service Consumer Arbitration Program (FSCAP), 48

Monument Builders of North America, 47

State and Local Consumer Protection Offices, 48

Veterans  
- Department of Veterans Affairs, 83

Future. SEE Investments

Gas. SEE Natural gas; Energy

Gasoline pumps. SEE Weights and measures

Genealogy. SEE Family records

General Services Administration, 82

Publications  
- Consumer Information Center, 78

Government Printing Office, 82

Selected Federal Agencies, 78

Guarantees. SEE Warranties/Guarantees

Handicapped persons. SEE Disabled

Hazardous substance spills and waste.  
- SEE Environment

Health  
- AIDS Hotline, 79

Cancer Hotline, 79

discrimination in services  
- Department of Health and Human Services, Office for Civil Rights, 79

Doctors. SEE Health care professionals

Elderly. SEE Aging; Medicaid; Medicare; Medigap; Nursing homes

Employee benefits  
- Pension and Welfare Benefits Administration, 80

Exercise and fitness  
- National Health Information Center, 79

President's Council on Physical Fitness and Sports, 79

Fraud  
- Eubie Smart Tip, 66

Federal Trade Commission, 82

Food and Drug Administration, 79

State and Local Consumer Protection Offices, 48

Health maintenance organizations (HMOs)  
- Office of Prepaid Health Care, 79

Health spas  
- Federal Trade Commission, 82

State and Local Consumer Protection Offices, 48

Hospital care for the indigent  
- Hill-Burton Free Hospital Care Hotline, 79

Hospital certification  
- Health Standards and Quality Bureau, 79

Healthcare information  
- National Health Information Center, 79

Insurance disputes  
- State Insurance Regulators, 65

Job health and safety  
- Occupational Safety and Health Administration, 80

Medical devices  
- Food and Drug Administration, 79

Medical records  
- State and Local Consumer Protection Offices, 48

Medicines (prescription and over-the-counter). SEE Drugs

Patient education  
- Food and Drug Administration, 79

Preferred provider organizations (PPOs)  
- Office of Prepaid Health Care, 79

Prescription drugs  
- Food and Drug Administration, 79

Rare diseases  
- National Health Information Center, 79

Services for the disabled  
- Federal TDD Directory, 84

State Vocational and Rehabilitation Agencies, 69

Surgery  
- Second Surgical Opinion Program, 79

Veterans  
- Department of Veterans Affairs, 83

Health and Human Services, 80
INDEX

- Health care professionals (doctors, dentists, nurses, technicians, therapists)
- Occupational and Professional Licensing Boards, 5
- State and Local Consumer Protection Offices, 48

Health insurance. SEE Insurance

Hearing impairment. SEE ALSO Disab' ed
- Better Hearing Institute, 46
- Federal TDD Directory, 84
- Federal Trade Commission, 79
- Food and Drug Administration, 79
- Hearing Industries Association, 46
- State and Local Consumer Protection Offices, 48

Home equity, home improvement loans.
- SEE Banks; Home mortgages; Credit
- Home improvements/remodeling
- Euable Smart Tip, 9
- National Association of Home Builders, 47
- State and Local Consumer Protection Offices, 48

Home mortgages. SEE ALSO Banks;
- Credit discrimination
- Office of Fair Housing and Equal Opportunity, 79
- Office of Thrift Supervision, 81
- FHA Mortgages
- Office of Single Family Housing, 79
- insurance
- Home Owners Warranty Program, 46
- Insurance Information Institute, 46
- Office of Single Family Housing, 79
- State Insurance Regulators, 45
- State Insurance Regulators, 65
- Title I Insurance Division, 79
- mortgage
- Home Owners Warranty Program, 46
- Insurance Information Institute, 46
- Office of Single Family Housing, 79
- State Insurance Regulators, 65
- property and casualty
- Insurance Information Institute, 46
- State Insurance Regulators, 65
- unemployment
- Employment and Training Administration, 80
- veterans' life insurance
- Department of Veterans Affairs, 83
- Immigration and Naturalization Service, 80
- Interior, Department of, 79
- Internal Revenue Service, 81
- Investments. (Coins; Commodity futures and options; mutual funds; Securities; Stock and bonds, etc.)
- Commodity Futures Trading Commission, 78
- Federal Trade Commission, 82
- Securities and Exchange Commission, 82
- State and Local Consumer Protection Offices, 48
- Interstate Commerce Commission (ICC), 82
- Justice, Department of, 80
- Job assistance, training, health and safety. SEE Employment
- Labeling and packaging. SEE Appliances; Clothing; Cosmetics; Drugs; Energy; Fabrics; Food and nutrition
- Labor, Department of, 80
- Lawyers, legal assistance, 6
- American Bar Association, 45
- Leasing
- Federal Trade Commission, 82
- State and Local Consumer Protection Offices, 48
- Libraries, 5
- Licensing boards (occupational and professional)
- Occupational and Professional Licensing Boards, 5
- State and Local Consumer Protection Offices, 48

Immunizations safety
- Food and Drug Administration, 79

Insurance business
- Insurance Information Institute, 46
- car. SEE Cars
- dispute resolution
- American Arbitration Association, 45
- Better Business Bureaus, 42
- State Insurance Regulators, 65
- flood
- Federal Emergency Management Agency, 82
- health and life
- American Council of Life Insurance, 45
- State and Local Consumer Protection Offices, 48
- State Insurance Regulators, 65
- Title I Insurance Division, 79
- mortgage
- Home Owners Warranty Program, 46
- Insurance Information Institute, 46
- Office of Single Family Housing, 79
- State Insurance Regulators, 65
- property and casualty
- Insurance Information Institute, 46
- State Insurance Regulators, 65
- unemployment
- Employment and Training Administration, 80
- veterans' life insurance
- Department of Veterans Affairs, 83
- Immigration and Naturalization Service, 80
- Interior, Department of, 79
- Internal Revenue Service, 81
- Investments. (Coins; Commodity futures and options; mutual funds; Securities; Stock and bonds, etc.)
- Commodity Futures Trading Commission, 78
- Federal Trade Commission, 82
- Securities and Exchange Commission, 82
- State and Local Consumer Protection Offices, 48
- Interstate Commerce Commission (ICC), 82
- Justice, Department of, 80
- Job assistance, training, health and safety. SEE Employment
- Labeling and packaging. SEE Appliances; Clothing; Cosmetics; Drugs; Energy; Fabrics; Food and nutrition
- Labor, Department of, 80
- Lawyers, legal assistance, 6
- American Bar Association, 45
- Leasing
- Federal Trade Commission, 82
- State and Local Consumer Protection Offices, 48
- Libraries, 5
- Licensing boards (occupational and professional)
- Occupational and Professional Licensing Boards, 5
- State and Local Consumer Protection Offices, 48

- Life insurance. SEE Insurance
- Limited Partnerships. SEE Investments
- Liquor. SEE Alcohol
- Loans. SEE ALSO Banks; Credit; Home equity loans; Home improvement loans; Home mortgages discrimination
- Comptroller of the Currency, 81
- Federal Deposit Insurance Corporation, 82
- Federal Reserve System, 82
- Office of Fair Housing and Equal Opportunity, 79
- Office of Thrift Supervision, 81
- farm
- Farmers Home Administration, 78
- FHA mortgages
- Office of Single Family Housing, 79
- FHA insured
- Farmers Home Administration, 78
- insurance. SEE Insurance
- neighborhood commercial property investment
- Office of Urban Rehabilitation, 79
- settlement costs
- Office of Single Family Housing, 79
- small business
- Small Business Administration, 82
- Long-term health care. SEE ALSO Aging; Health; Nursing homes
- American Health Care Association, 45
- Magazine subscriptions
- Magazine Publishers Association, 46
- State and Local Consumer Protection Offices, 48
- Subscription Research Section (GPO), 82
- Mail fraud and misrepresentation
- U.S. Postal Service, 83
- Mail order. SEE Direct marketing
- Mail service. SEE ALSO Post offices/Postal Service; U.S. Postal Service
- mail preference service (adding or removing names from mailing lists)
- Direct Marketing Association, 46
- Mass transit
- State and Local Consumer Protection Offices, 48
- Measurements. SEE Weights and Measures
- Meat and poultry. SEE Food and nutrition
- Meat and Poultry Hotline, 78
- Medals (national)
- U.S. Mint, 81
- Medicaid complaints
- Social Security Administration, 79
- discrimination
- Health Care Financing Administration, 79
- fraud
- Department of Health and Human Services, Inspector General's Hotline, 79
- hospital and nursing home certification
- Health Standards and Quality Bureau, 79
- policy information
- Health Care Financing Administration, 79

91
INDEX

Social Services.—Continued
State and Local Consumer Protection Offices, 48
State Vocational and Rehabilitation Agencies, 69
Speech impairment. SEE Disabled
Sports, sports equipment
Product Safety Hotline, 78
President's Council on Physical Fitness and Sports, 79
Standards (product)
National Institute of Standards and Technology, 78
State Agencies on Aging, 61
State Banking Authorities, 63
State, County, and City Government Consumer Protection Offices, 5, 48
State Insurance Regulators, 65
State Utility Commissions, 67
State Vocational and Rehabilitation Agencies, 69
State Weights and Measures Offices, 73
Stocks and Bonds. SEE Investments
Supplemental Security Income (SSI)
Social Security Administration, 79
Surgery, SEE Health
Surplus property sales (Federal)
General Services Administration, 82
Survivor benefits
Department of Veterans Affairs, 83
Social Security Administration, 79
Taxes
federal
Internal Revenue Service, 81
state and local
State and Local Consumer Protection Offices, 48
Telecommunications devices for the deaf
Federal TDD Directory, 84
Operator Assistance, 86
Telemarketing, teleshopping. SEE Direct Marketing
Telephones
local service
State and Local Consumer Protection Offices, 48
long distance services
Common Carrier Bureau, Federal Communications Commission, 81
shopping, 10
Television
broadcasts regulations
Federal Communications Commission, 81
sets
Electronic Industries Association, 46
shopping, 10
Toys
safety
Product Safety Hotline, 78
Toy Manufacturers of America, 47
Trade
domestic
Federal Trade Commission, 82
international
Department of Commerce, Office of Consumer Affairs, 78
Trade and technical schools. SEE Education
Trade Association and Other Dispute Resolution Programs, 45
Transportation, Department of, 80
Travel
fraud
Federal Trade Commission, 82
State and Local Consumer Protection Offices, 48
Passport Services, 80
U.S. Tour Operators Association, 47
travel agents
American Society of Travel Agents, Inc., 45
Treasury, Department of, 81
U.S. Government offices. SEE Selected Federal Agencies, 78
Unemployment. SEE Employment
Used cars. SEE Cars
Utilities. SEE ALSO Energy; Power plants
Edison Electric Institute, 46
State Utility Commissions, 67
Veterans
Office of the Assistant Secretary for Veterans' Employment and Training, 80
Veterans Affairs, Department of, 83
Visually impaired. SEE Disabled
Vocation Rehabilitation. SEE Disabled; Rehabilitation
Vocational schools. SEE Education
Wages (garnishment, minimum wage, overtime pay) SEE Employment
Warranties/Guarantees
Consumer Tip from Eubie Smart, 60
Federal Trade Commission, 82
Home Owners Warranty Program, 46
State and Local Consumer Protection Offices, 48
Weights and measures
National Institute of Standards and Technology, 78
State offices, 73
Weight loss programs
Cooperative Extension Service, 78
Federal Trade Commission, 82
Food and Drug Administration, 79
State and Local Consumer Protection Offices, 48
Welfare
Social Security Administration, 79
State and Local Consumer Protection Offices, 48
Workers' compensation. SEE Employment
Writing a Complaint Letter, 2