

DOCUMENT RESUME

ED 290 685

SO 018 804

TITLE Consumer's Resource Handbook. 1988 Edition.  
 INSTITUTION Office of Consumer Affairs, Washington, D.C.  
 PUB DATE 88  
 NOTE 100p.  
 AVAILABLE FROM Consumer Information Center, Pueblo, CO 81009.  
 PUB TYPE Reference Materials - Directories/Catalogs (132)

EDRS PRICE MF01/PC04 Plus Postage.  
 DESCRIPTORS \*Consumer Economics; \*Consumer Education; Consumer Protection; Daily Living Skills; Home Economics; Information Sources; Money Management; Purchasing; \*Social Studies

IDENTIFIERS Consumers

ABSTRACT

This handbook is intended to help consumers exercise their rights in the marketplace in three ways: (1) it shows how to communicate more effectively with manufacturers, retailers, and service providers; (2) it is a self-help manual for resolving individual consumer complaints; and (3) it lists helpful sources of assistance. The handbook has two sections. Part I, How to Be a Smart Consumer, features tips on avoiding purchasing problems and getting the most for one's money. It gives steps for handling one's own complaint and writing an effective complaint letter. Part II, the Consumer Assistance Directory, lists consumer offices in both the public and private sectors that provide assistance for consumer complaints. An index in the back of the handbook lists, by subject, the appropriate contact. Consumer tips and reminders on resolving complaints appear throughout the handbook. These tips are also in the index by subject. (YLB)

\*\*\*\*\*  
 \* Reproductions supplied by EDRS are the best that can be made \*  
 \* from the original document. \*  
 \*\*\*\*\*

ED290685

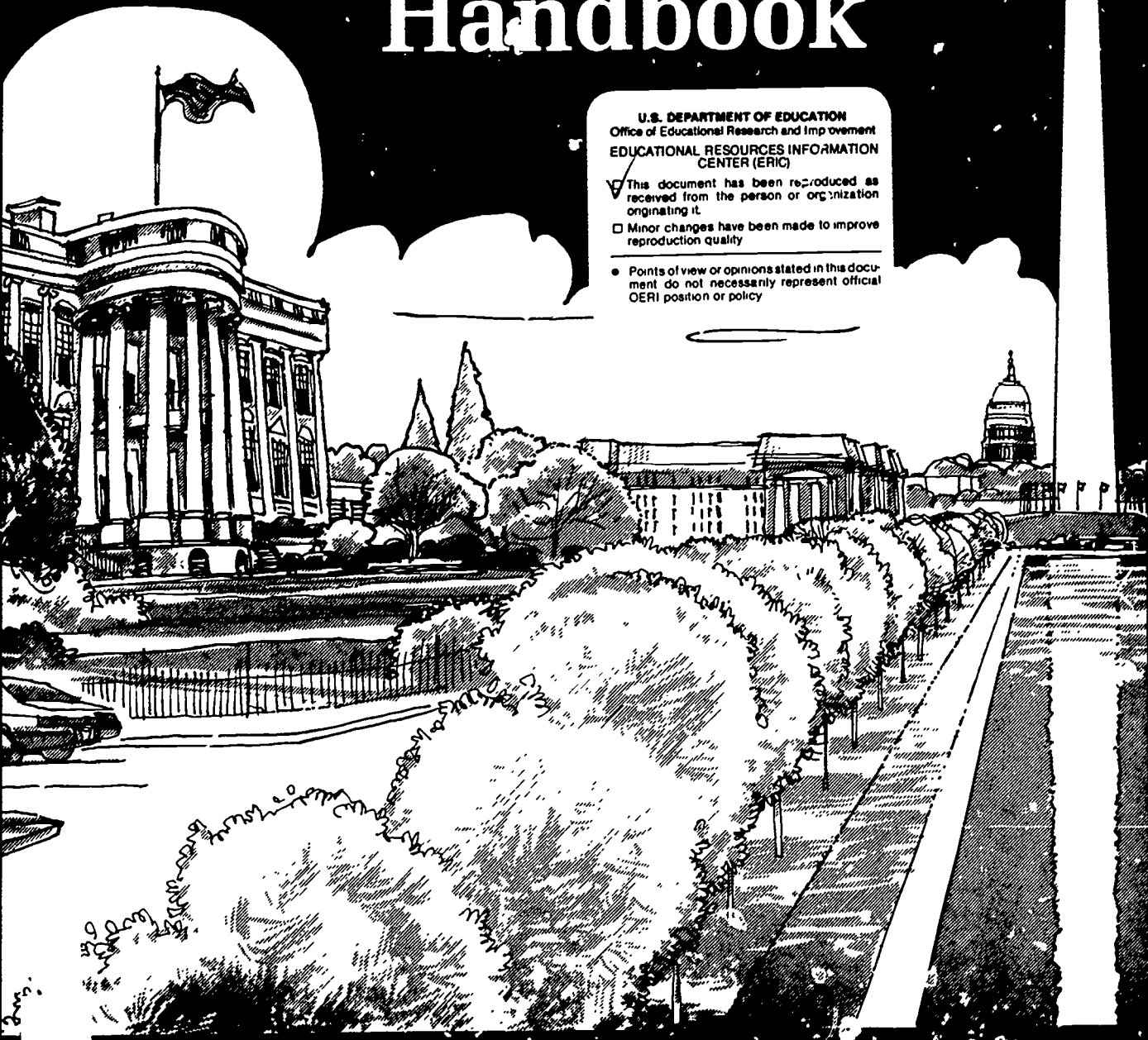
# Consumer's Resource Handbook

U.S. DEPARTMENT OF EDUCATION  
Office of Educational Research and Improvement  
EDUCATIONAL RESOURCES INFORMATION  
CENTER (ERIC)

This document has been reproduced as received from the person or organization originating it.

Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.



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

ERIC  
Full Text Provided by ERIC



In cooperation with The  
Federal Deposit Insurance Corporation



*"Two hundred years ago, a group of patriots conceived the Constitution and thereby created the political, economic, and social framework of our Nation. As a result, many precious freedoms have been guaranteed to American citizens . . . These principles of freedom and fairness are the basis for consumer rights in the marketplace: the right to choose among products, services and suppliers; the right to adequate information about what we buy; the right to expect that products offered for sale will conform to reasonable safety standards; the right to be heard; and the right to consumer education. . . . [T]he exercise of these rights helps maintain the vigor of our economic system—creating positive pressure for better products, services, and warranties . . ."*

*Excerpts from President Reagan's Proclamation of National Consumers Week, April 19-25, 1987.*



FEDERAL DEPOSIT INSURANCE CORPORATION . . .

June 5, 1987

Dear Consumer

The Federal Deposit Insurance Corporation is pleased to participate in the publication of the revised Consumer's Resource Handbook.

Our corporation recognizes the importance of proper consumer assistance, whether in banking or in other areas. We are concerned about the difficulties that consumers sometimes experience when seeking assistance with a complaint. I am sure you will find that this handbook provides valuable information about services offered by federal, state and local governments, businesses and the media.

Sincerely,

L. William Seidman  
Chairman



# Consumer's Resource Handbook

Published by the United States Office of Consumer Affairs

**Virginia H. Knauer**

Special Adviser to the President for Consumer Affairs, and  
Director, United States Office of Consumer Affairs

**Robert F. Steeves**  
Deputy Director

**Lynn Pisano**  
Managing Editor

**Michelle Muth**  
Associate Editor

**Frank R. Marvin**  
Production Manager

Special thanks to the U.S. Office of Consumer Affairs

Anna Gene Barnes  
Beth Borders  
Geraldine Bower  
Charles Cavagnaro  
Daisy Cherry  
William J. Corbett, Jr.  
Edna Cosby  
Liz Doherty  
Patricia Faley

Nellie Fegans  
Millie Gerstner  
Barbara Hill  
Kevin Ireland  
Bonnie Jansen  
Fred Johnson  
Howard Seltzer  
Gina Ley Steiner  
Juanita Yates

Dorothy Godlewski  
(deceased)

**Government Printing Office**

Nicholas Freda  
Kenneth Kidd  
Sidney K. Nichols  
Glenn L. Rottmann

**Federal Trade Commission**

Bureau of Consumer  
Protection Staff

**Department of the Treasury**

Stuart Gates  
William White

**Consumer Information Center**

Tim Burr

**Department of Health and Human Services  
Office of Management Analysis and Systems**

Joseph Fan  
Harry E. Rogoff

**Council of Better Business Bureaus**

Dave Johnson  
Dianne Skeltis Ward  
Susan Wycoff

**1988 Edition**

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

## THE WHITE HOUSE WASHINGTON

Dear Consumer:

This is the 4th edition of one of the most popular and widely-acclaimed publications ever produced by the Federal government. Every day, consumers, consumer agencies, businesses, volunteer groups, the media, and many others open these pages to find who to contact for assistance concerning available products and services in the marketplace.

First published by the Office of Special Adviser to the President for Consumer Affairs in 1981, the **Consumer's Resource Handbook** is designed to improve the way businesses, governments and other groups respond to consumer inquiries and complaints. Its goal is to cut down on the cost and frustration both consumers and consumer affairs professionals can encounter in a complex, global, and sometimes imperfect marketplace.

Updated every two years, the **Consumer's Resource Handbook** is funded and supported by a broad range of Administration cabinet officers and agency heads.

### A RESOURCE FOR CONSUMERS

Consumers will find the **Handbook** a useful tool to exercise their rights in the marketplace in three ways: 1) It shows how to communicate more effectively with manufacturers, retailers, and service providers; 2) It's a self-help manual for resolving individual consumer complaints; and 3) It lists helpful sources of assistance.

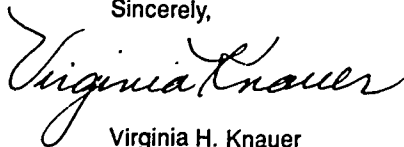
The **Handbook** has two sections. Part I, *How to be a Smart Consumer*, features tips on avoiding purchasing problems and getting the most for your money. It gives steps for handling your own complaint and writing an effective complaint letter. Part II, the *Consumer Assistance Directory*, lists consumer offices in both public and private sectors that provide assistance for consumer complaints. If you're not sure which office to contact, check the index in the back of the **Handbook**, by subject, for the appropriate contact.

Let me also introduce our friendly assistant, Eubie Smart. Eubie helps identify sources of consumer information, education, service and assistance. Eubie appears throughout the **Handbook**, providing consumer tips and reminders on resolving complaints. These tips are also in the index by subject.

### OTHER HANDBOOK USERS

As you can see, individual consumers will find the **Handbook** a handy reference tool. Educators, too, may wish to use it as a source of information and ideas for developing and teaching innovative consumer education courses. Consumer leaders in business and government will find it an invaluable resource for locating others who share consumer program objectives and who can help resolve consumer complaints. We hope that everyone who uses this **Handbook** is encouraged and helped by the response they receive to their inquiries or complaints.

Sincerely,



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



# Table of Contents

## Message from President Reagan

Letter from Virginia H. Knauer, 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 Purchasing Problems .....	1
How to Handle Your Own Complaint .....	2
Writing a Complaint Letter .....	2
Sample Complaint Letter .....	3
Major Sources of Help .....	4

## Part II. Consumer Assistance Directory

Corporate Consumer Contacts .....	7
Automobile Manufacturers .....	31
Better Business Bureaus .....	39
Trade Associations and Third-Party Dispute Resolution Programs .....	42
State, County, and City Government Consumer Protection Offices .....	45
State Agencies on Aging .....	59
State Banking Authorities .....	61
State Insurance Regulators .....	63
State Utility Commissions .....	65
State Vocational and Rehabilitation Agencies .....	67
State Weights and Measures Offices .....	71
Military Commissary and Exchange Contacts .....	73
Federal Information Centers .....	75
Selected Federal Agencies .....	76
Federal TDD Directory .....	81

Index .....	83
-------------	----

Acknowledgments .....	93
-----------------------	----

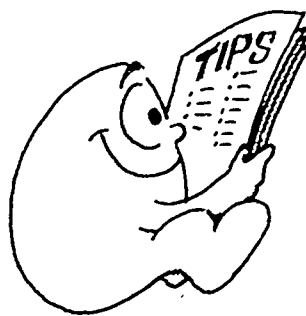
# Part I

## How to be a Smart Consumer

### How to Get the Most for Your Money and Avoid Purchasing Problems

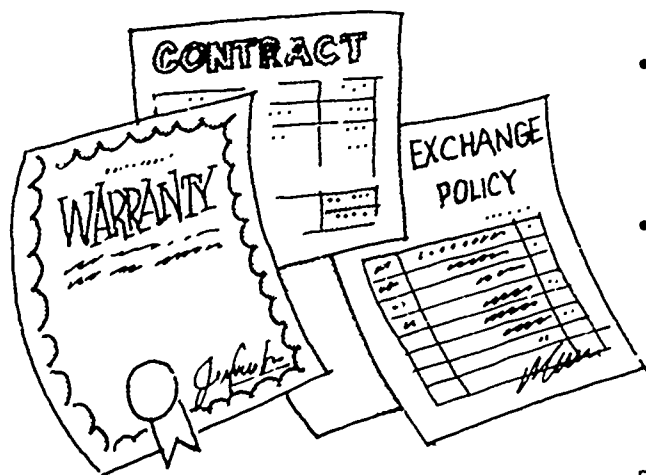
#### Before making a purchase:

- Analyze 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, 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 it.
- Ask the sales person to explain the store's return or exchange policy.
- Don't assume an item is a bargain just because it is advertised as one.

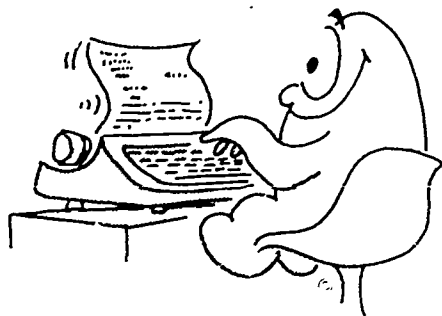


#### After your purchase:

- Read and follow the instructions on how to use the product.
- Use the product only as recommended by the manufacturer.
- 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 listing of these offices begins on page 45.
- Keep all sales receipts, warranties, and instructions.
- If trouble develops, report the problem 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.
- Use the complaint procedures and Consumer Assistance Directory in this Handbook to find out how and where to get your problem resolved.



Eubie Smart is a copyright of The Advertising Council, Inc.



## 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, however, there are things you can do to solve the problem. Here are some suggestions for handling your own complaint:

### Identify the problem:

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

### Gather 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 solve your problem.

### Go back to where you made the purchase:

Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. If that person is not helpful, ask for the supervisor or manager and restate your case. A large percentage 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 another source for assistance.

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, don't give up. If the company operates nationally or the product is a national brand, 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 printed on the product. Before phoning a company long distance, it might be worthwhile to see if the firm has an "800" number you can dial toll-free. To determine this, call AT&T's "800" directory assistance at 1 (800) 555-1212. If you're writing a letter, send your letter to the consumer office or to the president of the company.

## Writing 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 7.

If there is no listing for the company, go to the reference section of your local library. The following are excellent sources for locating 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. Specify 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 correspondence 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 of assistance, give additional 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)

- describe your purchase
- name of product, serial numbers,
- include date and location of purchase

Dear (Contact Person):

Last week 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 satisfactorily (or the service was inadequate) because (state the problem).

- state the problem
- give the history

- ask for specific action
- enclose copies of documents

Therefore, to solve 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 am looking forward to your reply and resolution of my problem, and will wait (set time limit) before seeking third-party assistance. Contact me at the above address or by phone at (home and office numbers—with area codes).

- allow time for action or response
- include how you can be reached

Sincerely,

(Your name)  
(Your account number, if appropriate)

**Keep copies of your letter and all related documents and information**

# Major Sources of Help

This section describes many sources available to you in resolving consumer complaints.

## Corporate Consumer Contacts

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

The addresses and telephone numbers of more than 700 companies are listed in the Corporate Consumer Contacts section of this Handbook, beginning on page 7. Many entries include toll-free "800" telephone numbers, and some companies have Telecommunications Devices for the Deaf (TDD) numbers for the hearing impaired. If you write to the company, use the sample letter on page 3 as a guide for your correspondence.

## Automobile Manufacturers

Most foreign and domestic automobile manufacturers have regional offices which handle consumer complaints that are not resolved with a dealer. The list of Automobile Manufacturers begins on page 31.

## Better Business Bureaus

Currently, there are some 170 Better Business Bureaus (BBBs) in the United States. These bureaus are non-profit organizations, sponsored by private, local businesses, and 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 39.

## Trade Associations and Third-Party 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 third-party dispute resolution programs to handle consumer complaints not resolved at the point of purchase. If you choose a third-party dispute resolution program, ask for a copy of the rules of the program **before** you file your case. In some instances, the decision of the mediators is binding and must be accepted by both the consumer and the business. In other cases, only the business is required to accept the decision. There are some programs where decisions are not binding on either party.

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

A list of Trade Associations and Third-Party Dispute Resolution Programs begins on page 42.

## State, County, and City Government Consumer Offices

City and county consumer offices can be particularly 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 a part of the governor's office or attorney general's office. Any of these offices will help or refer you to the proper agency for assistance.

If you have a consumer problem with a business transaction 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 45.

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 59.

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 listings.

## Federal Agencies

Many Federal agencies have enforcement and/or complaint handling responsibilities for products and services used by the general public. Others take action for the benefit of the public as a whole, but do not resolve individual consumer problems.

Agencies also have publications, fact sheets, and other information that may be helpful in making purchase decisions and dealing with marketplace problems. If you need help in determining where to go with your specific problem, check the index at the end of this book or call the nearest Federal Information Center listed on page 75.

The Federal agencies listed in the Selected Federal Agencies section, beginning on page 76, respond to consumer complaints and inquiries. A list of Federal agencies with Telecommunications Devices for the Deaf (TDD) begins on page 81.

## Other Sources of Help

### Libraries

Local libraries often have reference materials that provide product comparisons and/or can guide you in your efforts to resolve consumer complaints. 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

Local newspapers and radio and television stations throughout the United States offer "Action Line" or "Hot Line" services where consumers with problems may get help. These news media are often successful in helping to resolve consumer complaints because of their influence in communities, and because the potential for bad publicity may encourage a merchant or business to take swifter action to resolve consumer problems. Some Action Lines select only the most severe problems, or those most representative of a number of complaints, and so 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

There are an estimated 1,500 state agencies which license or register members of more than 550 professions and service industries, including doctors, lawyers, nurses, accountants, pharmacists, funeral directors, plumbers, electricians, auto 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.

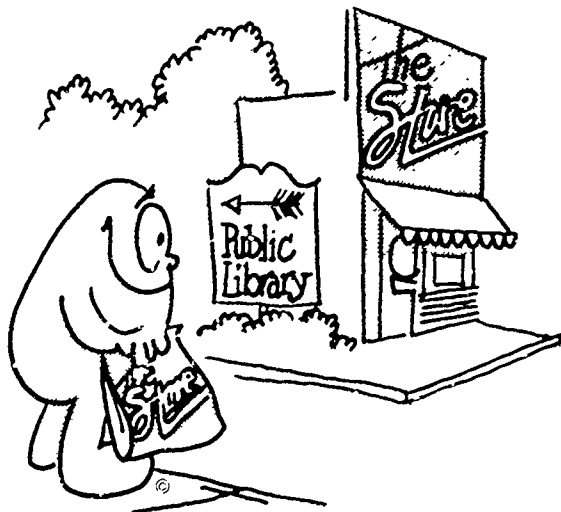
Many boards have referral services or consumer education materials to help you select a professional. If you have a complaint and contact a licensing agency, the agency will contact the professional on your behalf. If necessary, they may conduct an investigation and take disciplinary action against the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

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.

## Remember:



1. First contact the seller if you have a complaint.
2. If that doesn't resolve your problem, contact the company headquarters.
3. If your problem is still unresolved, refer to the index for appropriate organizations, or state, local and Federal offices that provide assistance.
4. Taking legal action should be the last resort.

## 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 nominal, and you often get your filing fee back if you win your case. Generally, you won't need a lawyer. In fact, in some states, lawyers are not permitted. If you live in a state that allows lawyers and the party you are suing brings one, don't be intimidated. The court is informal and most judges make allowances for consumers who appear without lawyers.

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 listings. 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 and Legal Services

Legal Aid and Legal Services 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.

## 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.

Lawyers are now permitted to advertise and you can find their ads in the Yellow Pages or in many local newspapers. Complaints about a lawyer should be referred to your state, city or county 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 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: Consumer Information Center, Pueblo, CO 81009.

### Private and Voluntary 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 45.

## Consumer Assistance Directory

## Corporate Consumer Contacts

The first step in resolving a complaint is to return to the place of purchase and talk with the salesperson who sold you the product or service. If that is unsuccessful, the next step is to contact the company's headquarters.

This section is designed to help you identify the address of a company's headquarters and, in most cases, the appropriate person to contact. Most listings include telephone numbers, and many feature toll free "800" numbers which, unless otherwise noted, can be used from anywhere in the continental United States.

Throughout this section, you will notice companies or brand names listed with the instruction to refer to another company listed elsewhere in the section. For example:

**Wrangler Jeans**  
see **Blue Bell, Inc.**

Inquiries about Wrangler products should be directed to the consumer representative at Blue Bell, Inc. because Blue Bell handles the complaints for the Wrangler brand.

If you do not find the product name in this section, check the product label or warranty information for the name and address of the manufacturer. Other sources of information can be found in most public libraries. 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 on most firms. If you cannot locate the name of the manufacturer, the *Thomas Register of American Manufacturers* lists the manufacturers of thousands of products.

To save time and energy, first take your complaint along with your records, back to where you made the purchase. If you contact corporate headquarters first, the representative will probably direct you back to the local retailer where you made the purchase.

## A

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

Audience Information  
**ABC Television Network**  
1330 Avenue of the Americas  
New York, NY 10019  
(212) 887-7478

Mr. Joseph P. Casassa, Supervisor  
Product Service  
**AC Delco Automotive Parts**  
General Motors Corporation  
1601 North Averill Avenue  
Flint, MI 48556  
(313) 257-6390

Ms. Linda Rubera  
Consumer Affairs Assistant  
**AETNA Life and Casualty**  
151 Farmington Avenue  
Hartford, CT 06156  
(203) 273-7894  
1 (800) 243-0185  
(toll free outside Connecticut)

Ms. Patricia Hubbard  
Coordinator Consumer Relations  
**A.H. Robins Company, Inc.**  
3800 Cutshaw Avenue  
Richmond, VA 23230  
(804) 257-2720

**AJAY Enterprises Corporation**  
1501 East Wisconsin Street  
Delavan, WI 53115  
(414) 728-5521

Mr. Cal Kraft, Director  
Consumer Communications  
**AMTRAK**  
400 North Capitol Street, N.W.  
Washington, DC 20001  
(202) 383-2121  
1 (800) 562-6960  
(toll free TDD in Pennsylvania)  
1 (800) 523-6590  
(toll free TDD outside Pennsylvania)

Ms. Jane Redfern, District Manager  
Consumer Affairs  
**AT&T**  
295 North Maple Avenue  
Room 2353 G1  
Basking Ridge, NJ 07920  
(201) 270-7015

Ms. Dot Edge  
Golf Division National Consumer Relations  
**Acushnet**  
P.O. Box B 965  
New Bedford, MA 02741  
(617) 997-2830

**Admiral**  
see **Maycor**

Ms. Margie Hausburg  
Quality Assurance Analyst  
**Adolph Coors Company**  
Golden, CO 80401  
1 (800) 642-6116 (toll free)

Ms. Donna Carr, Coordinator  
Consumer Affairs  
**Airwick Industries, Inc.**  
380 North Street  
Teterboro, NJ 07608  
(201) 933-8200

Mr. Timothy Orkins, Director  
Consumer Affairs  
**Alaska Airlines**  
P.O. Box 68900  
Seattle, WA 98168  
(206) 431-7286

Ms. Michelle Evans, Manager  
Consumer Relations Department  
**Alberto-Culver Company**  
2525 Armitage Avenue  
Melrose Park, IL 60160  
(312) 450-3163

Consumer Affairs Department  
**Allied Van Lines**  
P.O. Box 4403  
Chicago, IL 60680  
(312) 681-8000

Mr. Marshall Antcno  
Customer Relations Director  
**Allstate Insurance Company**  
Allstate Plaza  
Northbrook, IL 60062  
(312) 291-6719

Ms. Patti Yoshino, Manager  
Claims and Customer Relations  
**Aloha Airlines**  
P.O. Box 30028  
Honolulu, HI 96820  
(808) 836-4293

Ms. Gail Donnelly  
Senior Consumer Representative  
Department of Public Relations  
**Alpo Pet Foods**  
P.O. Box 2187  
Allentown, PA 18101  
(215) 398-4647

Ms. JoAnn Benson, Supervisor  
Customer Relations  
**Amana Refrigeration, Inc.**  
Amana, IA 52204  
(319) 622-5511

Ms. Susan Sampsell, Manager  
Consumer Affairs  
**America West Airlines**  
222 South Mill Avenue  
Tempe, AZ 85281  
(602) 921-5055

Mr. Eugene Dieringer, Director  
Consumer Relations  
**American Airlines**  
Dallas/Fort Worth Airport  
P.O. Box 619616 5E12  
Dallas/Fort Worth, TX 75261  
(817) 355-2114

Mr. Bill Bendall, Director  
Approved Auto Repair  
**American Automobile Association**  
8111 Gatehouse Road  
Room 535  
Falls Church, VA 22047  
(written complaints only)

Ms. Janey Loyd, Director  
Consumer Affairs and Business Information  
**American Cyanamid Company**  
697 Route 46  
Clifton, NJ 07015  
1 (800) 932-2732 (toll free)

Mr. Martin J. Hummel, Vice President  
Executive Consumer 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 Ohio)

Mr. Ron Hendershott, Manager  
Regulatory Affairs  
**American Home Foods**  
685 Third Avenue  
New York, NY 10017  
(212) 877-6865

**American Learning Corporation**  
see Encyclopaedia Britannica

**American Leisure Industries, Inc.**  
see Encore Level

Mr. Ronald J. Foytlin, Manager  
Customer and Product Services  
**American Standard, Inc.**  
P.O. Box 6820  
Piscataway, NJ 08855  
1 (800) 223-0651  
(toll free in New Jersey)  
1 (800) 223-0068  
(toll free outside New Jersey)

Mr. Michael T. Miller, Senior Vice President  
**American Stores Company**  
P.O. Box 27447  
Salt Lake City, UT 84127  
(801) 539-0112

Mr. Anthony L. Fera, Manager  
Consumer Relations  
**American Tourister, Inc.**  
91 Main Street  
Warren, RI 02885  
(401) 245-2100  
1 (800) 538-3383  
(toll free outside Rhode Island)

**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) 856-5894

Ms. Robin Horder-Koop, Senior Manager  
Programs and Services  
**Amway Corporation**  
7575 East Fulton Road  
Ada, MI 49355  
(616) 676-6899  
(616) 676-5494 (TDD)

Mr. Jim Berg, Supervisor of Products  
Service and Repair  
**Andersen Corporation**  
Bayport, MN 55003  
(612) 439-5150

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

Corporate Relations  
**Aon Corporation**  
123 North Wacker Drive  
Chicago, IL 60606  
(312) 701-3000

Customer Relations Department  
**Apple Computer, Inc.**  
20525 Mariani Avenue  
Mail Stop 37-S  
Cupertino, CA 95014  
(408) 973-2244  
(complaints and questions)  
1 (800) 538-9696  
(toll free for dealer information)

**Aramis, Inc.**  
see Estee Lauder, Inc.

Mr. Paul Bona, Marketing Director  
**Arizona Mail Order**  
3740 East 34th Street  
Tucson, AZ 85713  
(602) 745-4500

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

Mr. Fred Fuest, Manager  
Consumer Affairs  
**Armstrong Tire Company**  
500 Sargent Drive  
New Haven, CT 06536  
1 (800) 243-0167 (toll free)

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

Ms. Janice Day  
Consumer Relations Administrator  
**Armorall Products Corporation**  
P.O. Box 19039  
Irvine, CA 92713  
(714) 553-1003  
1 (800) 854-3685  
(toll free outside California)

Consumer Services  
**Armour Processed Meat Company**  
15101 North Scottsdale Road  
Scottsdale, AZ 85254  
(602) 998-6186

**Arrow Shirts**  
see West Point-Pepperell

Ms. Carletta M. Longo  
Consumer Compliance Officer  
**Atlantic Financial**  
2401 Walnut Street  
Philadelphia, PA 19101  
(215) 972-6104  
1 (800) 233-1199 (toll free)

Mr. Thomas C. Butler, Manager  
Customer Relations  
**Atlantic Richfield Company**  
515 South Flower Street  
Room 2059  
Los Angeles, CA 90071  
(213) 486-0265  
1 (800) 322-2726 (toll free)

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

Ms. Lynne Lappin, Supervisor  
Customer Service  
**Avis Rent-A-Car System**  
900 Old Country Road  
Garden City, NY 11530  
(516) 222-4200

Mr. Mike Cavallo, Customer Relations  
**Avon Fashions, Inc.**  
James River Trader  
5000 City Line Road  
Hampton, VA 23661  
(804) 827-4000

Ms. Lynn Baron, Manager  
Consumer Information Center  
**Avon Products, Inc.**  
9 West 57th Street  
New York, NY 10019  
(212) 546-7777

Ms. Marilee Wein, Regulatory Associate  
**Ayerst Labs**  
685 Third Avenue  
New York, NY 10017  
(212) 878-6087

## B

Ms. Deborah A. Carter  
Consumer Relations Manager  
**B-F Beverage Company**  
P.O. Box 1080  
Louisville, KY 40201  
(502) 585-1100

Consumer Relations Department  
**BIC Corporation**  
Wiley Street  
Milford, CT 06460  
(203) 783-2000

Ms. Adelina Silver, Director  
Public Relations  
**Bacardi Corporation**  
GPO Box 3549  
San Juan, PR 00936  
(809) 795-1560

**Bali**  
see Kitchens of Sara Lee

Mr. William Peltier, Vice President  
Corporate Communications  
**Bally Manufacturing Corporation**  
8700 West Bryn Mawr  
Chicago, IL 60631  
(312) 399-1300

Ms. Jacquie DeBucchia, Vice President  
Quality of Service  
**Bank of America, NT & SA**  
Bank of America Center  
555 California Street  
Department 3538  
San Francisco, CA 94104  
(415) 622-6081

Mr. Scott Peterson, Vice President  
Public Relations  
**The Bank of New York**  
48 Wall Street, 30th Floor  
New York, NY 10015  
(212) 530-3981

Mr. William Fackler  
Executive Vice President Marketing  
**Barnett Banks, Inc.**  
P.O. Box 40789  
Jacksonville, FL 32231  
(904) 791-7720

Ms. Gloria Mazzocco  
Quality Control  
**R.G. Barry Corporation**  
13405 Yarmouth Road, West  
Pickerington, OH 43147  
(614) 864-6400  
1 (800) 848-7560  
(toll free outside Ohio)

**Bass Pro Shop**  
1935 South Campbell  
P.O. Box 4046  
Springfield, MO 65807  
1 (800) BASS-PRO (toll free)

Contact Lens Solutions  
**Bausch and Lomb  
Personal Products Division**  
1400 North Goodman Street  
Rochester, NY 14609  
1 (800) 227-4670  
(toll free in New York)  
1 (800) 553-5340  
(toll free outside New York)

Contact Lenses  
**Bausch and Lomb  
Professional Products Division**  
1400 North Goodman Street  
Rochester, NY 14609  
(716) 338-6000

**Bausch and Lomb  
Sunglasses Division**  
465 Paul Road  
Rochester, NY 14624  
1 (800) 462-4893  
(toll free in New York)  
1 (800) 828-1430  
(toll free outside New York)

Customer Service Department  
**Bear Creek Corporation**  
2518 South Pacific Highway  
P.O. Box 299  
Medford, OR 97501  
(503) 776-2400

Corporate Relations  
**Beatrice Companies, Inc.**  
2 North LaSalle Street  
Chicago, IL 60602  
(312) 558-3755

Mr. Charles F. Baer, President  
Consumer Products Division  
**Becton Dickinson and Company**  
One Becton Drive  
Franklin Lakes, NJ 07417  
(201) 848-6800

Consumer/Public Affairs Department  
**Beecham Group**  
P.O. Box 1467  
Pittsburgh, PA 15230  
1 (800) 242-1718 (toll free in Pennsylvania)  
1 (800) 245-1040  
(toll free outside Pennsylvania)

**Beiersdorf, Inc.**  
P.O. Box 5529  
Norwalk, CT 06856  
(203) 853-8008  
1 (800) 233-2340  
(toll free outside Connecticut)

Mr. Fred Cooke, Assistant to the President  
**Bell Atlantic Corporation**  
1310 North Courthouse Road, 10th Floor  
Arlington, VA 22201  
(703) 974-5553

Mr. Keith Kard, Director  
Marketing and Public Relations  
**Benihana of Tokyo**  
8685 Northwest 53rd Terrace  
Miami, FL 33166  
(305) 593-0770

Ms. Ronda Trog, Manager  
Customer Relations  
**Best Western International**  
P.O. Box 10203  
Phoenix, AZ 85064  
(602) 957-4200

**Birds Eye**  
see General Foods

Mr. Floyd Coonce, Manager  
Consumer Assistance  
**Black and Decker  
Home Appliances**  
6 Armstrong Road  
Shelton, CT 06484  
(203) 926-3218

**Black and Decker Power Tools**  
10 North Park Drive  
Hunt Valley, MD 21030  
(301) 683-7100

Ms. Lori Hunt  
Customer Services Representative  
**Block Drug Company, Inc.**  
257 Cornelison Avenue  
Jersey City, NJ 07302  
(201) 434-3000, ext. 308  
1 (800) 526-6040  
(toll free outside New Jersey)

Customer Service Department  
**Bloomingdale's by Mail, Ltd.**  
475 Knotter Drive  
P.O. Box 593  
Cheshire, CT 06410  
(203) 271-1313 (mail order inquiries only)

Ms. Coleen Crider, Consumer Relations  
**Blue Bell, Inc.**  
P.O. Box 21488  
Greensboro, NC 27420  
(919) 373-3564

Consumer Affairs  
**Blue Cross and Blue Shield  
Association**  
1709 New York Avenue, N.W., Suite 303  
Washington, DC 20006  
(202) 783-6222

Mr. Dan Evans, Chairman of the Board  
**Bob Evans Farms, Inc.**  
 3776 South High Street  
 P.O. Box 07863  
 Columbus, OH 43207  
 (614) 491-2225  
 1 (800) 272-PORK (toll free outside Ohio)

Industry and Consumer Affairs Division  
**The Bohannon Group**  
 P.O. Box 14405  
 St. Louis, MO 63178  
 (314) 533-2499

Ms. Connie Jones, Marketing Department  
**Bojangles**  
 P.O. Box 240239  
 Charlotte, NC 28224  
 (704) 527-2675, ext 262

Mr. G. Donald Gale  
**Bonneville International**  
 Broadcast House  
 Salt Lake City, UT 84180  
 (801) 575-5690

Ms. Karen Wilson, Manager  
 Consumer Response Department  
**Borden, Inc.**  
 180 East Broad Street  
 Columbus, OH 43215  
 (614) 225-4511

Mr. John Leone  
 Director of Customer Service  
**Boyle-Midway**  
 P.O. Box 950  
 Cranford, NJ 07016  
 (201) 276-3900

Ms. Karen Zahn, Director  
 Customer Relations  
**Bradlees Stores**  
 One Bradlees Circle  
 Braintree, MA 02184  
 (617) 770-5468

Ms. Vickie Davis, Manager  
 Customer Relations  
**Braniff, Inc.**  
 P.O. Box 7035  
 Dallas, TX 75209  
 (214) 358-7404

**Breck Hair Care Products**  
 see **American Cyanamid Company**

Ms. Bernadette Hardy, Manager  
 Consumer Relations  
**Bristol-Myers Company**  
 345 Park Avenue  
 New York, NY 10154  
 (212) 546-4000

Mr. Art McMahon, Vice President  
 Customer Services  
**British Airways**  
 245 Park Avenue  
 New York, NY 10167  
 (212) 878-4500

Mr. Charles Cahkz, Consumer Relations  
**The Broadway**  
 3880 N. Mission Road  
 Los Angeles, CA 90033  
 (213) 227-2440

Mr. Thomas J. Corcoran  
 President and CEO  
**Brock Hotel Corporation**  
 4441 West Airport Freeway  
 Irving, TX 75062  
 (214) 258-8500

Customer Service  
**Brown Group, Inc.**  
 P.O. Box 354  
 St. Louis, MO 63166  
 (314) 854-2757

Ms. Karen Knutson, Director  
 Customer Relations  
**Budget Rent-A-Car Corporation**  
 3350 Boyington Drive  
 Carrollton, TX 75006  
 (312) 580-5000  
 1 (800) 621-2855 (toll free in Texas)  
 1 (800) 621-2844 (toll free outside Texas)

Investor Service Center  
**Bull & Bear Group, Inc.**  
 11 Hanover Square  
 New York, NY 10005  
 (212) 363-1100

Ms. Sandra Saione, Production Coordinator  
**Bullocks Wilshire**  
 Catalog Division  
 Metro Station  
 P.O. Box 55029  
 Los Angeles, CA 90010  
 1 (800) 325-7505 (toll free)

Manager, Customer Relations  
**Ejlova Watch Company**  
 26-15 Brooklyn Queens Expressway East  
 Woodside, NY 11377  
 (718) 204-3300 (consumer relations)  
 (718) 204-3222 (repairs)

Mr. Monroe Milstein, President  
**Burlington Coat Factory Warehouse Corp.**  
 Route 130 North  
 Burlington, NJ 08016  
 (609) 386-3314

Ms. Doris Covington, Coordinator  
 Consumer Information  
**Burlington Industries**  
 P.O. Box 21207  
 Greensboro, NC 27420  
 (919) 379-2331

Consumer Relations  
**Burroughs Wellcome Company**  
 330 Cornwallis Road  
 Research Triangle Park, NC 27709  
 (919) 248-3000

## C

Mr. Paul Reisbord  
 President and Chairman of the Board  
**C&R Clothings**  
 8660 Hayden Place  
 Culver City, CA 90232  
 (213) 559-8200

Customer Service  
**C. Itoh Digital Products, Inc.**  
 P.O. Box 9085  
 Torrance, CA 90508  
 1 (800) 423-0300 (toll free)

Ms. Marjorie Holyoak, Director  
 Audience Services  
**CBS Broadcast Group**  
 51 West 52nd Street  
 New York, NY 10019  
 (212) 975-3166

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

**CIBA-GEIGY Corporation Agricultural Division**  
 410 Swing Road  
 Greensboro, NC 27419  
 (919) 292-7100

**CIBA-GEIGY Corporation Pharmaceuticals Division**  
 556 Morris Avenue  
 Summit, NJ 07901  
 (201) 277-5000

**CIE Terminals**  
 2505 McCabe Way  
 Irvine, CA 92714  
 1 (800) 854-3322 (toll free)

Mr. Eugene F. McDonald  
 Assistant Vice President  
 Customer Relations  
**CIGNA Companies**  
 1600 Arch Street  
 Philadelphia, PA 19103  
 (215) 241-4000

Ms. Michelle Baillargeon  
 Customer Relations Department  
**CVS**  
 One CVS Drive  
 Woonsocket, RI 02895  
 (401) 765-1500

Customer Service Department  
**Cabela's, Inc.**  
 812-13th Avenue  
 Sidney, NE 69160  
 1 (800) 237-8888 (toll free)

Ms. Lisa Carlson  
 Consumer Affairs Analyst  
**Cadbury Schweppes Beverages Division**  
 High Ridge Park,  
 P.O. Box 3830  
 Stamford, CT 06905  
 (203) 968-2210

Ms. Christine McMahon  
 Consumer Services Manager  
**Cadbury Schweppes Confections Division**  
 Route 63 New Haven Road  
 Naugatuck, CT 06770  
 (203) 729-0221



Mr. Joe Petrakovic, Manager  
Consumer Communications  
**Caloric Modern Maid  
Corporation**  
403 North Main Street  
Topton, PA 19562  
(215) 682-4211

Ms. Virginia Pao  
Assistant to the Public Relations Director  
**Calvin Klein Industries, Inc.**  
205 West 39th Street, 10th Floor  
New York, NY 10018  
(212) 719-2600

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

Mr. Bertram Silk, Vice President  
Winery Operations  
**Canandaigua Wine Company**  
116 Buffalo Street  
Canandaigua, NY 14424  
(716) 394-3630

Ms. Rhoda Multz, National Manager  
Consumer Product Services Administration  
**Canon USA, Inc.**  
1 Jerricho Plaza  
Jerricho, NY 11753  
(516) 933-6300

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

Mr. Dick L. Curd, Director  
Corporate Communications  
**Carnation Company**  
5045 Wilshire Boulevard  
Los Angeles, CA 90036  
(213) 932-6000

Ms. Pat Biederman  
Passenger Service Manager  
**Carnival Cruise Lines**  
5225 Northwest 87th Avenue  
Miami, FL 33166  
1 (800) 327-7373 (toll free)

Mr. James Witz  
Consumer Relations Manager  
**Carrier Air Conditioning  
Company**  
P.O. Box 4808  
Syracuse, NY 13221  
(315) 432-0761  
1 (800) 227-7437  
(toll free outside New York)

**Carte Blanche  
see Diner's Club**

Store Operations  
**Carvel Corporation**  
201 Saw Mill River Road  
Yonkers, NY 10701  
(written inquiries only)

Customer Service Department  
**Casio, Inc.**  
570 Mount Pleasant Avenue  
Dover, NJ 07801  
(201) 361-5400

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

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

Ms. Lila A. Lesley, Consumer Affairs  
Consumer Products Division  
**Chatter, Inc.**  
1715 West 38th Street  
Chattanooga, TN 37409  
(615) 821-4571, ext. 211  
1 (800) 251-7272  
(toll free outside Tennessee)

Mr. Anthony Dapuzzo, Director  
Consumer Affairs  
**Chemical Bank**  
52 Broadway, 11th Floor  
New York, NY 10004  
(212) 701-5150

Mr. Jack VanFossen, President  
**ChemLawn Services  
Corporation**  
8275 North High Street  
Columbus, OH 43085  
(614) 888-3572

Mr. Walter Dabek, Manager  
Consumer Response  
**Chesebrough-Pond's, Inc.**  
33 Benedict Place  
Greenwich, CT 06830  
1 (800) 852-8558  
(toll free in Connecticut)  
1 (800) 243-5804  
(toll free outside Connecticut)

Mr. Charles Penney, Supervisor  
Dealer and Consumer Affairs  
**Chevron U.S.A.**  
P.O. Box H  
Concord, CA 94524  
(415) 827-6412

Customer Response Coordinator  
**Chi-Chi's, Inc.**  
10200 Linn Station Road  
Louisville, KY 40232  
(502) 426-3900

**Chuck E. Cheese  
see Brock Hotel Corporation**

Ms. Nancy Sevinsky, Manager  
Consumer Relations  
**Church & Dwight Company, Inc.**  
469 North Harrison Street  
Princeton, NJ 08540  
(609) 683-5900  
1 (800) 624-2889  
(toll free in New Jersey)  
1 (800) 524-1328  
(toll free outside New Jersey)

Operations Department  
**Church's Fried Chicken, Inc.**  
P.O. Box BH001  
San Antonio, TX 78284  
(512) 735-9392  
1 (800) 222-5857 (toll free)

**Cincinnati Microwave**  
One Microwave Plaza  
Cincinnati, OH 45249  
(513) 489-5400  
1 (800) 543-1608 (toll free)

**Circuit City Stores, Inc.**  
2040 Thalbro Street  
Richmond, VA 23230  
(804) 257-4227  
(804) 257-4547 (in New York)  
1 (800) 251-2665 (toll free)

Mr. Nathaniel J. Sutton, Vice President  
Customer Affairs  
**Citicorp/Citibank**  
399 Park Avenue  
New York, NY 10043  
(212) 559-0403

Ms. Ellen Peressini, Executive Secretary  
**Citizen Watch Company  
of America, Inc.**  
8506 Osage Avenue  
Los Angeles, CA 90045  
(213) 215-9660  
1 (800) 458-3300  
(toll free in California)  
1 (800) 321-3173  
(toll free outside California)

**Clinique Laboratories, Inc.  
see Estee Lauder, Inc.**

Ms. C. Kay Whitehurst  
Consumer Services Manager  
**Clorox Company**  
P.O. Box 24305  
Oakland, CA 94623  
(415) 271-7283

Consumer Affairs Department  
**Club Med Sales, Inc.**  
40 West 57th Street  
New York, NY 10019  
(212) 977-2100

Mr. Roger Nunley, Manager  
Consumer Information Center  
**Coca-Cola Company**  
Drawer 1734  
Atlanta, GA 30301  
1 (800) 438-2653 (toll free)

**Coldwell Banker  
see Sears, Roebuck and Co.**

Consumer Services Department  
**Coleco Industries, Inc.**  
P.O. Box 460  
Amsterdam, NY 12010  
(518) 843-4390

Ms. Grace Richardson, Director  
Consumer Affairs  
**Colgate-Palmolive Company**  
300 Park Avenue  
New York, NY 10022  
(212) 310-2653

Ms. Nina Kenney, Vice President  
Consumer Affairs  
**Colonial Penn Group, Inc.**  
11 Penn Center Plaza  
19th and Market Streets  
Philadelphia, PA 19181  
(215) 988-8207

**Columbia House**  
A Division of CBS, Inc.  
1211 Avenue of the Americas  
New York, NY 10036  
1 (800) 457-0500  
(toll free—records and tapes)  
1 (800) 457-0866  
(toll free—videos)

Ms. Teresa C. Infantino  
Executive Vice President  
**Combe, Inc.**  
1101 Westchester Avenue  
White Plains, NY 10604  
(914) 694-5454

**Combined Insurance Company  
of America**  
see **Aon Corporation**

**Commerce Drug Division**  
see **Del Laboratories, Inc.**

Mr. Peter J. Baczor, Manager  
Consumer Relations  
**Commodore Business  
Machines, Inc.**  
1200 Wilson Drive  
West Chester, PA 19380  
(215) 431-9100

Customer Relations Department:  
**Compaq Computer Corporation**  
20555 FM 149  
Houston, TX 77070  
(713) 370-0412

**Comprehensive Care  
Corporation**  
18551 Von Karman Avenue  
Irvine, CA 92715  
(813) 888-5033 (East coast)  
(714) 851-2273 (West coast)

Ms. Janet Venditti, Manager  
Consumer Affairs  
**Congoleum Corporation**  
195 Belgrove Drive  
Kearny, NJ 07032  
(201) 991-1000

**Consumers Products Group**  
see **Commodore Business  
Machines, Inc.**

Supervisors Department  
**Contempo Casuals**  
5433 West Jefferson Boulevard  
Los Angeles, CA 90016  
(213) 936-2131  
1 (800) 368-5923 (toll free)

Ms. Hazel Wilson, Director  
Training and Consumer Relations  
**Continental Airlines**  
P.O. Box 4607  
Houston, TX 77210  
(713) 442-4700

Ms. Cheri Spies, Manager  
Consumer Affairs  
**Continental Baking Company**  
Checkerboard Square  
St. Louis, MO 63104  
(314) 982-4953

Ms. Barbara Cella, Manager  
Customer Relations  
**Continental Illinois**  
231 LaSalle Street  
Chicago, IL 60697  
(312) 828-5795  
1 (800) 621-3817 (toll free)

Control Data Contact Center  
**Control Data Corporation**  
8100 34th Avenue South  
Minneapolis, MN 55440  
(612) 853-3400  
1 (800) 232-1985 (toll free)

Customer Service  
**Converse, Inc.**  
One Fordham Road  
North Reading, MA 01864  
(617) 664-7418  
1 (800) 545-4323 (toll free)

**Coppertone**  
see **Plough, Inc.**

Ms. Wendy Atkins, Manager  
Consumer Services  
**Corning Glass Works**  
1300 Hopeman Parkway  
Waynesboro, VA 22980  
(703) 942-3500

Ms. Connie J. Shelby, Manager  
Consumer Affairs  
**Cosmair, Inc.**  
P.O. Box 98  
Westfield, NJ 07091  
1 (800) 631-7358 (toll free)

Ms. Kathy Doyle Finley, Supervisor  
Member and Consumer Relations  
**Cotter & Company**  
2740 North Clybourn Avenue  
Chicago, IL 60614  
(312) 975-2700

Service Department  
**Craftmatic/Contour  
Organization, Inc.**

2500 Interplex Drive  
Trevose, PA 19047  
(215) 639-1310  
1 (800) 523-5383 (toll free)

Mr. George Turner, Vice President  
Operations  
**Crown Books**  
3300 75th Avenue  
Landover, MD 20785  
(301) 731-1200

Mr. Joseph Goldkopf, Director  
Consumer Relations  
**Cuisinarts, Inc.**  
P.O. Box 2150  
Greenwich, CT 06836  
(203) 622-4600  
1 (800) 243-8540 (toll free)

Mr. Robert J. Burke, Director  
Consumer Affairs  
**Culligan International Company**  
One Culligan Parkway  
Northbrook, IL 60062  
(312) 498-2000

Mr. Marvin E. Eisenstadt, President  
**Cumberland Packing  
Corporation**  
Two Cumberland Street  
Brooklyn, NY 11205  
(718) 858-4200  
1 (800) 336-0363  
(\*toll free in New York)  
1 (800) 231-1123  
(toll free outside New York)

Mr. John Hyder, Supervisor  
Customer Service  
**Current**  
P.O. Box 2559  
Colorado Springs, CO 80901  
1 (800) 525-7170 (toll free)

Customer Care Department  
**Curtis Mathes Corporation**  
1220 Champion Circle, Suite 100  
Carrollton, TX 75006  
(214) 484-4941  
1 (800) 527-7646 (toll free)

**D**  
**d-Con**  
see **Lehn & Fink Products Group**

Ms. Lori Schleunig, Manager  
Customer Service  
**DHL Corporation**  
333 Twin Dolphin Drive  
Redwood City, CA 94065  
(415) 593-7474

**Dairy Queen**  
see **International Dairy Queen**

Ms. Barbara Beck, Director  
Consumer Relations  
**Dannon Company, Inc.**  
11 Westchester Avenue  
White Plains, NY 10604  
(914) 697-9700

Mr. David Christman, Manager  
Customer Service Department  
**Danskin**  
P.O. Box M 16  
York, PA 17405  
(717) 846-4874

Ms. Patricia Ploetz, Manager  
Central Consumer Relations  
**Dayton Hudson Department  
Store Company**  
700 Nicollet Mall  
Minneapolis, MN 55402  
(612) 375-6802

**Dean Witter  
Financial Services Group  
see Sears, Roebuck and Co.**

**Dearfoam  
see R.G. Barry Corporation**

Ms. Julie Jason, Customer Service  
**DeVry, Inc.**  
2201 West Howard Street  
Evanston, IL 60202  
(312) 328-8100  
1 (800) 323-4253 (toll free)

Ms. Margaret Sanders  
Consumer Relations Department  
**Del Laboratories, Inc.**  
565 Broad Hollow Road  
Farmingdale, NY 11735  
(516) 293-7070

Ms. Catherine Randle, Supervisor  
Consumer Affairs  
**Del Monte Corporation**  
P.O. Box 3575  
San Francisco, CA 94119  
(415) 942-4803

Public Relations  
**Delco Remy Division  
General Motors Corporation**  
2401 Columbus Avenue  
Anderson, IN 46018  
(317) 646-3367

Mr. D. W. Shaw, General Manager  
Consumer Affairs  
**Delta Airlines**  
Hartsfield Atlanta International Airport  
Atlanta, GA 30320  
(404) 765-2600

Ms. Barbara Smith  
Product Service Manager  
**Delta Faucets**  
P.O. Box 40980  
Indianapolis, IN 46280  
(317) 848-1812

Ms. Marilyn Combelleck  
Coordinator of Guest Relations  
**Denny's, Inc.**  
14256 East Firestone Boulevard  
La Mirada, CA 90637  
(714) 739-8100

Mr. George Andrassy, Vice President  
Research and Development  
**Dep Corporation**  
2101 East Via Arado  
Rancho Dominguez, CA 90220  
(213) 604-0777  
1 (800) 367-2855 (toll free)

Coordinator, Consumer Relations  
**The Dial Corporation**  
Greyhound Tower  
Station 316  
Phoenix, AZ 85077  
(602) 248-2595

Mr. Jack Clark, Director  
Customer Relations  
**Diet Centers for Weight Loss**  
220 South 2nd Street West  
Rexburg, ID 83440  
(208) 356-9381

Customer Assistance Department  
**Digital Equipment Corporation**  
40 Old Bolton Road  
Stow, MA 01775  
(617) 493-7161

Ms. Betsy Feeley, Vice President  
Customer Service  
**Diners Club International**  
183 Inverness Drive West  
Englewood, CO 80112  
(303) 790-2433  
1 (800) 525-9135 (toll free)

**Discover Credit Card  
see Sears, Roebuck and Co.**

Mr. Charles Tilden  
Director of Communications  
**Diversitech General**  
A GenCorp Company  
One General Street  
Akron, OH 44329  
(216) 798-3412

Ms. Helen Robinson, Supervisor  
Consumer Response  
**Dole Food Products**  
50 California Street  
San Francisco, CA 94111  
(415) 986-3000, ext. 4272  
1 (800) 232-8888  
(toll free in California)  
1 (800) 232-8800  
(toll free outside California)

Mr. Paul D. Black, Vice President  
Operations  
**Domino's Pizza, Inc.**  
P.O. Box 997  
Ann Arbor, MI 48106  
(313) 668-4000

Mr. Robert J. Posch, Jr.  
Book Clubs & Counsel  
**Doubleday Company, Inc.**  
5C1 Franklin Avenue  
Garden City, NY 11530  
(516) 873-4628

**Douvier Ice Cream Makers  
see Nikkal Industries**

Mr. Neil Kajfez, Manager  
Consumer Affairs  
**Dow Consumer Products  
Food Care Division**  
P.O. Box 68511  
Indianapolis, IN 46268  
1 (800) 428-4795 (toll free)

Ms. Jean O. Rogers, Manager  
Consumer Affairs  
**Dow Consumer Products  
Texize Household  
Products Division**  
P.O. Box 368  
Greenville, SC 29602  
(803) 297-3400

Mr. Jim Ball, Vice President  
Corporate Communications  
**Dr. Pepper Company**  
5523 East Mockingbird Lane  
Dallas, TX 75206  
(214) 824-0331

Ms. Jane Lagusch  
Secretary to the President  
**Drug Emporium, Inc.**  
7760 Columbus River Road, Suite 207  
Worthington, OH 43085  
(614) 888-6876

Mr. Joseph McKee  
Product Manager  
**Dulcolax**  
Boehringer Ingelheim  
90 East Ridge  
P.O. Box 368  
Ridgefield, CT 06877  
(203) 798-9988

Mr. Robert M. Rosenberg  
Chairman of the Board  
**Dunkin Donuts of America**  
P.O. Box 317  
Randolph, MA 02368  
(617) 961-4000

Mr. Thomas M. Johnson, Manager  
Consumer Affairs  
**Dunlop Tire Corporation**  
P.O. Box 1109  
Buffalo, NY 14240  
(716) 879-8258

Consumer Affairs Department  
**Durkee/French Foods**  
P.O. Box 23450  
Rochester, NY 14692  
(716) 482-8000

## E

Mr. Edward W. Larkin  
First Vice President  
Assistant General Counsel  
**E.F. Hutton & Co., Inc.**  
One Battery Park Plaza, 19th Floor  
New York, NY 10004  
(212) 742-7164

Product Information Center  
**E.I. duPont de Nemours & Co.**  
 1007 Market Street  
 Wilmington, DE 19898  
 1 (800) 441-7515 (toll free)

Ms. Pat Robinette, Manager  
 Consumer Affairs  
**Eastern Airlines**  
 Miami International Airport  
 Miami, FL 33148  
 (305) 873-3450

Mr. John Vaeth  
**Eastman Kodak Company**  
 313 State Street  
 Rochester, NY 14650  
 1 (800) 242-2424 (toll free)

Ms. Nancy Avino  
 Customer Service Representative  
**Eckerd Drug Company**  
 P.O. Box 4689  
 Clearwater, FL 33518  
 (813) 397-7461

Customer Service  
**Eddie Bauer**  
 5th & Union Street  
 P.O. Box 37C  
 Seattle, WA 98124  
 1 (800) 426-6253 (toll free)

Customer Service  
**Edmund Scientific Company**  
 101 East Gloucester Pike  
 Barrington, NJ 08007  
 (609) 573-6260

Consumer Affairs Department  
**Edward Lowe Industries, Inc.**  
 919 North Michigan Avenue, Suite 2002  
 Chicago, IL 60611  
 (312) 642-0888

Mr. Randy T. LoVallo, Staff Attorney  
**Electrolux Corporation**  
 3003 Summer Street  
 Stamford, CT 06905  
 (203) 359-3600  
 1 (800) 892-5678 (toll free)

Mr. C. Edward Kimsey  
 Consumer Technical Services  
**Eli Lilly & Company**  
 Lilly Corporate Center  
 Indianapolis, IN 46285  
 (317) 276-2339

Mr. Albert S. Dimcoff, Vice President  
 Consumer Affairs  
**Emerson Electric Company**  
 8000 West Florissant Avenue  
 St. Louis, MO 33136  
 (314) 553-3800

Customer Service Department  
**Emery Worldwide**  
 Old Danbury Road  
 Wilton, CT 06897  
 (203) 762-8601

Ms. Martha S. Yocum  
 Director of Consumer Affairs  
**Encore Travel**  
 4501 Forbes Boulevard  
 Lanham, MD 20706  
 (301) 459-8020

Mr. Norman Braun, Vice President  
 Public Relations  
**Encyclopaedia Britannica, Inc.**  
 310 South Michigan Avenue  
 Chicago, IL 60604  
 (312) 347-7230

Ms. Carolann V. Mathews, Director  
 Customer Relations  
**Equitable Life Assurance Society**  
 785 Seventh Avenue  
 New York, NY 10019  
 (212) 541-6730  
 1 (800) 442-5880  
 (toll free in New York)  
 1 (800) 223-6646  
 (toll free outside New York)

Ms. Millie Roberson, Director  
 Consumer Relations  
**Ernest & Julio Gallo Winery**  
 P.O. Box 1130  
 Modesto, CA 95353  
 (209) 579-3111

Customer Service Department  
**Esprit**  
 900 Minnesota Street  
 San Francisco, CA 94107  
 1 (800) 4-ESPRIT (toll free)

Ms. Theresa Sullivan  
 Executive Director, Consumer Relations  
**Estee Lauder, Inc.**  
 767 Fifth Avenue  
 New York, NY 10153  
 (212) 572-4200

Mr. John Keane, Director  
 Consumer Affairs  
**Ethan Allen, Inc.**  
 Ethan Allen Drive  
 Danbury, CT 06811  
 (203) 743-8546

Mr. Michael Quinn, Manager  
 Consumer and Regulatory Affairs  
**Exxon Corporation**  
 P.O. Box 2180  
 Houston, TX 77252  
 (713) 656-3151

**F**  
**Family Circle Craft Kits**  
 see New York Times Company

Ms. Judy Woolfolk, Home Economist  
**Faultless Starch/Bon Ami Company**  
 1025 West Eighth Street  
 Kansas City, MO 64101  
 (816) 842-1230

**Fayva Shoe Stores**  
 see Morse Shoe Company

Mr. John West  
 Manager of Service Assurance  
**Federal Express Corporation**  
 P.O. Box 727, Department 2640  
 Memphis, TN 38194  
 (901) 922-5642

Ms. Linda Basler  
 Contributions and Special Events Manager  
**Federated Department Stores**  
 7 West Seventh Street  
 Cincinnati, OH 45202  
 (513) 579-7000

Ms. Cathy Sharkey, Manager  
 Consumer Relations  
**Fieldcrest Cannon, Inc.**  
 60 West 40th Street  
 New York, NY 10018  
 (212) 536-1284

Ms. Mary Luethmers  
 Customer Relations Manager  
**Fingerhut Corporation**  
 11 McLeland Road  
 St. Cloud, MN 56395  
 (612) 252-3181  
 1 (800) 328-7092 (toll free)

Mr. Paul Thibodeau, Director  
 Consumer Affairs  
**Firestone Tire & Rubber Co.**  
 P.O. Box 26602  
 Akron, OH 44319  
 1 (800) 321-1252 (toll free)

Consumer Affairs Department  
**First Interstate Bank of California**  
 707 Wilshire Boulevard W 15-3  
 Los Angeles, CA 90017  
 (213) 614-3241

Ms. Susan Barlow, Director  
 Consumer, Government, and Media Center  
**First National Supermarkets, Inc.**  
 17000 Rockside Road  
 Cleveland, OH 44137  
 (216) 587-7100

Ms. Sonia Bozeman  
 Consumer Affairs Officer  
**First Nationwide Bank**  
 700 Market Street  
 San Francisco, CA 94102  
 1 (800) 237-0756 (toll free)

Customer Service  
**First Union Bank**  
 P.O. Box 2870  
 Jacksonville, FL 32231  
 (904) 361-2265  
 1 (800) 433-4195 (toll free)

**Fisher**  
 see SFS Corporation

**Fisher Price**  
 see Quaker Oats Company

Ms. A. H. Player  
 Consumer Affairs Manager  
**Florida Power and Light Co.**  
 P.O. Box 029100  
 Miami, FL 33102  
 (305) 552-4052  
 1 (800) 432-6554 (toll free)

Ms. Hazel Hunter, Supervisor  
Customer Relations  
**Florists Transworld Delivery Association (FTD)**  
29200 Northwestern Highway  
P.O. Box 2227  
Southfield, MI 48037  
(313) 355-9300  
1 (800) 355-9300 (toll free)

Mr. Arthur Wellborn, Customer Relations  
**Florsheim Shoe Company**  
130 South Canal Street  
Chicago, IL 60606  
(312) 559-7456

Ms. Marta Jones, Manager  
Communications  
**Flowers Industries, Inc.**  
P.O. Box 1338  
Thomasville, GA 31799  
(912) 226-9110

Mr. Leonard H. Yablon  
Executive Vice President  
**Forbes, Inc.**  
60 Fifth Avenue  
New York, NY 10011  
(212) 620-2248

**Formby**  
see **Thompson & Formby Inc.**

Customer Service  
**Foster & Gallagher, Inc.**  
6523 North Galena Road  
Peoria, IL 61632  
(309) 691-4610  
(Monday-Friday, 8:30 a.m.-5:00 p.m.)  
(309) 691-3633  
(Monday-Friday, after 5:15 p.m.)

Mr. Timothy Klement, Director  
Marketing and Customer Service  
**Fotomat Corporation**  
205 9th Street  
St. Petersburg, FL 33701  
(813) 823-2027  
1 (800) 237-0307, ext. 0523 (toll free)

Mr. Stewart Resnick, President  
**Franklin Mint**  
U.S. Route One  
Franklin Center, PA 19091  
(215) 459-6000  
1 (800) 523-7622 (toll free)

**Franks Nursery and Crafts**  
see **General Host Corporation**

Customer Service Department  
**Freeman Shoes**  
Men's Division  
1 Freeman Lane  
Beloit, WI 53511  
1 (800) 356-5400 (toll free)

Customer Service Department  
**French Shriner Shoes**  
1 Freeman Lane  
Beloit, WI 53511  
(608) 364-1200

Consumer Relations  
**Fretter Appliance Company**  
14985 Telegraph  
Redford, MI 48239  
(313) 537-3701  
1 (800) 323-0439 (toll free in Michigan)  
1 (800) 932-3434  
(toll free outside Michigan)

**Frigidaire Appliances**  
see **White Consolidated Industries**

**Frontier Airlines**  
see **Continental Airlines**

Ms. Janet Rosati, Director  
Quality Control and Consumer Services  
**Fruit of the Loom, Inc.**  
One Fruit of the Loom Drive  
Bowling Green, KY 42102  
(502) 781-6400

Mr. Fred Beck  
Service Department Supervisor  
**Fuji Photo Film U.S.A., Inc.**  
800 Central Boulevard  
Carlstadt, NJ 07072  
1 (800) 526-9030 (toll free)

**Fuller Brush Company**  
see **Kitchens of Sara Lee**

**G**  
Mr. Russ Cleary, President  
**G. Heileman Brewing Company**  
100 Harborview Plaza  
La Crosse, WI 54601  
(608) 785-1000

Mr. Alan D. Galletly  
Vice President of Public Affairs  
Telephone Operations  
**GTE Corporation**  
One Stamford Forum  
Stamford, CT 06904  
(203) 965-2630

Ms. Sheila Gibbons, Manager  
Public Affairs  
**Gannett Co., Inc.**  
1100 Wilson Boulevard  
Arlington, VA 22209  
(703) 284-6048

**General Electric Company**  
For information on GE Consumer Products and Services, call:  
**GE ANSWER CENTER**  
1 (800) 626-2000 (toll free)

Ms. Naomi Martin  
Manager of Consumer Response  
**General Foods Corporation**  
250 North Street  
White Plains, NY 10625  
(914) 335-2500  
1 (800) 431-1001 (toll free--desserts)  
1 (800) 431-1002 (toll free--beverages)  
1 (800) 431-1003  
(toll free--main meals and beverages)  
1 (800) 431-1004  
(toll free--Maxwell House and Bird's Eye)

**General Host Corporation**  
P.O. Box 10045  
Stamford, CT 06904  
(203) 357-9900

Ms. Sandy Weisenburger, Supervisor  
Consumer Relations  
**General Mills, Inc.**  
P.O. Box 1113  
Minneapolis, MN 55440  
(612) 540-4295  
1 (800) 328-6787 (toll free)

Customer Relations Department  
**General Motors Acceptance Corporation (GMAC)**  
3044 West Grand Boulevard, Room AX342  
Detroit, MI 48202  
(313) 556-0510

Customer Service  
**General Tire & Rubber Company**  
One General Street  
Akron, OH 44329  
1 (800) 426-4889 (toll free in Ohio)  
1 (800) 847-3349 (toll free outside Ohio)

Ms. Lorie Thies, Manager  
Customer Service  
**Generra**  
18 West Mercer  
Seattle, WA 98119  
(206) 282-6888

Sales Department  
**Genesee Brewing Company, Inc.**  
445 St. Paul Street  
Rochester, NY 14605  
(716) 546-1030

Mr. Allen Krejci, Director  
Public Relations  
**George A. Hormel and Company**  
501 16th Avenue N E.  
Austin, MN 55912  
(507) 437-5611

Ms. Barbara Smith  
Public Relations Manager  
**Georgia-Pacific Corp.**  
133 Peachtree Street, N E.  
Atlanta, GA 30303  
(404) 521-4741  
1 (800) 322-4400 (toll free in Illinois)  
1 (800) 447-2882 (toll free outside Illinois)

Ms. Kathryn Hansen, Manager  
Consumer Relations  
**Gerber Products**  
445 State Street  
Fremont, MI 49412  
(616) 928-2000  
(800) 4-GERBER (toll free)

Ms. Odonna Mathews  
Vice President for Consumer Affairs  
**Giant Food, Inc.**  
P.O. Box 1804 Department 597  
Washington, DC 20013  
(301) 341-4365  
(301) 341-4327 (TDD)

**Gibbons Greenvan**  
see **Budget Rent-A-Car Corporation**

**Gibson Appliances**  
see **White Consolidated Industries**

Mr. Jack Sherman, Director  
Consumer Affairs  
**Gillette Company**  
Prudential Tower Building, 24th Floor  
Boston, MA 02199  
(617) 421-7315

**Glenbrook Laboratories**  
see **Sterling Drug Inc.**

Mr. James Sainsbury, Manager  
Product Planning  
**The Glidden Company**  
925 Euclid Avenue  
Cleveland, OH 44115  
(216) 344-8000

Mr. Duane E. Poole, Director  
Public Relations  
**GM Service Parts Operations**  
6060 West Bristol Road  
Flint, MI 48456  
(313) 635-5412

Mr. M.F. Smithson, Director  
Consumer Relations  
**Goodyear Tire & Rubber Co.**  
1144 East Market Street  
Akron, OH 44313  
(216) 796-4940

Mr. Ray A. Gipson, Vice President  
Corporate Administration  
**Gordon Jewelry**  
820 Fannin Street  
Houston, TX 77002  
(713) 222-8080

Consumer Hotline  
**Green Sweep Fertilizer**  
P.O. Box 119  
Maumee, OH 43537  
(419) 893-5050  
1 (800) 225-2883 (toll free)

Mr. Ramon Placencia, Manager  
Customer Relations  
**Greyhound Lines, Inc.**  
901 Main Street, Suite 2500  
Dallas, Texas 75202  
(214) 744-6509

Mr. Ray Hyde, Vice President  
Public Relations  
**The Guinness Import Company**  
Six Landmark Square  
Stamford, CT 06901  
(203) 323-3311

H

Mr. Eddie Feinstein  
Director of Customer Relations  
**H&R Block, Inc.**  
4410 Main Street  
Kansas City, MO 64111  
(816) 753-6900

Ms. Donna Elliot, Manager  
Consumer Relations  
**H.J. Heinz Company**  
1062 Progress Street  
Pittsburgh, PA 15212  
(412) 237-5740

**HVR Company**  
see **Clorox Company**

Mr. Chip Dickey  
Manager of Consumer Affairs  
**Hallmark Cards, Inc.**  
P.O. Box 580  
Kansas City, MO 64141  
(816) 274-5697

**Halston**  
see **Revlon**

**Hanes**  
see **Kitchens of Sara Lee**

Mr. Ed Thompson  
Customer Service Manager  
**Hanover House Industries**  
340 Poplar Street  
Hanover, PA 17333  
(717) 637-8000

**Hardwick**  
see **Maycor**

Mr. Jim Wilde, Vice President  
Advertising  
**Hartmarx Corporation**  
101 North Wacker Drive, 20th Floor  
Chicago, IL 60606  
(312) 372-6300

Ms. Betty Leonard  
Consumer Relations Manager  
**Hartz Mountain Corporation**  
700 South Fourth Street  
Harrison, NJ 07029  
(201) 481-4800  
(collect calls accepted)

Mrs. Angela Kayata  
**Hasbro, Inc.**  
1027 Newport Avenue  
Pawtucket, RI 02861  
(401) 727-5000  
1 (800) 237-0063 (toll free)

**Hathaway Shirts**  
see **Warnaco Men's Apparel**

Ms. Ginger Crowl, Coordinator  
Customer Relations  
**Hawaiian Airlines**  
Honolulu International Airport  
Honolulu, HI 96820  
(808) 836-7230

Mr. Jerry Van Vleet, Director  
Customer Service  
**Heath Company**  
Benton Harbor, MI 49022  
(616) 982-3524

Ms. Beverly Strom, Manager  
Consumer Affairs Department  
Consumer Products Division  
**Helene Curtis Inc. Industries**  
325 North Wells Street  
Chicago, IL 60610  
(312) 661-0222

Ms. Natalie D. Bailey, Manager  
Consumer Relations  
**Hershey Foods Corporation**  
P.O. Box 815  
Hershey, PA 17033  
1 (800) 468-7174 (toll free)

Ms. Marilyn Wells, Manager  
Executive Customer Relations  
**Hertz Corporation**  
660 Madison Avenue  
New York, NY 10021  
(212) 980-2979  
1 (800) 654-3131 (toll free)

Ms. Doria Taylor, Director  
Guest Relations  
**Hilton Hotels Corporation**  
9336 Civic Center Drive  
Beverly Hills, CA 90210  
(213) 278-4321

Ms. Lesley Berkovitz, Vice President  
Human Resources  
**Hit or Miss**  
100 Campanelli Parkway  
Stoughton, MA 02072  
(617) 344-0800

Mr. Ned Cardenas, Manager  
Advertising and Sales Promotion  
**Hitachi, Ltd.**  
Hitachi Sales Corporation of America  
401 West Artesia Boulevard  
Compton, CA 90220  
(213) 537-8383

Mr. Larry Biggert, Manager  
Guest Assistance  
**Holiday Inns**  
3781 Lamar Avenue  
Memphis, TN 38195  
(901) 362-4827

Dr. Phil Hudspeth, Vice President Research  
Quality Assurance  
**Holly Farms**  
P.O. Box 89  
Wilkesboro, NC 28697  
(919) 838-2171

Ms. M.J. Brenne, Public Affairs Manager  
**Home Owners Warranty Corporation (HOW)**  
2000 L Street, N.W.  
Washington, DC 20036  
(202) 463-4600  
1 (800) 222-3380  
(toll free in Pennsylvania)  
1 (800) CALL-HOW  
(toll free outside Pennsylvania and DC)

Mr. Ray Gwin, Manager  
Consumer Affairs  
Residential Division  
**Honeywell, Inc.**  
1885 Douglas Drive  
Golden Valley, MN 55422  
(612) 542-7354  
1 (800) 328-8194 (toll free)

Mr. Robert N. Cowe  
Director of Consumer Affairs  
**Hoover Company**  
101 East Maple  
North Canton, OH 44720  
(216) 499-9200, ext. 2294

Customer Service Division  
**The Horchow Collection**  
13800 Diplomat Drive  
Dallas, TX 75265  
(214) 484-6600

**Hormel**  
see **George A. Hormel and Co.**

**Hostess**  
see **Continental Baking Co.**

Mrs. Joyce Bryant, Vice President  
Consumer Affairs  
**Household Financial Services**  
2700 Sanders Road  
Prospect Heights, IL 60070  
(312) 564-5000

Ms. Sue Politica, National Manager  
Guest Services  
**Howard Johnson Lodging**  
710 Route 46 East  
Fairfield, NJ 07007  
(201) 882-1880

Ms. Dana Via, Consumer Relations  
**Huffy Corporation**  
7701 Byers Road  
Miamisburg, OH 45342  
(513) 866-6251

Customer Relations  
**Humana Inc.**  
P.O. Box 1438  
Louisville, KY 40201  
(502) 580-1200

Ms. Karla Novak, Manager  
Consumer Affairs  
**Hyatt Hotels & Resorts**  
3424 North 90th Street  
Omaha, NE 68134  
1 (800) 228-3336 (toll free)

Mr. John F. Akers, Chairman of the Board  
**IBFi Corporation**  
Old Orchard Road  
Armonk, NY 10504  
(914) 765-5546

Manager, Consumer Affairs  
**Illinois Bell**  
225 West Randolph Street, Room 10D  
Chicago, IL 60606  
(312) 727-3386  
1 (800) 972-9002 (toll free)

Mr. Frank Thomas  
Consumer Affairs Director  
**Indiana Bell**  
220 North Meridian Street, Room 1925  
Indianapolis, IN 46204  
(317) 265-5339  
1 (800) 562-2612 (toll free)

Communications Department  
**International Dairy Queen, inc.**  
5701 Green Valley Drive  
Minneapolis, MN 55435  
(612) 830-0200

**J**  
Mr. George Stasick  
**J.C. Perney Company**  
1301 Avenue of the Americas  
New York, NY 10019  
(212) 957-7282

Mr. James Bennett  
Customer Relations Manager  
**JVC Company of America**  
41 Slater Drive  
Elmwood Park, NJ 07407  
(201) 794-3900

Mr. Murray Taylor, Manager  
Customer Service  
**Jackson & Perkins Nursery Stock**  
2518 South Pacific Highway  
Medford, OR 97501  
(503) 776-2362

Ms. Eileen Guernsey  
Consumer Affairs Manager  
**James River Corporation Dixie Products**  
P.O. Box 6000  
Norwalk, CT 06856  
(203) 854-2469

Ms. Ophelia Millon  
Consumer Affairs Manager  
**James River Corporation Towel and Tissue**  
P.O. Box 6000  
Norwalk, CT 06856  
1 (800) 243-5384 (toll free)

**Jenn-Air Company**  
see **Maycor**

Mr. Norman Chambers, Vice President  
Passenger Service  
**Jet America Airlines**  
3521 East Spring Street  
Long Beach, CA 90806  
(213) 492-6046

**Jhirmack**  
see **Playtex, Inc.**

Ms. Charlotte Kelts  
Customer Service Manager  
**Jockey International, Inc.**  
2300 60th Street  
Kenosha, WI 53140  
(414) 658-8111

**John Deere Company**  
John Deere Road  
Moline, IL 61265  
(309) 752-8000

Ms. Sandra L. Willett  
Second Vice President, Consumer Affairs  
**John Hancock Financial Services**  
P.O. Box 111  
Boston, MA 02117  
(617) 572-6272

**Johnny Appleseed's, Inc.**  
50 Dodge Street  
Beverly, MA 01915  
1 (800) 225-5051 (toll free)

Ms. Dorothy D. Matsu, Director  
Consumer and Professional Services  
**Johnson & Johnson Baby Products Company**  
Grandview Road  
Skillman, NJ 08558  
1 (800) 526-3967 (toll free)

Ms. Jane Yates, Vice President  
Consumer Affairs and Public Relations  
**Johnson & Johnson Products, Inc.**  
501 George Street  
New Brunswick, NJ 08903  
1 (800) 526-2433 (toll free)

Complaint Department  
**Johnson Publishing Company**  
820 South Michigan Avenue  
Chicago, IL 60605  
(written complaints only)

Mr. Jerry Taylor, Vice President  
Advertising and Marketing  
**Jordache Enterprises, Inc.**  
498 7th Avenue  
New York, NY 10018  
(212) 279-7343

**K**  
Mr. James McNerney, Director  
Customer Relations  
**K Mart Corporation**  
3100 West Big Beaver Road  
Troy, MI 48084  
(313) 643-1643

Ms. Annette Watkins, Manager  
Consumer Relations  
Rug and Carpet Division  
**Karastan Mills**  
P.O. Box 130  
Eden, NC 27288  
(919) 627-3400  
1 (800) 334-1181 (toll free)

Consumer Services  
**Kawasaki Motorcycles**  
P.O. Box 25252  
Santa Ana, CA 92799  
(714) 770-0400

Ms. Andra L. Evans  
Consumer Relations Manager  
**Kayser-Roth Hosiery, Inc.**  
2306 West Meadowview Road  
Greensboro, NC 27407  
(919) 852-6300

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

Ms. Muriel N. Cleary, Manager  
Consumer Affairs  
**Kellogg Company**  
P.O. Box 3599  
Battle Creek, MI 49016  
(616) 961-2277

**Kelvinator Appliance Company**  
see **White Consolidated Industries**

Mr. Gary Bolden, Manager  
Product Service  
**The Kelly Springfield Tire Company**  
Willowbrook Road  
Cumberland, MD 21502  
(301) 777-6016

Ms. Dee Atkinson  
Consumer Relations Manager  
**Kemper Group**  
Corporate Relations F-6  
Long Grove, IL 60049  
(312) 540-2122

Consumer Affairs  
**Kenner Products**  
1014 Vine Street  
Cincinnati, OH 45202  
(513) 579-4041

Ms. Cindy Van Grinsven, Director  
Consumer Services  
**Kimberly-Clark Corporation**  
P.O. Box 2020  
Neenah, WI 54956  
(414) 721-5604

**Kingsford Products Company**  
see **Clorox Company**

Ms. Kathleen Runge  
Manager of Consumer Services  
**Kitchens of Sara Lee**  
500 Waukegan Road  
Deerfield, IL 60015  
(312) 948-6138

Mr. T. H. Combs, Product Manager  
**Kodiak Smokeless Tobacco**  
813 Ridge Lake Boulevard  
Memphis, TN 38119  
(901) 761-2050

Mr. Paul Scholten, Manager  
**Service for Engines**  
**Kohler Company**  
Kohler, WI 53044  
(414) 457-4441

Mr. Allen Wilson, Manager  
**Services for Generators**  
**Kohler Company**  
Kohler, WI 53044  
(414) 457-4441

Mr. Mark Grunow, Manager  
Consumer Affairs  
**Plumbing Products**  
**Kohler Company**  
Kohler, WI 53044  
(414) 457-4441

Consumer Service Department  
**Kraft, Inc.**  
Kraftcourt  
Glenview, IL 60025  
1 (800) 323-0768 (toll free)

Ms. Judy Ball  
Customer Relations Manager  
**Kroger Company**  
1014 Vine Street  
Cincinnati, OH 45201  
(513) 762-1532  
1 (800) 632-6900  
(toll free—meat and seafood)

Mr. Ray Serina, Vice President  
Operations  
**Krystal Company**  
One Union Square  
Chattanooga, TN 37402  
(615) 757-1550

Mr. Stephen L. Markos  
Manager of Consumer Services  
**La-Z-Boy Chair Company**  
1284 North Telegraph Road  
Monroe, MI 48161  
(313) 242-1444

Mr. David Drum, Vice President  
Marketing  
**Lamaur, Inc.**  
5601 East River Road  
Minneapolis, MN 55432  
(612) 571-1234

Ms. Arlene Stansfield, Director  
Consumer Affairs  
**Land O'Lakes, inc.**  
P.O. Box 116  
Minneapolis, MN 55440  
1 (800) 328-4155 (toll free)

Customer Service  
**Land's End**  
One Land's End Lane  
Dodgeville, WI 53595  
1 (800) 356-4444 (toll free)

Mr. Donald Tucker, Manager  
Customer Service  
**Lane Furniture**  
P.O. Box 151  
Altavista, VA 24170  
(804) 369-5641

Mr. John Gray, Director  
Customer Services  
**Lechmere**  
275 Wildwood  
Woburn, MA 01801  
(617) 935-8320

Ms. Christine Anderson, Customer Service  
**Lee Apparel Company, Inc.**  
P.O. Box 2940  
Shawnee Mission, KS 66201  
(913) 384-4000

Ms. Julie Jenkins  
Customer Service Manager  
**L'EGGS Brands, Inc.**  
P.O. Box 748  
Rural Hall, NC 27098  
(919) 744-4213

Ms. Jane Krupa, Manager  
Consumer Relations  
**Lehn & Fink Products Group**  
225 Summit Avenue  
Montvale, NJ 07645  
(201) 573-5673, 5700

**Leichtung, Inc.**  
4944 Commerce Parkway  
Cleveland, OH 44128  
(216) 831-7645  
1 (800) 654-7817 (toll free)

**Leichtung, Inc./D.R.I.**  
P.O. Box 28114  
Warrensville, OH 44128  
1 (800) 237-5907 (toll free)

**Lennox Industries**  
P.O. Box 809000  
Dallas, TX 75380  
(214) 980-6000

Consumer Service Manager  
**Lever Brothers Corporation**  
390 Park Avenue  
New York, NY 10022  
(800) 451-6679 (toll free)

Ms. Carol Yenne, Manager  
Consumer Services  
**Levi Strauss & Co.**  
1155 Battery Street  
San Francisco, CA 94111  
1 (800) 227-5600 (toll free)

Ms. Eleanor Eckardt, Vice President  
Consumer Relations  
**Levitz Furniture Corporation**  
611 Broken Sound Parkway, N.W.  
Boca Raton, FL 33431  
1 (800) 523-2572 (toll free in Florida)  
1 (800) 631-4601 (toll free outside Florida)

Ms. Carol Tucker  
Customer Service Manager  
**Levolor-Lorentzen, Inc.**  
720 Monroe Street  
Hoboken, NJ 07030  
1 (800) 225-1988 (toll free)

Ms. Jeannine Collins, Supervisor  
Consumer Service Department  
**Lewis Galoob, Inc.**  
500 Forbes Boulevard  
San Francisco, CA 94080  
(415) 952-1678  
1 (800) 2-GALOOB (toll free in California)  
1 (800) 4-GALOOB  
(toll free outside California)

Mr. Edward T. Frackiewicz  
Administrative Assistant  
**Liberty Mutual Insurance Group**  
175 Berkeley Street  
Boston, MA 02117  
(617) 357-9500



Customer Service  
**Life Fitness Products**  
 10601 West Belmont  
 Franklin Park, IL 60131  
 1 (800) 351-3737 (toll free)

**Lillian Vernon Corporation**  
 510 South Fulton Avenue  
 Mount Vernon, NY 10550  
 (914) 633-6400

Mr. Alfred Dietzel, Vice President  
 Financial and Public Relations  
**The Limited, Inc.**  
 Two Limited Parkway  
 P.O. Box 16000  
 Columbus, OH 43216  
 (614) 475-4000

Mr. Arthur Bruns, Manager  
 Customer Relations  
**Litton Microwave Cooking Products**  
 P.O. Box 1976  
 Memphis, TN 38101  
 (901) 366-3300

**L.L. Bean, Inc.**  
 Casco Street  
 Freeport, ME 04033  
 1 (800) 341-4341 (toll free)  
 (207) 865-9407 (TDD)

**Lone Star Brewing Company**  
 see **G. Heileman Brewing Company**

Ms. Linda Kiesel  
 Special Assistant to the President  
**Long John Silver's**  
 101 Jerrico Drive  
 P.O. Box 11988  
 Lexington, KY 40579  
 (606) 268-5211

**L'Oreal**  
 see **Cosmair, Inc.**

M. Charles Meadows, Customer Relations  
**Lorillard, Ltd.**  
 2525 East Market Street  
 Greensboro, NC 27420  
 (919) 373-6669

Ms. Laura Morgan  
 Public Relations Department  
**Los Angeles Times**  
 Times Mirror Square  
 Los Angeles, CA 90053  
 (213) 237-6999

Ms. Judy Decker  
 Communications Coordinator  
**Lucky Stores, Inc.**  
 P.O. Box BB  
 Dublin, CA 94568  
 (415) 833-6000

**M**  
 Consumer Affairs Department  
**M&M/Mars, Inc.**  
 High Street  
 Hackettstown, NJ 07840  
 (201) 852-1000

Ms. Marie A. Lentz, Director  
 Customer Services  
**MAACO Enterprises, Inc.**  
 381 Brooks Road  
 King of Prussia, PA 19406  
 1 (800) 523-1180  
 (toll free outside Pennsylvania)

Public Information  
**MCA, Inc.**  
 100 Universal City Plaza  
 Universal City, CA 91608  
 (818) 777-1000

**MTV Networks, Inc.**  
 see **Vacom International, Inc.**

Mr. Michael McPherson, Vice President  
 Customer Service  
**Macy's New York**  
 151 West 34th Street  
 New York, NY 10001  
 (212) 560-4277

**Magic Chef**  
 see **Maycor**

**Magnavox**  
 see **NAP Consumer Electronics Corporation**

Mr. Ross DeMaris  
 Consumer Relations Manager  
**Mannington Mills, Inc.**  
 P.O. Box 30  
 Salem, NJ 08079  
 (609) 935-3000

Ms. Jane Brady  
**Manufacturers Hanover Trust Company**  
 270 Park Avenue  
 New York, NY 10017  
 (216) 286-7370

Professional Services Department  
**Manor Care Healthcare**  
 10770 Columbia Pike  
 Silver Spring, MD 20901  
 (301) 681-9400  
 1 (800) 637-1400  
 (toll free outside Maryland)

**Manville Corporation**  
 P.O. Box 5108  
 Denver, CO 80217  
 (303) 978-2000

Mr. William Guinty, Manager  
 Regulatory Affairs  
**Marion Labs**  
**Consumer Products Division**  
 Marion Park Drive  
 Kansas City, MO 64134  
 (816) 966-5000

Mr. Ray Stone  
 Director of Consumer Affairs  
**Marriott Corporation**  
 One Marriott Drive  
 Washington, DC 20058  
 (301) 294-3601

Ms. Norma Vinick  
 Customer Service Center  
**Massachusetts Mutual Life Insurance Company**  
 1295 State Street  
 Springfield, MA 01111  
 (413) 788-8411

**MasterCard International**  
 (contact issuing bank)

Mr. Joseph Dillon, President  
**Matsushita Servicing Company**  
 50 Meadowlands Parkway  
 Secaucus, NJ 07094  
 (201) 348-7000

Ms. Tammy Longworth, Director  
 Consumer Affairs  
**Mattel Toys, Inc.**  
 5150 Rosecrans  
 Hawthorne, CA 90250  
 (213) 978-6127  
 1 (800) 421-2887  
 (toll free outside California)

**Max Factor**  
 see **Revlon**

Consumer Affairs  
**Maxicare Health Plans, Inc.**  
 5200 West Century Boulevard  
 Los Angeles, CA 90045  
 (213) 568-9000 (after 12 noon EST)

**Maxwell House**  
 see **General Foods**

Mr. James F. Harner, Senior Vice President  
 Customer Service and Operations  
**May Department Stores Co.**  
 611 Olive Street  
 St. Louis, MO 63101  
 (314) 342-4336

**Maybe'line**  
 see **P'ough, Inc.**

**Maycor Appliance, Parts, and Service Company**  
 240 Edwards Street, S.E.  
 Cleveland, TN 37311  
 (615) 472-3333

Customer Service Department  
**Mayflower Corporation**  
 P.O. Box 107 B  
 Indianapolis, IN 46206  
 (317) 875-1000

**Maytag**  
 see **Maycor**

Ms. Mary Randisi, Director  
 Consumer Affairs  
**McCormick & Company, Inc.**  
 414 Light Street  
 Baltimore, MD 21202  
 (301) 547-6273

Ms. Debra Wiles, Manager  
Communications and Public Relations  
**McCroy Stores**  
29.5 East Market Street  
York, PA 17402  
(717) 757-8181

Ms. Nancy Gardner, Supervisor  
Customer & Community Relations  
**McDonald's Corporation**  
McDonald's Plaza  
Oak Brook, IL 60521  
(312) 575-6198

Mr. Tom Mershon, Customer Service  
**McGraw-Hill, inc.**  
Princeton Road  
Highstown, NJ 08520  
(609) 426-7600

Consumer Services  
**McKee Baking Company**  
P.O. Box 750  
Collegedale, TN 37315  
(615) 238-7111

Vice President Marketing  
**McKesson Water Division**  
4500 York Boulevard  
Los Angeles, CA 90041  
(213) 259-2000

Ms. Alexa C. Berret, Supervisor  
Consumer Affairs  
**McNeil Consumer Products Company**  
Camp Hill Road  
Fort Washington, PA 19034  
(215) 233-7000

Mr. James Linen, Executive Vice President  
**Media General, Inc.**  
333 East Grace Street  
Richmond, VA 23219  
(804) 649-6000

Mr. Richard Hooker  
Customer Service Representative  
**Meineke Discount Muffler**  
128 South Tryon Street, Suite 900  
Charlotte, NC 28202  
(704) 377-8855  
1 (800) 231-9877  
(toll free outside of North Carolina)

Customer Service Department  
**Melitta, Inc.**  
1401 Berlin Road  
Cherry Hill, NJ 08003  
(609) 428-7202

Ms. Sandra J. McLaughlin  
Group Head  
Corporate Affairs Group  
**Mellon Bank Corporation**  
One Mellon Center, Room 539  
Pittsburgh, PA 15258  
(412) 234-4003

Mr. Bruce Stanley  
Head of Consumer Relations  
**Mem Company, Inc.**  
Union Street  
P.O. Box 928  
Northvale, NJ 07647  
(201) 767-0100

Ms. Mary Ann Molnar  
Consumer Relations Administrator  
**Mennen Company**  
Morristown, NJ 07960  
(201) 631-9000

Ms. Stacy Fitzgerald, Product Manager  
**Mentholatum Company**  
1360 Niagara Street  
Buffalo, NY 14213  
(716) 882-7660

Director, Customer Relations  
**Mercury Marine**  
P.O. Box 1939  
Fond Du Lac, WI 54935  
(414) 929-5000

Mr. Dave Smith, Manager  
Customer Service  
**Merillat**  
5353 West U.S. 223  
Adrian, MI 49221  
(517) 263-0771

Mr. Dennis J. Skorewicz  
Manager of Customer Service  
**Merrill Lynch, Pierce, Fenner & Smith, Inc.**  
165 Broadway  
New York, NY 10080  
(212) 637-0891

Ms. Linda Evans, Manager  
Consumer Affairs  
**Mervyn's**  
25001 Industrial Boulevard  
Hayward, CA 94545  
(415) 786-8337

Mr. Bruce C. Hamer, Director  
Consumer Affairs  
**Metropolitan Life and Affiliated Companies**  
One Madison Avenue  
New York, NY 10010  
(212) 578-2544

Mr. Martin J. Wertheim, Manager  
Consumer Relations  
**Michelin Tire Corporation**  
Patewood Executive Plaza  
Two Patewood Court  
Greenville, SC 29602  
(803) 234-5000

Ms. Carol Arold, Division Manager  
Community Relations  
**Michigan Bell Telephone Co.**  
1365 Cass Avenue, Room 1800  
Detroit, MI 48226  
(313) 223-7224  
1 (800) 482-3141 (toll free TDD)

Ms. Valerie A. Beyer  
Customer Service Manager  
**Michigan Bulb Company**  
1950 Waldorf, N.W.  
Grand Rapids, MI 49550  
(616) 453-8793

Mr. Ray Anderson, Owner  
**Mid-Michigan Surgical Supply**  
360 Capitol, N.E.  
Battletcreek, MI 49017  
(616) 962-9541

Ms. Sara Mason, Manager  
Consumer Relations  
**Midas International**  
225 North Michigan Avenue  
Chicago, IL 60601  
(312) 565-7500  
1 (800) 821-8545  
(toll free outside Illinois)

Mr. Bob Ogle, Manager  
Consumer Affairs  
**Midway Airlines**  
5700 South Cicero  
Chicago, IL 60638  
(312) 838-4494

Customer Service  
**Miles Kimball**  
41 West 8th Avenue  
Oshkosh, WI 54906  
(written inquiries only)

Ms. Debra K. Wood  
Consumer Service Representative  
**Milton Bradley Company**  
443 Shaker Road  
East Long Meadow, MA 01028  
(413) 525-6411

Ms. Nancy Lund  
Director of Product Evaluation  
**Minnetonka Corporation**  
Jonathan Industrial Park  
Chaska, MN 55318  
(612) 448-4181  
1 (800) 247-8428  
(toll free outside Minnesota)

Mr. George Manning, National Manager  
Consumer Relations  
**Minolta Corporation**  
101 Williams Drive  
Ramsey, NJ 07446  
(201) 825-4000

Technical Services  
**Minwax Wood Products**  
102 Chestnut Ridge Plaza  
Montvale, NJ 07645  
1 (800) 526-0495 (toll free)

**Miracle Gro Products, Inc.**  
P.O. Box 888  
Port Washington, NY 11050  
(516) 883-6550

Mr. Gordon Remala, Manager  
Consumer Relations  
**Mitsubishi Electric Sales of America, Inc.**  
5757 Plaza Drive  
P.O. Box 6007  
Cypress, CA 90630  
(714) 220-2500  
1 (800) 262-1299 (toll free in California)  
1 (800) 421-1140  
(toll free outside California)

Mr. C.F. Helvie, Manager  
Customer Relations  
**Mobil Oil Corporation**  
3225 Gallows Road  
Fairfax, VA 22037  
(703) 849-3986

Ms. M.E. Bachofe  
Customer Services Manager  
**Mobil Oil Credit Corporation**  
210 West Tenth Street  
Kansas City, MO 64105  
(816) 391-1000  
1 (800) 237-3719  
(toll free outside Missouri)

Mr. Thomas J. Slocum, Director  
News Bureau  
**Monsanto Company**  
800 North Lindbergh Boulevard  
St. Louis, MO 63167  
(314) 694-2883

Customer Service  
**Monet Jewelers**  
Number Two Lonsdale Avenue  
Pawtucket, RI 02860  
(401) 728-9800  
(401) 212-7254

Mr. Kenneth Darre  
Consumer Affairs Manager  
**Montgomery Ward**  
One Montgomery Ward Plaza  
Chicago, IL 60671  
(312) 467-2628

Mr. Kenneth C. Cummins, Vice President  
Secretary and General Counsel  
**Morse Shoe Company**  
555 Turnpike Street  
Canton, MA 02021  
(617) 828-9300

Ms. Jane Dudley  
Consumer Affairs Administrator  
**Morton Salt**  
110 North Wacker Drive  
Chicago, IL 60606  
(312) 807-2694

Director of Marketing  
**Motorola, Inc.**  
1303 East Algonquin Road  
Schaumburg, IL 60196  
(312) 397-5000

Mr. Paul Murphy  
**Murphy-Phoenix Co.**  
23811 Chagrin Boulevard  
Beachwood, OH 44122  
(216) 831-0404

Ms. Virginia Callahan, Manager  
Customer Complaint Department  
**Mutual Life Insurance Company  
of New York (MONY)**  
Glenpoint Center  
500 Frank W. Burr Boulevard  
Mail Drop 71-7  
Teaneck, NJ 07666  
(201) 907-6651

Mr. Len Tundl, Executive Vice President  
Director of Public Relations  
**Mutual of Omaha Insurance Co.**  
Mutual of Omaha Plaza  
Omaha, NE 68175  
(402) 342-7600

## N

Mr. R.M. Hellman, Manager  
Consumer Affairs  
**NAP Consumer Electronics  
Corporation**  
P.O. Box 555  
Jackson City, TN 37760  
(615) 475-3801

Audience Services  
**NBC, Inc.**  
30 Rockefeller Plaza  
New York, NY 10112  
(212) 664-2333

Mr. Greg VanZandt  
Consumer Affairs Manager  
**NEC Home Electronics USA**  
1255 Michael Drive  
Wood Dale, IL 60191  
(312) 860-9500  
1 (800) 323-1728  
(toll free outside Illinois)

Ms. Marguerite A. Leahy, Senior Manager  
Consumer Information  
**Nabisco Brands, Inc.**  
East Hanover, NJ 07936  
(201) 884-4000

Ms. Jean M. Otte, Vice President  
Consumer and Sales Services  
**National Car Rental System, Inc.**  
7700 France Avenue, South  
Minneapolis, MN 55435  
(612) 830-2121  
1 (800) 367-6767  
(toll free outside Minnesota)

Mr. Bob Dowdell  
Director of Educational Centers  
**National Education Corporation**  
1732 Reynolds Street  
Irvine, CA 92714  
(714) 261-7606

Mr. Bill Campbell, Vice President  
**National Paragon Corporation**  
4360 Main Street  
Philadelphia, PA 19127  
(215) 492-9800

Mr. Vern Lange, Service Department  
**National Presto Industries, Inc.**  
3925 North Hastings Way  
Eau Claire, WI 54703  
(715) 839-2121

Mr. John T. Doulin  
Customer Relations Officer  
**Nationwide Insurance Company**  
One Nationwide Plaza, 34th Floor  
Columbus, OH 43216  
(614) 249-6334

Customer Service Department  
**Neiman-Marcus**  
2620 North Haskell Avenue  
PO Box 2142  
Dallas, TX 75262  
(214) 821-4000  
1 (800) 442-2274 (toll free in Texas)  
1 (800) 527-1767 (toll free outside Texas)

Ms. Karen F. Stanmyre, Manager  
Consumer Affairs  
**Nestle Foods Corporation**  
100 Manhattanville Road  
Purchase, NY 10577  
(914) 251-3000

Ms. Alene Lain, Consumer Relations  
**Neutrogena Corporation**  
5755 West 96th Street  
Los Angeles, CA 90045  
(213) 642-1150  
1 (800) 421-6857  
(toll free outside California)

**New York Air  
see Continental Airlines**

Mr. Charles C. Smith  
Corporate Vice President  
**New York Life Insurance  
Company**  
51 Madison Avenue  
New York, NY 10010  
(212) 576-5081

Mr. Robert F. Smith, Manager  
Advertising Acceptability Department  
**New York Times Company**  
229 West 43rd Street  
New York, NY 10036  
(212) 556-7171

Customer Service Representative  
**Newsweek, Inc.**  
PO Box 404  
Livingston, NJ 07039  
(212) 350-4000  
1 (800) 631-1040  
(toll free subscriber service only)

Customer Service  
**Nexus Products**  
PO Box 1274  
Santa Barbara, CA 93116  
(805) 968-6900

Ms. Nancy L. Testani, Director  
System Consumer Affairs  
**Niagara Mohawk Power  
Corporation**  
300 Erie Boulevard West  
Syracuse, NY 13202

Ms. Jackie Evey, Supervisor  
Consumer Services  
**Nike, Inc.**  
9300 Nimbus Road  
Beaverton, OR 97005  
(503) 644-9000  
1 (800) 344-6453 (toll free outside Oregon)

Ms. Kimberly Nicolai, Customer Relations  
**Nikkal Industries**  
 562 Lynnhaven Parkway  
 Virginia Beach, VA 23452  
 (804) 431-2818  
 1 (800) 334-4559  
 (toll free outside Virginia)

**No Nonsense**  
 see **Kayser-Roth Hosiery, Inc.**

Ms. Patricia Peters, Vice President  
 Investor Relations  
**NordicTrack Exerciser**  
 524 Main Street  
 Acton, MA 01720  
 (617) 264-4155

**Norge**  
 see **Maycor**

Mr. Terry Leitz, Manager  
 Consumer Affairs/Field Service  
**North American Philips**  
 Consumer Electronics Division  
 P.O. Box 555  
 Jefferson City, TN 37760  
 (615) 475-3801

Ms. Amy Grant  
 Marketing Servicing Manager  
**North American Watch Corporation**  
 650 Fifth Avenue  
 New York, NY 10019  
 (212) 337-7800

Mr. John Rantz, Director  
 Product Performance  
**Northern Electric Company**  
 1621 Highway 15 North  
 P.O. Box 247  
 Laurel, MS 39441  
 (601) 649-6170

Ms. Hedy Hughes, Director  
 Customer Relations  
**Northwest Airlines**  
 M/S A5100 Minneapolis/St. Paul  
 International Airport  
 St. Paul, MN 55111  
 (612) 726-2046

Mr. Thomas W. Towers, Manager  
 Public Relations  
**Northwestern Mutual Life Insurance Company**  
 720 East Wisconsin Avenue  
 Milwaukee, WI 53202  
 (414) 271-1444

Ms. Anita Davis, Director  
 Customer Relations  
**Norwegian Caribbean Lines**  
 One Biscayne Tower  
 Miami, FL 33131  
 (305) 358-6670  
 1 (800) 327-9020  
 (toll free outside Florida)

Ms. Peggy Hill, Product Manager  
**Nostrilla**  
 Boehringer Ingelheim  
 90 East Ridge  
 P.O. Box 368  
 Ridgefield, CT 06877  
 (203) 798-9988

Ms. Betty Ridgely, Director  
 Consumer Services  
**Noxell Corporation**  
 11050 York Road  
 Hunt Valley, MD 21030  
 (301) 785-4411

**Nu Tone**  
 see **Scoville, Inc.**

## O

Ms. Linda Compton, Consumer Affairs  
**Ocean Spray Cranberries Inc.**  
 225 Water Street  
 Plymouth, MA 02360  
 (617) 747-7407

Mr. Jordan Henderson, District Manager  
 Consumer Affairs  
**Ohio Bell Telephone Company**  
 45 Erie View, Room 868  
 Cleveland, OH 44114  
 (216) 822-2209

**O'Keefe & Merit Appliances**  
 see **White Consolidated Industries**

Ms. Gay F. Gandrow, Director  
 Marketing Services  
**Olan Mills, Inc.**  
 4325 Amnicola Highway  
 P.O. Box 23456  
 Chattanooga, TN 37422  
 (615) 622-5141

Mr. Ralph LePore, Manager  
 Camera Service  
**Olympus Optical Company, Ltd.**  
 145 Crossways Park  
 Woodbury, NY 11797  
 (516) 364-3000  
 1 (800) 433-0880 (toll free—information)

Ms. Bridget Burke  
 Consumer Relations Representative  
**Oneida, Ltd.**  
 Kenwood Station  
 Oneida, NY 13421  
 (315) 361-3000

**Orkin**  
 see **Rollins, Inc.**

Ms. Clare B. LeBrun, Manager  
 Consumer Affairs  
**Ortho Consumer Products**  
 P.O. Box 7144  
 San Francisco, CA 94120  
 (415) 894-4500

**Orville Reunbacher**  
 see **Beatrice Companies, Inc.**

**OSCO Drugs**  
 see **American Stores Company**

Consumer Response  
**Oster Company**  
 5055 North Lydell Avenue  
 Milwaukee, WI 53217  
 (414) 332-8300  
 1 (800) 356-7837 (toll free)

Mr. Bob Schroer, Manager  
 Field and Customer Services  
**Outboard Marine Corporation**  
 100 Sea Horse Drive  
 Waukegan, IL 60095

Ms. Margie Meeks, Supervisor  
 Inquiry Clerk  
**Owens-Corning Fiberglas Corporation**  
 Fiberglas Tower  
 Toledo, OH 43659  
 (419) 248-8000

## P

Executive Offices  
**Pacific Bell**  
 140 Montgomery Street  
 San Francisco, CA 94105  
 1 (800) 592-6500 (toll free in California)

Mr. Larry Ash, Director of Communications  
**Pacific Lighting Corporation**  
 810 South Flower Street  
 Los Angeles, CA 90017  
 (213) 689-4178

Ms. Linda McKnown, Supervisor  
 Consumer Affairs  
**Pacific Southwest Airlines**  
 P.O. Box 85385  
 San Diego, CA 92138  
 (619) 574-2314

Mr. James Stevens, Vice President  
 Customer Services  
**PaineWebber, Inc.**  
 120 Broadway  
 New York, NY 10271  
 (212) 437-2087

Ms. Dawn Fiss, Director  
 Consumer Affairs  
**Pan American World Airways**  
 200 Park Avenue  
 Pan Am Building  
 New York, NY 10166  
 (212) 880-6139

**Panasonic**  
 see **Matsushita Servicing Company**

**Paper Art Company**  
 see **Mennen Company**

**Parke-Davis**  
 see **Warner-Lambert Company**

Mr. David H. Clark  
 National Technical Service Manager  
**Pennzoil Products Company**  
 P.O. Box 2967  
 Houston, TX 77252  
 (713) 546-4262

Mr. Joseph Pollard  
 Corporate Vice President  
 Public Relations  
**Peoples Drug Stores, Inc.**  
 6315 Bren Mar Drive  
 Alexandria, VA 22312  
 1 (800) 572-0267 (toll free inside Virginia)  
 1 (800) 336-4990 (toll free outside Virginia)

**People Express**  
see **Continental Airlines**

Ms. Ellen Woznica, Manager  
Consumer Services  
**Pepperidge Farm, Inc.**  
Westport Avenue  
Norwalk, CT 06856  
(203) 846-7276

Ms. Christina Jones  
Manager, Consumer Affairs  
**Pepsi Cola Company**  
Route 35 and 100  
Somers, NY 10589  
(914) 767-7218

Ms. Connie Littleton  
Director of Advertising  
**Perdue Farms**  
P.O. Box 1537  
Salisbury, MD 21801  
(301) 543-3000  
1 (800) 638-1150  
(toll free outside Maryland)

Ms. Phyllis Wolfe, Manager  
Consumer Affairs  
**Personal Products Company**  
Van Liew Avenue  
Milltown, NJ 08850  
1 (800) 631-5294 (toll free)

Ms. Joyce Hofer  
Consumer Affairs Correspondent  
**Pet Incorporated**  
P.O. Box 392  
St. Louis, MO 63166  
(314) 621-5400

Ms. Hazel Morris, Vice President  
Consumer Affairs  
**Pet Incorporated**  
**Frozen/Bakery Group**  
P.O. Box 392  
St. Louis, MO 63166  
(314) 621-5400

Ms. Janet Tournbough, Director  
Consumer Affairs  
**Pet Incorporated**  
**Grocery Group**  
P.O. Box 392  
St. Louis, MO 63166  
(314) 621-5400

Marketing Department  
**Pfizer Consumer Products**  
235 East 42nd Street  
New York, NY 10017  
(212) 573-2323

Ms. Karen Vogl, Associate Director  
Consumer Response  
**Pillsbury Company**  
2821 Pillsbury Center  
Minneapolis, MN 55402  
(612) 330-4728

**Philco**  
see **NAP Consumer Electronics Corporation**

Ms. Lois Heywood, Manager  
Corporate Support Programs  
**Philip Morris, Inc.**  
120 Park Avenue  
New York, NY 10017  
(212) 880-3489

Public Relations  
**Phillips Petroleum Company**  
16 Phillips Building  
Bartlesville, OK 74004  
(918) 661-1215

Ms. Carolyn Kumle, Operations Support  
**Photo Corporation of America Photo Service**  
PCA International, Inc.  
801 Crestdale Avenue  
Matthews, NC 28105  
(704) 847-8011

**Piaget**  
see **North American Watch Corporation**

Mr. Allen Johnson, Director  
**Baggage Services**  
**Piedmont Airlines, Inc.**  
Charlotte Douglas International Airport  
P.O. Box 19004  
Charlotte, NC 28219  
1 (800) 342-1709  
(toll free in North Carolina)  
1 (800) 826-2033  
(toll free outside North Carolina)  
(baggage complaints only)

Ms. Deborah Thompson, Director  
**Customer Relations**  
**Piedmont Airlines, Inc.**  
1 Piedmont Plaza  
Winston-Salem, NC 27156  
(919) 770-8206

**Pierre Cardin**  
see **American Cyanamid Company**

Mr. Sol Fields, Division Manager  
Customer Service  
**Pioneer Electronics Service, Inc.**  
P.O. Box 1760  
Long Beach, CA 90801  
1 (800) 421-1404 (toll free)

**Playskool**  
see **Hasbro, Inc.**

Ms. Dawn Tedeschi, Manager  
Consumer Affairs  
**Playtex, Inc.**  
215 College Road, P.O. Box 728  
Paramus, NJ 07652  
(201) 265-8000  
1 (800) 624-0825  
(toll free in New Jersey)  
1 (800) 222-0453  
(toll free outside New Jersey)

Ms. Elizabeth Thomas, Director  
Consumer Relations  
**Plough, Inc.**  
3030 Jackson Avenue  
Memphis, TN 38151  
(901) 320-2386

Customer Service Department  
**Polaroid Corporation**  
784 Memorial Drive  
Cambridge, MA 02139  
(617) 577-2000  
(collect calls within Massachusetts)  
1 (800) 343-5000  
(toll free outside Massachusetts)

Ms. Pieter Roeloff, Vice President  
Operations  
**Ponderosa, Inc.**  
P.O. Box 578  
Dayton, OH 45401  
(513) 454-2400

Mr. David Lundstedt, Product Manager  
**Prestone**  
39 Old Ridgebury Road  
Danbury, CT 06817  
(203) 794-3930

**Princeton Pharmaceutical Products**  
see **Squibb Corporation**

Ms. Dorothy Puccini, Manager  
Consumer Services  
**Procter & Gamble Co.**  
P.O. Box 599  
Cincinnati, OH 45201  
(513) 562-2200

Mr. James F. Sutor, Vice President  
Community Relations and Secretary  
**Provident Mutual Life Insurance**  
1600 Market Street  
Philadelphia, PA 19101  
(215) 636-5000

Ms. Pat Lucey, Associate Vice President  
Client Relations  
**Prudential Bache Securities, Inc.**  
100 Gold Street  
New York, NY 10292  
(212) 791-4175

Mr. Ethan I. Davis, CLU, FLMI  
Vice President  
Individual Insurance Services  
**Prudential Insurance Company of America**  
One Washington Building  
Newark, NJ 07101  
(201) 877-7340

Ms. Dorothy Light, Esq., Vice President  
Public Affairs  
**Prudential Property & Casualty Company**  
23 Main  
Holmdel, NJ 07733  
(201) 946-5228

Mr. Dave Sayer (sweepstakes)  
Ms. Judy Negle (magazines)  
Advertising Manager  
**Publishers Clearing House**  
382 Channel Drive  
Port Washington, NY 11050  
(516) 883-5432  
1 (800) 645-9242  
(toll free outside New York)

Mr. Clayton Hollis, Director  
Public Relations  
**Publix Supermarkets**  
1936 George Jenkins Boulevard  
P.O. Box 407  
Lakeland, FL 33802  
(813) 688-1188  
1 (800) 292-4168 (toll free in Florida)

Mr. Frank Hixon, Manager  
Customer Relations  
**Purolator Courier Corporation**  
131 Marstown Road  
Basking Ridge, NJ 07920  
1 (800) 653-3333 (toll free)

## Q

Ms. Beverly Kloehn  
Manager of Consumer Response  
**Quaker Oats Company**  
P.O. Box 9003  
Chicago, IL 60604  
(312) 222-7843

Mr. Benton H. Faulkner, Manager  
Public Relations  
**Quaker State Corporation**  
P.O. Box 989  
Oil City, PA 16301  
(814) 676-7676

Mr. Robert Wayne, Manager  
Consumer Relations  
**Quasar Company**  
1325 Pratt Boulevard  
Elk Grove Village, IL 60007  
(312) 228-6366

## R

**Radio Shack**  
see Tandy Corporation

Ms. Doris Hewkin, Director  
Office of Consumer Affairs  
**Ralston Purina Company**  
Checkerboard Square  
St. Louis, MO 63164  
(314) 982-4566

Mr. David M. Thompson, Vice President  
Corporate Communications  
**Ramada, Inc.**  
P.O. Box 29004  
Phoenix, AZ 85038  
(602) 273-4000

Ms. Pamela Gormley, Manager  
Customer Relations  
**Reader's Digest Association, Inc.**  
Pleasantville, NY 10570  
1 (800) 262-2627  
(toll free in New York)  
1 (800) 431-1246  
(toll free outside New York)

Ms. Betty Tegen  
Mr. John Andrelinas  
Consumer Relations  
**Reebok**  
150 Royall Street  
Canton, MA 02021  
(617) 821-2800  
1 (800) 843-4444  
(toll free outside Massachusetts)

Ms. Claire Turkiewicz  
Customer Service Supervisor  
**The Regina Company**  
313 Regina Avenue  
Rahway, NJ 07065  
(201) 381-1000  
1 (800) 847-8336  
(toll free outside New Jersey)

Mr. Terry Washburn, Manager  
Consumer Affairs  
**Remco Enterprises, Inc.**  
P.O. Box 720259  
Houston, TX 77272  
(713) 530-4900

Mr. John Fullerton, Manager  
World Wide Services  
**Remington Products, Inc.**  
60 Main Street  
Bridgeport, CT 06602  
(203) 367-4400

**Remington Rifle**  
see E.I. duPont de Nemours & Co.

Ms. Natalie Korman  
**Revlon**  
767 Fifth Avenue  
New York, NY 10153  
(212) 326-5682

Ms. Susan B. Kerr  
Division Consumer Affairs Manager  
**Reynolds Metals Company**  
6603 West Broad Street  
Richmond, VA 23230  
(804) 281-4104

Ms. Kathleen M. Fitzsimmons, Director  
Consumer Affairs  
**Richardson-Vicks, Inc.**  
**Healthcare & Personal Products**  
Division  
10 Westport Road  
Wilton, CT 06897  
(203) 834-5000

**Rockport**  
see Reebok

Mr. Brian Herson  
Assistant Director of Fulfillment Services  
**Rodale Press, Inc.**  
33 East Minor Street  
Emmaus, PA 18049  
1 (800) 441-7761 (toll free)

Mr. William Roisen  
Assistant Vice President  
**Rodex Watch U.S.A., Inc.**  
665 Fifth Avenue  
New York, NY 10022  
(212) 758-7700

Ms. Jan Bell, Director  
Customer Services  
**Rollins, Inc.**  
2170 Piedmont Road, N E  
Atlanta, GA 30324  
(404) 888-2151

Mr. Leo VanVark, Manager  
Customer Service  
**Rolscreen Company**  
100 Main  
Pella, IA 50219  
(515) 628-1000

Mr. John Chiles, Quality Assurance  
**Rorer Group Inc.**  
500 Virginia Drive  
Fort Washington, PA 19034  
(215) 628-6416

Ms. Joanne Taddeo, Manager  
Consumer Services  
**Ross Laboratories**  
625 Cleveland Avenue  
Columbus, OH 43215  
(614) 227-3758

Mr. Wynelle Sanders, Marketing Secretary  
**Royal Oak Enterprises, Inc.**  
35 Glenlake Parkway, Suite 500  
Atlanta, GA 30328  
(404) 393-1430

Ms. Victoria Trentacost, Manager  
Customer Service  
**Royal Silk Ltd.**  
45 East Madison Avenue  
Clifton, NJ 07011  
1 (800) 451-7455 (toll free)

Ms. Ruth A. Chambers, Supervisor  
Consumer Services  
**Rubbermaid, Inc.**  
1147 Akron Road  
Wooster, OH 44691  
(216) 264-6464

**Rustler Jeans**  
see Blue Bell, Inc.

Ms. Ann Salanty  
Manager of Customer Service  
**Ryder Truck Rental**  
P.O. Box 20816  
Miami, FL 33102  
1 (800) 327-7777  
(toll free outside Florida)

Ms. Lorraine Frost  
Administrative Assistant to the President  
**Ryland Homes**  
P.O. Box 4000  
Columbia, MD 21044  
(301) 730-7222

## S

**7-Eleven Food Stores**  
see The Southland Corporation

**SFS Corporation**  
Customer Information Center  
1 (800) 421-5013 (toll free)

Mr. Paul Nigro, Marketing Manager  
**STP Corporation**  
 39 Old Ridgebury Road  
 Danbury, CT 06817  
 (203) 794-3930

Ms. Felicia del Campo  
 Public Affairs Department Manager  
**Safeway Stores, Inc.**  
 Oakland, CA 94660  
 (415) 891-3267

**Samsonite**  
 see **Beatrice Companies, Inc.**

Mr. Mike McGrame  
**Sandoz Company**  
 Highway 56 and Interstate 80  
 P.O. Box 83288  
 Lincoln, NE 68501  
 (402) 464-6311

**Sanyo Electric Inc.**  
 see **SFS Corporation**

**Sara Lee**  
 see **Kitchens of Sara Lee**

Consumer Relations Department  
**Schwinn Bicycle Company**  
 217 North Jefferson Street  
 Chicago, IL 60606  
 (312) 454-7400

Ms. Janet Jones, Manager  
 Consumer Relations Operations  
**Scott Paper Company**  
 Scott Plaza Two  
 Philadelphia, PA 19113  
 (215) 522-6170  
 1 (800) 835-7268  
 (toll free outside Pennsylvania)

Mr. Ralph Proffitt  
 Director of Consumer Relations  
 Nu Tone Division  
**Scoville, Inc.**  
 Madison and Red Bank Roads  
 Cincinnati, OH 45227  
 (513) 527-5100  
 1 (800) 582-2030 (toll free in Ohio)  
 1 (800) 543-8687 (toll free outside Ohio)

Shareholder Services Representative  
**Scudder Funds Distributor**  
 160 Federal Street  
 Boston, MA 02110  
 1 (800) 225-2470  
 (toll free outside Massachusetts)

Mr. Clyde Allen, Community Affairs  
**Joseph E. Seagram & Sons, Inc.**  
 800 Third Avenue  
 New York, NY 10022  
 (212) 572-7000

Customer Service Representative  
**Sealy Mattress Manufacturing Company**  
 1300 East Ninth Street  
 Cleveland, OH 44114  
 (216) 522-1310

Ms. Fran DiPalo, Manager  
 Consumer Affairs  
**Seaman Furniture Store**  
 70 Charles Lindbergh Boulevard  
 Uniondale, NY 11553  
 (516) 222-6011

Customer Service  
**G.D. Searle and Company**  
**Consumer Products Division**  
 P.O. Box 5110  
 Chicago, IL 60680  
 1 (800) 942-5686 (toll free in Illinois)  
 1 (800) 323-1157 (toll free outside Illinois)

Customer Service  
**G.D. Searle and Company**  
**Nutrasweet**  
 P.O. Box C-1115  
 Skokie, IL 60076  
 (312) 982-7972  
 1 (800) 321-7254  
 (toll free outside of Illinois)

Customer Service  
**G.D. Searle and Company**  
**Pharmaceuticals**  
 P.O. Box 5110  
 Chicago, IL 60680  
 1 (800) 942-2566 (toll free in Illinois)  
 1 (800) 323-1603  
 (toll free outside Illinois)

Mr. Jerry Hauber, Director  
 Consumer Relations  
**Sears, Roebuck and Co.**  
 Department 731 A  
 Sears Tower  
 Chicago, IL 60684  
 (312) 875-5188

**Sedgefield Jeans**  
 see **Blue Bell, Inc.**

Coserv  
**Seiko Time Corporation**  
 1111 MacGauthier Boulevard  
 Mahwah, NJ 07430  
 (201) 529-3311

Ms. Rosemarie Martinez  
 Consumer Relations Department  
**Serta, Inc.**  
 2800 North River Road  
 Des Plaines, IL 60018  
 (312) 699-9300

Ms. Florence Chasey-Cohen  
 Corporate Communications  
**The Seven-Up Company**  
 P.O. Box 655086  
 Dallas, TX 75265  
 (214) 824-0331

**Seventeen Magazine**  
 see **Triangle Publications, Inc.**

Mr. Gene O. Jadwin, General Manager  
 Customer Relations/Service  
**Sharp Electronics Corporation**  
 Sharp Plaza  
 P.O. Box 650  
 Mahwah, NJ 07430  
 (201) 529-9140

Customer Service  
**The Sharper Image**  
 650 Davis Street  
 San Francisco, CA 94111  
 1 (800) 344-4444 (toll free)

Mr. Harold Cothorn, Manager  
 Dealer and Customer Inquiries  
**Shell Oil Company**  
 P.O. Box 2463  
 Houston, TX 77001  
 (713) 241-2281

Mr. John Kolb, Manager  
 Customer Service  
**Sherwin-Williams Company**  
 101 Prospect Avenue, N.W.  
 Cleveland, OH 44101  
 (216) 566-2068

Shoppers Department  
**Shoney's Inc.**  
 1727 Elm Hill Pike  
 Nashville, TN 37210  
 (615) 366-9240

Ms. Mary Ellen Gowin, Manager  
 Consumer and Public Affairs  
**Shop Rite Supermarket**  
 600 York Street  
 Elizabeth, NJ 07207  
 (201) 527-3342

**ShowBiz Pizza**  
 see **Brock Hotel Corporation**

Ms. Joyce Glover, National Director  
 Consumer Relations  
**Simmons U.S.A.**  
 P.O. Box 95465  
 Atlanta, GA 30347  
 (404) 321-3030

Mr. Paul Nigro, Marketing Manager  
**Simonize**  
 39 Old Ridgebury Road  
 Danbury, CT 06817  
 (203) 794-3930

Ms. Lillian Crawford  
 Consumer Affairs Department  
 Sewing Products Division  
**Singer Sewing Company**  
 155 Raritan Center Parkway  
 Edison, NJ 08837  
 (201) 527-6000

Mr. Mike Minchin  
 Executive Vice President Marketing  
**Sizzler Restaurants International**  
 5400 Alla Road  
 Los Angeles, CA 90066  
 (213) 827-2300

**Skaggs Company**  
 see **American Stores Company**

**Skoal Chewing Tobacco**  
 see **U.S. Tea**

Law and Compliance Department  
**Smith Barney, Harris Upham  
 & Co., Inc.**  
 330 West 34th Street  
 New York, NY 10001  
 (212) 399-6000

Ms. Rosanne Tyson  
 Consumer Affairs Administrator  
**SmithKline Consumer Products**  
 One Franklin Plaza, P.O. Box 8082  
 Philadelphia, PA 19101  
 (215) 751-4324

Ms. Vickie Limbach  
 Manager of Communications  
**J.M. Smucker Co.**  
 Strawberry Lane  
 Orrville, OH 44667  
 (216) 682-0015

**Snapper Power Equipment**  
 McDonough, GA 30253  
 (404) 957-9141

**Solar Nutritionals  
 see Thompson Medical  
 Company**

Mr. Paul Sonnabend, President  
**Sonesta International Hotels  
 Corporation**  
 200 Clarendon Street  
 Boston, MA 02116  
 (617) 421-5413

Ms. Kathryn M. O'Brien, Manager  
 Customer Relations  
**Sony Corporation of America**  
 Sony Service Company  
 Sony Drive  
 Park Ridge, NJ 07656  
 (201) 930-7669

**Southern Bell Corporation**  
 32R77 Southern Bell Center  
 675 West Peachtree Street, N.E.  
 Atlanta, GA 30375  
 (404) 529-3638 (information)  
 (404) 529-3870 (complaints)

Mr. Jim Ruppel, Director  
 Customer Relations  
**Southwest Airlines**  
 Love Field  
 P.O. Box 37611  
 Dallas, TX 75235  
 (214) 353-6145

Ms. Shirley Brisbois, Manager  
 Consumer Relations  
**Spalding & Evenflo, Inc.**  
 Meadow Street  
 Chicopee, MA 01021  
 1 (800) 332-9662  
 (toll free in Massachusetts)  
 1 (800) 225-6601  
 (toll free outside Massachusetts)

Mr. Paul Weiske  
 Customer Service Manager  
**Speed Queen Company**  
 P.O. Box 990  
 Ripon, WI 54971  
 (414) 748-3121

Mr. Don Currant, Supervisor  
 Customer Service Department  
**Spencer Gifts**  
 1050 Black Horse Pike  
 Pleasantville, NY 08232  
 (609) 645-5580

Ms. Trina Mohrbacher  
 Customer Service Manager  
 Mr. Robert Terry, Vice President  
**Spiegel, Inc.**  
 Regency Towers  
 1515 West 22nd Street  
 Oak Brook, IL 60522  
 (312) 954-2772

Mr. Thomas White  
**Springs Industries Inc.**  
 Consumer Fashions Division  
 104 West 40th Street  
 New York, NY 10018  
 (212) 556-6000

Ms. Linda Dickey  
 Customer Relations Manager  
**The Southland Corporation**  
 P.O. Box 719  
 Dallas, TX 75221  
 (214) 522-5591

Mr. Ralph Jones, Public Affairs  
**Squibb Corporation**  
 P.O. Box 4000  
 Princeton, NJ 08540  
 (609) 921-4279

Mr. Jack Gauthier, Marketing Manager  
**Stanley Hardware**  
 Division Stanley Works  
 195 Lake Street  
 New Britain, CT 06050  
 (203) 225-5111

Mr. Jim Stahly, Director  
 Public Relations  
**State Farm Mutual Automobile  
 Insurance Company**  
 One State Farm Plaza  
 Bloomington, IL 61701  
 (309) 766-2714

Ms. Phyllis Buono  
 Product Complaint Section  
 Department of Regulatory Affairs  
**Sterling Drug Inc.**  
 90 Park Avenue  
 New York, NY 10016  
 (212) 907-2000, 3149

Ms. Esther Rasmussen, Director  
 Consumer Relations  
**Stokely USA, Inc.**  
 626 East Wisconsin Avenue  
 Oconomowoc, WI 53066  
 (414) 567-1731

Ms. Christine Filardo, Director  
 Consumer Affairs  
**Stop & Shop Supermarkets**  
 P.O. Box 1942  
 Boston, MA 02105  
 (617) 770-8895

Ms. Frances D Karpowicz  
 Consumer Affairs Department  
**Stouffer Foods Corporation**  
 5750 Harper Road  
 Solon, OH 44139  
 (216) 248-3600

President  
**Stouffer Restaurant Company**  
 30050 Chagrin Boulevard  
 Pepper Pike, OH 44124  
 (216) 464-6606

Ms. Maureen Durand  
 Quality Assurance Administration  
 Coordinator  
**The Stroh Brewery Company**  
 100 River Place  
 Detroit, MI 48207  
 (313) 446-2000

Ms. Donna Samelson, Manager  
 Consumer Relations  
**Sun-Diamond Growers of  
 California**  
 P.O. Box 1727  
 Stockton, CA 95201  
 (209) 466-4851

Ms. Diane Ferri  
 Supervisor Consumer Affairs  
**Sunbeam Appliance Company**  
 1333 Butterfield Road  
 P.O. Box 1576  
 Downers Grove, IL 60515  
 (312) 719-5000

Subscriber Service  
**Sunset Magazine**  
 80 Willow Road  
 Menlo Park, CA 94025

Mr. Richard Wisniewski, Supervisor  
 Customer Relations  
**Supermarkets General  
 Corporation**  
 301 Blair Road  
 Woodbridge, NJ 07095  
 (201) 499-3500

Mr. Doug Williams, Customer Service  
**Swatch Watch USA**  
 1704 Hempstead Lane  
 Lancaster, PA 17601  
 1 (800) SWATCH-1 (toll free)

**The Swiss Colony  
 Customer Service**  
 1112 Seventh Avenue  
 Monroe, WI 53566  
 (608) 324-4000

**The Swiss Colony  
 Food Collection**  
 1112 Seventh Avenue  
 Monroe, WI 53566  
 (608) 324-8080

**Sylvania Television  
 see NAP Consumer Electronics  
 Corporation**



**T**

Ms. Deedee Kindy, Supervisor  
Consumer Affairs  
**3M**  
3M Center, Building 225-5N-04  
St. Paul, MN 55144  
(612) 733-1871

Ms. Joy Colarullo  
**T.J. Maxx**  
One Mercer Road  
Natick, MA 01760  
(617) 651-6624

**T.V. Guide**  
see **Triangle Publications, Inc.**

Customer Service  
**Talbots**  
175 Beal Street  
Hingham, MA 02043  
1 (800) 225-8200 (toll free)

Ms. Kerry Carliell, Manager  
Consumer Services  
**TAMBRANDS, Inc.**  
P.O. Box 271  
Palmer, MA 01069  
(413) 283-3431  
1 (800) 523-0014  
(toll free outside Massachusetts)

Ms. Lucille Frey, Director  
Customer Relations  
**Tandy Corporation/Radio Shack**  
1600 One Tandy Center  
Fort Worth, TX 76102  
(817) 390-3218

**Tappan Company, Inc.**  
see **White Consolidated Industries**

Ms. Jane Brattain, Director  
Consumer Relations and  
Quality Assurance  
**Target Stores**  
33 South 6th Street  
P.O. Box 1392  
Minneapolis, MN 55440  
(612) 370-6006

**Technics**  
see **Matsushita Servicing Company**

Mr. Richard Keller, Director  
Consumer Affairs  
**Teledyne, Inc.**  
1730 East Prospect Street  
Fort Collins, CO 80525  
(303) 484-1352  
1 (800) 525-2774  
(toll free except Alaska & Hawaii)

Ms. Kathy Laffin, Supervisor  
Customer Service  
**Teleflora**  
12233 West Olympic, Suite 140  
Los Angeles, CA 90064  
(213) 826-5253  
1 (800) 367-5576  
(toll free in California)  
1 (800) 421-2815  
(toll free outside California)

Ms. M.A. Shute, Manager  
Public Affairs  
**Tenneco, Inc.**  
P.O. Box 2511  
Houston, TX 77001  
(713) 757-2777

Consumer Affairs Department  
**Tetley, Inc.**  
100 Commerce Drive  
Shelton, CT 06484  
(203) 929-9342

Mr. W.D. Kistler, Staff Coordinator  
Credit Services  
**Texaco Refining and Marketing**  
P.O. Box 2000  
Bellarie, TX 77401  
(713) 432-2235, 2018

Mr. Carl Gundlach, Consumer Products  
**Texas Instruments, Inc.**  
P.O. Box 53  
Lubbock, TX 79408  
(806) 741-2000  
1 (800) 842-2737 (toll free outside Texas)

Mr. Edward C. Hall, Senior Vice President  
**The New England**  
501 Boylston Street  
Boston, MA 02117  
(617) 578-2000

Customer Service Representative  
**Thom McAn Shoe Co.**  
67 Millbrook Street  
Worcester, MA 01606  
(617) 791-3811

**Thompson & Formby, Inc.**  
825 Crossover Lane  
Memphis, TN 38117  
1 (800) FORMBYS (toll free)

Mr. Dean Segal, Director  
Corporate Communications  
**Thompson Medical Co., Inc.**  
919 Third Avenue  
New York, NY 10022  
(212) 688-4420

Mr. Donald Bell, Vice President  
Professional & Public Affairs  
**Thrift Drug Company**  
615 Alpha Drive  
Pittsburgh, PA 15238  
(412) 781-5373

Corporate Public Affairs  
**Time Inc.**  
Rockefeller Center  
New York, NY 10020  
(212) 522-1212

Ms. Letha Watkins  
Consumer Correspondent  
**Timex Corporation**  
P.O. Box 2740  
Little Rock, AR 72203  
(501) 372-1111

Ms. Mary O'Connell  
Sales Services Supervisor  
**Tonka Corporation**  
6000 Clearwater Drive  
Minnetonka, MN 55343  
(612) 936-3300

Ms. Mary Elliott, Director  
Public Affairs  
**The Toro Company**  
8111 Lyndale Avenue South  
Minneapolis, MN 55420  
(612) 887-8900

National Dealer and Consumer Service  
Manager  
**Toshiba Corporation**  
82 Totowa Road  
Wayne, NJ 07470  
(201) 628-8000 (consumer products)

Ms. Theresa Peard  
Administrative Assistant  
**Totes, Inc.**  
10078 East Kemper Road  
Loveland, OH 45140  
(513) 583-2300

Director, Consumer Complaints  
**Tourneau, Inc.**  
515 Madison Avenue  
New York, NY 10022  
(212) 758-3265  
1 (800) 223-1288  
(toll free outside New York)

Ms. Angela Burdon  
Corporate Spokesperson  
**Toys R Us**  
395 West Passaic  
Rochelle Park, NJ 07662  
(201) 368-5528

Ms. R. Robins, Manager  
Control Center  
**Trak Auto**  
3300 75th Avenue  
Landover, MD 20785  
(301) 731-1200

**Trane/Cac, Inc.**  
see **American Standard, Inc.**

Ms. Rosemary Aurichio, Director  
Customer Relations  
**Trans World Airlines**  
605 Third Avenue  
New York, NY 10158  
(212) 692-3311

Mr. Patrick Edwards, Manager  
Customer Relations  
**Transtar**  
P.O. Box 87380  
Houston, TX 77287  
(713) 641-9107

Office Of Consumer Information  
**The Travelers Companies**  
One Tower Square  
Hartford, CT 06183  
(203) 277-6565  
1 (800) 243-0191  
(toll free outside Connecticut)

Customer Service  
**Triangle Publications, Inc.**  
 Four Radnor Corporate Center  
 Radnor, PA 19088  
 (215) 293-8500

**True Value Hardware Stores  
 see Cotter & Company**

Ms. Ruth Kelly, Director  
 Consumer Services Department  
**Tupperware**  
 P.O. Box 2353  
 Orlando, FL 32802  
 (305) 847-3111  
 1 (800) 858-7221 (toll free outside Florida)

Direct Response  
 Division of Sales  
**Turner Broadcasting  
 System, Inc.**  
 P.O. Box 7500 (WTBS)  
 Atlanta, GA 30357  
 1 (800) 257-1234  
 (toll free outside of Georgia)

Ms. Meg Houser  
 Consumer Correspondence Representative  
**Turtle Wax, Inc.**  
 5655 West 73rd Street  
 Chicago, IL 60638  
 (312) 563-3600

Mr. Pete Hester  
 Consumer Relations and Services  
**Tyson Foods, Inc.**  
 2210 West Oaklawn Drive  
 P.O. Drawer E  
 Springdale, AR 72764  
 (501) 756-4000

**U**

Ms. Elaine De Shong, Manager  
 Customer Services  
**U-Haul International**  
 2727 North Central Avenue  
 Phoenix, AZ 85004  
 (602) 263-6771  
 1 (800) 528-0463 (toll free outside Arizona)

**UNISYS Corporation**  
 P.O. Box 500  
 Bluebell, PA 19424  
 (215) 542-4011

Mr. Harry Roth, Director  
 Consumer Affairs  
**USAir**  
 Hangar 12  
 Washington National Airport  
 Washington, DC 20001  
 (703) 892-7020

Ms. Rosette Ellison  
 Consumer Services Representative  
**U.S. Shoe Corporation**  
 One Eastwood Drive  
 Cincinnati, OH 45227  
 (513) 527-7590

Ms. Renee Ray, Supervisor  
 Executive Consumer Services  
**U.S. Sprint**  
 8001 Stemmons Freeway  
 Dallas, TX 75247  
 (214) 688-4642  
 1 (800) 531-4646 (toll free outside Texas)

Mr. Larry Allen, Manager  
 Corporate Communications  
**USTEA**  
 100 West Putnam Avenue  
 Greenwich, CT 06830  
 (203) 661-1100

Ms. Lorren LaVecchia  
**US West, Inc.**  
 Orchard Falls Building  
 Englewood, CO 80111  
 (303) 793-6660

**Union Fidelity Life Insurance  
 Company  
 see Aon Corporation**

Mr. Paul M. Miller, Manager  
 Consumer Affairs  
**Uniroyal Goodrich Company**  
 600 South Main Street  
 Akron, OH 44397  
 (216) 374-3796  
 1 (800) 521-9796 (toll free)

Mr. Paul Tinebra, Corporate Manager  
 Consumer Affairs  
**United Airlines**  
 P.O. Box 66100  
 Chicago, IL 60666  
 (312) 952-5341

Mr. Bob Potter  
 National Customer Complaint Coordinator  
**United Parcel Service of  
 America, Incorporated**  
 51 Weaver Street  
 Greenwich, CT 06836  
 (203) 622-7012

**United States Fidelity &  
 Guarantee Company**  
 100 Light Street  
 Baltimore, MD 21202  
 (301) 547-3000

Bette Malone Relocation Service  
**United Van Lines**  
 One United Drive  
 Fenton, MO 63026  
 1 (800) 325-3870 (toll free)

Ms. Jill Lory, Manager  
 Customer Service and  
 Consumer Correspondence  
**Universal Match Corporation**  
 1224 Fern Ridge Parkway  
 St. Louis, MO 63141  
 (314) 469-3655

Supervisor Customer Service  
**Unocal Corporation**  
 Room 911-1321 A  
 P.O. Box 7600  
 Los Angeles, CA 90051  
 (213) 977-6956

Mr. Robert Raycraft  
 Consumer Products Unit  
**Upjohn Company**  
 7000 Portage Road  
 Kalamazoo, MI 49001  
 (616) 323-6004

**V**

Consumer Relations Department  
**Valvoline Oil Company**  
 P.O. Box 12918  
 Lexington, KY 40512  
 (506) 268-7389

Ms. Adele Ball  
 Manager of Marketing Services  
**Van Heusen Company**  
 281 Centennial Avenue  
 Piscataway, NJ 08854  
 (201) 885-5000  
 1 (800) 631-5809  
 (toll free outside New Jersey)

Mr. John McAna, President  
**Van Munching and Co., Inc.**  
 1270 Avenue of the Americas, 10th Floor  
 New York, NY 10020  
 (212) 265-2685

Ms. Jan Still-Lindeman  
**Vanity Fair**  
 640 Fifth Avenue  
 New York, NY 10019  
 (212) 582-6767

Ms. Elizabeth Martin, Manager  
 Corporate Communications  
**Viacom International, Inc.**  
 1211 Avenue of the Americas  
 New York, NY 10036  
 (212) 719-7556

Mr. Peter Doane, Vice President  
**Vicorp Restaurants**  
 400 West 48th Avenue  
 Denver, CO 80216  
 (303) 296-2121

Customer Relations  
**Visa USA, Inc.**  
 P.O. Box 8999  
 San Francisco, CA 94128  
 (415) 570-3200

**W**

Customer Service Representative  
**Wagner Spray Tech Corporation**  
 1770 Fernbrook Lane  
 Plymouth, MN 55441  
 (612) 553-7168  
 1 (800) 328-8251  
 (toll free outside Minnesota)

Customer Service  
**Wal-Mart Stores, Inc.**  
 P.O. Box 116  
 Bentonville, AR 72716  
 (501) 273-4000

Mr. Edward H. King, Director  
 Governmental and Public Affairs  
**Walgreen**  
 200 Wilmot Road  
 Deerfield, IL 60015  
 (312) 940-2500

Customer Service Department  
**Walter Drake & Sons**  
 Drake Building  
 Colorado Springs, CO 80940

Ms. Rebecca Pierce  
 Consumer Affairs Manager  
**Wamsutta Pacific**  
 111 West 40th Street, 16th Floor  
 New York, NY 10018  
 (212) 930-5594

Customer Relations  
**Wang Laboratories Inc.**  
 One Industrial Avenue  
 Lowell, MA 01851  
 (617) 967-4068

Mr. Alton G. Laliberte  
 Executive Vice President  
**Wernaco Men's Apparel**  
 10 Water Street  
 Waterville, ME 04901  
 (207) 873-4241

Ms. Mary Richardson, Director  
 Consumer Affairs Division  
**Warner-Lambert Company**  
 201 Tabor Road  
 Morris Plains, NJ 07950  
 (201) 540-2458

Ms. Beverly Frago, Manager  
 Customer Service  
**Waterford Crystal, Ltd.**  
 P.O. Box 2298  
 Ocean, NJ 07712  
 (201) 493-2900  
 1 (800)221-1006  
 (toll free outside New Jersey)

Ms. Karen Wegmann  
 Executive Vice President  
 Customer Transactions  
**Wells Fargo & Company**  
 201 Third Street  
 MAC 0137-020  
 San Francisco, CA 94163  
 (415) 477-5005

Ms. Susan Kosling  
 Consumer Relations Specialist  
**Wendy's International, Inc.**  
 P.O. Box 256  
 Dublin, OH 43017  
 (614) 764-6800

Ms. Joanne Turchany  
 Manager of Consumer Information  
**West Bend Company**  
 400 Washington Street  
 West Bend, WI 53095  
 (414) 334-2311

Ms. Caroline Lee  
 Consumer Affairs Manager  
**West Point-Pepperell**  
 1221 Avenue of the Americas  
 New York, NY 10020  
 (212) 382-5000

Mr. Carl Barkley, Director  
 Office of Consumer Affairs  
**Western Union Telegraph Company**  
 One Lake Street  
 Upper Saddle River, NJ 07458  
 (201) 825-5937

Mr. Robert D. Stanley  
 Division Vice President, Consumer Affairs  
**Whirlpool Corporation**  
 2000 M 63 North  
 Benton Harbor, MI 49022  
 (616) 926-5101  
 1 (800) 253-1301 (toll free)

Mr. Raymond E. Bacquet  
 Manager of Customer Relations and  
 Information Center  
**White Consolidated Industries**  
 300 Phillipi Road  
 Columbus, OH 43288  
 (614) 272-4100  
 1 (800) 245-0600 (toll free outside Ohio)

**Frigidaire Appliances**  
 1 (800) 451-7007 (toll free)

**Gibson Appliances**  
 1 (800) 458-1445 (toll free)

**Kelvinator Appliance Company**  
 1 (800) 323-7773 (toll free)

**O'Keefe & Merit Appliances**  
 1 (800) 537-5530 (toll free)

**Tappan Company, Inc.**  
 1 (800) 537-5530 (toll free)

**White Westinghouse**  
 1 (800) 245-0600 (toll free)

**White Westinghouse  
 see White Consolidated  
 Industries**

Ms. Kim Byron, Manager  
 Community Relations  
**Wickes Companies, Inc.**  
 3340 Ocean Park Boulevard, Suite 2000  
 Santa Monica, CA 90405  
 (213) 452-9540

Customer Service  
**Williams-Sonoma**  
 100 North Point Street  
 San Francisco, CA 94133  
 (415) 421-4555

Mr. Steve Evenson  
 Owner Relations Manager  
**Winnebago Industries**  
 P.O. Box 152  
 Forest City, IA 50436  
 (515) 582-3535

**Winthrop Consumer Products  
 see Sterling Drug Inc.**

Public Relations  
**Wisconsin Bell**  
 722 North Broadway  
 ASC-13  
 Milwaukee, WI 53202  
 (414) 678-0681

Mr. John Patrick Callahan  
 Customer Service  
**F.W. Woolworth Company**  
 233 Broadway, Room 2638  
 New York, NY 10279  
 (212) 553-2202

Customer Service  
**World Book, Inc.**  
 510 Merchandise Mart Plaza  
 Chicago, IL 60654  
 1 (800) 621-8202 (toll free)

**Wrangler Jeans  
 see Blue Bell, Inc.**

Ms. Joan Weber  
 Consumer Affairs Administrator  
**Wm. Wrigley Jr. Company**  
 410 North Michigan Avenue  
 Chicago, IL 60611  
 (312) 645-4071

## X

Mr. Richard Reilly, Manager  
 Customer Relations  
**Xerox Corporation**  
 100 Clinton Avenue South  
 Rochester, NY 14644  
 (716) 423-5480

## Y

Mr. Dan Caviness, Manager  
 Customer Relations  
**Yamaha Motor Corporation**  
 6555 Katella Avenue  
 Cypress, CA 90630  
 (714) 761-7439

## Z

Ms. Renee Hoke, Manager  
 Communications  
**Zale Corporation**  
 901 West Walnut Hill Lane  
 Irving, TX 75038  
 (214) 580-4980

Mr. Stanley Berkovitz, Vice President  
 Consumer and Community Affairs  
**Zayre Corporation**  
 Framingham, MA 01701  
 (617) 651-8704

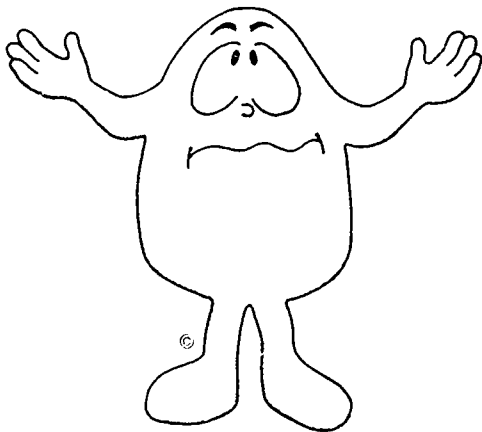
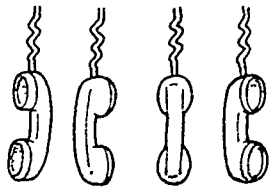
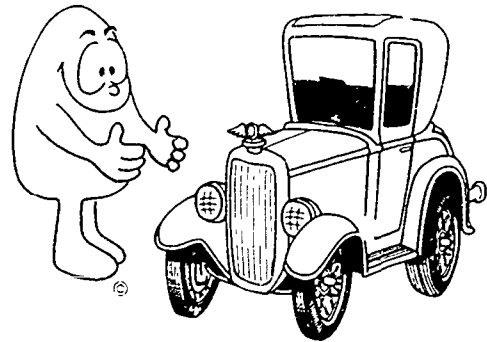
Mr. Larry Liddle, Manager  
 Customer Service  
**Zenith Data Systems**  
 1900 North Austin Avenue  
 Chicago, IL 60639  
 (312) 745-2464

Mr. John Pederson, Consumer Affairs  
**Zenith Electronics Corporation**  
 1000 Milwaukee Avenue  
 Glenview, IL 60025  
 (312) 391-8100

## Used Cars

Before buying a used car from a dealer, there are certain steps you can take to ensure you are getting a good value for your money

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. Be sure you get a copy of the buyer's guide when you purchase the car from a dealer.
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 finance agreements.
3. To estimate the total cost, 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, have a mechanic inspect the car for potential problems.
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 they have any 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.



## Choosing Long Distance Telephone Service

1. To compare carriers, determine 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 frequently.
3. Each long distance carrier may have a different billing and usage measurement 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 usage 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.

# Automobile Manufacturers

If you have a problem with an automobile purchased from a dealer, first try to work it out with that dealer. If an agreement cannot be reached, consider contacting the manufacturer's zone representative, many of whom are listed in this section.

If the problem is still not resolved, try contacting one of the third-party dispute resolution programs. A listing of these programs begins on page 42.

## American Honda Motor Company, Inc.

**California, Nevada**  
Customer Relations Department  
American Honda Motor Company, Inc.  
Western Zone  
700 Van Ness Avenue  
Torrance, CA 90509  
(213) 781-4565

**Utah, Arizona, Colorado, New Mexico, Nebraska, Kansas, Oklahoma**  
Customer Relations Department  
American Honda Motor Company, Inc.  
West Central Zone  
1600 South Abilene 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 Country Road  
Windsor Locks, CT 06096  
(203) 623-3310

**Tennessee, Alabama, Georgia, Florida**  
Customer Relations Department  
American Honda Motor Company, Inc.  
Southeast Zone  
1500 Morrison Parkway  
Alpharetta, GA 30201  
(404) 442-2045

**Minnesota, Iowa, Missouri, Wisconsin, Illinois**  
Customer Relations Department  
American Honda Motor Company, Inc.  
North Central Zone  
139 West Central Road  
Schaumburg, IL 60195  
(312) 991-9788

**West Virginia, Maryland, Virginia, North Carolina, South Carolina, District of Columbia**  
Customer Relations Department  
American Honda Motor Company, Inc.  
Mid-Atlantic Zone  
209 Perry Parkway, Suite 10  
Gaithersburg, MD 20877  
(301) 869-8982

**Pennsylvania, New Jersey, Delaware, Long Island (New York)**  
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

**Washington, Oregon, Idaho, Montana, Wyoming, North Dakota, South Dakota, Hawaii, Alaska**  
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 90248  
(213) 604-2430

## American Isuzu Motors, Inc.

**California**  
Regional Customer Relations Manager  
American Isuzu Motors, Inc.  
One Autry Street  
Irvine, CA 92718  
(714) 770-2626

**Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee**  
Regional Customer Relations Manager  
American Isuzu Motors, Inc.  
Southeast Region  
205 Hembree Park Drive  
Roswell, GA 30076  
(404) 475-1995

**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  
P.O. Box 925  
Upper Saddle River, NJ 07458  
(201) 934-0755

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

**Alaska, Hawaii, Idaho, Montana, Nevada (Northern), Oregon, Utah, Washington, Wyoming**  
Regional Customer Relations Manager  
American Isuzu Motors, Inc.  
Northwest Region  
8727 148th Avenue, N.E.  
Redmond, WA 98052  
(206) 881-0203

**Headquarters:**  
American Isuzu Motors, Inc.  
2300 Pellissier Place  
Whittier, California 9060  
(213) 949-0611

## American Motors Corporation see Jeep/Eagle Division of Chrysler Motor Corporation

## 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  
11300 Playa Street  
Culver City, CA 90231  
1 (800) 822-AUDI (toll free)

**Alaska, Northern California, Idaho, Montana, Oregon, Washington**  
Regional Service Manager  
Audi of America, Inc.  
Western Region  
7106 Johnson Drive  
Pleasanton, CA 94566  
1 (800) 822-AUDI (toll free)

**Alabama, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, Texas (excluding El Paso)**  
 Regional Service Manager  
 Audi of America, Inc.  
 Southern Region  
 1770 The Exchange, Suite 170  
 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  
 420 Barclay Boulevard  
 Lincolnshire, IL 60069  
**1 (800) 822-AUDI (toll free)**

**Arkansas, Kansas, Missouri, Nebraska**  
 Regional Service Manager  
 Audi of America, Inc.  
 Mid-America Region  
 8825 Page Boulevard  
 St. Louis, MO 63114  
**1 (800) 822-AUDI (toll free)**

**Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, North Carolina, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia**  
 Regional Service Manager  
 Audi of America, Inc.  
 Atlantic Region  
 9300 Martin Luther King, Jr. Highway  
 Lanham, MD 20706  
**1 (800) 822-AUDI (toll free)**

**Connecticut, New Jersey, New York**  
 Regional Service Manager  
 Audi of America, Inc.  
 Eastern Region  
 Greenbush Road  
 Orangeburg, NY 10962  
**1 (800) 822-AUDI (toll free)**

**Connecticut, New Jersey, New York**  
 Director, Corporate Service  
 World-Wide Volkswagen Corp.  
 Greenbush Road  
 Orangeburg, NY 10962  
 (914) 578-5000

**Corporate Office:**  
 Mr. Frank A. Pompa, Jr.  
 Consumer Services Manager  
 Audi of America, Inc.  
 888 West Big Beaver  
 Troy, MI 48007  
**1 (800) 822-AUDI (toll free)**

**BMW of North America, Inc.**

**Arizona, Southern California, Southern Nevada (Las Vegas)**  
 Customer Relations Manager  
 Western Region  
 BMW of North America, Inc.  
 12541 Beatrice Street  
 P.O. Box 66916  
 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  
 6160 Peachtree-Dunwoody Road  
 Suite A-100  
 Atlanta, GA 30328  
 (404) 399-0070

**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

**Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont**  
 Customer Relations Manager  
 BMW of North America, Inc.  
 Eastern Region  
 535 East Crescent Avenue  
 Ramsey, NJ 07446  
 (201) 934-4000

**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) 450-7620

**Corporate Office:**  
 National Customer Relations Manager  
 BMW of North America, Inc.  
 Campus 3  
 Montvale, NJ 07645  
 (201) 573-2000

**Chrysler Motors Corporation**

**Nevada, Utah, Arizona, New Mexico**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 Phoenix Zone Office  
 11225 North 28th Drive, Suite A100  
 Phoenix, AZ 85029  
 (602) 866-6060

**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  
 (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) 371-1330

**Florida**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 Orlando Zone Office  
 P.O. Box 593428  
 Orlando, FL 32859  
 (305) 352-7402

**Tennessee, Alabama, Georgia**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 Atlanta Zone Office  
 900 Circle 75 Parkway, Suite 1600  
 Atlanta, GA 30339  
 (404) 953-8880

**Iowa, Northern Illinois, Indiana**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 Chicago Zone Office  
 P.O. Box 1102  
 Itasca, IL 60143  
 (312) 773-7780

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

**Louisiana, Florida, Alabama, Missouri**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 New Orleans Zone Office  
 P.O. Box 73168  
 Metairie, LA 70033  
 (504) 455-1433

**Massachusetts, Connecticut, Rhode Island, Maine, Vermont, New Hampshire**  
 Customer Relations Manager  
 Chrysler Motors Corporation  
 Boston Zone Office  
 P.O. Box 50  
 Natick, MA 01760  
 (617) 655-2810

**Maryland, Virginia, North Carolina, Delaware, District of Columbia**  
Customer Relations Manager  
Chrysler Motors Corporation  
Washington, DC Zone Office  
P.O. Box 3130  
Landover, MD 20784  
(301) 464-407

**Michigan, Ohio, Indiana**  
Customer Relations Manager  
Chrysler Motors Corporation  
Detroit Zone Office  
P.O. Box 3000  
Troy, MI 48007  
(313) 879-3600

**South Dakota, Minnesota, Iowa, Wisconsin, North Dakota, Nebraska**  
Customer Relations Manager  
Chrysler Motors Corporation  
Minneapolis Zone Office  
P.O. Box 1231  
Minneapolis, MN 55440  
(612) 553-2546

**Illinois, Missouri, Kentucky, Indiana**  
Customer Relations Manager  
Chrysler Motors Corporation  
St. Louis Zone Office  
P.O. Box 278  
Hazelwood, MO 63042  
(314) 895-0731

**North Carolina, South Carolina**  
Customer Relations Manager  
Chrysler Motors Corporation  
Charlotte Zone Office  
4944 Parkway Plaza Boulevard  
Suite 470  
Charlotte, NC 28217  
(704) 529-4165

**New York, Pennsylvania**  
Customer Relations Manager  
Chrysler Motors Corporation  
Syracuse Zone Office  
P.O. Box 1207  
Syracuse, NY 13201  
(315) 432-4041

**New Jersey, New York, Connecticut**  
Customer Relations Manager  
Chrysler Motors Corporation  
New York Zone Office  
500 Route 303  
Tappan, NY 10983  
(914) 359-0110

**Kentucky, Indiana, Ohio**  
Customer Relations Manager  
Chrysler Motors Corporation  
Cincinnati Zone Office  
P.O. Box 41902  
Cincinnati, OH 45241  
(513) 530-1500

**Oregon, Alaska, Washington, Northern Idaho, Western Montana**  
Customer Relations Manager  
Chrysler Motors Corporation  
Portland Zone Office  
P.O. Box 744  
Beaverton, OR 97075  
(503) 841-4170

**Pennsylvania, New Jersey, Delaware**  
Customer Relations Manager  
Chrysler Motors Corporation  
Philadelphia Zone Office  
3 Great Valley Parkway East, Suite 201  
Great Valley Corporate Center  
Malvern, PA 19355  
(215) 251-2990

**Ohio, Pennsylvania, West Virginia**  
Customer Relations Manager  
Chrysler Motors Corporation  
Pittsburgh Zone Office  
Penn Center West 3, Suite 420  
Pittsburgh, PA 15276  
(412) 788-7000

**Arkansas, Mississippi, Tennessee**  
Customer Relations Manager  
Chrysler Motors Corporation  
Memphis Zone Office  
P.O. Box 18008  
Memphis, TN 38181  
(901) 797-3870

**Texas (North)**  
Customer Relations Manager  
Chrysler Motors Corporation  
Dallas Zone Office  
P.O. Box 110162  
Carrollton, TX 75011  
(214) 242-8462

**Texas (South)**  
Customer Relations Manager  
Chrysler Motors Corporation  
Houston Zone Office  
363 East North Belt, Suite 590  
Houston, TX 77060  
(713) 820-7062

**Illinois, Ohio, Missouri, Michigan, Minnesota, Wisconsin**  
Customer Relations Manager  
Chrysler Motors Corporation  
Milwaukee Zone Office  
445 South Moorland Road, Suite 470  
Brookfield, WI 53005  
(414) 797-3750

**Corporate Office:**  
Mr. E. F. Mahon  
National Owner Relations Manager  
Chrysler Motors Corporation  
P.O. Box 1718  
Detroit, MI 48288  
(313) 956-5976

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

**Nevada, New Mexico, Arizona, California, Hawaii**  
Owner Relations Department  
Western Regional Office  
23046 Avenida DeLa Carlotta  
P.O. Box 30710  
Laguna Hills, CA 92654  
(714) 855-3533

**Nebraska, Colorado, Utah, Wyoming, Montana, Idaho, Oregon, Southwestern South Dakota, Washington, Alaska**  
Owner Relations Department  
Rocky Mountain Regional Office  
5005 Lima Street  
Denver, CO 80239  
(303) 373-5800

**Tennessee, Mississippi, Alabama, Georgia, Florida**  
Owner Relations Department  
Southeast Regional Office  
1640 Stone Ridge Drive  
P.O. Box 718  
Stone Mountain, GA 30083  
(404) 491-3233

**Wisconsin, Upper Michigan, Illinois, Northwest Indiana, Iowa, Minnesota, North Dakota, South Dakota**  
Owner Relations Department  
Midwest Regional Office  
1600 Busse Road  
Elk Grove Village, IL 60007  
(312) 364-8601

**Michigan, Western New York, Western Pennsylvania, West Virginia, Kentucky, Indiana, Ohio**  
Owner Relations Department  
Great Lakes Regional Office  
24100 Southfield Road, Suite 103  
Southfield, MI 48075  
(313) 827-7870

**Rhode Island, Massachusetts, Maine, New Hampshire, Vermont, Eastern New York, Northern New Jersey**  
Owner Relations Department  
Northeast Regional Office  
444 Saw Mill River Road  
P.O. Box 500  
Elmsford, NY 10523  
(914) 997-2823

**Missouri, Arkansas, Louisiana, Texas, Oklahoma, Kansas**  
Owner Relations Department  
Southwest Regional Office  
5101 Statesman Drive  
Irving, TX 75063  
(214) 570-3222

**Eastern Pennsylvania, Southern New Jersey, Delaware, Maryland, District of Columbia, Virginia, North Carolina, South Carolina**  
Owner Relations Department  
Mid-Atlantic Regional Office  
Hallmark Building  
13873 Park Center Road, Suite 77  
Herndon, VA 22071  
(703) 481-6438

**Corporate Office:**  
Ms. Marilyn Johnston  
Owner Relations Service  
14250 Plymouth Road  
Detroit, MI 48232  
(313) 493-2341

## AUTOMOBILE MANUFACTURERS

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

**Corporate Office:**  
Mr. Manny Carvalho  
National Service Operations Manager  
Fiat Auto U.S.A., Inc.  
777 Terrace Avenue  
Hasbrouck Heights, NJ 07604  
(201) 393-4049, 4042

### Ford Motor Company

**Arizona, New Mexico, Western Texas**  
Owner Relations Manager  
Ford Motor Company  
Phoenix District Office  
P.O. Box 844  
Phoenix, AZ 85001  
(602) 266-8500

**Southern California, Southeastern Nevada**  
Owner Relations Manager  
Ford Motor Company  
Los Angeles District Office  
2200 West Sequoia  
P.O. Box 4680-P  
Anaheim, CA 92803  
(714) 520-8300

**Northern California, Southern Oregon, Western Nevada, Hawaii**  
Owner Relations Manager  
Ford Motor Company  
San Jose District Office  
P.O. Box 4002  
Milpitas, CA 95035  
(408) 262-9110

**Colorado, Wyoming, Western Nebraska, Southern Idaho, Utah, Southwestern South Dakota, Northeastern Nevada, Montana, Southeastern Oregon**  
Owner Relations Manager  
Ford Motor Company  
Denver District Office  
P.O. Box 5588  
Terminal Annex  
Denver, CO 80217  
(303) 893-3673

**Florida, Southern Georgia**  
Owner Relations Manager  
Ford Motor Company  
Jacksonville District Office  
P.O. Box Y  
Jacksonville, FL 32203  
(904) 783-7777

**Northern Georgia, Eastern Alabama**  
Owner Relations Manager  
Ford Motor Company  
Atlanta District Office  
P.O. Box 105003  
Atlanta, GA 30348  
(404) 763-6440

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

**Central and Western Indiana, Southeastern Illinois**  
Owner Relations Manager  
Ford Motor Company  
Indianapolis District Office  
P.O. Box 19448  
Indianapolis, IN 46219  
(317) 353-6251

**Western Missouri, Kansas, Northwestern Arkansas**  
Owner Relations Manager  
Ford Motor Company  
Kansas City District Office  
P.O. Box 501  
Shawnee Mission, KS 66201  
(913) 888-0141

**Western Kentucky, Central Tennessee, South Central Indiana**  
Owner Relations Manager  
Ford Motor Company  
Louisville District Office  
P.O. Box 32080  
Louisville, KY 40232  
(502) 456-3700

**Southern Mississippi, Louisiana, Southwestern Alabama**  
Owner Relations Manager  
Ford Motor Company  
New Orleans District Office  
P.O. Box 8630  
Metairie, LA 70011  
(504) 454-6764

**Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut**  
Owner Relations Manager  
Ford Motor Company  
Boston District Office  
P.O. Box 587  
Waltham, MA 02254  
(617) 895-1000

**Michigan (excluding Upper Peninsula)**  
Owner Relations Manager  
Ford Motor Company  
Detroit District Office  
P.O. Box 775  
Wixom, MI 48096  
(313) 337-9900

**Northwestern Wisconsin, Minnesota, North Dakota, Northern South Dakota**  
Owner Relations Manager  
Ford Motor Company  
Twin Cities District Office  
P.O. Box 9303  
Minneapolis, MN 55440  
(612) 887-4290

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

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

**Western Iowa, Central and Eastern Nebraska, Southeastern South Dakota**  
Owner Relations Manager  
Ford Motor Company  
Omaha District Office  
P.O. Box 37433  
Millard Station  
Omaha, NE 68137  
(402) 592-8850

**Northeastern Pennsylvania, Southeastern Pennsylvania, Southern New Jersey, Delaware**  
Owner Relations Manager  
Ford Motor Company  
Philadelphia District Office  
P.O. Box 816  
Pennsauken, NJ 08110  
(609) 662-8021

**Northern New Jersey, Eastern New York, Southeastern New York, Long Island**  
Owner Relations Manager  
Ford Motor Company  
New York District Office  
U.S. Highway 46  
Teterboro, NJ 07608  
(201) 288-9421

**Upper 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

**Eastern and Northwestern Ohio, Northwestern Pennsylvania**  
Owner Relations Manager  
Ford Motor Company  
Cleveland District Office  
P.O. Box 41035  
Brecksville, OH 44141  
(704) 554-4501

**Southern Ohio, Southern West Virginia, Eastern Kentucky, Southeastern Indiana**  
Owner Relations Manager  
Ford Motor Company  
Cincinnati District Office  
P.O. Box 6308  
Cincinnati, OH 45215  
(513) 563-3120

**Southwestern Pennsylvania, Northern West Virginia, Southeastern Ohio**  
Owner Relations Manager  
Ford Motor Company  
Pittsburgh District Office  
Manor Oak Two, Suite 910  
1910 Cochran Road  
Pittsburgh, PA 15220  
(412) 928-2939

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



**Northern Texas, Oklahoma**  
 Owner Relations Manager  
 Ford Motor Company  
 Dallas District Office  
 P.O. Box 110037  
 Carrollton, TX 75011  
 (214) 323-6299

**Southern Texas**  
 Owner Relations Manager  
 Ford Motor Company  
 Houston District Office  
 P.O. Box 827  
 Houston, TX 77001  
 (713) 680-4260

**Maryland, Virginia, Eastern West Virginia**  
 Owners Relations Manager  
 Ford Motor Company  
 Washington District Office  
 8051 Gatehouse Road  
 Falls Church, VA 22046  
 (703) 698-2069

**Alaska, Washington, Northern Oregon, Northern Idaho**  
 Owner Relations Manager  
 Ford Motor Company  
 Seattle District Office  
 10604 N.E. 38th Place, Suite 215  
 Kirkland, WA 98033  
 (206) 244-5800

**Wisconsin (excluding Northwest corner), Michigan (Upper Peninsula)**  
 Owner Relations Manager  
 Ford Motor Company  
 Milwaukee District Office  
 P.O. Box 267  
 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) 521-4140 (toll free—Lincolns)  
 1 (800) 551-5747  
 (toll free—Taurus/Mercury Sable)  
 1 (800) 437-8237 (toll free—Merkur)  
 1 (800) 282-0959  
 (towing and technical information)

**General Motors Corporation**  
 Customer Assistance Center  
 General Motors Corporation  
 Buick Motor Division  
 902 First Hamilton Avenue  
 Flint, MI 48550  
 1 (800) 521-7300 (toll free)

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

Customer Assistance Department  
 General Motors Corporation  
 Chevrolet Motor Division  
 5505 Corporate Drive  
 Troy, MI 48098  
 1 (800) 222-1020 (toll free)

Customer Service Department  
 General Motors Corporation  
 GMC Truck and Coach Operation  
 31 Judson Street  
 Pontiac, MI 48058  
 (313) 456-4547

Customer Service Department  
 General Motors Corporation  
 Oldsmobile Division  
 P.O. Box 30095  
 Lansing, MI 48909  
 (517) 377-5546

Customer Service Department  
 General Motors Corporation  
 Pontiac Motor Division  
 One Pontiac Plaza  
 Pontiac, MI 48053  
 1 (800) 762-2737 (toll free)

**Honda**  
 See American Honda Motor Company, Inc.

**Jaguar Cars, Inc.**

**Western Zone**  
 Customer Relations Manager  
 Jaguar Cars, Inc.  
 422 Valley Drive  
 Brisbane, CA 94005  
 (415) 467-0625

**Eastern Zone**  
 Customer Relations Manager  
 Jaguar Cars, Inc.  
 500 Willow Tree Road  
 Leonia, NJ 07605  
 (201) 592-5200

**Mazda Canada, Inc.**

Customer Relations Manager  
 Mazada Canada, Inc.  
 821 Brock Road South  
 Pickering, Ontario Canada L1W3L6  
 (416) 831-4222

**Mazda Motors of America (Central), inc.**

Arizona, California, Colorado, Nevada, New Mexico, Utah, Wyoming  
 Mr. Matt Reiter  
 Consumer Communications Manager  
 Mazda Distributors West (Pacific Region)  
 9451 Toledo Way  
 Irvine, CA 92714  
 (714) 380-7705

Illinois, Indiana, Michigan, Ohio, Wisconsin  
 Mr. Hal Paulsen  
 Consumer Communications Manager  
 Mazda Distributors Great Lakes  
 618 Kenmoor S.E.  
 Grand Rapids, MI 49505  
 (616) 949-9305

Arkansas, Iowa, Kansas, Kentucky, Louisiana, Mississippi, Missouri, Nebraska, Oklahoma, Tennessee, Texas  
 Mr. Bill Cochran  
 Consumer Communications Manager  
 Mazda Distributors West (Gulf)  
 10445 Corporate Drive  
 Sugar Land, TX 77478  
 (713) 240-5800

Alaska, Idaho, Minnesota, Montana, North Dakota, Oregon, South Dakota, Washington  
 Mr. Stan Crews  
 Consumer Communications Manager  
 Mazda Distributors West (Northwest Region)  
 8621 South 180th Street  
 Kent, WA 98031  
 (206) 251-5920

**Mazda Motors of America (East), Inc.**

Alabama, Florida, Georgia, North Carolina, South Carolina  
 Customer Relations Manager  
 Mazda Motors of America (East) Inc.  
 Southeast Region  
 8691 Western Way  
 Jacksonville, FL 32216  
 (904) 731-0132

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, District of Columbia, West Virginia  
 Customer Relations Manager  
 Mazda Motors of America (East) Inc.  
 Northeast Region  
 60 Distribution Boulevard  
 Edison, NJ 08817  
 (201) 287-1664

**Mercedes-Benz of North America, Inc.**

Southern California, Arizona  
 Owner Service Manager  
 Mercedes-Benz of North America, Inc.  
 Los Angeles Zone  
 851 East Watsoncenter  
 P.O. Box 4625  
 Carson, CA 90745  
 (213) 835-8315

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

**Western North Carolina, South Carolina, Tennessee, Mississippi, Alabama, Georgia, Florida**

Owner Service Manager  
Mercedes-Benz of North America, Inc  
Jacksonville Zone  
8813 Western Way  
P.O. Box 17604  
Jacksonville, FL 32245  
(904) 731-4040

**Illinois, Indiana, Ohio, Kentucky, Michigan, Wisconsin, Minnesota, North Dakota, Eastern South Dakota, Nebraska, Iowa, Missouri, Eastern Kansas**

Owner Service Manager  
Mercedes-Benz of North America, Inc.  
Chicago Zone  
3333 Charles Street  
Franklin Park, IL 60131  
(312) 455-9131

**Western New York, Pennsylvania, Eastern Ohio, West Virginia, Virginia, Maryland, Eastern North Carolina, Delaware, District of Columbia**

Owner Service Manager  
Mercedes-Benz of North America, Inc  
Washington, DC Zone  
Baltimore Commons Business Park  
1300 Mercedes Drive  
Harmons, MD 21077  
(301) 859-9160

**Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, Northern New Jersey, Upstate New York**

Owner Service Manager  
Mercedes-Benz of North America, Inc.  
New York Zone  
One Glenview Road  
P.O. Box 277  
Montvale, NJ 07645  
(201) 573-2501

**Texas, Arkansas, Louisiana, Oklahoma, Western Kansas, New Mexico, Colorado, Eastern Wyoming**

Owner Service Manager  
Mercedes-Benz of North America, Inc  
Houston Zone  
9550 North Loop East  
P.O. Box 24396  
Houston, TX 77229  
(713) 575-6113

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

**Mitsubishi Motor Sales of America, Inc.**

**Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Louisiana, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming**

Consumer Relations Manager  
Mitsubishi Motor Sales of America, Inc  
Western Region Office  
6450 West Katella Avenue  
Cypress, CA 90630  
1 (800) 222-0037 (toll free)

**Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, Wisconsin**

Consumer Relations Manager  
Mitsubishi Motor Sales of America, Inc.  
Eastern Regional Office  
516 Heron Drive  
Bridgeport, NJ 08014  
1 (800) 222-0037 (toll free)

**Corporate Office:**  
National Consumer Relations Manager  
Mitsubishi Motor Sales of America, Inc.  
10540 Talbert Avenue  
Fountain Valley, CA 92728  
(714) 963-7677

**Nissan Motor Corporation in USA**

**Southern California, Arizona, Nevada (Las Vegas)**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Los Angeles Regional Office  
1683 Sunflower Avenue  
Costa Mesa, CA 92626  
(714) 549-1277

**Northern California, Nevada (except Las Vegas)**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
San Francisco Regional Office  
355 North Wiggel Lane, Suite 100  
Walnut Creek, CA 947  
(415) 932-0550

**North Dakota, South Dakota, Wyoming, Nebraska, Utah, Colorado, Kansas, New Mexico, Texas (El Paso)**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Denver Regional Office  
11000 East 45th Avenue  
Denver, CO 80239  
(303) 371-4230

**South Carolina, Georgia, Florida**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Jacksonville Regional Office  
8743 Western Way  
Jacksonville, FL 32217  
(904) 737-7100

**Minnesota, Wisconsin, Iowa, Illinois, Missouri, Michigan (except Lower Peninsula)**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Chicago Regional Office  
600 Enterprise Street  
Aurora, IL 60505  
(312) 851-8000

**Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, parts of upstate New York**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Boston Regional Office  
P.O. Box 198  
Mansfield, MA 02048  
(617) 339-1000

**New Jersey, Eastern Pennsylvania, Metropolitan New York**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
New York Regional Office  
No. 4 Corporate Place  
Piscataway, NJ 08855  
(201) 981-0220

**Michigan (Lower Peninsula), Indiana, Ohio, Western Pennsylvania**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Columbus Regional Office  
150 East Wilson Bridge Road, Suite 100  
Worthington, OH 43085  
(614) 846-6900

**Arkansas, Kentucky, Tennessee, Mississippi, Alabama**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Memphis Regional Office  
5775 Summer Trees Drive  
Memphis, TN 38134  
(901) 372-5700

**Texas, Oklahoma, Louisiana**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Dallas Regional Office  
2405 North Stemmons Freeway  
Farms Branch, TX 75234  
(214) 243-4311

**Maryland, Delaware, West Virginia, Virginia, North Carolina, District of Columbia**  
Consumer Affairs Manager  
Nissan Motor Corporation in USA  
Norfolk Regional Office  
151 Harbor Drive  
Portsmouth, VA 23705  
(804) 399-4011

**Peugeot Motors of America, Inc.**

Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington  
 Customer Relations  
 Peugeot Motors of America, Inc  
 Western Region  
 1020 East 230th Street  
 Carson, CA 90745  
 (213) 549-9880  
**1 (800) 345-5549** (toll free)

Connecticut, Florida, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Southern Georgia, Puerto Rico  
 Customer Relations  
 Peugeot Motors of America, Inc  
 Eastern Region  
 45 U.S. Highway 46  
 Pine Brook, NJ 07058  
 (201) 882-1800  
**1 (800) 345-5549** (toll free)

Alabama, Arkansas, Colorado, Indiana, Illinois, Iowa, Kansas, Louisiana, Michigan, Minnesota, Missouri, Mississippi, Nebraska, New Mexico, North Dakota, Ohio, Oklahoma, South Dakota, Texas, Wisconsin, Wyoming  
 Customer Relations  
 Peugeot Motors of America, Inc.  
 Central Region  
 9444 Old Katy Road  
 Houston, TX 77055  
**1 (800) 345-5549** (toll free)

Kentucky, Maryland, Northern Georgia, North Carolina, South Carolina, Tennessee, Virginia, District of Columbia, West Virginia, Delaware  
 Customer Relations  
 Peugeot Motors of America, Inc.  
 Eastern Auto Distributors Inc.  
 833 East Little Creek Road  
 Norfolk, VA 23518  
 (804) 588-1334

**National Headquarters:**  
 Mr. William J. Atanasio  
 National Customer Relations Manager  
 Peugeot Motors of America, Inc.  
 One Peugeot Plaza  
 P.O. Box 607  
 Lyndhurst, NJ 07071  
 (201) 935-8400  
**1 (800) 345-5549** (toll free)

**Porsche Cars North America, Inc.**

Customer Relations Manager  
 Porsche Cars North America, Inc.  
 200 South Virginia Street  
 P.O. Box 30911  
 Reno, NV 89520  
 (702) 348-3154

**Saab-Scania of America, Inc.**

Maine, Vermont, New Hampshire, Massachusetts, New Jersey, Rhode Island, Connecticut, New York, Delaware, Pennsylvania  
 Consumer Relations Representative  
 Saab-Scania of America, Inc  
 Eastern Region  
 PO Box 697  
 Orange, CT 06477  
 (203) 795-1326

Washington, Montana, Oregon, Idaho, California, Nevada, Utah, Arizona, Alaska, Hawaii  
 Consumer Relations Representative  
 Saab-Scania of America, Inc.  
 Western Region  
 P.O. Box 697  
 Orange, CT 06477  
**1 (800) 255-9007**(toll free)

Maryland, Virginia, District of Columbia, North Carolina, South Carolina, Tennessee, Alabama, Georgia, Florida  
 Consumer Relations Representative  
 Saab-Scania of America, Inc.  
 Southern Region  
 425 Franklin Road, Suite 550  
 Marietta, GA 30067  
 (404) 426-150

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

**Corporate Office:**  
 Consumer Relations Manager  
 Saab-Scania of America, Inc.  
 P.O. Box 697  
 Orange, CT 06477  
 (203) 795-1326

**Subaru of America**

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

Southern California, Nevada (Clark County only)  
 Customer Relations Manager  
 Subaru of Southern California  
 12 Whatney Drive  
 Irvine, CA 92718  
 (714) 951-6592

Northern California, Nevada (except Clark County), Utah  
 Customer Relations Manager  
 Subaru of Northern California, Inc  
 2505 Port Street  
 West Sacramento, CA 95691  
 (916) 371-7901

Nebraska, Kansas, Colorado, New Mexico, Arizona, Missouri (counties of Clay, Platte, and Jackson only)  
 Customer Relations Manager  
 Subaru Inter-Mountain  
 15000 East 39th Avenue  
 Aurora, CO 80011  
 (303) 371-3820

Georgia, South Carolina, Florida  
 Customer Relations Manager  
 Southeast Subaru  
 P.O. Box 3007  
 West Palm Beach, FL 33402  
 (305) 683-3066

Missouri (except counties of Clay, Platte, and Jackson) Indiana (Lake County only), North Dakota, South Dakota, Minnesota, Wisconsin, Iowa, Illinois  
 Customer Relations Manager  
 Subaru Mid-America, Inc.  
 301 Mitchell Court  
 Addison, IL 60101  
 (312) 953-1188

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut  
 Customer Relations Manager  
 Subaru of New England, Inc  
 95 Morse Street  
 Norwood, MA 02062  
 (617) 766-5100

West Virginia, Virginia, North Carolina, Maryland, District of Columbia  
 Customer Relations Manager  
 Subaru Atlantic, Inc.  
 8611 Larkin Road  
 Savage, MD 20763  
 (301) 496-1700

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

New York, North New Jersey  
 Customer Relations Manager  
 Subaru Distributors Corporation  
 6 Ramland Road  
 Orangeburg, NY 10962  
 (914) 359-2500

Kentucky, Ohio, Indiana (except Lake County), Michigan  
 Customer Relations Manager  
 Great Lakes Subaru, Inc  
 401 North Hamilton Road  
 P.O. Box 16513  
 Columbus, OH 43216  
 (614) 864-6650

## AUTOMOBILE MANUFACTURERS

**Washington, Oregon, Idaho, Montana, Wyoming, Alaska**  
Customer Relations Manager  
Northwest Subaru  
8040 Northeast 33rd Drive  
P.O. Box 11293  
Portland, OR 97211  
(503) 287-4171

**Texas, Oklahoma**  
Customer Relations Manager  
Southwest Subaru  
12615 San Pedro Avenue  
P.O. Box 32906  
San Antonio, TX 78216  
(512) 496-1441

**Corporate Office:**  
Owner Service Department  
Subaru of America  
P.O. Box 6000  
Cherry Hill, NJ 08034  
(609) 488-3278

### Toyota Motor Sales, Inc.

Customer Assistance Center  
Toyota Motor Sales, Inc.  
Department A110  
19001 South Western Avenue  
Torrance, CA 90509  
1 (800) 331-4331 (toll free)

### Volkswagen United States, Inc.

**Arizona (Yuma), Hawaii, Southern California (Zip Codes 90, 91, 92, 93)**  
Regional Service Manager  
Volkswagen United States, Inc.  
Los Angeles Region  
11300 Playa Street  
Culver City, CA  
(213) 390-801

**Alaska, Oregon (Reno), Washington (Spokane), Northern California (Zip Codes 94-99)**  
Regional Service Manager  
Volkswagen United States, Inc.  
San Francisco Region  
7106 Johnson Industrial Drive  
Pleasanton, CA 94566  
(415) 463-1080

**Arizona (excluding Yuma), Montana, South Dakota (Rapid City), Florida (except Reno), Colorado, Idaho, Washington (Spokane)**  
Regional Service Manager  
Volkswagen United States, Inc.  
Denver Region  
12847 East Peakview Avenue  
Englewood, CO 80112  
(303) 790-0457

**Alabama, Georgia, Florida, South Carolina, Tennessee**  
Regional Service Manager  
Volkswagen United States, Inc.  
Southeast Region  
1940 The Exchange  
Atlanta, GA 30339  
(404) 955-3484

**Hawaii Liaison Office**  
Volkswagen United States, Inc.  
3045 Jaleña Street, Suite 908  
Honolulu, HI 96819  
(808) 833-9091 (telephone inquiries only)

**Illinois, Iowa, Minnesota, North Dakota, Wisconsin, South Dakota (excluding Rapid City)**  
Regional Service Manager  
Volkswagen United States, Inc.  
Chicago Region  
420 Barclay Boulevard  
Lincolnshire, IL 60069  
(312) 634-6000

**Maine, Massachusetts, New Hampshire, Rhode Island, Vermont**  
Regional Services Manager  
Volkswagen United States, Inc.  
Boston Region  
100 Fordham Road  
Wilmington, MA 01887  
(617) 658-6700

**Maryland, North Carolina, Virginia, District of Columbia, West Virginia**  
Regional Service Manager  
Volkswagen United States, Inc.  
Washington Region  
9300 Martin Luther King Highway  
Lanham, MD 20706  
(301) 455-7000

**Arkansas, Kansas, Missouri, Nebraska**  
Vice President for Service  
Volkswagen Mid-America, Inc.  
8825 Page Boulevard  
St. Louis, MO 63114  
(314) 413-8100

**Connecticut, New Jersey, New York**  
Director of Corporate Service  
World-Wide Volkswagen, Inc.  
Greenbush Road  
Orangeburg, NY 10962  
(914) 578-5000

**Indiana, Kentucky, Michigan, Ohio**  
Regional Service Manager  
Volkswagen United States, Inc.  
Columbus Region  
5000 Post Road  
Dublin, OH 43017  
(614) 761-7100

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

**Louisiana, Mississippi, Oklahoma, Texas (excluding El Paso)**  
Regional Service Manager  
Volkswagen United States, Inc.  
San Antonio Region  
10843 Gulfdale Drive  
P.O. Box 79195C  
San Antonio, TX 78279  
(512) 341-8881

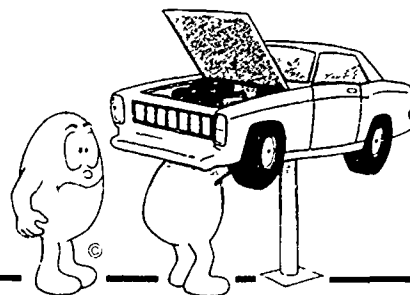
**Corporate Office:**  
Mr. Rainer Dumke  
Consumer Services Manager  
Volkswagen United States, Inc.  
888 West Big Beaver  
Troy, MI 48067  
(313) 362-6000

### Volvo North America

**Corporate Office:**  
Operations Manager  
Volvo North America  
P.O. Box 913  
Rockleigh, NJ 07647  
(201) 767-4737

### Yugo America, Inc.

Mr. Vel Amica  
Director Customer Services  
Yugo America, Inc.  
28 Park Way  
Upper Saddle River, NJ 07458  
(201) 825-4600



### Auto Repair

1. Before having a company repair your car, check the company's complaint record with your state or local consumer protection office or local Better Business Bureau.
2. Be specific about what you want done or the problems you are experiencing.
3. Ask for either a written estimate or that you be called before any major repair work is done. Be sure it's understood that your permission must be obtained before the mechanic does work beyond that which you originally requested.
4. Before you leave the car, make sure the work order reflects what you want done.
5. If additional work is done without your permission, you don't have to pay for the unauthorized 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.

# Better Business Bureaus

Better Business Bureaus (BBBs) are non-profit organizations sponsored by local businesses. BBBs offer a variety of consumer education programs and materials, handle consumer inquiries, mediate and arbitrate complaints, provide general information on companies, and maintain records of

consumer satisfaction or dissatisfaction with individual companies. Listed below are more than 170 local bureaus. Addresses for offices in Canada and Israel can be obtained from the National Headquarters.

## National Headquarters

Council of Better Business Bureaus, Inc.  
1515 Wilson Boulevard  
Suite 300  
Arlington, VA 22209  
(703) 276-0100

## Local Bureaus

### Alabama

1214 South 20th Street  
Birmingham, AL 35205  
(205) 933-2893

P.O. Box: 383  
Huntsville, AL 35804  
(205) 533-1640

707 Van Antwerp Building  
Mobile, AL 36602  
(205) 433-5494, 5495

Union Bank Building  
Commerce Street, Suite 800  
Montgomery, AL 36104  
(205) 262-5606

### Alaska

3380 C Street, Suite 100  
Anchorage, AK 99503  
(907) 562-0704

### Arizona

4428 North 12th Street  
Phoenix, AZ 85014  
(602) 264-1721

50 West Drachman Street  
Suite 103  
Tucson, AZ 85705  
(602) 622-7651 (inquiries)  
(602) 622-7654 (complaints)

### Arkansas

1216 South University  
Little Rock, AR 72204  
(501) 634-7274

### California

705 Eighteenth Street  
Bakersfield, CA 93301  
(805) 322-2074

290 North 10th Street  
Suite 206  
Colton, CA 92324  
(714) 825-7280

5070 North Sixth, Suite 176  
Fresno, CA 93710  
(209) 222-8111

639 South New Hampshire  
Avenue, 3rd Floor  
Los Angeles, CA 90005  
(213) 383-0992

508 16th Street, Room 1500  
Oakland, CA 94612  
(415) 839-5900

400 S Street  
Sacramento, CA 95814  
(916) 443-6843

Union Bank Building, Suite 301  
525 B Street  
San Diego, CA 92101  
(619) 234-0966

2740 Van Ness Avenue, #210  
San Francisco, CA 94109  
(415) 775-3300

P.O. Box 8110  
San Jose, CA 95155  
(408) 978-8700

20 North San Mateo Drive  
P.O. Box 294  
San Mateo, CA 94401  
(415) 347-1251

P.O. Box 746  
Santa Barbara, CA 93102  
(805) 963-8657

1111 North Center Street  
Stockton, CA 95202  
(209) 948-4880, 4881

17662 Irvine Boulevard  
Suite 15  
Tustin, CA 92680  
(714) 544-6942

### Colorado

P.O. Box 7970  
Colorado Springs, CO 80933  
(303) 636-1155

1780 South Bellaire, Suite 700  
Denver, CO 80222  
(303) 758-8200

140 West Oak Street  
Fort Collins, CO 80524  
(303) 484-1348

113 West 4th Street  
Pueblo, CO 81003  
(303) 542-6464

### Connecticut

Fairfield Woods Plaza  
2345 Black Rock Turnpike  
Fairfield, CT 06430  
(203) 374-6161

630 Oakwood Avenue  
Suite 223  
West Hartford, CT 06110  
(203) 247-8700

100 South Turnpike Road  
Wallingford, CT 06492  
(203) 269-2700 (inquiries)  
(203) 269-4457 (complaints)

### Delaware

20 South Walnut Street  
P.O. Box 300  
Milford, DE 19963  
(302) 856-6969 (Sussex)  
(302) 422-6300 (Kent)

2055 Limestone Road  
Suite 200  
Wilmington, DE 19808  
(302) 652-3833

### District of Columbia

1012 14th Street, N.W.  
14th Floor  
Washington, DC 20005  
(202) 393-8000

### Florida

13770 58th Street North  
Suite 309  
Clearwater, FL 34620  
(813) 535-5522

3089 Cleveland Avenue  
Fort Myers, FL 33901  
(813) 334-7331  
(813) 597-1322 (Naples)

16291 North West 57th Avenue  
Miami, FL 33014  
(305) 625-1302 (complaints)

608 Gulf Drive West, Suite 3  
New Port Richey, FL 33552  
(813) 842-5459  
(904) 683-6060 (Hernando)  
(813) 782-4151 (E. Pasco)

132 East Colonia Drive  
Suite 213  
Orlando, FL 32801  
(305) 343-8873

210 Intendencia Street  
Pensacola, FL 32501  
(904) 433-6111

3015 Exchange Court  
West Palm Beach, FL 33409  
(305) 686-2200

### Georgia

100 Edgewood Avenue  
Suite 1012  
Atlanta, GA 30303  
(404) 688-4910 (inquiries)  
(404) 588-2380 (complaints)

PO Box 2085  
Augusta, GA 30903  
(404) 722-1574

8 13th Street  
Columbus, GA 31901  
(404) 324-0712, 0713

P.O. Box 13956  
Savannah, GA 31416  
(912) 354-7521

### Hawaii

1600 Kapiolani Boulevard  
Suite 714  
Honolulu, HI 96813  
(808) 942-2355

### Idaho

409 West Jefferson  
Boise, ID 83702  
(208) 342-4649

### Illinois

211 West Wacker Drive  
Chicago, IL 60606  
(312) 444-1168 (inquiries)  
(312) 346-3313 (complaints)

109 Southwest Jefferson Street  
Suite 305  
Peoria, IL 61602  
(309) 673-5194

### Indiana

118 South Second Street  
Elkhart, IN 46516  
(219) 293-5731

113 Southeast 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

Victoria Centre  
22 East Washington Street  
Suite 310  
Indianapolis, IN 46204  
(317) 637-0197

204 Iroquois Building  
Marion, IN 46952  
(317) 668 8954

Ball State University BBB  
Whiting Building, Room 160  
Muncie, IN 47306  
(317) 285-5668

50985 U.S. #33, North  
South Bend, IN 46637  
(219) 277-9121

**Iowa**

Alpine Centre  
2435 Kimberly Road  
Suite 110 N  
Bettendorf, IA 52722  
(319) 355-6344

1500 2nd Avenue, S.E.  
Suite 212  
Cedar Rapids, IA 52403  
(319) 366-5401

615 Insurance Exchange  
Building  
Des Moines, IA 50309  
(515) 243-8137

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

**Kansas**

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

300 Kaufman Building  
Wichita, KS 67202  
(316) 263-3146

**Kentucky**

628 North Broadway  
Lexington, KY 40508  
(606) 252-4492

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

**Louisiana**

1407 Murray Street, Suite 101  
Alexandria, LA 71301  
(318) 473-4494

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

300 Bond Street  
Houma, LA 70360  
(504) 868-3456

800 Jefferson Street  
Lafayette, LA 70501  
(318) 234-8341

1413 Ryan Street, Suite C  
P.O. Box 1681  
Lake Charles, LA 70602  
(318) 433-1633

141 De Siard Street, Suite 114  
Monroe, LA 71201  
(318) 387-4600

301 Camp Street, Suite 403  
New Orleans, LA 70130  
(504) 581-6222

1401 North Market Street  
Shreveport, LA 71107  
(318) 221-8352

**Maine**

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

**Maryland**

401 North Howard Street  
Baltimore, MD 21201  
(301) 347-3990

11426 Rockville Pike  
Suite 301  
Rockville, MD 20852  
(301) 468-3455

**Massachusetts**

8 Winter Street, 6th Floor  
Boston, MA 02108  
(617) 482-9151 (inquiries)  
(617) 482-9190 (complaints)

106 State Road, Suite 4  
Dartmouth, MA 02747  
(617) 999-6060

1 Kendall Street, Suite 307  
Framingham, MA 01701  
(617) 872-5585

The Federal Building, Suite 1  
78 North Street  
Hyannis, MA 02601  
(617) 771-3022

316 Essex Street  
Lawrence, MA 01840  
(617) 687-7666

293 Bridge Street, Suite 324  
Springfield, MA 01103  
(413) 731-3114

32 Franklin Street  
Worcester, MA 01608  
(617) 755-2548

**Michigan**

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

620 Trust Building  
Grand Rapids, MI 49503  
(616) 774-8236

**Minnesota**

1745 University Avenue  
St. Paul, MN 55104  
(612) 646-7700 (inquiries)  
(612) 646-4631 (complaints)

**Mississippi**

2917 West Beach Boulevard  
Suite 103  
Biloxi, MS 39531  
(601) 374-2222

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

1201 West Pine Street #4  
Hattiesburg, MS 39401  
(601) 562-3116

P.O. Box 2090  
Jackson, MS 39225  
(601) 948-8222

601 22nd Avenue, Suite 313  
Meridian, MS 39301  
(601) 482-8752

**Missouri**

306 East 12th Street  
Suite 1024  
Kansas City, MO 64106  
(816) 421-7800

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

205 Park Central East  
Room 312  
Springfield, MO 65806  
(417) 862-9231

**Nebraska**

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

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

**Nevada**

1829 East Charleston  
Boulevard, Suite 103  
Las Vegas, NV 89104  
(702) 382-7141

372-A Casazza Drive  
Reno, NV 89502  
(702) 322-0657

**New Hampshire**

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

**New Jersey**

690 Whitehead Road  
Lawrenceville, NJ 08648  
(609) 396-1199

(Mercer County)  
(201) 536-6306  
(Monmouth County)  
(201) 329-6855  
(Middlesex, Somerset and  
Hunderton counties)

34 Park Place  
Newark, NJ 07102  
(201) 643-3025

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

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

16 Maple Avenue, Box 303  
Westmont, NJ 08108  
(609) 854-8467

**New Mexico**

4600-A Montgomery, N E  
Suite 200  
Albuquerque, NM 87109  
(505) 884 0500

308 North Locke  
Farmington, NM 87401  
(505) 326-6501

1210 Luisa Street, Suite 5  
Santa Fe, NM 87502  
(505) 988-3648

**New York**

775 Main Street, Suite 401  
Buffalo, NY 14203  
(716) 856-7180

266 Main Street  
Farml'igdale, 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

200 University Building  
Syracuse, NY 13202  
(315) 479-6635

258 Genesee Street  
Utica, NY 13502  
(315) 724-3129

120 East Main  
Wappinger Falls, NY 12590  
(914) 297-6550

One Brockway Place  
White Plains, NY 10601  
(914) 428-1230

**North Carolina**

29 1/2 Page Avenue  
Asheville, NC 28801  
(704) 253-2392

1130 East 3rd Street  
Suite 400  
Charlotte, NC 28204  
(704) 332-7151

3608 West Friendly Avenue  
Greensboro, NC 27410  
(919) 852-4240  
(919) 889-4297 (High Point)

P.O. Box 425  
Newton, NC 28658  
(704) 464-0372

3120 Poplarwood Drive  
Suite G-1  
Raleigh, NC 27604  
(919) 872-9246

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

**Ohio**

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

1434 Cleveland Avenue, North  
Canton, OH 44703  
(216) 454-9401

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

2217 East 9th Street  
Cleveland, OH 44115  
(216) 241-7678

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

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

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

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

311 Mahoning Bank Building  
P.O. Box 1495  
Youngstown, OH 44501  
(216) 744-3111

**Oklahoma**

17 South Dewey  
Oklahoma City, OK 73102  
(405) 239-6081  
(405) 239-6083 (complaints)

4833 South Sheridan  
Suite 412  
Tulsa, OK 74145  
(918) 664-1266

**Oregon**

520 South West 6th Avenue  
Suite 600  
Portland, OR 97204  
(503) 226-3981

**Pennsylvania**

528 North New Street  
Bethlehem, PA 18018  
(215) 366-8780

53 North Duke Street  
Lancaster, PA 17602  
(717) 291-1151  
(717) 232-2800 (Harrisburg)  
(717) 846-2700 (York County)

511 North Broad Street  
Philadelphia, PA 19123  
(215) 574-3600

610 Smithfield Street  
Pittsburgh, PA 15222  
(412) 36-2700

601 Connell Building  
6th Floor  
Scranton, PA 18503  
(717) 342-9129

**Puerto Rico**

GPO Box 70212  
San Juan, PR 00936  
(809) 756-5400

**Rhode Island**

270 Weybosset Street  
Providence, RI 02903  
(401) 272-9800 (inquiries)  
(401) 272-9802 (complaints)

**South Carolina**

1338 Main Street, Suite 500  
Columbia, SC 29201  
(803) 254-2525

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

**Tennessee**

1010 Market Street, Suite 200  
Chattanooga, TN 37402  
(615) 266-6144

P.O. 3608  
Knoxville, TN 37927  
(615) 522-1300

1835 Union, Suite 312  
Memphis, TN 38104  
(901) 272-9641

506 Nashville City  
Bank Building  
Nashville, TN 37201  
(615) 254-5872

**Texas**

Bank of Commerce Building  
Suite 320  
Arlene, TX 79605  
(915) 691-1533

1008 West 10th  
Amarillo, TX 79101  
(806) 374-3735

1005 M Bank Plaza  
Austin, TX 78701  
(512) 476-6943

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

202 Vansco Building  
Bryan, TX 77803  
(409) 823-8148, 8149

109 North Chapparral  
Suite 101  
Corpus Christi, TX 78401  
(512) 888-5555

2001 Bryan Street, Suite 850  
Dallas, TX 75201  
(214) 220-2000

6024 Gateway East, Suite 1-C  
El Paso, TX 79905  
(915) 778-7000

709 Sinclair Building  
106 West 5th Street  
Fort Worth, TX 76102  
(817) 332-7585

2707 North Loop West  
Suite 900  
Houston, TX 77008  
(713) 868-9500

1015 15th Street  
Lubbock, TX 79408  
(806) 763-0459

Airport 20 Road  
P.O. Box 6006  
Midland, TX 79711  
(915) 563-1880  
(915) 563-1881 (complaints)

115 South Randolph  
San Angelo, TX 76903  
(915) 653-2318

1800 Northeast Loop 410  
Suite 400  
San Antonio, TX 78217  
(512) 828-9441

6801 Sanger, Suite 125  
Waco, TX 76710  
(817) 772-7530

P.O. Box 69  
Westaco, 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

1588 South Main Street  
Salt Lake City, UT 84115  
(801) 487-4656

**Virginia**

105 East Annandale Road  
Suite 210  
Falls Church, VA 22046  
(703) 533-1900

2019 Llewellyn Avenue  
P.O. Box 11133  
Norfolk, VA 23517  
(804) 627-5651  
(804) 851-9101  
(Peninsula area)

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

151 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  
Seattle, WA 98121  
(206) 448-8888

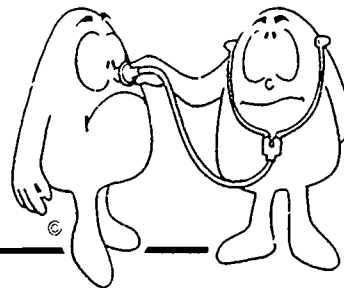
South 176 Stevens  
Spokane, WA 99204  
(509) 747-1155

1101 Fawcett Avenue, #222  
Tacoma, WA 98402  
(206) 383-5561

P.O. Box 1584  
Yakima, WA 98907  
(509) 248-1326

**Wisconsin**

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

**Health Fraud**

1. If claims sound too good to be true, they probably are. Be cautious of 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.

# Trade Associations and Third-Party Dispute Resolution Programs

Many industry associations help resolve problems between their member companies and consumers. Depending on the industry, responsibility for dispute resolution may rest with a trade association, service council, or a consumer action program.

The entries that follow are trade associations and third-party dispute resolution programs that handle consumer complaints on behalf of their respective members. Before contacting the industry-sponsored dispute resolution program, try to resolve the problem with the company.

Ms. Suzanne Comer  
Public Relations  
**American Ambulance Association**

1800 K Street N.W.  
Suite 1105  
Washington, DC 20006  
(202) 887-5144  
Membership: Private providers of pre-hospital medical care and medical transportation.

Ms. Ann Lawrence, Director  
Education and Conventions  
**American Apparel Manufacturers Association**

2500 Wilson Boulevard, Suite 301  
Arlington, VA 22201  
(703) 524-1864  
Membership:  
Manufacturers of wearing apparel.

Public Relations Director  
**American Arbitration Association**

140 West 51st Street  
New York, NY 10020  
(212) 484-4006  
Membership: Arbitrators

**American Automobile Association**

8111 Gatehouse Road, Room 535  
Falls Church, VA 22047  
(703) 222-6446  
Membership:  
Federation of automobile clubs

Mr. David Peterson  
Director of Public Relations  
**American Collectors Association**

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 grantors.

Information Department  
**American Council of Life Insurance/Health Insurance Association of America**

1001 Pennsylvania Avenue, N.W.  
Washington, DC 20004  
(written inquiries only)  
Membership: Life, accident, and health insurance companies authorized to do business in the United States

Ms. Jane Mardean, Director  
Consumer Affairs  
Ms. Lisa Hill Williams, Director  
Community Affairs  
**American Gas Association**

1515 Wilson Boulevard  
Arlington, VA 22209  
(703) 841-8583  
Membership: Distributors and transporters of natural, manufactured, and liquefied gas.

**American Health Care Association**

1200 15th Street, N.W.  
Washington, DC 20005  
(202) 833-2050  
Membership: Federation of state associations of long-term health care facilities.

**American Hotel and Motel Association**

888 Seventh Avenue  
New York, NY 10106  
(written inquiries only)  
Membership: Federation of state and regional hotel associations

Mr. Herb Finkston, Director  
Professional Ethics  
**American Institute of Certified Public Accountants**

1211 Avenue of the Americas  
New York, NY 10036  
(212) 575-6209  
Membership: Professional society of accountants certified by the states and territories.

Mr. Ray Greenly, Director  
Consumer Affairs  
**American Society of Travel Agents, Inc.**

P.O. Box 23992  
Washington, DC 20026  
(703) 739-2782  
Membership: Travel agents.

Mr. James A. Morrissey, Director  
Communications Division  
**American Textile Manufacturers Institute**

1101 Connecticut Avenue, N.W.  
Suite 300  
Washington, DC 20036  
(202) 862-0552  
Membership: Textile mills operating machinery for the manufacturing and processing of cotton, man-made, wool, and silk textile products.

National Administrator  
**Automotive Consumer Action Program (AUTOCAP)**

8400 Westpark Drive  
McLean, VA 22102  
(703) 821-7000  
Third-party dispute resolution program administered through the National Automotive Dealers Association

**BBB AUTO LINE**

Council of Better Business Bureaus  
1515 Wilson Boulevard  
Arlington, VA 22209  
(703) 276-0100  
Third-party dispute resolution program for AMC, Audi, General Motors and its divisions, Honda, Jeep, Nissan, Peugeot Porsche, Renault, SAAB, and Volkswagen.

**BBB National Consumer Arbitration Program**

Council of Better Business Bureaus  
1515 Wilson Boulevard  
Arlington, VA 22209  
(703) 276-0100  
Third-party dispute resolution.

**Better Hearing Institute**

P.O. Box 1840  
Washington, DC 20013  
(703) 642-0580  
1 (800) EAR-WELL (toll free)  
Membership: Professionals and others dedicated to helping persons with impaired hearing

Consumer Affairs  
**Blue Cross and Blue Shield Association**

1709 New York Avenue, N.W.  
Suite 303  
Washington, DC 20006  
(202) 783-6222  
Membership: Local Blue Cross and Blue Shield plans in the United States, Canada, and Jamaica.

Mr. Richard N. Hopper  
Director of Governmental Affairs  
**Carpet and Rug Institute**

1100 17th Street, N.W.  
Washington, DC 20036  
(written inquiries only)  
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**  
 P.O. Box 3574  
 Washington, DC 20007  
 (703) 379-6426  
 Council members: The American Cemetery Association, Cremation Association of North America, and the Pre-Arrangement of Interment Association of America.

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

Ms. Lerna Christie, Director  
 Ethics and Consumer Affairs  
**Direct Marketing Association**  
 6 East 43rd Street  
 New York, NY 10017  
 (written complaints only)  
 Membership: Members who market goods and services directly to consumers using direct mail, catalogs, telemarketing, magazine and newspaper ads, and broadcast advertising.

Mr. William Rogal  
 Code Administrator  
**Direct Selling Association**  
 1776 K Street, N.W., Suite 600  
 Washington, DC 20006  
 (202) 293-5760  
 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) 778-6560  
 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 20006  
 (202) 457-4977  
 Membership: Manufacturers of electronic parts, tubes, and solid state components; radio, television and video systems; audio equipment; and communications electronic products.

**Food Consumer Appeals Board**  
 P.O. Box 1805  
 Dearborn, MI 48126  
 (313) 337-6950  
 1 (800) 241-8450  
 (toll free outside Michigan)

**Funeral Service Consumer Action Program (ThanaCAP)**  
 11121 West Oklahoma Avenue  
 Milwaukee, WI 53227  
 (414) 541-2500  
 Third-party dispute resolution program sponsored by the National Funeral Directors Association.

Ms. Nancy High, Executive Director  
**Furniture Industry Consumer Action Panel (FICAP)**  
 HP-7  
 High Point, NC 27261  
 (written inquiries only)  
 Third-party dispute resolution program affiliated with the American Furniture Manufacturers Association.

Ms. Carole M. Rogin, Director  
 Market Development  
**Hearing Industries Association**  
 1255 23rd Street, N.W.  
 Washington, DC 20037  
 (202) 833-1411  
 Membership: Companies engaged in the manufacture and or sale of electronic hearing aids, their components, parts, and related products and services on a national basis.

**Home Owners Warranty Program (HOW)**  
 2000 L Street, N.W.  
 Washington, DC 20036  
 1 (800) 241-9260 (toll free) (Eastern zone)  
 1 (800) 433-7657 (toll free) (Western zone)  
 Third-party dispute resolution program for new homes built by HOW-member home builders.

Director, Consumer Affairs  
**Insurance Information Institute**  
 110 William Street  
 New York, NY 10038  
 (212) 669-9200 (call collect in New York)  
 1 (800) 221-4954  
 (toll free outside New York)  
 Membership: Property and liability insurance companies

Consumer Affairs Department  
**International Airline Passengers Association**  
 P.O. Box 660074  
 Dallas, TX 75266  
 (214) 520-1070  
 Membership: Persons who are frequent users of airlines.

National Headquarters  
**International Association for Financial Planning**  
 2 Concourse Parkway, Suite 800  
 Atlanta, GA 30328  
 1 (800) 241-2148 (toll free)  
 Membership: Individuals involved in financial planning.

Mr. Jack C. Thompson, Director  
 Subscription Inquiry Service  
**Magazine Publishers Association**  
 575 Lexington Avenue  
 New York, NY 10022  
 (212) 752-0055  
 (written complaints only)  
 Membership: Publishers of 1,000 consumer and other magazines issued not less than 4 times a year.

**Major Appliance Consumer Action Panel (MACAP)**  
 20 North Wacker Drive  
 Chicago, IL 60606  
 (312) 984-5858  
 1 (800) 621-0477 (toll free outside Illinois)  
 Third-party dispute resolution program of the major appliance industry.

Mr. John E. Dians  
 Executive Vice President  
**Monument Builders of North America**  
 1612 Central Street  
 Evanston, IL 60201  
 (312) 869-2031  
 Membership: Monument retailers, manufacturers, and wholesalers; bronze manufacturers and suppliers.

Mr. Scott F. McCleary  
 Consumer Affairs Coordinator  
**Mortgage Bankers Association of America**  
 1125 15th Street, N.W.  
 7th Floor  
 Washington, DC 20005  
 (202) 861-6583  
 Membership: Principal lending and investor interests in the mortgage finance field, including mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

**Multi-Door Dispute Resolution Program**  
 District of Columbia Courthouse  
 Room C-500  
 500 Indiana Avenue, N.W.  
 Washington, DC 20001  
 (202) 879-1549  
 (DC residents only)

**National Advertising Division (NAD)**  
 Council of Better Business Bureaus  
 845 Third Avenue  
 New York, NY 10022  
 (212) 754-1320  
 Program: Handles complaints about fraudulent and deceptive advertising

Mr. William Young, Director  
Consumer Affairs/Public Liaison

**National Association of Home Builders**

15th and M Streets, N.W.  
Washington, DC 20005  
(202) 822-0409

1 (800) 368-5242

(toll free outside District of Columbia)  
Membership: Single and multi-family home builders, commercial builders, and others associated with the building industry.

**National Association of Personnel Consultants**

1432 Duke Street  
Alexandria, VA 22314  
(703) 684-0180

Membership:  
Private employment agencies.

Consumer Arbitration Center  
**National Association of Securities Dealers, Inc.**

Two World Trade Center South Tower  
98th Floor  
New York City, NY 10048  
(212) 839-6251

Third-party dispute resolution for complaints about over-the-counter stocks and corporate bonds.

Accrediting Commission

**National Association of Trade & Technical Schools**

2251 Wisconsin Avenue, N.W.  
Washington, DC 20007  
(202) 333-1021

(written inquiries only)  
Membership: Private schools providing occupational training.

Mr. Lawrence Graham  
Consumer Affairs

**National Food Processors Association**

1401 New York Avenue, N.W.  
Washington, DC 20005  
(202) 639-5939

Membership: Commercial packers of food products, such as fruit, vegetables, meats, 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

1 (800) 621-3570 (toll free outside Illinois)  
Membership: Futures commission merchants; commodity trading advisors; commodity pool operators; brokers and associated individuals.

Ms. Paula Smith

Assistant to Executive Director  
**National Home Study Council**

1601 18th Street, N.W.  
Washington, DC 20009  
(written inquiries only)

Membership:  
Home study (correspondence) schools.

**National Tire Dealers and Retreaders Association**

1250 Eye Street, N.W.  
Suite 400  
Washington, DC 20005  
(202) 789-2300

Membership: Independent tire dealers and retreaders.

Department of Consumer Affairs  
**National Turkey Federation**

11319 Sunset Hills Road  
Reston, VA 22090

(written inquiries only)  
Membership: Turkey growers, turkey hatcheries, turkey breeders, processors, marketers, and allied industry firms and poultry distributors.

Mr. Craig Halverson  
Assistant Executive Director of Industry Services and Communications

**Photo Marketing Association**

3000 Picture Place  
Jackson, MI 42901  
(written complaints only)

Membership: Retailers of photo equipment, film, and supplies; firms developing and printing film.

Ms. Mildred Gallik  
Director of Consumer Affairs

**The Soap and Detergent Association**

475 Park Avenue South  
New York, NY 10016  
(212) 725-1262

Membership: Manufacturers of soap, detergents, fatty acids, and glycerine, raw materials suppliers.

Ms. Diane Cardinale  
Assistant Communications Director

**Toy Manufacturers of America**

200 Fifth Avenue, Room 740  
New York, NY 10010  
(212) 675-1141

Membership: American toy manufacturers.

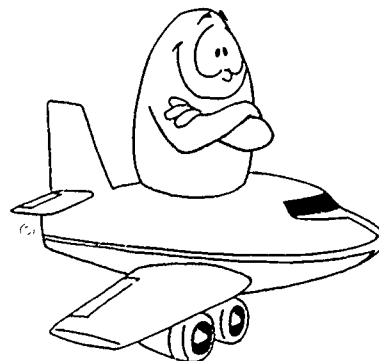
Mr. Robert E. Whitley, President  
**U.S. Tour Operators Association (USTOA)**

211 East 51st Street  
Suite 12-B  
New York, NY 10022  
(212) 944-5727

Membership: Wholesale tour operators, common carriers, suppliers, and purveyors of travel services.

**Airline Passenger Tips**

1. When making a reservation on an airline, 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. If a flight is canceled, ask the airline representative to seat you on the next available flight. Always check the ticket options available on the flight you choose, as well as the options available on alternate flights.
3. 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.
4. 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.
5. 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.
6. If your luggage is lost or damaged in flight, you are entitled to the full market value of your belongings—up to \$1,250 per passenger for checked and \$400 for unchecked baggage.
7. Many airlines offer "excess value" insurance for luggage valued over and above the \$1,250 limit. Read the contract terms carefully to determine exactly what is covered and under what circumstances you are eligible for compensation.



# State, County, and City Government Consumer Protection Offices

State and local consumer protection offices resolve individual consumer complaints, conduct information and educational programs, and enforce consumer protection and fraud laws. Local consumer offices can be particularly helpful for both pre-purchase information and complaint handling because they are often very familiar with local businesses and laws.

Most of these offices require complaints in writing. Call to find out the correct procedure for filing a complaint and what sales documents are needed. For easy reference, each listing highlights the city as well as any toll-free and TDD telephone numbers.

## Alabama

Mr. Michael A. Bownes, 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 Alabama)

## Alaska

### State Offices

Mr. Robert E. Mintz, Acting Chief  
Consumer Protection Section  
Office of Attorney General  
1031 West Fourth Avenue, Suite 110  
Anchorage, AK 99501  
(907) 279-0428

Mr. James C. Hayes, Investigator  
Office of Attorney General  
100 Cushman Street, Suite 400  
Fairbanks, AK 99701  
(907) 456-8588

## American Samoa

Mr. Donald A. Griesman, Director  
Consumer Protection Bureau  
P.O. Box 7  
Pago Pago, AQ 96799  
(684) 633-1786 (on island)  
(684) 663-4163

## Arizona

### State Offices

Mr. Patrick Murphy, Chief Counsel  
Financial Fraud Division  
Office of Attorney General  
1275 West Washington Street  
Phoenix, AZ 85007  
(602) 255-3702 (fraud only)  
1 (800) 352-8431 (toll free in Arizona)

Mr. John F. Kelly  
Assistant Attorney General  
Financial Fraud Division  
Office of Attorney General  
402 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) 337-4364

Mr. Alan Polley, County Attorney  
Cochise County Attorney's Office  
P.O. Drawer CA  
Bisbee, AZ 85603  
(602) 432-5703

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

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

Mr. Jack Williams, County Attorney  
Graham County Attorney's Office  
Graham County Courthouse  
Safford, AZ 85546  
(602) 428-3620

Mr. William A. Coffeen, County Attorney  
Greenlee County Attorney's Office  
P.O. Box 727  
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. Thomas Collins, County Attorney  
Maricopa County Attorney's Office  
101 West Jefferson, Suite 400  
Phoenix, AZ 85003  
(602) 262-3411

Mr. William Ekstrom, County Attorney  
Mohave County Attorney's Office  
315 North 4th Street  
Kingman, AZ 86401  
(602) 757-0719

Mr. Dale K. Patton, Jr., County Attorney  
Navajo County Attorney's Office  
Governmental Complex  
Holbrook, AZ 86025  
(602) 524-6151

Mr. Stephen D. Neely, County Attorney  
Pima County Attorney's Office  
131 West Congress  
Tucson, AZ 85701  
(602) 792-8411

Mr. Roy Mendoza, County Attorney  
Pinal County Attorney's Office  
P.O. Box 887  
Florence, AZ 85232  
(602) 868-5801

Mr. Jose L. Machac, County Attorney  
Santa Cruz County Attorney's Office  
Chenoweth and Loma Streets  
Nogales, AZ 85621  
(602) 287-9158

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

Mr. Tom J. Hicks, Director  
Consumer Protection Division  
Office of Attorney General  
201 East Markham Street  
Little Rock, AR 72201  
(501) 371-2341 (voice/TDD)  
1 (800) 492-8982  
(toll free voice/TDD in Arkansas)

## California

### State Offices

Mr. Michael A. Kelley, Director  
California Department of Consumer Affairs  
1020 N Street  
Sacramento, CA 95814  
(916) 445-0660 (complaint assistance)  
(916) 445-1254 (consumer information)  
(916) 322-1700 (TDD)

Public Inquiry Unit  
Office of Attorney General  
1515 K Street, Suite 511  
P.O. Box 944255  
Sacramento, CA 94244  
(916) 322-3360  
1 (800) 952-5225 (toll free in California)  
1 (800) 952-5548  
(toll free TDD in California)

Bureau of Automotive Repair  
California Department of Consumer Affairs  
10240 Systems Parkway  
Sacramento, CA 95827  
(916) 366-5055  
1 (800) 952-5210  
(toll free in California—auto repair only)

California Department of Consumer Affairs  
107 South Broadway, Room 8020  
Los Angeles, CA 90012  
(213) 620-4360  
(213) 620-2179 (TDD)

**STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES**

**County Offices**

Ms. Lorraine K. Provost, Coordinator  
Alameda County  
Consumer Affairs Commission  
10910 East 14th Street  
Oakland, CA 94603  
(415) 639-4812

Mr. Gary Yancey, District Attorney  
Special Operations Division  
Contra Costa County  
District Attorney's Office  
725 Court Street, 4th Floor  
P.O. Box 670  
Martinez, CA 94553  
(415) 372-4500, ext. 4620

Mr. Alan Yengoyan  
Senior Deputy District Attorney  
Business Affairs  
Fresno County District Attorney's Office  
2220 Tulare Street, Suite 1000  
Fresno, CA 93721  
(209) 488-3156

Mr. Edward R. Jagels, District Attorney  
Consumer and Major Business  
Fraud Section  
Kern County District Attorney's Office  
1215 Truxton Avenue  
Bakersfield, CA 93301  
(805) 861-2421

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

Ms. Betty Times, Director  
Citizens Service Office  
Marin County Mediation Services  
Marin County Civic Center, Room 423  
San Rafael, CA 94903  
(415) 499-6190

Mr. Jerry Herman, District Attorney  
Consumer Affairs Division  
Marin County District Attorney's Office  
Marin County Civic Center, Room 155  
San Rafael, CA 94903  
(415) 499-6482

Mr. Girard R. Courteau  
Deputy District Attorney  
Consumer Protection Division  
Marin County District Attorney's Office  
Hall of Justice, Room 183  
San Rafael, CA 94903  
(415) 499-6450

Ms. Susan Massini, District Attorney  
Mendocino County District Attorney's Office  
P.O. Box 1000  
Ukiah, CA 95482  
(707) 463-4211

Ms. Candice Chin, Coordinator  
Monterey County  
Office of Consumer Affairs  
P.O. Box 1369  
Salinas, CA 93902  
(408) 758-4626

Mr. Mark Pollock, Deputy District Attorney  
Consumer Affairs Division  
Napa County District Attorney's Office  
1125 Third Street  
P.O. Box 720  
Napa, CA 94559  
(707) 253-4211

Mr. Patrick Geary, Deputy District Attorney  
Major Fraud/Consumer Protection Unit  
Orange County District Attorney's Office  
700 Civic Center Drive West  
P.O. Box 808  
Santa Ana, CA 92702  
(714) 834-3600

Mr. Randy Tagami, Deputy District Attorney  
Economic Crime Division  
Riverside County District Attorney's Office  
4080 Lemon Street  
Riverside, CA 92501  
(714) 787-6372

Mr. Salvatore P. Spinosa  
Supervising Deputy District Attorney  
Consumer and Environmental  
Protection Division  
Sacramento County  
District Attorney's Office  
P.O. Box 749  
Sacramento, CA 95804  
(916) 440-6174

Mr. Anthony Samson, Director  
Consumer Fraud Division  
San Diego County District Attorney's Office  
P.O. Box X-1011  
San Diego, CA 92112  
(619) 236-2474

Mr. Robert H. Perez, Attorney  
Consumer Fraud/Economic Crime Unit  
San Francisco County  
District Attorney's Office  
732 Brannan Street  
San Francisco, CA 94103  
(415) 552-6400

Mr. Stephen Taylor, Deputy District Attorney  
Consumer Fraud and  
Regulatory Agencies Division  
San Joaquin County  
District Attorney's Office  
222 East Weber  
P.O. Box 990  
Stockton, CA 95201  
(209) 944-3811

Ms. Leigh Lawrence  
Small Claims Adviser  
Consumer Fraud Department  
County Government Center  
1050 Monterey Street, Room 450  
San Luis Obispo, CA 93408  
(805) 541-5856

Mr. John E. Wilson, Deputy  
Consumer Fraud and  
Environmental Protection Unit  
San Mateo County District Attorney's Office  
401 Marshall Street  
Hall of Justice and Records  
Redwood City, CA 94063  
(415) 363-4656

Mr. Robert Glogow, Deputy District Attorney  
Consumer/Business Law Section  
Santa Barbara County  
District Attorney's Office  
118 East Figueroa  
Santa Barbara, CA 93101  
(805) 963-6158

Mr. Albert C. Bender, Deputy District Attorney  
Consumer Fraud Unit  
Santa Clara County District Attorney's Office  
70 West Hedding Street, West Wing  
San Jose, CA 95110  
(408) 299-7435

Mr. Lawrence R. Sheahan, Director  
Santa Clara County  
Department of Consumer Affairs  
2175 The Alameda  
San Jose, CA 9512C  
(408) 299-4211

Ms. Robin McFarland  
Ms. Gloria Lorenzo  
Coordinators, Division of Consumer Affairs  
Santa Cruz County District Attorney's Office  
701 Ocean Street, Room 200  
Santa Cruz, CA 95060  
(408) 425-2054

Mr. Thomas Quinlan  
Deputy District Attorney  
Consumer Fraud Unit  
Stanislaus County District Attorney's Office  
P.O. Box 442  
Modesto, CA 95353  
(209) 571-5550

Mr. Mark Geiger, Deputy District Attorney  
Consumer Affairs Unit  
Solano County District Attorney's Office  
600 Union Avenue  
Fairfield, CA 94533  
(707) 429-6451

Mr. Greg Brose, Deputy District Attorney  
Consumer and Environmental  
Protection Division  
Ventura County District Attorney's Office  
800 South Victoria Avenue  
Ventura, CA 93009  
(805) 654-3110

Mr. David D'Arco, Deputy District Attorney  
Consumer Fraud Division  
Yolo County District Attorney's Office  
P.O. Box 1247  
Woodland, CA 95695  
(916) 666-8180

**City Offices**

Ms. Sue Frauens  
Supervising Deputy City Attorney  
Consumer Protection Division  
Los Angeles City Attorney's Office  
200 North Main Street  
1600 City Hall East  
Los Angeles, CA 90012  
(213) 485-4515

Mr. William R. Newsome III  
Deputy City Attorney  
San Diego City Attorney's Office  
Consumer Fraud Unit  
525 B Street, Suite 2100  
San Diego, CA 92101  
(619) 236-6007

Ms. Teresa Bransfield  
Consumer Affairs Specialist  
Consumer Division  
Santa Monica City Attorney's Office  
1685 Main Street, Room 310  
Santa Monica, CA 90401  
(213) 458-8336

### Colorado

#### State Offices

Mr. Garth C. Lucero, Chief  
Consumer Protection Unit  
Office of Attorney General  
1525 Sherman Street, 3rd Floor  
Denver, CO 80203  
(303) 866-5167

Ms. Helen Davis  
Consumer and Food Specialist  
Department of Agriculture  
1525 Sherman Street, 4th Floor  
Denver, CO 80203  
(303) 866-3561

#### County Offices

Mr. Victor Reichman, District Attorney  
Archuleta, LaPlata and San Juan Counties  
District Attorney's Office, P.O. Drawer 3455  
Durango, CO 81302  
(303) 247-8850

Mr. Alex Hunter, District Attorney  
Boulder County District Attorney's Office  
P.O. Box 471  
Boulder, CO 80306  
(303) 441-3700

Ms. Clair Villano, Executive Director  
Denver County District Attorney's  
Consumer Fraud Office  
303 West Colfax, Suite 1300  
Denver, CO 80204  
(303) 575-3555 (inquiries)  
(303) 575-3557 (complaints)

Mr. David Zook  
Chief Deputy District Attorney  
Economic Crime Division  
El Paso and Teller Counties District  
Attorney's Office  
326 South Tejon  
Colorado Springs, CO 80903  
(303) 520-6002

Mr. Al Bloom, Investigator  
Larimer County District Attorney's Office  
Rocky Mountain Bank Building  
P.O. Box 1489  
Fort Collins, CO 80522  
(303) 221-7200

Mr. Gus Sandstrom, District Attorney  
Pueblo County District Attorney's Office  
Courthouse  
Tenth and Main Streets  
Pueblo, CO 81003  
(303) 544-0075

Mr. Stanley C. Peak, District Attorney  
Weld County  
District Attorney's Consumer Office  
P.O. Box 1167  
Greeley, CO 80632  
(303) 356-4734

### Connecticut

#### State Offices

Ms. Mary M. Heslin, Commissioner  
Department of Consumer Protection  
State Office Building  
165 Capitol Avenue  
Hartford, CT 06106  
(203) 566-4999  
1 (800) 842-2649 (toll free in Connecticut)

Mr. Robert M. Langer  
Assistant Attorney General  
Antitrust/Consumer Protection  
Office of Attorney General  
30 Trinity Street  
Hartford, CT 06106  
(203) 566-5374

#### City Office

Mr. Guy Tommasi, Director  
Middlesex Office of Consumer Protection  
City Hall  
Middletown, CT 06457  
(203) 344-3491

### Delaware

#### State Offices

Mr. Donald E. Williams, Director  
Division of Consumer Affairs  
Department of Community Affairs  
820 North French Street, 4th Floor  
Wilmington, DE 19801  
(302) 571-3250

Mr. William Erhart, Deputy-in-Charge  
Economic Crime/Consumer Rights Division  
Office of Attorney General  
820 North French Street  
Wilmington, DE 19801  
(302) 571-3849

### District of Columbia

Mr. Donald G. Murray, Director  
Department of Consumer and  
Regulatory Affairs  
614 H Street, N.W.  
Washington, DC 20001  
(202) 727-7000

### Florida

#### State Offices

Ms. Helen S. Webb, Assistant Director  
Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
508 Mayo Building  
Tallahassee, FL 32399  
(904) 488-2226  
1 (800) 342-2176 (toll free TDD in Florida)  
1 (800) 327-3382  
(toll free information and education)

Mr. Sheldon Zipkin, Chief  
Consumer Litigation Section  
Consumer Protection Division  
Office of Attorney General  
401 N.W. Second Avenue, Suite 450  
Miami, FL 33128  
(305) 377-5619

### County Offices

Mr. Phillip Archer, Assistant State Attorney  
Brevard County Consumer Fraud Division  
Office of State Attorney  
County Courthouse  
Titusville, FL 32780  
(305) 269-8112

Mr. Stanley A. Kaufman, Director  
Broward County, Consumer Affairs Division  
115 South Andrews Avenue, Room 119  
Fort Lauderdale, FL 33301  
(305) 357-6030

Mr. Arthur Hershbein, Director  
Metropolitan Dade County  
Consumer Protection Division  
140 West Flagler Street, Suite 1605  
Miami, FL 33130  
(305) 375-4222

Mr. Leonard Elias, Consumer Advocate  
Metropolitan Dade County  
140 West Flagler Street, Suite 1606  
Miami, FL 33130  
(305) 375-4206

Mr. Fredric A. Kerstein, Chief  
Dade County Economic Crime Unit  
Office of State Attorney  
1351 N.W. 12th Street, Room 908  
Miami, FL 33125  
(305) 547-7041

Mr. Thatcher Walt  
Consumer Affairs Officer  
Duval County Division of Consumer Affairs  
Department of Human Resources  
City Hall, Room 614  
220 East Bay Street  
Jacksonville, FL 32202  
(904) 630-1280

Mr. Sam Uccello, Director  
Hillsborough County  
Department of Consumer Affairs  
412 East Madison Street, Room 1001  
Tampa, FL 33602  
(813) 272-6750

Mr. Larry F. Blalock, Chief  
Orange County Consumer Fraud Unit  
250 North Orange Avenue  
P.O. Box 1673  
Orlando, FL 32802  
(305) 420-4190

Citizens Intake  
Palm Beach County Consumer Fraud Unit  
Office of State Attorney  
P.O. Drawer 2905  
West Palm Beach, FL 33402  
(305) 820-3560

Ms. Alice C. Skaggs, Director  
Palm Beach County  
Department of Consumer Affairs  
301 North Olive Avenue, Suite 301  
West Palm Beach, FL 33401  
(305) 820-2670

Mr. Alfred J. Cortis, Administrator  
Pasco County Consumer Affairs Division  
7530 Little Road  
New Port Richey, FL 33553  
(813) 847-8110

**STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES**

Mr. William H. Richards, Director  
Pinellas County Office of Consumer Affairs  
P.O. Box 5145  
Largo, FL 34294  
(813) 586-5402

Ms. Tina Hill, Coordinator  
Seminole County Fraud Division  
Office of State Attorney  
100 East First Street  
Sanford, FL 32771  
(305) 322-7534

**City Offices**

Mr. Al Dezure, Chairman  
Lauderhill Consumer Protection Board  
1176 N.W. 42nd Way  
Lauderhill, FL 33313  
(305) 583-1045

Mr. Irving Lopatey, Chairman  
Tamarac Board of Consumer Affairs  
5811 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  
1 (800) 282-5808 (toll free in Georgia)

**Hawaii**

**State Offices**

Mr. Philip Doi, Director  
Office of Consumer Protection  
Department of Commerce  
and Consumer Affairs  
250 South King Street, Room 520  
P.O. Box 3767  
Honolulu, HI 96812  
(808) 548-2560  
(administration and legal - Hawaii only)  
(808) 548-2540  
(complaints and investigations - Hawaii only)

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

Mr. Glenn Ikemoto, Investigator  
Office of Consumer Protection  
Department of Commerce  
and Consumer Affairs  
3060 Eiwa Street  
Honolulu, HI 96766  
(808) 245-4365

Mr. Herbert Ohigashi, Investigator  
Office of Consumer Protection  
Department of Commerce  
and Consumer Affairs  
54 High Street, P.O. Box 1098  
Wailuku, HI 96793  
(808) 244-4387

**Illinois**

**State Offices**

Ms. Drinda L. O'Connor, Director  
Governor's Office of Citizens Assistance  
201 West Monroe Street  
Springfield, IL 62706  
(217) 782-0244  
1 (800) 642-3112 (toll free in Illinois)

Mr. William Sullivan, Chief  
Consumer Protection Division  
Office of Attorney General  
100 West Randolph, 12th Floor  
Chicago, IL 60601  
(312) 917-3580  
(312) 793-2852 (TDD)

Ms. Elaine Hirsch, Director  
Department of Citizen Rights  
100 West Randolph, 12th Floor  
Chicago, IL 60601  
(312) 917-3289  
(312) 793-2852 (TDD)

**Regional Offices**

Mr. Howard L. Hood  
Assistant Attorney General and Chief  
Consumer Protection Division  
Office of Attorney General  
500 South Second Street  
Springfield, IL 62706  
(217) 782-9011  
1 (800) 252-8666 (toll free in Illinois)

Ms. Kimberly L. Dahlen  
Assistant Attorney General  
Carbondale Regional Office  
Office of Attorney General  
626A East Walnut Street  
Carbondale, IL 62901  
(618) 457-3505  
(618) 457-4421 (TDD)

Ms. Regina Haasis  
Assistant Attorney General  
Champaign Regional Office  
34 East Main Street  
Champaign, IL 61820  
(217) 333-7691 (voice/TDD)

Ms. Agather Falker, Assistant Attorney General  
East St. Louis Regional Office  
Office of Attorney General  
8712 State Street  
East St. Louis, IL 62203  
(618) 398-1006  
(618) 398-1009 (TDD)

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

Mr. Charles Smith  
Assistant Attorney General  
Kankakee Regional Office  
Office of Attorney General  
270 East Court Street  
Kankakee, IL 60901  
(815) 935-8500

Mr. Jerry Sisul, Assistant Attorney General  
LaSalle Regional Office  
Office of Attorney General  
143 Gooding  
LaSalle, IL 61301  
(815) 224-4861  
(815) 224-4864 (TDD)

Mr. Gary Duncan  
Assistant Attorney General  
Mt. Vernon Regional Office  
Office of Attorney General  
718 East Main  
Mt. Vernon, IL 62864  
(618) 242-8200 (voice/TDD)

Ms. Diane Zimmerman  
Assistant Attorney General  
Peoria Regional Office  
Office of Attorney General  
323 Main Street  
Peoria, IL 61602  
(309) 671-3191  
(309) 671-3089 (TDD)

Mr. Charles Scholz  
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  
310 20th Street  
Rock Island, IL 61201  
(309) 793-0950  
(309) 793-0956 (TDD)

Mr. L. Joseph Howard  
Assistant Attorney General  
Rockford Regional Office  
Office of Attorney General  
119 North Church Street  
Rockford, IL 61101  
(815) 987-7580  
(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  
163 West Roosevelt Road  
West Chicago, IL 60185  
(312) 293-0200 (voice/TDD)

Mr. Michael Pasko  
Assistant Attorney General  
West Frankfort Regional Office  
Office of Attorney General  
222 East Main Street  
West Frankfort, IL 62896  
(618) 937-6453

**County Offices**

Ms. Caroline Shoenberger, Supervisor  
Consumer Fraud Division  
Cook County Office of State Attorney  
303 Daley Center  
Chicago, IL 60602  
(312) 443-4000

Mr. Dick Allen, State's Attorney  
Madison County Office of State Attorney  
103 Purcell Street, 3rd Floor  
Edwardsville, IL 62025  
(618) 692-5280

Mr. Floyd Atkinson, Director  
Consumer Protection Division  
Rock Island County Office of State Attorney  
County Courthouse  
Rock Island, IL 61001  
(309) 786-4451, ext. 229

**City Offices**

Ms. Mary Runyon, Consumer Fraud  
Wheeling Township  
1616 North Arlington Heights Road  
Arlington Heights, IL 60004  
(312) 259-7730  
(Wednesdays only)

Ms. Brenetta Howell Barrett, Commissioner  
Chicago Department of Consumer Services  
121 North LaSalle Street, Room 808  
Chicago, IL 60602  
(312) 744-4030  
(312) 744-4000 (TDD)

Mr. Robert E. Hinde, Administrator  
Des Plaines  
Consumer Protection Commission  
1420 Miner Street  
Des Plaines, IL 60016  
(312) 391-5360

**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  
1 (800) 382-5516 (toll free in Indiana)

**County Offices**

Ms. Gail Barus, Director  
Consumer Protection Division  
Lake County Prosecutor's Office  
2293 North Main Street  
Crown Point, IN 46307  
(219) 738-9055

Mr. Stephen Goldsmith  
Marion County Prosecuting Attorney  
560 City-County Building  
Indianapolis, IN 46204  
(317) 236-3522

Mr. Robert Picanan  
Vanderburgh County, Prosecuting Attorney  
Room 220, Courts 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 Citizens' Aide/Ombudsman  
515 East 12th Street  
Des Moines, IA 50319  
(515) 281-3592  
1 (800) 358-5510 (toll free in Iowa)

Mr. Richard Cleland  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
1300 East Walnut Street, 2nd Floor  
Des Moines, IA 50319  
(515) 281-5926

**Kansas****State Office**

Mr. Arthur S. Weiss, Chief  
Consumer Protection Division  
Office of Attorney General  
Kansas Judicial Center, 2nd Floor  
Topeka, KS 66612  
(913) 296-3751  
1 (800) 432-2310 (toll free in Kansas)

**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. 5318 (voice/TDD)

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

Mr. James J. Welch  
Assistant District Attorney  
Shawnee County District Attorney's Office  
Shawnee County Courthouse, Room 212  
Topeka, KS 66603  
(913) 295-4330

**City Office**

Mr. Brian Vazquez  
Assistant City Attorney  
Topeka Consumer Protection Division  
City Attorney's Office  
215 East Seventh Street  
Topeka, KS 66603  
(913) 295-3883

**Kentucky****State Offices**

Mr. Robert V. Bullock, 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 Kentucky)

Mr. Robert L. Winlock, Administrator  
Consumer Protection Division  
Office of Attorney General  
514 West Liberty Street, Suite 139  
Louisville, KY 40202  
(502) 588-3262

**Louisiana****State Offices**

Ms. Jean Ray, 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) 568-5472

**County Offices**

Sgt. Albert H. Jansen, Chief  
Consumer Protection Division  
Jefferson Parish District Attorney's Office  
200 Huey P. Long Avenue  
Gretna, LA 70053  
(504) 364-3644

**Maine****State Offices**

Mr. Harry W. Giddings  
Acting Superintendent  
Bureau of Consumer Credit Protection  
State House Station No. 35  
Augusta, ME 04333  
(207) 289-3731

Mr. Stephen Wessler, Chief  
Consumer and Antitrust Division  
Office of Attorney General  
State House Station No. 6  
Augusta, ME 04333  
(207) 289-3716 (9 a.m. - 1 p.m.)

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. Steven J. Cole, Chief  
Consumer Protection Division  
Office of Attorney General  
Seven North Calvert Street  
Baltimore 21202  
(301) 521-1111 (9 a.m. - 1 p.m.)  
(301) 576-6000 (TDD in Baltimore area)  
(301) 565-0451  
(TDD in Washington metropolitan area)

Mr. Ronald E. Forbes, Director  
Licensing & Consumer Services  
Motor Vehicle Administration  
6601 Ritchie Highway, N.E.  
Glen Burnie, MD 21062  
(301) 768-7420

Ms. Emalu Myer Twilley  
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

Mr. Larry Munson, Director  
Western Maryland Branch Office  
Consumer Protection Division  
Office of Attorney General  
138 East Antietam Street, Suite 210  
Hagerstown, MD 21740  
(301) 791-4780

#### County Offices

Mr. Manus O'Donnell, Administrator  
Howard County Office of Consumer Affairs  
3450 Courthouse Drive  
Ellicott City, MD 21043  
(301) 992-2176  
(301) 992-2052 (TDD)

Ms. Barbara B. Gregg, Executive Director  
Montgomery County  
Office of Consumer Affairs  
100 Maryland Avenue, 3rd Floor  
Rockville, MD 20850  
(301) 251-7373

Ms. Donna Crocker, Executive Director  
Prince George's County  
Consumer Protection Commission  
1142 County Administration Building  
Upper Marlboro, MD 20772  
(301) 952-4700  
(301) 627-3352 (TDD)

#### Massachusetts

##### State Offices

Mr. Mark Covan, Chief  
Consumer Protection Division  
Department of Attorney General  
One Ashburton Place, 19th Floor  
Boston, MA 02108  
(617) 727-8400  
(information and referral only)

Ms. Paula W. Gold, Secretary  
Executive Office of  
Consumer Affairs and Business Regulation  
One Ashburton Place, Room 1411  
Boston, MA 02108  
(617) 727-7780  
(information and referral only)

Mr. Richard Dalton  
Assistant Attorney General  
Consumer Protection Division  
Department of Attorney General  
436 Dwight Street  
Springfield, MA 01103  
(413) 785-1951

#### County Offices

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

Project Coordinator  
Worcester County Consumer Rights Project  
332 Main Street, Suite 320  
Worcester, MA 01608  
(617) 752-3410 (t.p.m.-4 p.m.)

#### City Offices

Ms. Diane J. Modica, Commissioner  
Boston Mayor's Office of Consumer Affairs  
One City Hall Plaza, Room 613  
Boston, MA 02201  
(617) 725-3320

Ms. Elizabeth Cannon, Director  
Consumer Division  
Lowell Community Team Work, Inc.  
167 Dutton Street  
Lowell, MA 01852  
(617) 452-0908

#### Michigan

##### State Offices

Mr. Frederick H. Hoffecker  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
670 Law Building  
Lansing, MI 48913  
(517) 373-1140

Mr. Kent Wilcox, Executive Director  
Michigan Consumers Council  
414 Hollister Building  
106 West Allegan Street  
Lansing, MI 48933  
(517) 373-0947  
(517) 737-0701 (TDD)

Mr. Marvin Goldstein, Director  
Bureau of Automotive Regulation  
Michigan Department of State  
Lansing, MI 48918  
(517) 373-7858  
1 (800) 292-4204 (toll free in Michigan)

#### County Offices

Mr. George Mullison, Prosecuting Attorney  
Bay County Consumer Protection Unit  
Bay County Building  
Bay City, MI 48708  
(517) 893-3594

Ms. Margaret DeMuynck, Director  
Consumer Fraud Department  
Macomb County  
Office of the Prosecuting Attorney  
Macomb Court Building, 6th Floor  
Mt. Clemens, MI 48043  
(313) 469-5350

Ms. Charleen Berels, Director  
Washtenaw County Consumer Services  
4133 Washtenaw Road  
P.O. Box 8645  
Ann Arbor, MI 48107  
(313) 971-6054

#### City Office

Ms. Esther K. Shapiro, Director  
City of Detroit  
Department of Consumer Affairs  
1600 Cadillac Tower  
Detroit, MI 48226  
(313) 224-3508

#### Minnesota

##### State Offices

Mr. Curt Loewe, Director  
Office of Consumer Services  
Office of Attorney General  
117 University Avenue  
St. Paul, MN 55155  
(612) 296-2331

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

#### County Office

Ms. Eleanor Tearle, Legal Services Advisor  
Citizen Protection Unit  
Hennepin County Attorney's Office  
C2000 County Government Center  
Minneapolis, MN 55487  
(612) 348-4528

#### City Office

Mr. John A. Bergquist, Director  
Consumer Affairs Division  
Minneapolis Department of  
Licenses & Consumer Services  
One C City Hall  
Minneapolis, MN 55415  
(612) 348-2080

#### Mississippi

##### State Offices

Ms. Joan McLeod  
Assistant Attorney General and Chief  
Consumer Protection Division  
Office of Attorney General  
P.O. Box 220  
Jackson, MS 39205  
(601) 354-6018  
(601) 359-3680

Mr. Joe B. Hardy, Director  
Regulatory Services  
Department Agriculture and Commerce  
High and Presidents Streets  
P.O. Box 1609  
Jackson, MS 39215  
(601) 359-3648

#### Missouri

##### State Offices

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

Mr. Richard Thurman, Chief Counsel  
Trade Offense Division  
Office of Attorney General  
P.O. Box 899  
Jefferson City, MO 65102  
(314) 751-2616  
1 (800) 92-2222 (toll free in Missouri)



**Montana**

Mr. Brinton Markle, Attorney  
Consumer Affairs Unit  
Department of Commerce  
1424 Ninth Avenue  
Helena, MT 59620  
(406) 444-1312

**Nebraska****State Office**

Mr. Mark D. Starr  
Assistant Attorney General  
Consumer Protection Division  
Department of Justice  
2115 State Capitol  
P.O. Box 94906  
Lincoln, NE 68509  
(402) 471-2682

**County Office**

Mr. Ronald L. Staskiewicz  
Douglas County Attorney  
County Attorney's Office  
428 Hall of Justice  
Omaha, NE 68183  
(402) 444-7040

**Nevada****State Offices**

Ms. Shari B. Compton  
Commissioner of Consumer Affairs  
Department of Commerce  
State Mail Room Complex  
Las Vegas, NV 89158  
(702) 486-4150

Mr. Ray Trease, Consumer Services Officer  
Consumer Affairs Division  
Department of Commerce  
201 Nye Building, Capitol Complex  
Carson City, NV 86710  
(702) 885-4340

**County Office**

Mr. John Long, Investigator  
Washoe County District Attorney's Office  
P.C. Box 11130  
Reno, NV 89520  
(702) 328-3456

**New Hampshire**

Ms. Amy Ignatius, Chief  
Consumer Protection and Antitrust Division  
Office of Attorney General  
State House Annex  
Concord, NH 03301  
(603) 271-3641

**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

Mr. Alfred A. Slocum, Commissioner  
Department of the Public Advocate  
CN 850, Justice Complex  
Trenton, NJ 08625  
(609) 292-7087  
1 (800) 792-8600 (toll free in New Jersey)

Ms. Andrea Filkowitz  
Deputy Attorney General  
Division of Law  
Office of Attorney General  
1100 Raymond Boulevard, Room 316  
Newark, NJ 07102  
(201) 648-4730

**County Offices**

Mr. William H. Ross III, Director  
Atlantic County Consumer Affairs  
133<sup>1/2</sup> Atlantic Avenue, 3th Floor  
Atlantic City, NJ 08401  
(609) 345-6700

Ms. Mary E. Courtney, Director  
Bergen County Consumer Affairs  
355 Main Street  
Hackensack, NJ 07601  
(201) 646-2650

Ms. Renee L. Borstad, Director  
Burlington County Office of  
Consumer Affairs  
49 Rancocas Road  
Mount Holly, NJ 08060  
(609) 265-5054

Ms. Patricia Tuck, Director  
Camden County Consumer Affairs  
City Hall, Room 205  
Camden, NJ 08101  
(609) 757-8387

Mr. Mark Diederich, Director  
Cape May County Consumer Affairs  
DN-310, Central Mail Room  
Cape May Court House  
Cape May, NJ 08210  
(609) 465-1076

Mr. George S. Franks, Director  
Cumberland County  
Department of Weights  
Measures and Consumer Protection  
788 East Commerce Street  
Bridgeton, NJ 08302  
(609) 451-8000, ext. 369, 370

Director  
Essex County Consumer Services  
900 Bloomfield Avenue  
Verona, NJ 07044  
(201) 226-1571

Mr. Edward McGoldrick, Director  
Gloucester County Consumer Affairs  
152 North Broad Street  
Woodbury, NJ 08096  
(609) 853-3349

Mr. Joseph Kealy, Jr., Counsel  
Hudson County Consumer Affairs  
County Administration Building  
595 Newark Avenue  
Jersey City, NJ 07306  
(201) 795-462, 6295

Donna Gionannetti, Division Chief  
Mercer County Consumer Affairs  
640 South Broad Street  
Trenton, NJ 08650  
(609) 989-6671

Mr. Lawrence Cimmino, Director  
Middlesex County Consumer Affairs  
841 Georges Road  
North Brunswick, NJ 08902  
(201) 745-4242

Ms. Dorothy H. Avallone, Director  
Monmouth County Consumer Affairs  
Hall of Records Annex  
P.O. Box 1255  
Freehold, NJ 07728  
(201) 431-7900

Ms. Janet Opiekun, Director  
Morris County Consumer Affairs  
32 Washington Street  
Morristown, NJ 07960  
(201) 829-8123  
(201) 584-9189 (TDD)

Mr. Kenneth Leake, Director  
Ocean County Consumer Affairs  
CN 2191, County Administration Building  
Room 203-2  
Toms River, NJ 08754  
(201) 929-2105

Ms. Mary Ann Maloney, Director  
Passaic County Consumer Affairs  
County Administration Building  
309 Pennsylvania Avenue  
Paterson, NJ 07503  
(201) 881-4549, 4499

Ms. Ruth A. Hotz  
Somerset County Consumer Affairs  
County Administration Building  
P.O. Box 3000  
Somerville, NJ 08876  
(201) 231-7000, ext. 7400

Mr. William J. Gehrke, Director  
Union County Consumer Affairs  
300 North Avenue East  
P.O. Box 186  
Westfield, NJ 07091  
(201) 233-0502

Ms. Barbara McHenry, Director  
Warren Consumer Affairs  
Dumont Administration Building, Route 519  
Belvidere, NJ 07823  
(201) 475-8000

Mr. Roger Quintana, Director  
Weehawken Consumer Affairs  
400 Park Avenue  
Weehawken, NJ 07087  
(201) 867-1715

**City Offices**

Mr. Ed Leonard, Director  
Belleville Consumer Affairs  
Municipal Building  
Belleville, NJ 07109  
(201) 450-3399

**STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES**

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

Ms. Rosetta Franko, Director  
Cinnaminson Consumer Affairs  
Municipal Building  
1621 Riverton Road  
Cinnaminson, NJ 08077  
(609) 829-3000

Ms. Theresa Ward, Director  
Clark Consumer Affairs  
430 Westfield Avenue  
Clark, NJ 07066  
(201) 388-3600

Mr. William J. Adelhelm, Director  
Clifton Consumer Affairs  
900 Clifton Avenue  
Clifton, NJ 07011  
(201) 470-5813

Ms. Adrienne Eisner, Director  
East Brunswick Consumer Affairs  
Jean Walling Civic Center, P.O. Box 218  
East Brunswick, NJ 08816  
(201) 390-6954

Ms. Molly Allen, Assistant Director  
East Orange Community  
Development Corporation  
490 Main Street  
East Orange, NJ 07017  
(201) 266-5315

Ms. Deborah Liss, Director  
Edison Consumer Affairs  
Municipal Building  
100 Municipal Boulevard  
Edison, NJ 08817  
(201) 278-0900, ext. 234

Ms. Carmine Liotta, Director  
Elizabeth Consumer Affairs  
60 Winfield Scott Plaza  
Elizabeth, NJ 07201  
(201) 820-4183

Mr. Frank Shain, Director  
Fort Lee Consumer Protection Board  
309 Main Street  
Fort Lee, NJ 07024  
(201) 592-3579

Ms. Jean Moriarty, Director  
Freehold Township Consumer Affairs  
Schanck Road and Stillwells Corner Road  
Freehold Township, NJ 07728  
(201) 431-7900

Ms. Donna Tkacz, Director  
Glen Rock Consumer Affairs  
366 Dunham Place  
Glen Rock, NJ 07452  
(201) 670-3956

Ms. Audrey Borg, Director  
Hoboken Consumer Affairs  
Washington Street  
Hoboken, NJ 07030  
(201) 420-2038

Mr. John CarJwell, Director  
Jersey City Consumer Affairs  
5839 City Hall  
280 Grove Street  
Jersey City, NJ 07302  
(201) 547-5839

Ms. Ruth Dangren, Director  
Kearny Consumer Affairs  
26 North Midland Avenue  
Kearny, NJ 07032  
(201) 991-9282

Ms. Eileen Wolf, Director  
Livingston Consumer Affairs  
Township Hall  
357 South Livingston Avenue  
Livingston, NJ 07039  
(201) 992-2244

Ms. Genevieve Ross, Director  
Middlesex Borough Consumer Affairs  
Middlesex, NJ 08846  
(201) 356-8090

Mr. Paul Yates, Director  
Montclair Neighborhood  
Development Corporation  
228 Bloomfield Avenue  
Montclair, NJ 07042  
(201) 744-9094

Ms. Mildred Pastore, Director  
Mountainside Consumer Affairs  
1455 Coles Avenue  
Mountainside, NJ 07092  
(201) 232-6600

Ms. Ina Fridman  
New Milford Consumer Affairs  
Borough Hall  
930 River Road  
New Milford, NJ 07640  
(201) 262-6100

Ms. Mary Callanan, Director  
Nutley Consumer Affairs  
Public Safety Building  
228 Chestnut Street  
Nutley, NJ 07110  
(201) 284-4936

Mr. Jacob Perzley, Director  
Old Bridge Township Consumer Affairs  
1 Old Bridge Plaza  
Old Bridge, NJ 08857  
(201) 721-5600, ext. 202

Ms. Jeanne O'Brien, Director  
Parsippany Consumer Affairs  
Municipal Building  
1001 Parsippany Boulevard  
Parsippany, NJ 07054  
(201) 263-7152

Ms. Maria Jimenez, Director  
Perth Amboy Consumer Affairs  
44 Market Street  
Perth Amboy, NJ 08861  
(201) 826-0250, ext. 61

Ms. Priscilla Castles, Director  
Plainfield Community  
Relations and Social Services  
510 Watchung Avenue  
Plainfield, NJ 07060  
(201) 753-3519

Mr. Michael B. Dukatman, Director  
Secaucus Department of Consumer Affairs  
1203 Paterson Plank Road  
Secaucus, NJ 07094  
(201) 330-2019

CALA Officer  
Summit Consumer Affairs  
512 Springfield Avenue  
Summit, NJ 07901  
(201) 273-6474

Ms. Helene Vaccaro, Director  
Teaneck Consumer Affairs  
818 Teaneck Road  
Teaneck, NJ 07666  
(201) 837-4810

Ms. Irma Africano, Director  
Union City Consumer Affairs  
507 26th Street  
Union City, NJ 07087  
(201) 330-3816

Ms. Marian Cramer, Director  
Union Township Consumer Affairs  
1976 Morris Avenue  
Union, NJ 07083  
(201) 688-2800, ext. 15

Mr. Charles A. Stern, Director  
Wayne Township Consumer Affairs  
475 Valley Road  
Wayne, NJ 07470  
(201) 694-1800, ext. 290, 292

Mr. Joseph Anton, Director  
West New York Consumer Affairs  
428 60th Street  
West New York, NJ 07093  
(201) 861-7000, ext. 230

Ms. Mildred Recchia, Director  
West Orange Consumer Affairs  
66 Main Street  
West Orange, NJ 07052  
(201) 325-4121

Ms. Theresa Mimm, Director  
Willingboro Consumer Affairs  
Municipal Complex  
Salem Road  
Willingboro, NJ 08046  
(609) 875-2200, ext. 220

Ms. Evelyn Mackenzie, Director  
Woodbridge Township Consumer Affairs  
Municipal Building  
One Main Street  
Woodbridge, NJ 07095  
(201) 634-4500, ext. 231

**New Mexico**

Mr. Randy Childress, Director  
Consumer and Economic Crime Division  
Office of Attorney General PO Drawer 1508  
Santa Fe, NM 87504  
(505) 872-6910  
1 (800) 432-2070 (toll free in New Mexico)

**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) 474-5481

Mr. Richard Kessel  
Chairperson and Executive Director  
New York State Consumer Protection Board  
250 Broadway, 17th Floor  
New York, NY 10007  
(212) 377-4482

Mr. Peter Bienstock  
Assistant Attorney General  
Bureau of Consumer Frauds and Protection  
Office of Attorney General  
120 Broadway  
New York, NY 10274  
(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  
Binghamton, NY 13905  
(607) 773-7877

Mr. Peter B. Sullivan  
Assistant Attorney General in Charge  
Buffalo Regional Office  
Office of Attorney General  
65 Court Street  
Buffalo, NY 14202  
(716) 847-7184

Mr. Alan J. Burczak  
Assistant Attorney General in Charge  
Plattsburgh Regional Office  
Office of Attorney General  
70 Clinton Street  
Plattsburgh, NY 12901  
(518) 563-8012

Mr. Kent L. Mardon  
Assistant Attorney General in Charge  
Poughkeepsie 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

Ms. Carolyn A. Cairns  
Assistant Attorney General in Charge  
Suffolk Regional Office  
Office of Attorney General  
State Office Building  
Veterans Memorial Highway  
Hauppauge, NY 11788  
(516) 360-6196

Mr. Lawrence Zimmerman  
Assistant Attorney General in Charge  
Syracuse Regional Office  
Office of Attorney General  
333 East Washington Street  
Syracuse, NY 13202  
(315) 428-4282

Ms. Aniela J. Carl  
Assistant Attorney General in Charge  
Utica Regional Office  
Office of Attorney General  
207 Genesee Street  
Utica, NY 13501  
(315) 793-2225

**County Offices**

Mr. Thomas M. Jablonski  
Coordinator of Consumer Affairs  
Broome County  
Bureau of Consumer Services  
Governmental Plaza, P.O. Box 1766  
Binghamton, NY 13902  
(607) 772-2168

Mr. Roderick Quebral  
Assistant District Attorney  
Consumer Fraud Bureau  
Erie County District Attorney's Office  
25 Delaware Avenue  
Buffalo, NY 14202  
(716) 855-2424

Mr. James E. Picken, Commissioner  
Nassau County Office of Consumer Affairs  
160 Old Country Road  
Mineola, NY 11501  
(516) 535-2600

Mr. Steven A. Irace, Chief  
Nassau County Commercial Frauds and  
Environmental Investigation Bureau  
310 Old Country Road  
Garden City, NY 11530  
(516) 535-0064

Mr. Erik Dressler, Director  
Onondaga County Office of  
Consumer Affairs  
County Civic Center  
421 Montgomery Street  
Syracuse, NY 13202  
(315) 425-3479

Mr. James Vanzetta, Director  
Orange County Department of  
Weights, Measures and Consumer Affairs  
99 Main Street  
Goshen, NY 10924  
(914) 294-5151, ext. 1762

Mr. Francis D. Phillips II, District Attorney  
Orange County District Attorney's  
Office of Consumer Affairs  
County Government Center  
Goshen, NY 10924  
(914) 294-5471

Ms. Jean Hall, Director  
Putnam County  
Department of Consumer Affairs  
Two County Center  
Carmel, NY 10512  
(914) 225-3641, ext. 275

Mr. James Farkas, Director  
Rockland County  
Office of Consumer Affairs  
County Office Building  
18 New Hempstead Road  
New City, NY 10956  
(914) 638-5282

Mr. Dennis S. Abbey, Director  
Steuben County Department of  
Weights, Measures and Consumer Affairs  
3 East Pulteney Square  
Bath, NY 14810  
(607) 776-9631

Mr. Harold J. Withers, Commissioner  
Suffolk County  
Department of Consumer Affairs  
Suffolk County Center  
Hauppauge, NY 11788  
(516) 360-4618

Mr. Jon Van Vlack, Director  
Ulster County Consumer Fraud Bureau  
285 Wall Street  
Kingston, NY 12401  
(914) 339-5680, ext. 240

Mr. Frank D. Castaldi, Jr., Chief  
Frauds Bureau  
Westchester County District Attorney's Office  
111 Grove Street  
White Plains, NY 10601  
(914) 285-3303

Mr. Kenneth W. Hale, Director  
Westchester County  
Department of Consumer Affairs  
Room 104, Michaelian Office Building  
White Plains, NY 10601  
(914) 285-2155

**City Offices**

Mr. Edward M. Capalbo, Chairman  
Babylon Consumer Protection Board  
Town Hall Office Annex  
281 Phelps Lane  
North Babylon, NY 11703  
(516) 422-7636

Town of Colonie Consumer Protection Board  
Memorial Town Hall  
Newtonville, NY 12128  
(518) 783-2790

Ms. Catherine G. Reilly, Director  
Huntington Consumer Protection Board  
100 Main Street  
Huntington, NY 11743  
(516) 351-3007

Ms. Gloria Davids, Ombudsman  
Town of Islip  
401 Main Street  
Islip, NY 11751  
(516) 224-5374

**STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES**

Mr. Stephen Pedone, Commissioner  
Mt. Vernon Office of Consumer Affairs  
City Hall  
Mt. Vernon, NY 10550  
(914) 668-6000, ext. 231

Mr. Angelo J. Aponte, Commissioner  
New York City  
Department of Consumer Affairs  
80 Lafayette Street  
New York, NY 10013  
(212) 577-0111

Bronx Neighborhood Office  
New York City  
Department of Consumer Affairs  
1932 Arthur Avenue  
Bronx, NY 10457  
(212) 579-6766

Brooklyn Neighborhood Office  
New York City  
Department of Consumer Affairs  
1360 Fulton Street  
Brooklyn, NY 11206  
(718) 636-7092

Director  
Harlem Neighborhood Office  
New York City  
Department of Consumer Affairs  
227 East 116th Street  
New York, NY 10029  
(212) 348-0600

Ms. Lucy Coronel, Director  
Queens Neighborhood Office  
New York City  
Department of Consumer Affairs  
120-55 Queens Boulevard, Room 301A  
Kew Gardens, NY 11424  
(718) 261-2922

Ms. Johanna Kepley, Director  
Staten Island Neighborhood Office  
New York City  
Department of Consumer Affairs  
Staten Island Borough Hall, Room 422  
Staten Island, NY 10301  
(718) 390-5154

Mr. Ernest Adams, Director  
Oswego Office of  
Consumer Affairs, Weights and Measures  
City Hall  
Oswego, NY 13126  
(315) 342-5600, ext. 66

Ms. Carol Cronin, Chairwoman  
Ramapo Consumer Protection Board  
Ramapo Town Hall  
237 Rout 59  
Suffern, NY 10901  
(914) 357-5100, ext. 325

Mr. Dante Massaroni, Administrative Officer  
Schenectady Bureau of Consumer Protection  
City Hall, Room 22  
Jay Street  
Schenectady, NY 12305  
(518) 382-5061

Ms. Charlotte Cohen, Director  
Syracuse Consumer Affairs Office  
422 City Hall  
233 East Washington Street  
Syracuse, NY 13202  
(315) 473-3240

Mr. Eugene Stevens, Director  
White Plains  
Department of Weights and Measures  
279 Hamilton Avenue  
White Plains, NY 10601  
(914) 582-4459 (8 a.m. - 12 noon)

Mr. Ralph A. Capozzi, Director  
Yonkers Office of Consumer  
Protection, Weights and Measures  
201 Palisade Avenue  
Yonkers, NY 10703  
(914) 964-3563, 3564

**North Carolina**

Mr. James C. Gulick  
Special Deputy Attorney General  
Consumer Protection Section  
Office of Attorney General  
Department of Justice Building  
P.O. Box 629  
Raleigh, NC 27602  
(919) 733-7741

**North Dakota**

**State Offices**  
Mr. Nicholas J. Spaeth  
Office of Attorney General  
State Capitol Building  
Bismarck, ND 58505  
(701) 224-2210

Mr. Thomas Engelhardt, Director  
Consumer Fraud Division  
Office of Attorney General  
State Capitol Building  
Bismarck, ND 58505  
(701) 224-3404  
1 (800) 472-2600 (toll free in North Dakota)

**County Office**

Mr. Eliot Glassheim, Executive Director  
Quad County Community Action Agency  
27 1/2 South Third Street  
Grand Forks, ND 58202  
(701) 746-5431

**Ohio**

**State Offices**  
Mr. Ric Sheffield, Chief  
Consumer Frauds and Crimes Section  
Office of Attorney General  
30 East Broad Street  
State Office Tower, 15th Floor  
Columbus, OH 43266  
(614) 466-8831, 4986  
1 (800) 282-0515 (toll free in Ohio)  
(614) 466-1393 (TDD)

Mr. William A. Spratley, Consumers' Counsel  
137 East State Street  
Columbus, OH 43215  
(614) 466-9605 (voice/TDD)  
1 (800) 282-9448 (toll free in Ohio)

**County Offices**

Mr. Gary M. Rosen, Chief City Prosecutor  
Akron Division of Consumer Protection  
206 Ocasek Government Building  
161 South High Street  
Akron, OH 44308  
(216) 375-2730

Mr. Robert Smith, Director  
Economic Crime Division  
Franklin County  
Office of Prosecuting Attorney  
369 South High Street  
Columbus, OH 43215  
(614) 462-3248

Mr. John Shoop, County Prosecutor  
Consumer Protection Division  
Lake County Office of Prosecuting Attorney  
Lake County Court House  
Painesville, OH 44077  
(216) 357-2685

Mr. Robert A. Skinner  
Assistant Prosecuting Attorney  
Montgomery County Fraud Section  
County Courts Building  
41 North Perry  
Dayton, OH 45402  
(513) 225-5757

Mr. John Plough, Prosecuting Attorney  
Portage County  
Office of Prosecuting Attorney  
466 South Chestnut Street  
Ravenna, OH 44266  
(216) 296-4593

Mr. Lynn C. Slaby, Prosecuting Attorney  
Summit County  
Office of Prosecuting Attorney  
53 East Center Street  
Akron, OH 44308  
(216) 379-2800

**City Offices**

Mr. Steven Kurtz, Chief  
Cincinnati Office of Consumer Protection  
Division of Human Services  
City Hall, Room 126  
Cincinnati, OH 45202  
(513) 352-3971

Ms. Yolanda M. Bell, Director  
Office of Consumer Affairs  
218 Cleveland Avenue, S.W.  
6th Floor, Room 605B  
Canton, OH 44702  
(216) 489-3268

Ms. Debra Gnann, Director  
Cleveland Office of Consumer Affairs  
601 Lakeside  
Cleveland, OH 44114  
(216) 664-3200

Mr. William A. Craig  
Consumer Affairs Investigator  
Columbus Department of Human Services  
50 West Gay Street  
Columbus, OH 43215  
(614) 222-7144

Mr. Anthony H. Julian, Director  
Youngstown Division of Consumer Affairs  
26 South Phelps Street  
Youngstown, OH 44503  
(216) 742-8884

**Oklahoma****State Offices**

Ms. Jane Wheeler  
Assistant Attorney General for  
Consumer Affairs  
Office of Attorney General  
112 State Capitol Building  
Oklahoma City, OK 73105  
(405) 521-3921

Mr. Prescott H. Cowley, Administrator  
Department of Consumer Credit  
B82 Jim Thorpe Building  
Oklahoma City, OK 73105  
(405) 521-3653

**Oregon**

Mr. Timothy Wood, Attorney in Charge  
Financial Fraud Section  
Department of Justice  
Justice Building  
Salem, OR 97310  
(503) 378-4320

**Pennsylvania****State Offices**

Mr. Douglas Yauger, Director  
Bureau of Consumer Protection  
Office of Attorney General  
Strawberry Square, 14th Floor  
Harrisburg, PA 17120  
(717) 787-9707  
1 (800) 441-2555 (toll free in Pennsylvania)

Mr. David Barasch, Consumer Advocate  
Office of Consumer Advocate-Utilities  
Office of Attorney General  
Strawberry Square, 14th Floor  
Harrisburg, PA 17120  
(717) 783-5048 (utilities only)

Mr. Michael Butler, Deputy Attorney General  
Bureau of Consumer Protection  
Office of Attorney General  
27 North Seventh Street  
Allentown, PA 18101  
(215) 821-6690

Mr. Daniel R. Goodemote  
Deputy Attorney General  
Bureau of Consumer Protection  
Office of Attorney General  
919 State Street, Room 203  
Erie, PA 16501  
(814) 871-4371

Mr. Thomas Ballaron, Attorney in Charge  
Bureau of Consumer Protection  
Office of Attorney General  
Strawberry Square, 14th Floor  
Harrisburg, PA 17120  
(717) 787-7109

Mr. John E. Kelly, Deputy Attorney General  
Bureau of Consumer Protection  
Office of Attorney General  
1009 State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
(215) 560-2414

Ms. Caren L. Mariani  
Deputy Attorney General  
Bureau of Consumer Protection  
Office of Attorney General  
Manor Building, 4th Floor  
564 Forbes Avenue  
Pittsburgh, PA 15219  
(412) 565-5135

Mr. J.P. McGowan, Deputy Attorney General  
Bureau of Consumer Protection  
Office of Attorney General  
State Office Building, Room C58  
100 Lackawanna Avenue  
Scranton, PA 18503  
(717) 963-4913

**County Offices**

Mr. Sidney Elkin, Chairperson  
Beaver County Alliance for  
Consumer Protection  
Allencrest Detention Center  
Western Avenue  
Beaver, PA 15009  
(412) 728-7267

Mr. Robert Taylor, Director  
Chester County Bureau of Consumer  
Protection, Weights and Measures  
Courthouse, 5th Floor, North Wing  
High and Market Street  
West Chester, PA 19380  
(215) 431-6150

Ms. Margaret P. O'Donnell, Director  
Cumberland County  
Bureau of Consumer Affairs  
Courthouse  
Carlisle, PA 17013  
(717) 249-5802

Ms. Peggy Adams, Director/Chief Sealer  
Bucks County Bureau of Consumer  
Protection, Weights and Measures  
Courthouse Annex  
Broad and Union Street  
Doylestown, PA 18901  
(215) 348-7442

Ms. Evelyn Yancoskie, Director  
Delaware County Office of  
Consumer Affairs, Weights and Measures  
Government Center Building  
Second and Olive Streets  
Media, PA 19063  
(215) 891-4865

Ms. Mary M. Saylor, Director  
Montgomery County  
Consumer Affairs Department  
County Courthouse  
Norristown, PA 19404  
(215) 278-3565

**City Offices**

Mr. Jeremiah W. Cousins, Jr., Division Chief  
Action Center-Consumer Services  
121 City Hall  
Philadelphia, PA 19107  
(215) 686-7595

Mr. James Fitzpatrick, Chief  
Economic Crime Unit  
Philadelphia District Attorney's Office  
1300 Chestnut Street  
Philadelphia, PA 19107  
(215) 875-6065

**Puerto Rico**

Mr. Peuro Ortiz Alvarez, Secretary  
Department Consumer Affairs  
Minillas Station, P.O. Box 41059  
Sanjurjo, PR 00940  
(809) 722-7555

Mr. Hector Rivera Cruz, Secretary  
Department of Justice, P.O. Box 192  
Old San Juan, PR 00902  
(809) 721-2900

**Rhode Island****State Offices**

Ms. Lee Baker, Director  
Consumer Protection Division  
Department of Attorney General  
72 Pine Street  
Providence, RI 02903  
(401) 277-2104

Mr. Edwin P. Palumbo, Executive Director  
Rhode Island Consumers' Council  
365 Broadway  
Providence, RI 02909  
(401) 277-2764

**South Carolina****State Offices**

Mr. Ken Moore, Assistant Attorney General  
Consumer Fraud and Antitrust Section  
Office of Attorney General  
P.O. Box 11549  
Columbia, SC 29211  
(803) 734-3370

Mr. Steve Hamm, Administrator  
Department of Consumer Affairs  
P.O. Box 5757  
Columbia, SC 29250  
(803) 734-9452  
1 (800) 922-1594  
(toll free in South Carolina)

Mr. W. Jefferson Bryson, Jr.  
State Ombudsman  
Office of Executive Policy and Program  
1205 Pendleton Street, Room 412  
Columbia, SC 29201  
(803) 734-0457, 0467

**South Dakota**

Mr. Jeff Hallem, Assistant Attorney General  
Division of Consumer Affairs  
Office of Attorney General  
Anderson Building  
Pierre, SD 57501  
(605) 773-4400

**Tennessee****State Offices**

Mr. Perry A. Craft, Deputy Attorney General  
Antitrust and Consumer Protection Division  
Office of Attorney General  
450 James Robertson Parkway  
Nashville, TN 37219  
(615) 741-2672

Ms. Elizabeth Owen, Director  
Division of Consumer Affairs  
Department of Commerce and Insurance  
1808 West End Building, Suite 105  
Nashville, TN 37219  
(615) 741-4737  
1 (800) 342-8385 (toll free in Tennessee)

**Texas**

**State Offices**

Mr. H. Clyde Farrell  
Assistant Attorney General and Chief  
Consumer Protection Division  
Office of Attorney General  
Capitol Station, P.O. Box 12548  
Austin, TX 78711  
(512) 463-2070

Mr. Stephen Gardner  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
Renaissance Place, 7th Floor  
714 Jackson Street  
Dallas, TX 75202  
(214) 742-8944

Ms. Esther Chavez  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
4824 Alberta Street, Suite 160  
El Paso, TX 79905  
(915) 533-3484

Mr. Richard Tomlinson  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
1001 Texas Avenue, Suite 700  
Houston, TX 77002  
(713) 223-5886

Ms. Maria Luisa Mercado  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
806 Broadway, Suite 312  
Lubbock, TX 79401  
(806) 747-5238

Mr. LaMonte Freerks  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
4309 North Territt, Suite B  
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  
Dallas County Consumer  
Fraud Division, Office of District Attorney  
2720 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**

Mr. Daniel R. Martin, Director  
Dallas Consumer Protection Division  
Health and Human Services Department  
320 East Jefferson Boulevard  
Dallas, TX 75203  
(214) 948-4400

Mr. David Watson, Director  
Fort Worth Office of Consumer Affairs  
Weights and Measures  
1800 University Drive, Room 208  
Fort Worth, TX 76107  
(817) 870-7570

**Utah**

**State Offices**

Ms. Dixie L. Minson, Director  
Division of Consumer Protection  
Department of Business Regulation  
160 East 300 South, P.O. Box 45802  
Salt Lake City, UT 84145  
(801) 530-6601

Mr. James L. Barker  
Assistant Attorney General for  
Consumer Affairs  
Office of Attorney General  
130 State Capitol  
Salt Lake City, UT 84114  
(801) 533-5319

**Vermont**

**State Offices**

Ms. Denise Johnson  
Assistant Attorney General and Chief  
Public Protection Division  
Office of Attorney General  
109 State Street  
Montpelier, VT 05602  
(802) 828-3171

Mr. Trafford Brink, Director  
Weights and Measures Division  
Department of Agriculture  
116 State Street  
Montpelier, VT 05602  
(802) 828-2436

**Virgin Islands**

Mr. Kenneth E. Mapp, Director  
Consumer Services Administration  
Golden Rock  
Christiansted  
St. Croix, VI 00820  
(809) 774-3130

**Virginia**

**State Offices**

Mr. Edward P. Nolde  
Assistant Attorney General  
Division of Consumer Counsel  
Office of Attorney General  
Supreme Court Building  
101 North Eighth Street  
Richmond, VA 23219  
(804) 786-2115

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) 552-9963 (toll free in Virginia)

Mr. Fred Albrecht, Coordinator  
Northern Virginia Branch  
Office of Consumer Affairs  
Department of Agriculture and  
Consumer Services  
100 North Washington Street, Suite 412  
Falls Church, VA 22046  
(703) 532-1613

**County Offices**

Ms. Diane Jemmot, Section Supervisor  
Arlington County  
Office of Citizen and Consumer Affairs  
1400 North Courthouse Road, Room 111  
Arlington VA 22201  
(703) 558-2142

Mr. Ron Mallard, Director  
Fairfax County  
Department of Consumer Affairs  
3959 Pender Drive  
Fairfax, VA 22030  
(703) 691-3214

Mr. Hubert King, Administrator  
Prince William County  
Office of Consumer Affairs  
15960 Cardinal Drive  
Woodbridge, VA 22191  
(703) 335-7370

**City Offices**

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

Mr. Martin D. Greenwell, Chief  
Norfolk Division of Consumer Protection  
804 City Hall Building  
Norfolk, VA 23501  
(804) 441-2821

Ms. Delores Daniels  
Assistant to the City Manager  
Roanoke Consumer Protection Division  
364 Municipal Building  
215 Church Avenue, S.W.  
Roanoke, VA 24011  
(703) 981-2583

Mr. J.N. McClanahan  
Consumer Protection Officer  
Virginia Beach  
Division of Consumer Protection  
City Hall  
Virginia Beach, VA 23456  
(804) 427-8983

**Washington**

**State Offices**

Ms. Renee Olbricht, Investigator  
Consumer and Business  
Fair Practices Division  
Office of Attorney General  
North 121 Capitol Way  
Olympia, WA 98501  
(206) 753-6210

Mr. John R. Ellis  
Assistant Attorney General and Chief  
Consumer and Business  
Fair Practices Division  
Office of Attorney General  
1366 Dexter Horton Building  
Seattle, WA 98104  
(206) 464-7744  
1 (800) 551-4636 (toll free in Washington)

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. Sally Sterling, Office Manager  
Consumer and Business  
Fair Practice Division  
Office of Attorney General  
949 Market Street, Suite 380  
Tacoma, WA 98402  
(206) 593-2904

**County Offices**

Ms. Kristie Anderson, Director  
Department of Weights and Measures  
3200 Cedar Street  
Everett, WA 98201  
(206) 259-8800

Mr. C. Patrick Sainsbury  
Chief Deputy Prosecuting Attorney  
Fraud Division  
516 3rd Avenue, Room E531  
Seattle, WA 98104  
(206) 583-4513

Mr. Andrew J. Lofton, Director  
Seattle Department of  
Licenses and Consumer Affairs  
102 Municipal Building  
Seattle, WA 98104  
(206) 684-8484

**West Virginia**

**State Offices**

Mr. Thomas L. Hindes, Director  
Consumer Protection Division  
Office of Attorney General  
812 Quarrier Street, 6th Floor  
Charleston, WV 25301  
(304) 348-8986  
1 (800) 368-8808 (toll free in West Virginia)

Mr. James P. Rardin, Director  
Weights and Measures  
Department of Labor  
570 McCorkle Avenue, S.W.  
St. Albans, WV 25177  
(304) 727-5781

**City Office**

Ms. Polly Diller, Director  
Charleston  
Department of Consumer Protection  
P.O. Box 2749  
Charleston, WV 25330  
(304) 348-8172

**Wisconsin**

**State Offices**

Mr. Donald Soberg, Administrator  
Division of Trade and Consumer Protection  
Department of Agriculture  
Trade and Consumer Protection  
801 West Badger Road  
P.O. Box 8911  
Madison, WI 53708  
(608) 266-9836  
1 (800) 362-3020 (toll free in Wisconsin)

Mr. Kevin O'Connor  
Assistant Attorney General  
Office of Consumer Protection  
Department of Justice  
P.O. Box 7856  
Madison, WI 53707  
(608) 266-1852  
1 (800) 362-8189 (toll free in Wisconsin)

Ms. Margaret Quaid, Regional Supervisor  
Division of Trade and Consumer Protection  
Department of Agriculture  
Trade and Consumer Protection  
927 Loring Street  
Altoona, WI 54720  
(715) 839-3848

Mr. Eugene E. Lindauer, Regional Supervisor  
Division of Trade and Consumer Protection  
Department of Agriculture,  
Trade and Consumer Protection  
200 North Jefferson Street, Suite 146A  
Green Bay, WI 54301  
(414) 436-4087

Mr. Patricia Suschil, Regional Supervisor  
Division of Trade and Consumer Protection  
Department of Agriculture  
Trade and Consumer Protection  
10320 West Silver Spring Drive  
Milwaukee, WI 53225  
(414) 438-4844

Ms. Pamela Magee-Heilprin  
Assistant Attorney General  
Office of Consumer Protection  
Department of Justice  
Milwaukee State Office Building  
819 North 6th Street, Room 520  
Milwaukee, WI 53203  
(414) 227-4948

**County Offices**

Mr. Michael R. Youglove  
Criminal Investigator  
Kenosha County District Attorney's Office  
912 56th Street  
Kenosha, WI 53140  
(414) 656-6480

Mr. Rand L. Kruger, District Attorney  
Marathon County District Attorney's Office  
Consumer Fraud Unit  
Marathon County Courthouse  
Wausau, WI 54401  
(715) 847-5555

Ms. Cynthia Brown  
Assistant District Attorney  
Milwaukee County District Attorney's Office  
Consumer Fraud Unit  
821 West State Street, Room 412  
Milwaukee, WI 53233  
(414) 278-4792

Mr. John Runde, District Attorney  
Portage County District Attorney's Office  
Consumer Fraud Unit  
Portage County Courthouse  
Stevens Point, WI 54481  
(715) 346-1300

Mr. Eric M. Johnson  
Consumer Fraud Investigator  
Racine County Sheriff's Department  
717 Wisconsin Avenue  
Racine, WI 53403  
(414) 636-3125

**Wyoming**

Ms. Laura Beard, Assistant Attorney General  
Office of Attorney General  
123 State Capitol Building  
Cheyenne, WY 82002  
(307) 777-7841, 6285



**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 warranty (or guarantees) on products or services before you buy. Look for the warranty that best satisfies your needs.
2. Get all warranties in writing. Make sure the warranty explains all terms and conditions.
3. 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?
4. Keep sales receipts and warranties in a safe place



---

### Home Improvements

- 1 Compare costs by getting more than one estimate, each 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 any complaints have been filed against the contractor.
- 3 Check with your state, county, or city housing authority to see if licensing and/or bonding are required of contractors in your area. If so, make sure your contractor is properly licensed and bonded.
- 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.
- 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 notice of cancellation be sent by telegram or certified mail return receipt requested.
- 8 For a large remodeling job that involves many subcontractors and a substantial financial commitment, you should protect yourself from liens against your home in the event the contractor does not pay subcontractors or suppliers, by adding a release-of-lien clause to the contract or placing your payments in an escrow account until the work is completed.
- 9 If you cannot pay for a project without a loan, it's a good idea to 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.



# State Agencies on Aging

The offices listed in this section are responsible for coordinating services for older Americans. They provide information on services, programs, and opportunities for the aging.

## Alabama

Mr. Oscar D. Tucker  
Executive Director  
Commission on Aging  
502 Washington Avenue  
Montgomery, AL 36130  
(205) 261-5743

## Alaska

Mr. Jon B. Wolfe  
Executive Director  
Older Alaskans Commission  
P.O. Box C, MS-0209  
Juneau, AK 99811  
(907) 465-3250

## American Samoa

Mr. Sunuitao T. Tupai  
Director  
Territorial Administration  
on Aging  
Government of  
American Samoa  
Pago Pago, AQ 96799  
(written inquiries only)

## Arizona

Mr. Michael Slattery  
Administrator  
Aging and Adult Administration  
1400 West Washington, 950A  
Phoenix, AZ 85007  
(602) 255-4446

## Arkansas

Mr. Herb Sanderson  
Director  
Office of Aging and  
Adult Services  
Department of  
Human Services  
P.O. Box 1437  
Little Rock AR 72203  
(501) 371-2441

## California

Ms. Alice Gonzales  
Director  
Department of Aging  
1600 K Street  
Sacramento, CA 95814  
(916) 322-5290  
(916) 323-8913 (TDD)

## Colorado

Mr. William J. Hanna  
Director  
Aging and Adult  
Services Division  
Department of Social Services  
717 Seventeenth Street  
11th Floor  
Denver, CO 80218  
(303) 294-5912

## Connecticut

Ms. Mary Ellen Klinck  
Commissioner  
Department on Aging  
175 Main Street  
Hartford, CT 06106  
(203) 566-3238

## 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

## 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 32301  
(904) 488-2650

## Georgia

Mr. Fred McGinnis  
Director  
Office of Aging  
878 Peachtree Street, N.E.  
Suite 632  
Atlanta, GA 30309  
(404) 894-5333

## Guam

Ms. Leticia Estaldon  
Director  
Office of Aging  
Government of Guam  
P.O. Box 2816  
Agana, GU 96910  
(written inquiries only)

## Hawaii

Ms. Jeanette Takamura  
Director  
Executive Office on Aging  
335 Merchant Street  
Room 241  
Honolulu, HI 96813  
(808) 548-2593

## Idaho

Ms. Charlene W. Martindale  
Director  
Idaho Office on Aging  
Statehouse, Room 114  
Boise, ID 83720  
(208) 334-3833

## Illinois

Ms. Janet S. Otwell  
Director  
Department on Aging  
421 East Capitol Avenue  
Springfield, IL 62701  
(217) 785-2870  
1 (800) 252-8966  
(toll free in Illinois)

## Indiana

Ms. Joyce A. Smidley  
Director  
Aging Division  
Department of  
Human Services  
PO Box 7083  
Indianapolis, IN 46204  
(317) 232-7020

## Iowa

Ms. Betty Grandquist  
Executive Director  
Department of Elder Affairs  
914 Grand Avenue, Suite 236  
Des Moines, IA 50319  
(515) 281-5187

## Kansas

Ms. Esther A. Wolf  
Secretary  
Department on Aging  
610 West 10th Street  
Topeka, KS 66612  
(913) 296-4986

## Kentucky

Ms. Prudence Moore  
Director  
Division for Aging Services  
Department for  
Social Services  
275 East Main Street  
6th Floor West  
Frankfort, KY 40621  
(502) 564-6930

## Louisiana

Ms. Sandra Adams  
Director  
Governor's Office of  
Elder Affairs  
P.O. Box 80374  
Baton Rouge, LA 70898  
(504) 925-1700

## Maine

Ms. Christine Giannopoulos  
Acting Director  
Bureau of Maine's Elderly  
Statehouse, Station 11  
Augusta, ME 04333  
(207) 289-2561

## Maryland

Ms. Rosalie S. Abrams  
Director  
Office on Aging  
301 West Preston Street  
10th Floor  
Baltimore, MD 21201  
(301) 225-1100  
1 (800) 338-0153  
(toll free in Maryland)  
(301) 383-7555 (TDD)

## Massachusetts

Mr. Paul J. Lanzikos  
Secretary  
Executive Office of  
Elder Affairs  
38 Chauncy Street, 2nd Floor  
Boston, MA 02111  
(617) 727-7750  
1 (800) 882-2003  
(toll free in Massachusetts)  
1 (800) 872-0165  
(toll free TDD in Massachusetts)

## Michigan

Ms. Olivia P. Maynard  
Director  
Office of Services to the Aging  
P.O. Box 30026  
Lansing, MI 48909  
(517) 373-8230

## Minnesota

Mr. Gerald Blodow  
Executive Secretary  
Minnesota Board on Aging  
7th and Roberts Street  
St. Paul, MN 55101  
(612) 293-2544

## Mississippi

Mr. David K. Brown  
Executive Director  
Council on Aging  
301 West Pearl Street  
Jackson, MS 39201  
(601) 949-2013

## Missouri

Mr. K. Gary Sherman  
Director  
Division of Aging  
PO Box 1337  
Jefferson City, MO 65102  
(314) 751-3082  
1 (800) 392-0210  
(toll free in Missouri)

**Montana**

Mr. Robert Bartholomew  
Supervisor  
Aging Services Bureau  
Department of Family Services  
P.O. Box 8005  
Helena, MT 59604  
(406) 444-5650

**Nebraska**

Ms. Betsy Palmer  
Director  
Nebraska Department on Aging  
State House Station 95044  
Lincoln, NE 68509  
(402) 471-2306

**Nevada**

Ms. Myla C. Florence  
Administrator  
Division for Aging Services  
Department of  
Human Resources  
505 East King Street, Room 101  
Carson City, NV 89719  
(702) 885-4210 (voice/TDD)

**New Hampshire**

Mr. Richard A. Chevrefils  
Director  
Division of Elderly and  
Adult Services  
6 Hazen Drive  
Concord, NH 03301  
(603) 271-2751  
1 (800) 351-1888  
(toll free in New Hampshire)

**New Jersey**

Ms. Ann Zahora  
Director  
Division on Aging  
Department of  
Community Affairs  
363 West State Street  
CN 807  
Trenton, NJ 08625  
(609) 292-4833

**New Mexico**

Ms. Stephanie FallCreek  
Director  
State Agency on Aging  
224 East Palace Avenue  
4th Floor  
Santa Fe, NM 87501  
(505) 827-7340 (voice/TDD)

**New York**

Mr. Eugene S. Callender  
Director  
New York State Office  
for the Aging  
Agency Building 2, ESP  
Albany, NY 12223  
(518) 474-5731

**North Carolina**

Ms. Elaine Stoops  
Assistant Secretary  
Division of Aging  
Department of  
Human Resources  
1985 Umstead Drive  
Raleigh, NC 27603  
(919) 733-3983

**North Dakota**

Mr. Larry Brewster  
Administrator  
Aging Services  
Department of Human Services  
State Capitol Building  
Bismarck, ND 58505  
(701) 224-2310

**Ohio**

Ms. Joyce F. Chapple  
Director  
Ohio Department of Aging  
50 West Broad Street, 9th Floor  
Columbus, OH 43215  
(614) 466-5500  
1 (800) 282-1206  
(toll free in Ohio)  
(514) 466-6191 (TDD)

**Oklahoma**

Mr. Roy R. Keen  
Programs Administrator  
Special Unit on Aging  
P.O. Box 25352  
Oklahoma City, OK 73125  
(405) 521-2281  
(405) 521-2327 (TDD)

**Oregon**

Mr. Richard Ladr  
Administrator  
Senior Services Division  
Department of  
Human Resources  
State of Oregon  
313 Public Service Building  
Salem, OR 97310  
(503) 378-4728 (voice/TDD)  
1 (800) 232-3020  
(toll free voice/TDD in Oregon)

**Pennsylvania**

Ms. Linda M. Rhodes  
Secretary  
Department of Aging  
231 State Street  
Harrisburg, PA 17101  
(717) 783-1550

**Puerto Rico**

Ms. Maribel Torregrosa  
Executive Director  
Gericulture Commission  
GPO 11398  
Santurce, PR 00910  
(written inquiries only)

**Rhode Island**

Ms. Adelaide Luber  
Director  
Department of Elderly Affairs  
79 Washington Street  
Providence, RI 02903  
(401) 277-2880 (voice/TDD)

**South Carolina**

Ms. Ruth Q. Seigler  
Executive Director  
Commission on Aging  
915 Main Street  
Columbia, SC 29201  
(803) 734-3203

**South Dakota**

Mr. Mike Vogel  
Administrator  
Office of Adult Services  
and Aging  
700 Governors Drive  
Pierre, SD 57501  
(605) 773-3656

**Tennessee**

Ms. Emily Wiseman  
Director  
Commission on Aging  
706 Church Street  
Suite 201  
Nashville, TN 37219  
(615) 741-2056

**Texas**

Mr. O. P. (Bob) Bobbitt  
Executive Director  
Texas Department on Aging  
P.O. Box 12786, Capitol Station  
Austin, TX 78711  
(512) 444-2727 (voice/TDD)  
1 (800) 252-9240  
(toll free in Texas)

**Utah**

Mr. Bob Ward  
Director  
Division of Aging and  
Adult Services  
P.O. Box 45500  
Salt Lake City, UT 84145  
(801) 538-3910

**Vermont**

Mr. Joel Cook  
Director  
Office on Aging  
103 South Main Street  
Waterbury, VT 05676  
(802) 241-2400

**Virgin Islands**

Ms. Bernice Hall  
Acting Commissioner  
Commission on Aging  
6F Habensights Ma.  
Charlotte Amalie  
St. Thomas, VI 00807  
(written inquiries only)

**Virginia**

Ms. Wilda M. Ferguson  
Commissioner  
Department for the Aging  
101 N. 14th St., 18th Floor  
Richmond, VA 23219  
(804) 225-2271 (voice/TDD)

**Washington**

Mr. Charles Reed  
Assistant Secretary  
Aging and Adult Services  
Administration  
OB-44A  
Olympia, WA 98504  
(206) 753-2502  
(206) 753-4927 (TDD)

**West Virginia**

Ms. Susan M. Harman  
Executive Director  
Commission on Aging  
State Capitol  
Charleston, WV 25305  
(304) 348-3317

**Wisconsin**

Ms. Donna McDowell  
Director  
Bureau on Aging  
P.O. Box 7851  
Madison, WI 53707  
(608) 266-2536  
(608) 266-8083 (TDD)

**Wyoming**

Mr. E. Scott Sessions  
Director  
Commission on Aging  
Hathaway Building  
Cheyenne, WY 82002  
(307) 777-7986



**Contracts**

1. Never sign anything you do not fully understand. If you can't understand the contract, have your own expert review it.
2. Never sign a contract if a promoter or retailer will not let you have another person review it first.
3. Be sure that all verbal promises are included in the written contract.
4. Never sign a contract that has blank spaces. Draw lines through them first.
5. Be sure to keep a copy of any contract you sign.

# State Banking Authorities

The officials listed below regulate and supervise state chartered banks. Many of them handle or refer problems and complaints concerning other types of financial insti-

tutions as well as answer general questions about banking and consumer credit.

## 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  
and Securities  
Pouch D  
Juneau, AK 99811  
(907) 465-2521

## Arizona

Ms. Mary C. Short  
Superintendent of Banks  
3225 North Central, Suite 815  
Phoenix, AZ 85012  
(602) 255-4421

## Arkansas

Mr. Marlin D. Jackson  
Bank Commissioner  
Tower Building  
323 Center Street, Suite 500  
Little Rock, AR 72201  
(501) 371-1117

## California

Mr. Howard Gould  
Superintendent of Banks  
235 Montgomery Street  
Suite 750  
San Francisco, CA 94104  
(415) 557-3535

## Colorado

Mr. Richard B. Doby  
State Bank Commissioner  
Colorado Division of Banking  
First West Plaza, Suite 700  
303 West Colfax  
Denver, CO 80204  
(303) 866-3131

## Connecticut

Mr. Howard B. Brown, Jr.  
Banking Commissioner  
44 Capitol Avenue  
Hartford, CT 06106  
(203) 566-4560

## Delaware

Mr. John E. Malarkey  
State Bank Commissioner  
P.O. Box 1401  
Dover, DE 19903  
(302) 736-4235

## District of Columbia

Mr. Edward D. Irons  
Acting Superintendent of  
Banking and Financial  
Institutions  
1350 Pennsylvania Ave., N.W.  
Room 401  
Washington, DC 20004  
(202) 727-6365

## Florida

Mr. Gerald Lewis  
State Comptroller  
State Capitol Building  
Tallahassee, FL 32399  
(904) 488-0370

## Georgia

Mr. Edward D. Dunn  
Commissioner of  
Banking and Finance  
2990 Brandywine Road  
Suite 200  
Atlanta, GA 30341  
(404) 393-7330

## Guam

Mr. Dave J. Santos  
Banking Commissioner  
P.O. Box 2796  
Agana, GU 96910  
(written inquiries only)

## Hawaii

Ms. Donna Tanoue  
Bank Examiner  
P.O. Box 541  
Honolulu, HI 96809  
(808) 548-7505

## 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  
119 South Fifth Street  
Room 400  
Springfield, IL 62701  
(217) 785-2837

## Indiana

Ms. Ruth D. Harrison  
Director  
Department of  
Financial Institutions  
Indiana State Office Building  
Room 1024  
Indianapolis, IN 46204  
(317) 232-3955

## Iowa

Mr. William R. Bernau  
Superintendent of Banking  
200 East Grand, Suite 300  
Des Moines, IA 50309  
(515) 281-4014

## Kansas

Mr. Eugene T. Barrett, Jr.  
State Bank Commissioner  
700 Jackson Street, Suite 300  
Topeka, KS 66603  
(913) 296-2266

## Kentucky

Mr. Thomas B. Miller  
Commissioner of  
Banking and Securities  
911 Leawood Drive  
Frankfort, KY 40601  
(502) 564-3390

## Louisiana

Mr. Fred C. Dent, Jr.  
Commissioner of  
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) 289-3231

## Maryland

Ms. Margie H. Muller  
Bank Commissioner  
34 Market Place  
Baltimore, MD 21202  
(301) 333-6262

## Massachusetts

Mr. Paul E. Bulman  
Commissioner of Banks  
100 Cambridge Street  
Boston, MA 02202  
(617) 727-3120

## Michigan

Mr. Eugene W. Kuthy  
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

Ms. Jean S. Porter  
Commissioner  
Department of Banking and  
Consumer Finance  
P.O. Box 731  
Jackson, MS 39205  
(601) 359-1021

## Missouri

Mr. Thomas B. Fitzsimmons  
Commissioner of Finance  
P.O. Box 716  
Jefferson City, MO 65102  
(314) 751-3397

## Montana

Mr. Fred J. Flanders  
Commissioner of  
Financial Institutions  
1424 Ninth Avenue  
Helena, MT 59620  
(406) 444-2091

## Nebraska

Ms. Cynthia H. Milligan  
Director of Banking  
and Finance  
301 Centennial Mall, South  
Lincoln, NE 68509  
(402) 471-2171

## Nevada

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

## New Hampshire

Mr. A. Roland Froberge  
Bank Commissioner  
45 South Main Street  
Concord, NH 03301  
(603) 271-3561

## New Jersey

Ms. Mary Little Parell  
Commissioner of Banking  
36 West State Street  
Trenton, NJ 08625  
(609) 292-3420

## New Mexico

Mr. James W. Stretz  
Director  
Financial Institutions Division  
Bataan Memorial Building  
Room 137  
Santa Fe, NM 87503  
(505) 827-7740

## New York

Ms. Jill M. Considine  
Superintendent of Banks  
Two Rector Street  
New York, NY 10006  
(212) 618-6642

**North Carolina**

Mr. William T. Graham  
Commissioner of Banks  
P.O. Box 29512  
Raleigh, NC 27626  
(919) 733-3616

**North Dakota**

Mr. Gary D. Preszler  
Commissioner of Banking  
and Financial Institutions  
State Capitol, Room 1301  
Bismarck, ND 58505  
(701) 224-2256

**Ohio**

Ms. Linda K. Page  
Superintendent of Banks  
Two Nationwide Plaza  
Columbus, OH 43215  
(614) 466-2932

**Oklahoma**

Mr. Robert Y. Empie  
Bank Commissioner  
Malco Building  
4100 North Lincoln Boulevard  
Oklahoma City, Ok. 73105  
(405) 521-2783

**Oregon**

Mr. Cecil R. Monroe  
Deputy Administrator  
Financial Institutions Division  
280 Court Street, N.E.  
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

**Puerto Rico**

Ms. Angel L. Rosas  
Commissioner of Banking  
P.O. Box S4515  
San Juan, PR 00905  
(809) 721-5242

**Rhode Island**

Ms. Susan D. Hayes  
Assistant Director  
Banking and Securities  
100 North Main Street  
Providence, RI 02903  
(401) 277-2405

**South Carolina**

Mr. Robert C. Cleveland  
Commissioner of Banking  
1026 Sumter 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. Dennis R. Phillips  
Commissioner of  
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 of  
Financial Institutions  
P.O. Box 89  
Salt Lake City, UT 84110  
(801) 530-6502

**Vermont**

Mr. Thomas P. Menson  
Commissioner of  
Banking and Insurance  
State Office Building  
Montpelier, VT 05602  
(802) 828-3301

**Virgin Islands**

Mr. Julio A. Brady  
Lieutenant Governor  
Chairman of the  
Banking Board  
Kongens Gardens #18  
P.O. Box 450  
St. Thomas, VI 00801  
(809) 774-2991

**Virginia**

Mr. Sidney A. Bailey  
Commissioner of  
Financial Institutions  
PO Box 2-AE  
Richmond, VA 23205  
(804) 786-3657

**Washington**

Mr. Thomas H. Oldfield  
Supervisor of Banking  
General Administration  
Building, Room 219  
Olympia, WA 98504  
(206) 753-6520

**West Virginia**

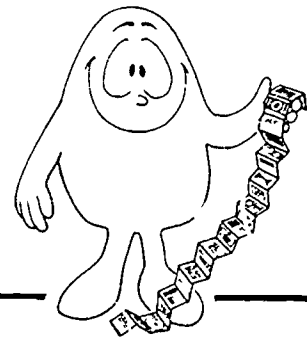
Mr. David F. Mudie  
Deputy Commissioner  
of Banking  
State Office Building 3  
Suite 311  
Charleston, WV 25305  
(304) 348-2294

**Wisconsin**

Mr. Richard E. Galecki  
Commissioner of Banking  
P.O. Box 7876  
Madison, WI 53707  
(608) 266-1621

**Wyoming**

Mr. Stanley R. Hunt  
State Examiner  
Herschler Building, 4th Floor  
Cheyenne, WY 82002  
(307) 777-6600

**Credit Cards**

- 1 Keep a list of your credit card numbers, expiration dates, and the phone number of each card issuer in a secure 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 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. Void or destroy any incorrect receipts.
- 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 Report promptly and in writing to the card issuer any questionable charges. Written inquiries should not be included with your payment. Check the billing statement for the correct address to send any written inquiries. The inquiry must be in writing to guarantee your rights
- 8 Never give out your credit card number over the telephone unless you have initiated the call.
- 9 Never put your card number on a post card or on the outside of an envelope
- 10 Sign new cards as soon as they arrive. Cut up expired cards and dispose of them promptly. Cut up and return unwanted cards to the issuer
- 11 Leave infrequently used cards in a secure place.
- 12 If any of your credit cards are missing or stolen, report the loss as soon as possible to your card issuers. Some companies have 24-hour service and toll free numbers printed on their statements for this purpose. For your own protection, follow up your phone calls with a letter to each issuer. The letter should contain your card number, the date the card was missing, and the date you called in the loss.
- 13 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.

# State Insurance Regulators

Each state has its own laws and regulations governing all types of insurance. The officials listed below are responsible for enforcing these laws, as well as providing consumers with information helpful in making wise insurance buying decisions. Many local libraries also have a wealth of information

that can be helpful when comparing insurance companies prior to making a purchase.

Before contacting the state regulator, keep in mind that company decisions, such as claim denials, should first be appealed within the company.

## Alabama

Mr. John S. Greeno  
Insurance Commissioner  
135 South Union Street #181  
Montgomery, AL 3613C  
(205) 269-3550

## Alaska

Mr. John L. George  
Director of Insurance  
P.O. Box J  
Juneau, AK 99811  
(907) 465-2515

## American Samoa

Mr. Afa Roberts  
Insurance Commissioner  
Office of the Governor  
Pago Pago, AQ 96797  
011 (684) 633-4116

## Arizona

Mr. S. David Childers  
Director of Insurance  
801 E. Jefferson, 2nd Floor  
Phoenix, AR 85034  
(602) 255-5400  
(602) 255-4367  
(consumer affairs)

## Arkansas

Mr. Robert M. Eubanks III  
Insurance Commissioner  
400 University Tower Building  
Little Rock, AR 72204  
(501) 371-1325

## California

Ms. Roxani Gillespie  
Commissioner of Insurance  
100 Van Ness Avenue  
San Francisco, CA 94102  
(415) 557-3245 (San Francisco)  
(213) 736-2551 (Los Angeles)  
1 (800) 233-9045  
(toll free in California  
complaints)

## Colorado

Mr. John Kezer  
Commissioner of Insurance  
303 West Colfax Avenue  
5th Floor  
Denver, CO 80204  
(303) 866-3201

## Connecticut

Mr. Peter W. Gillies  
Insurance Commissioner  
165 Capitol Avenue  
State Office Building  
Room 425  
Hartford, CT 06106  
(203) 566-5275

## Delaware

Mr. David N. Levinson  
Insurance Commissioner  
841 Silver Lake Boulevard  
Dover, DE 19901  
(302) 739-4251

## District of Columbia

Ms. Margurite C Stokes  
Superintendent of Insurance  
614 H Street, N.W.  
North Potomac Building  
Suite 516  
Washington, DC 20001  
(202) 727-7419

## Florida

Mr. Bill Gunter  
Insurance Commissioner  
Plaza Level Eleven  
Tallahassee, FL 32399  
(904) 488-3440

## Georgia

Mr. Warren D. Evans  
Insurance Commissioner  
2 Martin L. King, Jr Drive  
Atlanta, GA 30334  
(404) 656-2056

## Guam

Mr. Carr Bettis  
Acting Insurance  
Commissioner  
P.O. Box 796  
Agaña, GU 96910  
011 (671) 477-1040

## Hawaii

Ms. Robin Campaniano  
Insurance Commissioner  
P.O. Box 3614  
Honolulu, HI 96811  
(808) 548-5450

## Idaho

Mr. Anthony Fagiano  
Acting Director of Insurance  
700 West State Street  
Boise, ID 83720  
(208) 334-2250

## Illinois

Mr. John E. Washburn  
Director of Insurance  
320 West Washington Street  
4th Floor  
Springfield, IL 62767  
(217) 782-4515

## Indiana

Mr. Harry E. Eakin  
Commissioner of Insurance  
311 West Washington Street  
Suite 300  
Indianapolis, IN 46204  
(317) 232-2386

## Iowa

Mr. William D. Hager  
Insurance Commissioner  
Lucas State Office Building  
6th Floor  
Des Moines, IA 50319  
(515) 281-5705

## Kansas

Mr. Fletcher Bell  
Commissioner of Insurance  
420 S.W. 9th Street  
Topeka, KS 66612  
(913) 296-7801

## Kentucky

Mr. Gil McCarty  
Insurance Commissioner  
229 West Main Street  
PO. Box 517  
Frankfort, KY 40602  
(502) 564-3630

## Louisiana

Mr. Sherman A. Bernard  
Commissioner of Insurance  
PO Box 44214  
Baton Rouge, LA 70804  
(504) 342-5328

## Maine

Mr. Everard B. Stevens  
Acting Insurance  
Commissioner  
State Office Building  
State House, Station 34  
Augusta, ME 04333  
(207) 289-3101

## Maryland

Mr. Edward J. Muhl  
Insurance Commissioner  
501 St. Paul Place  
7th Floor South  
Baltimore, MD 21202  
(301) 333-2520

## Massachusetts

Mr. Peter Hiam  
Commissioner of Insurance  
100 Cambridge Street  
Boston, MA 02202  
(617) 552-3333

## Michigan

Mr. Herman W. Coleman  
Commissioner of Insurance  
Insurance Bureau  
P.O. Box 30220  
Lansing, MI 48909  
(517) 333-9273

## Minnesota

Mr. Michael A. Hatch  
Commissioner of Commerce  
500 Metro Square Building  
7th Floor  
St. Paul, MN 55101  
(612) 296-6907

## Mississippi

Mr. George Dale  
Commissioner of Insurance  
1804 Walter Sills Building  
P.O. Box 79  
Jackson, MS 39205  
(601) 359-3569

## Missouri

Mr. Lewis R. Crust  
Director of Insurance  
301 West High Street  
Room 630  
P.O. Box 690  
Jefferson City, MO 65102  
(314) 751-2451

## Montana

Ms. Andy Bennett  
Commissioner of Insurance  
126 North Sanders  
Room 270  
PO Box 4009  
Helena, MT 59601  
(406) 444-2040

## Nebraska

Mr. William H. McCartney  
Director of Insurance  
301 Centennial Mall South  
P.O. Box 94699  
Lincoln, NE 68509  
(402) 471-2201

## Nevada

Mr. David A. Gates  
Commissioner of Insurance  
Nye Building  
201 South Fall Street  
Carson City, NV 89701  
(702) 885-4270

## New Hampshire

Mr. Louis E. Bergeron  
Insurance Commissioner  
169 Manchester Street  
Concord, NH 03301  
(603) 271-2261

**New Jersey**

Mr. Kenneth D. Merin  
Commissioner  
Department of Insurance  
CN325-201 East State Street  
Trenton, NJ 08625  
(609) 292-5363

**New Mexico**

Mr. Vicente B. Jasso  
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) 602-0429

**North Carolina**

Mr. James L. 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  
Bismarck, ND 58505  
(701) 224-2440

**Ohio**

Mr. George Fabe  
Director of Insurance  
2100 Stella Court  
Columbus, OH 43266  
(614) 481-5735

**Oklahoma**

Mr. Gerald Grimes  
Insurance Commissioner  
P.O. Box 53408  
Oklahoma City, OK 73152  
(405) 521-2828

**Oregon**

Mr. Theodore R. Kulongoski  
Insurance Commissioner  
21 Labor and Insurance Building  
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. Juan Antonio Garcia  
Commissioner of Insurance  
Fernandez Juncos Station  
P.O. Box 8330  
Sanjurjo, PR 00910  
(809) 722-8686

**Rhode Island**

Mr. Mark A. Pfeiffer  
Insurance Commissioner  
100 North Main 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 Ave  
Pierre, SD 57501  
(605) 773-3563

**Tennessee**

Ms. Elaine A. McReynolds  
Commissioner of Insurance  
1808 West End Avenue  
14th Floor  
Nashville, TN 37219  
(615) 741-2241

**Texas**

Mr. Ray Marek  
Manager of Business Practices  
and Enforcement  
State Board of Insurance  
1110 San Jacinto Boulevard  
Austin, TX 78701  
(512) 463-6501  
1 (800) 252-3439  
(toll free in Texas)  
(claim complaints only)

**Utah**

Mr. Harold C. Yancey  
Commissioner of Insurance  
P.O. Box 45803  
Salt Lake City, UT 84145  
(801) 530-6400

**Vermont**

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

**Islands**

Mr. Derek M. Hodge  
Commissioner of Insurance  
Kongens Garde 18  
St. Thomas, VI 00801  
(809) 774-2991

**Virginia**

Mr. Steven T. Foster  
Commissioner of Insurance  
700 Jefferson Building  
PO Box 1157  
Richmond, VA 23209  
(804) 786-3741

**Washington**

Mr. Richard G. Marquardt  
Insurance Commissioner  
Insurance Building AQ21  
Olympia, WA 98504  
(206) 753-7301

**West Virginia**

Mr. Fred E. Wright  
Insurance Commissioner  
2100 Washington Street, East  
Charleston, WV 25305  
(304) 348-3394

**Wisconsin**

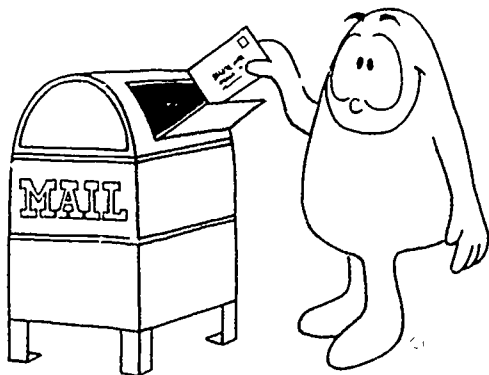
Mr. Robert D. Haase  
Commissioner of Insurance  
P.O. Box 7873  
Madison, WI 53707  
(608) 266-0102

**Wyoming**

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

**Mail Order**

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. Look for 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?
4. Complete the order form as directed. If you leave out information (such as full address or item details), your order may be delayed or canceled.
5. 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.
6. 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 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.
7. Whenever your order involves a large amount of money, always check the company and its reputation before buying.



# State Utility Commissions

State utility commissions regulate consumer service and rates for gas, electricity, and a variety of intrastate services. These include moving household goods, telephone services, and in some states, water and transportation. Interstate rates for these utilities and services are regulated by the Federal government. Many utility commissions handle complaints, and will sometimes conduct investigations if numerous complaints are received on a particular utility matter.

Some states have offices which investigate consumer utility complaints, represent consumers who file formal complaints with state utility commissions, investigate utility service where warranted, and represent the interests of consumers in rate proceedings of state utility commissions. To find out if your state has such an office, check the listing below

## Alabama

Mr. James Sullivan  
President  
Alabama Public Service  
Commission  
P.O. Box 991  
Montgomery, AL 36130  
(205) 261-5207  
**1 (800) 392-8052**  
(toll free in Alaska)

## Alaska

Ms. Carolyn Guess  
Acting Chairman  
Alaska Public Utilities  
Commission  
420 L Street, Suite 10C  
Anchorage, AK 99501  
(907) 276-6222

## Arizona

Ms. Marcia G. Weeks  
Chairman  
Arizona Corporation  
Commission  
1200 West Washington Street  
Phoenix, AZ 85007  
(602) 255-4143  
**(602) 255-2105 (TDD)**

## Arkansas

Robert E. Johnston, Ph.D.  
Chairman  
Arkansas Public Service  
Commission  
1000 Center Street  
Little Rock, AR 72202  
(501) 371-1453  
**1 (800) 482-1164**  
(toll free in Arkansas)

## California

Mr. Stanley W. Hulett  
President  
California Public Utilities  
Commission  
505 Van Ness Avenue  
Room 5207  
San Francisco, CA 94102  
(415) 557-3703  
**(415) 557-0798 (TDD)**

## Colorado

Mr. Arnold H. Cook  
Chairman  
Colorado Public Utilities  
Commission  
1580 Logan Street  
Logan Tower—Office Level 2  
Denver, CO 80203  
(303) 866-3197

## Connecticut

Mr. John T. Downey  
Chairperson  
Connecticut Department of  
Public Utility Control  
1 Central Park Plaza  
New Britain, CT 06051  
(203) 827-1553  
**1 (800) 382-4586**  
(toll free in Connecticut)

## Delaware

Ms. Nancy M. Norling  
Chairman  
Delaware Public Service  
Commission  
1560 South DuPont Highway  
Dover, DE 19901  
(302) 736-4247  
**1 (300) 282-8574**  
(toll free in Delaware)

## District of Columbia

Ms. Patricia M. Worthy  
Chairperson  
District of Columbia Public  
Service Commission  
450 Fifth Street, N.W.  
Washington, DC 20001  
(202) 526-5110

## Florida

Ms. Katie Nichols  
Chairman  
Florida Public Service  
Commission  
101 East Gaines Street  
Tallahassee, FL 32301  
(904) 488-2445  
**1 (800) 342-3552**  
(toll free in Florida)

## Georgia

Mr. Robert C. Pafford  
Chairman  
Georgia Public Service  
Commission  
244 Washington Street, S.W.  
Atlanta, GA 30334  
(404) 656-4556  
**1 (800) 282-5813**  
(toll free in Georgia)

## Hawaii

Mr. Hideto Kono  
Chairman  
Hawaii Public Utilities  
Commission  
465 South King Street, 1st Floor  
Honolulu, HI 96813  
(808) 548-3090

## Idaho

Mr. Perry Swisher  
President  
Idaho Public Utilities  
Commission  
State House  
Boise, ID 83720  
(208) 334-3912

## Illinois

Ms. Mary B. Rushnell  
Chairman  
Illinois Commerce Commission  
527 East Capitol Avenue  
P.O. Box 19280  
Springfield, IL 62794  
(217) 782-7295  
**(217) 782-7434 (TDD)**

## Indiana

Mr. Leslie Duvall  
Chairman  
Indiana Utility Regulatory  
Commission  
913 State Office Building  
Indianapolis, IN 46204  
(317) 232-2701

## Iowa

Mr. Andrew Varley  
Chairman  
Iowa State Utilities Board  
State Capitol  
Des Moines, IA 50315  
(515) 281-5979

## Kansas

Mr. Keith F. Henley  
Chairman  
Kansas State Corporation  
Commission  
State Office Building  
Topeka, KS 66612  
(913) 296-3324

## Kentucky

Mr. Richard D. Heman, Jr.  
Chairman  
Kentucky Public Service  
Commission  
730 Schenck Lane  
P.O. Box 615  
Frankfort, KY 40602  
(502) 564-7071

## Louisiana

Mr. John F. Schwegmann  
Chairman  
Louisiana Public Service  
Commission  
One American Place  
Suite 1630  
Baton Rouge, LA 70825  
(504) 838-5250  
**1 (800) 228-9368**  
(toll free in Louisiana)

## Maine

Chairman  
Maine Public Utilities  
Commission  
State House Station 18  
Augusta, ME 04333  
(207) 289-3831

## Maryland

Mr. Frank O. Heintz  
Chairman  
Maryland Public Service  
Commission  
231 East Baltimore Street  
Baltimore, MD 21202  
(301) 333-6000  
**1 (800) 492-0474**  
(toll free in Maryland)  
**1 (800) 345-6934**  
(toll free TDD in Maryland)

## Massachusetts

Mr. Paul F. Levy  
Chairman  
Massachusetts Department  
of Public Utilities  
100 Cambridge Street  
Boston, MA 02202  
(617) 727-3500

## Michigan

Mr. William E. Long  
Chairperson  
Michigan Public Service  
Commission  
6545 Mercantile Way  
PO Box 30221  
Lansing, MI 48909  
(517) 334-6445  
**1 (800) 292-9555**  
(toll free in Michigan)  
**1 (800) 443-8926**  
(toll free TDD in Michigan)

## Minnesota

Ms. Barbara Beerhalter  
Chair  
Minnesota Public Utilities  
Commission  
780 American Center Building  
160 East Kellogg Boulevard  
St. Paul, MN 55101  
(612) 296-7124  
**1 (800) 652-9747**  
(toll free in Minnesota)  
**(612) 297-1200 (TDD)**

**Mississippi**

Mr. Nielsen Cochran  
Chairman  
Mississippi Public Service  
Commission  
P.O. Box 1174  
Jackson, MS 39215  
(601) 961-5400

**Missouri**

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

**Montana**

Mr. Clyde Jarvis  
Chairman  
Montana Public Service  
Commission  
2701 Prospect Avenue  
Helena, MT 59620  
(406) 444-6150

**Nebraska**

Mr. Eric Rasmussen  
Chairman  
Nebraska Public Service  
Commission  
301 Centennial Mall South  
P.O. Box 94927  
Lincoln, NE 68509  
(402) 471-3101

**Nevada**

Mr. Scott M. Craigie  
Chairman  
Nevada Public Service  
Commission  
505 East Kinn Street  
Carson City, NV 89710  
(702) 885-4180

**New Hampshire**

Mr. Vincent J. Iacobino  
Chairman  
New Hampshire Public Utilities  
Commission  
8 Old Suncook Road  
Building No.1  
Concord, NH 03301  
(603) 271-2431  
1 (800) 852-3793  
(toll free in New Hampshire)

**New Jersey**

Ms. Barbara A. Curran  
President  
New Jersey Board of  
Public Utilities  
Two Gateway Center  
Newark, NJ 07102  
(201) 648-2026  
1 (800) 624-0241  
(toll free in New Jersey)

**New Mexico**

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

**New York**

Mr. Peter A. Bradford  
Chairman  
New York Public Service  
Commission  
3 Empire State Plaza  
Albany, NY 12223  
(513) 474-7080  
1 (800) 342-3377 (toll free in  
New York—complaints)  
1 (800) 342-3355 (toll free in  
New York—emergency service  
cutoff 7:30 a.m.-7:30 p.m.  
Monday-Friday)

**North Carolina**

Mr. Robert O. Wells  
Chairman  
North Carolina Utilities  
Commission  
P.O. Box 29510  
Raleigh, NC 27626  
(919) 733-4249

**North Dakota**

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

**Ohio**

Mr. Thomas V. Chema  
Chairman  
Ohio Public Utilities  
Commission  
180 East Broad Street  
Columbus, OH 43215  
(614) 466-3016  
(614) 466-8180 (TDD)

**Oklahoma**

Mr. James B. Townsend  
Chairman  
Oklahoma Corporation  
Commission  
Jim Thorpe Office Building  
Oklahoma City, OK 73105  
(405) 521-2264

**Oregon**

Mr. Charles Davis  
Chairman  
Oregon Public Utility  
Commission  
300 Labor and Industries  
Building  
Salem, OR 97310  
(503) 378-6666  
1 (800) 522-2404  
(toll free in Oregon)

**Pennsylvania**

Mr. William Shane  
Chairman  
Pennsylvania Public Utility  
Commission  
P.O. Box 3267  
Harrisburg, PA 17120  
(717) 785-1740

**Puerto Rico**

Mr. Amjel M. Almodovar  
Chairman  
Puerto Rico Public Service  
Commission  
Call Box CP  
Hato Rey, PR 00919  
(809) 751-5050

**Rhode Island**

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

**South Carolina**

Mr. Cecil Bowers  
Chairman  
South Carolina Public Service  
Commission  
P.O. Drawer 11649  
Columbia, SC 29211  
(803) 737-5100

**South Dakota**

Mr. Dennis Eischach  
Chairman  
South Dakota Public Utilities  
Commission  
500 East Capitol Av  
Pierre, SD 57501  
(605) 773-3201

**Tennessee**

Mr. Frank D. Cochran  
Chairman  
Tennessee Public Service  
Commission  
460 James Robertson Parkway  
Nashville, TN 37219  
(615) 741-2904  
1 (800) 342-3359  
(toll free in Tennessee)

**Texas**

Mr. Dennis Thomas  
Chairman  
Texas Public Utility  
Commission  
7800 Shoal Creek Boulevard  
Suite 400N  
Austin, TX 76757  
(512) 458-0100

**Utah**

Mr. Brian T. Stewart  
Chairman  
Utah Public Service  
Commission  
160 East 300 South  
Salt Lake City, UT 84111  
(801) 530-6716

**Vermont**

Ms. V. Louise V. McCarren  
Chairman  
Vermont Public Service Board  
120 State Street  
State Office Building  
Montpelier, VT 05602  
(802) 828-2319  
1 (800) 622-4496  
(toll free in Vermont)

**Virgin Islands**

Mr. Alphonse Adams  
Chairman  
Virgin Islands Public Services  
Commission  
Charlotte Amalie  
P.O. Box 40  
St. Thomas, VI 00801  
(809) 776-1291

**Virginia**

Ms. Elizabeth B. Lacy  
Chairman  
Virginia State Corporation  
Commission  
P.O. Box 1197  
Richmond, VA 23209  
(804) 786-3608

**Washington**

Ms. Sharon Nelson  
Chairman  
Washington Utilities and  
Transportation Commission  
1300 Evergreen Park Dr South  
Olympia, WA 98504  
(206) 753-6423  
1 (800) 562-6150  
(toll free in Washington)

**West Virginia**

Mr. Michael D. Greer  
Chairman  
West Virginia Public Service  
Commission  
P.O. Box 812  
Charleston, WV 25323  
(304) 340-0374  
1 (800) 344-5113  
(toll free in West Virginia)

**Wisconsin**

Mr. Charles H. Thompson  
Chairman  
Wisconsin Public Service  
Commission  
4802 Sheboygan Avenue  
P.O. Box 7854  
Madison, WI 53707  
(608) 266-2001

**Wyoming**

Mr. John R. Smyth  
Chairman  
Wyoming Public Service  
Commission  
122 West 25th  
Cheyenne, WY 82002  
(307) 777-7427



# State Vocational and Rehabilitation Agencies

State vocational and rehabilitation agencies are responsible for coordinating and providing employment and job referral services for eligible handicapped individuals. Included among these services are counseling, evaluation, training, and job

placement. Orientation and mobility services for the sight impaired as well as speech and hearing therapy for the hearing impaired are also available.

## Alabama

**Ms. Lamona H. Lucas**  
Director  
Rehabilitation and Crippled Children  
Service  
P.O. Box 11586  
Montgomery, AL 36111  
(205) 281-8780

## Alaska

**Mr. Michael C. Morgan**  
Director  
Division of Vocational Rehabilitation  
Box F, M.S. 0581  
Juneau, AK 99811  
(907) 465-2814

## American Samoa

**Mr. John J. Banks**  
Director  
Vocational Rehabilitation  
Department of Manpower Resources  
American Samoa Government  
P.O. Box 3492  
Pago Pago, AQ 96799  
(011) (684) 633-4803

## Arizona

**Mr. James B. Griffith**  
Administrator  
Rehabilitation Services Administration  
1300 West Washington Street  
Phoenix, AZ 85007  
(602) 255-3332

## Arkansas

**Mr. Russell Baxter**  
Commissioner  
Rehabilitation Services Division  
Department of Human Services  
P.O. Box 3781  
Little Rock, AR 72203  
(501) 371-2571

**Mr. James C. Hudson**  
Commissioner  
Division of Services for the Blind  
Department of Human Services  
F.J. Box 3237  
Little Rock, AR 72203  
(501) 371-2587

## California

**Cecilio Fontanoza, Ph.D.**  
Director  
Department of Rehabilitation  
830 K Street Mall  
Sacramento, CA 95814  
(516) 445-3971

## Colorado

**Mark E. Litvin, Ph.D.**  
Bureau Chief  
Bureau of Rehabilitation and Work  
Programs  
Department of Social Services  
1575 Sherman Street  
Denver, CO 80203  
(303) 294-2803

## Connecticut

**Thomas Connors, Ph.D.**  
Bureau Chief  
Client Services  
State Department of Education  
Division of Rehabilitation Services  
600 Asylum Avenue  
Hartford, CT 06105  
(203) 566-7152

**Mr. William Patton, ACSW**  
Director  
Board of Education and Services  
for the Blind  
170 Ridge Road  
Wethersfield, CT 06109  
(203) 566-5800

## Delaware

**Mr. Tony Sokolowski**  
Director  
Division of Vocational Rehabilitation  
Delaware Elwyn Institutes  
4th Floor  
321 East 11th Street  
Wilmington, DE 19801  
(302) 571-2851

**Mr. Robert Snyder**  
Director  
Division for the Visually Impaired  
Department of Health and Social Services  
305 West 8th Street  
Wilmington, DE 19801  
(302) 571-3570

## District of Columbia

**Ms. Katherine Williams**  
Acting Administrator  
D.C. Rehabilitation Services  
Administration  
Department of Human Services  
605 G Street N.W., Room 1111  
Washington, DC 20001  
(202) 727-3227  
(202) 727-0981 (TDD)

## Florida

**Calvin Melton, Ph.D.**  
Director  
Division of Vocational Rehabilitation  
Department of Labor and  
Employment Security  
1709 "A" Mahan Drive  
Tallahassee, FL 32399  
(904) 488-6210

**Mr. Donald H. Wedewer**  
Director  
Division of Blind Services  
Department of Education  
2540 Executive Center Circle  
Douglas Building  
Tallahassee, FL 32399  
(904) 488-1330

## Georgia

**Mr. Thomas R. Gaines**  
Director  
Division of Rehabilitation Services  
Department of Human Services  
878 Peachtree Street, N E  
Room 706  
Atlanta, GA 30309  
(404) 894-6670

## Guam

**Ms. Rosa Salas**  
Director  
Department of Vocational Rehabilitation  
Government of Guam  
P.O. Box 2113  
Agana, GU 96910  
(011) (671) 646-9468

## Hawaii

**Mr. Toshio Nishioka**  
Administrator  
Division of Vocational Rehabilitation and  
Services for the Blind  
Department of Social Services  
P.O. Box 339  
Honolulu, HI 96809  
(808) 548-4769

## Idaho

**Mr. George Pelletier**  
Administrator  
Division of Vocational Rehabilitation  
Len B. Jordan Building  
Room 150  
650 West State  
Boise, ID 83720  
(208) 334-3390

**Mr. Howard H. Barton, Jr.**  
Administrator  
Idaho Commission for the Blind  
341 West Washington  
Boise, ID 83702  
(208) 334-3220

## Illinois

**Ms. Susan S. Suter**  
Director  
Illinois Department of Rehabilitation  
Services  
623 East Adams Street  
Springfield, IL 62705  
(217) 785-0218

## Indiana

**Ms. Jean Merritt**  
Commissioner  
Indiana Department of Human Services  
251 North Illinois Street  
P.O. Box 7083  
Indianapolis, IN 46207  
(317) 232-6500

**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

Mr. R. Craig Slayton  
Administrator  
Commission for the Blind  
524 4th Street  
Des Moines, IA 50303  
(515) 281-7999

**Kansas**

Ms. Joan E. Watson  
Commissioner Rehabilitation Services  
Department of Social and Rehabilitation  
Services  
2700 West 6th  
Biddle Building  
2nd Floor  
Topeka, KS 66606  
(913) 296-3911

**Kentucky**

Mr. Don Fightmaster  
Assistant Superintendent of Rehabilitation  
Bureau of Rehabilitative Services  
Department of Education  
Capital Plaza Office Tower  
9th Floor  
Frankfort, KY 40601  
1 (800) 372-7172  
(toll free in Kentucky)

Mr. Charles W. McDowell  
Director  
Department for the Blind  
Education and Humanities Cabinet  
427 Versailles Road  
Frankfort, KY 40601  
(502) 564-4754

**Louisiana**

Ms. May Nelson  
Director  
Division of Vocational Rehabilitation  
Department of Health and Human  
Resources  
P.O. Box 94371  
Baton Rouge, LA 70804  
(504) 342-2285

Mr. Jerry Swearingen  
Director  
Division of Blind Services  
Office of Human Development  
Department of Health and Human  
Resources  
1755 Florida Street  
Baton Rouge, LA 70802  
(504) 342-5284

**Maine**

Mr. Robert B. McKeagney  
Director  
Bureau of Rehabilitation Services  
Department of Human Services  
32 Winthrop Street  
Augusta, ME 04330  
(207) 289-2266

**Mariana Islands**

Mr. Manny Villagomez  
Chief Vocational Rehabilitation Division  
Commonwealth of Northern Mariana Island  
Saipan, Mariana Island 96950  
(011) (670) 234-6538

**Maryland**

Mr. Richard A. Batterton  
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  
110 Tremont Street, 6th Floor  
Boston, MA 02108  
(617) 727-5550  
1 (800) 392-6556  
(toll free in Massachusetts)

Mr. Elmer C. Bartels  
Commissioner  
Rehabilitation Commission  
11th Floor Statler Office Building  
20 Park Plaza  
Boston, MA 02116  
(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

Mr. Peter Grnsword  
State Director  
Michigan 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

**Minnesota**

Mr. William Niederlof  
Assistant Commissioner  
Division of  
Rehabilitation Services  
Department of  
Jobs and Training  
390 North Robert Street  
5th Floor  
St. Paul, MN 55101  
(612) 296-1822  
(612) 296-5622 (TDD)

Mr. Rick Hokanson  
Director  
Services for the Blind  
1745 University Avenue West  
St. Paul, MN 55104  
(612) 642-0500  
(612) 642-0506 (TDD)

**Mississippi**

J. Elton Moore, Ph.D.  
Director  
Vocational Rehabilitation for the Blind  
P.O. Box 4872  
Jackson, MS 39216  
(601) 354-6411

Mr. Morris Seiby  
Director  
Vocational Rehabilitation Division  
Department of Rehabilitation Services  
P.O. Box 1698  
Jackson, MS 39215  
(601) 354-6825

**Missouri**

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 and 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 South Centennial Mall  
6th Floor  
Lincoln, NE 68509  
(402) 471-2961  
(402) 471-3659 (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

### Nevada

Mr. Delbert E. Frost  
 Administrator  
 Rehabilitation Division  
 Department of Human Services  
 Kinkead Building, 5th Floor  
 505 East King Street  
 Carson City, NV 89710  
 (702) 885-4440  
 (702) TTY-4722 (TDD)

### New Hampshire

Mr. Bruce A. Archambault  
 Chief  
 Division of Vocational Rehabilitation  
 State Department of Education  
 78 Regional Drive  
 Concord, NH 03301  
 (603) 271-3800  
 (603) 271-3471 (TDD)

### New Jersey

Ms. Norma Farrar Krajczar  
 Executive Director  
 Commission for the Blind and Visually  
 Impaired  
 1100 Raymond Boulevard  
 Newark, NJ 07102  
 (201) 648-2224

Mr. George R. Chizmadia  
 Director  
 Division of Vocational Rehabilitation  
 Services  
 Labor and Industry Building Room 1005  
 John Fitch Plaza  
 Trenton, NJ 08625  
 (609) 292-5987  
 (609) 292-2919 (TDD)

### New Mexico

Mr. Ross Sweat  
 Director  
 Division of Vocational Rehabilitation  
 Department of Education  
 604 West San Mateo  
 Santa Fe, NM 87503  
 (505) 827-3500  
 (505) 827-3510 (TDD)

### New York

Mr. Richard M. Switzer  
 Deputy Commissioner for Vocational  
 Rehabilitation  
 New York State Education Department  
 Office of Vocational Rehabilitation  
 One Commerce Plaza  
 Room 1907  
 Albany, NY 12234  
 (518) 474-2714  
 (518) 474-1729 (TDD)  
 1 (800) 2-2-JOBS  
 (employment hotline)

Mr. Jack L. Ryan, Jr.  
 Director  
 State Department of Social Services  
 Commission for the Blind and Visually  
 Handicapped  
 10 Eyck Office Building  
 40 North Pearl Street  
 Albany, NY 12243  
 (518) 473-1801

### North Carolina

Mr. Claude A. Myer  
 Director  
 Division of Vocational Rehabilitation  
 Services  
 Department of Human Resources  
 State Office  
 P.O. Box 26053  
 Raleigh, NC 27611  
 (919) 733-3364  
 (919) 733-5920 (TDD)

Mr. Herman O. Gruber  
 Director  
 Division of Services for the Blind  
 Department of Human Resources  
 309 Ashe Avenue  
 Raleigh, NC 27606  
 (919) 733-9822

### North Dakota

Mr. James O. Fine  
 Division Director  
 Division of Vocational Rehabilitation  
 Department of Human Services  
 State Capitol Building  
 Bismarck, ND 58505  
 (701) 224-2907  
 (701) 224-2699 (TDD)

### Ohio

Mr. Robert L. Rabe  
 Administrator  
 Rehabilitation Services Commission  
 4656 Heaton Road  
 Columbus, OH 43229  
 (614) 438-1210 (voice/TDD)

### Oklahoma

Mr. Jerry Dunlap  
 Assistant Director  
 Oklahoma Department of Human Services  
 Division of Rehabilitation Services  
 P.O. Box 25352  
 Oklahoma City, OK 73125  
 (405) 424-1311, ext. 2840  
 (405) 424-2794 (TDD)

### Oregon

Mr. Charles Young  
 Administrator  
 Commission for the Blind  
 535 S.E. 12th Avenue  
 Portland, OR 97214  
 (503) 238-8380

Mr. Joel Southwell  
 Administrator  
 Division of Vocational Rehabilitation  
 Department of Human Resources  
 2045 Silverton Road Northeast  
 Salem, OR 97310  
 (503) 378-3850 (voice/TDD)

### Pennsylvania

Mr. Joseph A. Snyder  
 Executive Director  
 Office of Vocational Rehabilitation  
 Labor and Industry Building  
 7th and Forster Streets  
 Harrisburg, PA 17120  
 (717) 787-5244  
 (717) 787-4752 (TDD)

Commissioner  
 Bureau of Blindness and Visual Services  
 Department of Public Welfare  
 P.O. Box 2675  
 Harrisburg, PA 17105  
 (717) 787-6176

### Puerto Rico

Mr. Angel L. Jimenez  
 Assistant Secretary for Vocational  
 Rehabilitation  
 Department of Social Services  
 P.O. Box 1118, Building 10  
 Hato Rey, PR 00919  
 (809) 725-1792  
 (809) 763-5237 (TDD)

### Rhode Island

Ms. Sherry J. Campanelli  
 Administrator  
 Vocational Rehabilitation Services  
 Department of Human Services  
 40 Fountain Street  
 Providence, RI 02903  
 (401) 421-7005  
 (401) 421-7016 (TDD)

Mr. John D. Bamford  
 Administrator  
 Rhode Island Services for the Blind and  
 Visually Impaired  
 Department of Social and Rehabilitation  
 Services  
 46 Aborn Street  
 Providence, RI 02903  
 (401) 277-2300  
 (401) 277-3010 (TDD)

### South Carolina

Mr. William K. James  
 Commissioner  
 Commission for the Blind  
 1430 Confederate Avenue  
 Columbia, SC 29201  
 (803) 734-7522

Mr. Joseph S. Dusenbury  
 Commissioner  
 Vocational Rehabilitation Department  
 1410 Boston Avenue  
 PO Box 15  
 West Columbia, SC 29171  
 (803) 734-4300  
 (803) 734-4313 (TDD)

### South Dakota

Mr. John E. Madigan  
 Secretary  
 Department of Vocational Rehabilitation  
 700 East Illinois Street  
 Pierre, SD 57501  
 (605) 773-3195  
 (605) 773-4544 (TDD)

## STATE VOCATIONAL AND REHABILITATION AGENCIES

### Tennessee

Ms. Patsy Mathews  
Assistant Commissioner Rehabilitation  
Services  
Department of Human Services  
Citizens Plaza Building  
15th Floor  
400 Deaderick Street  
Nashville, TN 37219  
(615) 741-2019  
(615) 741-5645 (TDD)

### Texas

Mr. Vernon M. Arrell  
Commissioner  
Texas Rehabilitation Commission  
118 East Riverside Drive  
Austin, TX 78704  
(512) 445-8100

Mr. Pat A. Westbrook  
Executive Director  
Texas Commission for the Blind  
P.O. Box 12866 Capitol Station  
Austin, TX 78711  
(512) 459-2500

### Utah

Judy Ann Buffmire, Ph.D.  
Director  
Division of Rehabilitation Services  
State Office of Education  
250 East Fifth South  
Salt Lake City, UT 84111  
(801) 533-5991 (voice/TDD)

Mr. J. Wayne Nobel  
Administrator  
Services for the Visually Handicapped  
State Office of Education  
309 East First South  
Salt Lake City, UT 84111  
(801) 533-9393

### Vermont

Mr. Richard C. Douglas  
Director  
Vocational Rehabilitation Division  
Osgood Building  
Waterbury Complex  
103 South Main Street  
Waterbury, VT 05676  
(802) 241-2189 (voice/TDD)

Mr. David Mentast  
Director  
Division for the Blind and Visually Impaired  
Osgood Building  
Waterbury Complex  
103 South Main Street  
Waterbury, VT 05676  
(802) 241-2211

### Virgin Islands

Ms. Sedonie Halbert  
Director  
Division of Handicapped Services  
Department of Human Services  
Barbel Plaza South  
St. Thomas, VI 00801  
(809) 774-0930

### Virginia

Mr. Altamont Dickerson, Jr.  
Commissioner  
Department of Rehabilitative Services  
4901 Fitzhugh Avenue  
P.O. Box 11045  
Richmond, VA 23230  
(804) 257-0316  
(804) 257-0315 (TDD)

Mr. John A. McCann  
Commissioner  
Department for the Visually Handicapped  
397 Azalea Avenue  
Richmond, VA 23227  
(804) 264-3140 (voice/TDD)

### Washington

Ms. Sharon Stewart Johnson  
Director  
Division of Vocational Rehabilitation  
Department of Social and Health Services  
OB 21-C  
Olympia, WA 98504  
(206) 753-0293  
(206) 753-5473 (TDD)

Mr. Paul Dziedzic  
Director  
Department of Services for the Blind  
521 East Legion  
Olympia, WA 98501  
(206) 586-1224  
(206) 721-4056 (TDD)

### West Virginia

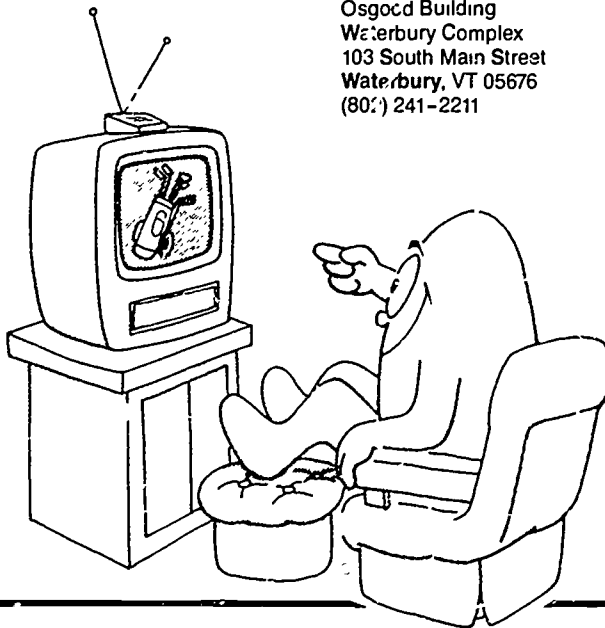
Mr. Earl W. Wolfe  
Director  
Division of Rehabilitation Services  
State Board of Rehabilitation  
State Capitol  
Charleston, WV 25305  
(304) 766-4600  
(304) 766-4969 (TDD)

### Wisconsin

Judy R. Norman-Nunnery, Ph.D.  
Administrator  
Division of Vocational Rehabilitation  
Department of Health and Social Services  
1 West Wilson, 8th Floor  
Madison, WI 53702  
(608) 266-5466  
(608) 266-9599 (TDD)

### Wyoming

Mr. Robert Nantkes  
Acting Administrator  
Division of Vocational Rehabilitation  
Department of Health and Social Services  
326 Hathaway Building  
Cheyenne, WY 82002  
(307) 777-7385  
(307) 777-7389 (TDD)



### Teleshopping

If you are thinking of making purchases through a television shopping program, first check.

1. The cost of the same item sold by other sources, including local stores, catalogs, etc.
2. How long it will take for you to receive the item after you've placed your order.
3. The company's refund and cancellation policy.
4. Who pays shipping charges for returned merchandise, the company's policy for damaged or lost merchandise, and who pays for shipping insurance.
5. Whether the company reserves the right to substitute comparable goods.
6. If a warranty or guarantee is available.

Remember to keep a record of your order and the method and amount of payment, including any taxes, shipping and handling costs.

# State Weights and Measures Offices

State weights and measures offices enforce laws and regulations to ensure that commercial weight and measure transactions are uniform and accurate. These offices check the weights of packaged products and the accuracy of weighing and measuring devices, such as supermarket

scales, gasoline pumps, taxicab meters, and rental car odometers.

Contact the state weights and measures office if you believe you have purchased a short-weight package or think a weighing meter or measuring device is inaccurate.

## Alabama

Mr. Donald E. Stagg  
Director  
Weights and Measures Division  
Alabama Department  
of Agriculture  
P.O. Box 3336  
Montgomery, AL 36153  
(205) 261-2613

## Alaska

Mr. Aves D. Thompson  
Chief Inspector  
Weights and Measures  
Department of Commerce and  
Economic Development  
P.O. Box 111666  
Anchorage, AK 99511  
(907) 345-7750

## Arizona

Mr. Raymond Helmick  
Chief  
Weights and Measures Division  
Department of Administration  
3035 West Indian School Road  
Phoenix, AZ 85017  
(602) 255-5211

## Arkansas

Mr. Sam F. Hindsman  
Director  
Arkansas Bureau of Standards  
Department of Commerce  
4608 West 61st Street  
Little Rock, AR 72209  
(501) 371-1736

## California

Mr. Darrell A. Guensler  
Assistant Director  
Division of  
Measurement Standards  
Department of  
Food and Agriculture  
8500 Fruitridge Road  
Sacramento, CA 95826  
(916) 366-5119

## Colorado

Mr. David Wallace  
Chief  
Measurements Standards  
Section  
Department of Agriculture  
3125 Wyandot  
Denver, CO 80211  
(303) 866-2845

## Connecticut

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

## Delaware

Mr. Eugene Keeley  
Supervisor  
Office of Weights  
and Measures  
Department of Agriculture  
2320 South DuPont Highway  
Dover, DE 19903  
(302) 736-4811

## District of Columbia

Mr. Earl E. Maxwell  
Chief  
Weights and Measures Branch  
Department of Consumer and  
Regulatory Affairs  
1110 U Street, S. E.  
Washington, DC 20020  
(202) 767-7923

## Florida

Mr. Wayne Ball  
Chief  
Bureau of Weights  
and Measures  
Department of Agriculture and  
Consumer Services  
3125 Conner Boulevard  
Lab Complex  
Tallahassee, FL 32399  
(904) 488-9140

## Georgia

Mr. Martin Coile  
Director  
Division of Weights  
and Measures  
Georgia Department of  
Agriculture  
Atlanta Farmers Market  
Forest Park, GA 30050  
(404) 363-7611

## Hawaii

Mr. George E. Mattimce  
Administrator  
Measurement  
Department of Agriculture  
725 Ilalo Street  
Honolulu, HI 96813  
(808) 548-7152

## Idaho

Mr. Dale Hurd  
Chief  
Bureau of Weights  
and Measures  
Department of Agriculture  
2216 Kellogg Lane  
Boise, ID 83702  
(208) 334-2345

## Illinois

Mr. Sidney A. Colbrook  
Manager  
Weights and  
Measures Program  
Department of Agriculture  
801 East Fangamon Avenue  
Springfield, IL 62706  
(217) 782-3217

## Indiana

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

## Iowa

Mr. James O'Connor  
Supervisor  
Weights and Measures Division  
Department of Agriculture and  
Land Stewardship  
Henry Wallace Building  
Des Moines, IA 50319  
(515) 281-5716

## Kansas

Mr. Archie Hurst  
Acting State Sealer  
Weights and Measures Division  
Kansas State Board of  
Agriculture  
2016 South West 37th Street  
Topeka, KS 66611  
(913) 267-4641

## Kentucky

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

## Louisiana

Mr. Ronald Harrell  
Director  
Louisiana Weights  
and Measures  
Department of Agriculture  
P.O. Box 44456, Capitol Station  
Baton Rouge, LA 70804  
(504) 925-3780

## Maine

Mr. Clayton F. Davis  
Director  
Agriculture Inspections Division  
State Office Building  
Station 28  
Augusta, ME 04333  
(207) 289-3841

## Maryland

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

## Massachusetts

Mr. Charles H. Carroll  
Assistant Director of Standards  
Massachusetts Division  
of Standards  
One Ashburton Place  
McCormick Building  
Boston, MA 02108  
(617) 727-3480

## Michigan

Mr. Edward Heffron  
Chief  
Food Division  
Department of Agriculture  
Ottawa Building North  
4th Floor  
P.O. Box 30017  
Lansing, MI 48909  
(517) 373-1060

## Minnesota

Mr. Edward Skluzacek  
Director  
Division of Weights  
and Measures  
Department of Public Service  
2277 Highway 3C  
St. Paul, MN 55113  
(612) 341-7200

**Mississippi**

Mr. William P. Eldridge  
Director  
Weights and Measures Division  
Mississippi Department  
of Agriculture  
1601 Walter Sillers Building  
P.O. Box 1609  
Jackson, MS 39215  
(601) 359-3670

**Missouri**

Mr. Lester Barrows  
Director  
Weights and Measures Division  
Department of Agriculture  
P.O. Box 630  
Jefferson City, MO 65102  
(314) 751-42

**Montana**

Mr. Steven H. Meloy  
Bureau Chief  
Bureau of Weights  
and Measures  
Department of Commerce  
1424 9th Avenue  
Helena, MT 59620  
(406) 444-3164

**Nebraska**

Mr. Steven A. Malone  
Director  
Division of Weights  
and Measures  
Department of Agriculture  
301 Centennial Mall South  
4th Floor  
P.O. Box 94757  
Lincoln, NE 68509  
(402) 471-4292

**Nevada**

Mr. Knute D. Pennington  
Supervisor  
Weights and Measures  
Department of Agriculture  
P.O. Box 11100  
Reno, NV 89510  
(702) 789-0166

**New Hampshire**

Mr. Roy Howard  
Director  
Bureau of Weights  
and Measures  
Department of Agriculture  
Call Box 2042  
Concord Center  
10 Ferry Street  
Concord, NH 03301  
(603) 271-3700

**New Jersey**

Mr. Thomas W. Kelly  
State Superintendent  
State Office of Weights  
and Measures  
187 West Hanover Street  
Trenton NJ 08625  
(609) 292-4615

**New Mexico**

Mr. Fred A. Gerk  
Director  
Division of Standards and  
Consumer Services  
Department of Agriculture  
P.O. Box 3170  
Las Cruces, NM 88003  
(505) 646-1616

**New York**

Mr. John J. Bartfa  
Director  
Bureau of Weights  
and Measures  
Department of Agriculture  
Building 7-A  
1220 Washington Avenue  
Albany, NY 12235  
(518) 457-3452

**North Carolina**

Mr. N. David Smith  
Director  
Consumer Standards Division  
Department of Agriculture  
P.O. Box 26056  
Raleigh, NC 27611  
(919) 733-3313

**North Dakota**

Mr. Bruce Niebergall  
Director  
Department of Weights  
and Measures  
State Capitol  
Bismarck, ND 58505  
(701) 224-2400

**Ohio**

Mr. Bruce Litzenberg  
Chief  
Division of Weights  
and Measures  
Department of Agriculture  
8995 East Main Street  
Reynoldsburg, OH 43068  
(614) 866-6361

**Oklahoma**

Mr. O. Ray Elliott  
Director  
Marketing Industry Division  
Oklahoma Department  
of Agriculture  
2800 North Lincoln Boulevard  
Oklahoma City, OK 73105  
(405) 521-3864, ext. 301

**Oregon**

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

**Pennsylvania**

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

**Puerto Rico**

Ms. Ibone Kwilan  
Assistant Secretary  
Bureau of Enforcement  
Department of  
Consumer Affairs  
P.O. Box 41059  
Minillas Station  
Santruce, PR 00940  
(809) 726-7585

**Rhode Island**

Mr. James T. Allen  
Chief Administrator  
Division of  
Professional Regulations  
Department of Labor  
220 Elmwood Avenue  
Providence, RI 02907  
(401) 457-1860

**South Carolina**

Mr. Caro P. Fullmer  
Acting Director  
Consumer Services Division  
Department of Agriculture  
P.O. Box 11280  
Columbia, SC 29211  
(803) 737-2080

**South Dakota**

Mr. James Melgaard  
Director  
Division of Fire Safety  
and Regulation  
118 West Capitol  
Pierre, SD 57501  
(605) 773-3697

**Tennessee**

Mr. Joe R. Gaines  
Director  
Weights and Measures  
Department of Agriculture  
P.O. Box 40627  
Melrose Station  
Nashville, TN 37204  
(615) 360-0160

**Texas**

Mr. Ed Price  
Supervisor  
Texas Weights and Measures  
Department of Agriculture  
PO Box 12847  
Austin, TX 78711  
(512) 463-7610

**Utah**

Mr. Robert Smoot  
Acting Director  
Division of Weights  
and Measures  
State Department of Agriculture  
350 North Redwood Road  
Salt Lake City, UT 84116  
(801) 533-5459

**Vermont**

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

**Virgin Islands**

Mr. Louis Penn  
Acting Director  
Consumer Services Division  
Golden Rock Shopping Center  
Christiansted  
St. Croix, VI 00820  
(809) 774-3130

**Virginia**

Mr. James F. Lyles  
Chief  
Weights and Measures  
Department of Agriculture and  
Consumer Services  
PO Box 1163  
Richmond, VA 23209  
(804) 786-2476

**Washington**

Mr. Stuart Delaney  
Chief  
Section of Weights  
and Measures  
Department of Agriculture  
406 General Administration  
Building  
Olympia, WA 98504  
(206) 753-5042

**West Virginia**

Mr. James P. Rardin  
Director  
Division of Weights  
and Measures  
Department of Labor  
570 West MacCorkle Avenue  
St. Albans, WV 25177  
(304) 727-5781

**Wisconsin**

Ms. Jane Jansen  
Acting Supervisor  
Bureau of Weights  
and Measures  
Wisconsin Department of  
Agriculture Trade and  
Consumer Protection  
801 West Badger Road  
P.O. Box 8911  
Madison, WI 53708  
(608) 266-7241

**Wyoming**

Mr. William W. Hovey  
Manager  
Consumer/Compliance Division  
Department of Agriculture  
2219 Carey Avenue  
Cheyenne, WY 82002  
(307) 777-6591

# Military Commissary and Exchange Contacts

Patrons of military commissary and exchange facilities in need of assistance should first contact the facility manager where the purchase was made. If the problem cannot be resolved at this level, regional headquarters should be

contacted. The last level of assistance is the U.S. Headquarters for commissaries or exchanges. Listed below are addresses of military commissary and exchange services.

## Air Force Commissary Service

### Regional Headquarters

HQ AFCCOMS  
Southeast Region  
Det 11 AFCCOMS/FC  
Charleston AFB, SC 29404  
(803) 554-3184

HQ AFCCOMS  
South Central Region  
Det 5 AFCCOMS/FC  
Lackland AFB, TX 78236  
(512) 671-2981

HQ AFCCOMS  
Northeast Region  
Det 12 AFCCOMS/FC  
Langley AFB, VA 23555  
(804) 766-1371

HQ AFCCOMS  
Southwest Region  
Det 17 AFCCOMS/FC  
Luke AFB, AZ 85309  
(602) 849-8900

HQ AFCCOMS  
Delta-Gulf Region  
Det 6 AFCCOMS/FC  
Maxwell AFB, AL 36112  
(205) 293-6209

HQ AFCCOMS  
Northwest Region  
Det 14 AFCCOMS/FC  
McChord AFB, WA 98438  
(206) 984-3941

HQ AFCCOMS  
California Region  
Det 16 AFCCOMS/FC  
Norton AFB, CA 92409  
(714) 382-4671

HQ AFCCOMS  
North Central Region  
Det 20 AFCCOMS/FC  
Offutt AFB, NE 68113  
(402) 294-4815

**U.S. Headquarters**  
HQ AFCCOMS  
Directorate of Operations  
Kelly AFB, TX 78241  
(512) 925-7344

## Army Commissary Service

**Regional Headquarters**  
Director, USATSA  
Southeast Commissary Region  
Attn: DALO-TAL-Z  
Fort Lee, VA 23801  
(804) 734-4666

Commander, USATSA  
Western Commissary Region  
Attn: DALO-TAW-Z  
Fort Lewis, WA 98433  
(206) 967-3364

Director, USATSA  
Northeast Commissary Region  
Attn: DALO-TAN-Z  
Fort Meade, MD 20755  
(301) 677-4932

Director, USATSA  
Midwest Commissary Region  
Attn: DALO-TAM-Z  
Fort Sam Houston, TX 78234  
(512) 221-5684

**U.S. Headquarters**  
U.S. Army Troop  
Support Agency  
Directorate of Commissary  
Operations  
Fort Lee, VA 23801  
(804) 737-3600

## Marine Corps Commissary Service

**Headquarters**  
U.S. Marine Corps  
Directorate  
Facilities and Services  
Commissary Operations  
Washington, DC 20380  
(written inquiries only)

## Navy Commissary Service

**Regional Headquarters**  
Executive Officer  
NAVRESSO  
Field Support Office  
2801 "C" Street S.W.  
Auburn, WA 98001  
(206) 931-7665

Executive Officer  
NAVRESSO  
Field Support Office  
Building S26 Davisville  
North Kingstown, RI 02852  
(401) 294-9541

Executive Officer  
NAVRESSO  
Field Support Office  
Jacksonville Naval Air Station  
PO. Box 42  
Jacksonville, FL 32212  
(904) 777-7217

Executive Officer  
NAVRESSO  
Field Support Office  
Building 3345  
Naval Amphibious Base  
Little Creek  
Norfolk, VA 23521  
(804) 460-3770

Executive Officer  
NAVRESSO  
Field Support Office  
Building 502  
Naval Supply Center  
Oakland, CA 94625  
(415) 452-2283

Executive Officer  
NAVRESSO  
Field Support Office  
Building 27  
Pensacola, FL 32508  
(904) 452-4243

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 150  
San Diego, CA 92136  
(619) 696-6091

**U.S. Headquarters**  
Customer Service  
Representative  
Navy Resale and Services  
Support Office  
Fort Wadsworth  
Staten Island, NY 10305  
1 (800) 221-6155 (toll free)

## Army and Air Force Exchange Service

**Regional Headquarters**  
Capitol Exchange Region  
Building 6  
Cameron Station  
Alexandria, VA 22304  
(202) 274-7001

Ohio Valley Exchange Region  
Indiana Army Ammunition Plant  
Building 2501  
Charlestown, IN 47111  
(812) 283-1801

Southeast Exchange Region  
1280 Kershaw Street  
Montgomery, AL 36196  
(205) 264-7301

Alamo Exchange Region  
5315 Summit Parkway  
San Antonio, TX 78228  
(512) 647-2301

Golden Gate Exchange Region  
P.O. Box 3533  
San Francisco, CA 94119  
(415) 556-3400

**U.S. Headquarters**  
Army and Air Force Exchange  
Service Headquarters  
Customer Relations (PA-R)  
PO Box 660202  
Dallas, TX 75266  
(214) 780-2011

## Marine Corps Exchange Service

Marine Corps Exchange  
Marine Corps Logistics Support  
Base, Atlantic  
Albany, GA 31704  
(912) 435-1471

Marine Corps Exchange  
Headquarters Battalion, HQMC  
Henderson Hall  
Arlington, VA 22214  
(703) 979-8420

Marine Corps Exchange  
Marine Corps Logistics Base  
Barstow, CA 92311  
(619) 256-0212

Marine Corps Exchange  
Marine Corps Base  
Camp Lejeune, NC 28542  
(919) 451-2481

Marine Corps Exchange  
Marine Corps Base  
Camp Pendleton, CA 92055  
(909) 725-6233

Marine Corps Exchange  
Marine Corps Air Station  
Cherry Point, NC 28533  
(919) 447-7641

Marine Corps Exchange  
Camp Elmendorf  
U.S. Marine Corps  
Norfolk, VA 23511  
(804) 423-1187

Marine Corps Exchange  
Marine Corps Air Station  
Kaneohe Bay, HI 96863  
(808) 257-2111

Marine Corps Exchange  
Marine Corps Recruit Depot  
Parris Island, SC 29905  
(803) 525-3301

Marine Corps Exchange  
Marine Corps Recruit Depot  
San Diego, CA 92140  
(619) 297-2500

Marine Corps Exchange  
Marine Corps Air Station  
El Toro  
Santa Ana, CA 92709  
(714) 651-6532

Marine Corps Exchange  
Marine Corps Air/Ground  
Combat Center  
Building 1533  
Twentynine Palms, CA 92278  
(619) 368-6163

Marine Corps Exchange  
Marine Corps Development  
and Education Command  
Quantico, VA 22134  
(703) 640-7171

Marine Corps Exchange  
Marine Corps Air Station  
Yuma AZ 85364  
(602) 266-2363

**U.S. Headquarters**  
Head  
Marine Corps Exchange  
Service Branch  
P.O. Box 1834  
Quantico, VA 22134  
(703) 640-6156

**Navy Exchange Service**

**Regional Headquarters**  
Executive Officer  
NAVRESSO  
Field Support Office  
2801 "C" Street, S.W.  
Naval Supply Center  
Auburn, WA 98001  
(201) 931-7665

Executive Office  
NAVRESSO  
Field Support Office  
P.O. Box 13—Naval Air Station  
Jacksonville, FL 32212  
(904) 777-7075

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 2050  
Mechanicsburg, PA 17055  
(717) 790-5863

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 15037  
Norfolk, VA 23511  
(304) 422-2399

Executive Officer  
NAVRESSO  
Field Support Office  
Davisville  
North Kingstown, RI 02852  
(401) 295-8882

Executive Officer  
NAVRESSO  
Field Support Office  
Building 310-5E  
Naval Supply Center  
Oakland, CA 94525  
(415) 436-7020

Officer in Charge  
Navy Resale Activity  
Naval Base  
Pearl Harbor, HI 96860  
(808) 471-0263

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 150—Naval Station  
San Diego, CA 92136  
(619) 237-5601

**U.S. Headquarters**  
Customer Service  
Representative  
Navy Resale and Services  
Support Office  
Fort Wadsworth  
Staten Island, NY 10305  
1 (800) 221-6155 (toll free)



**Vacation Certificates and Travel Clubs**

1. Be wary of "free" vacation offers or travel clubs that sound "too good to be true," demand an immediate decision or include "valuable" coupons for free meals, transportation, accommodations or resort attractions.
2. Until you have written information and are certain you wish to use the offer, *do not* pay any company or give your credit card number.
3. Check with your state or local consumer protection office or Better Business Bureau for a reliability report, including complaints lodged against the company.
4. Before accepting any travel offer, get specific information, in writing, about any additional costs for transportation, hotel, meals, booking fees, single supplement charges for individuals traveling alone, and peak season surcharges. *Before* buying any travel package, check with travel agents or airlines to see if rates are competitive.
5. Get all the details in writing before agreeing to a vacation offer, including cancellation policies. Determine in advance what your options are if the arrangements are not available at your preferred time.
6. Before traveling, confirm all arrangements directly with the airlines, hotels, cruise lines, tour companies, etc.
7. If a deposit is required, ask when and if you get it back. Find out what alternative arrangements can be made if the company can't meet your travel needs and if you get a full refund.
8. To receive a vacation certificate, you may be required to make a purchase or attend a sales presentation. Many certificates have restrictions on age, income, and marital status. Make sure you meet all requirements before you make the trip.
9. Two things to remember if you pay for membership in a travel club by credit card; check your monthly statement for correct charges and be advised that you must write the credit card issuer within 60 days of receiving your statement to receive credit for errors.
10. Complaints related to travel clubs should be sent to the Federal Trade Commission, Division of Marketing Practices, 6th Street and Pennsylvania Avenue, N.W., Washington, DC 20580.



# Federal Information Centers

Federal Information Centers (FICs) help consumers find information about Federal services, programs, and regu-

lations. FICs also direct individuals to the correct Federal agency for help with problems.

## Alabama

Birmingham (205) 322-8591  
Mobile (205) 438-1421

## Alaska

Anchorage (907) 271-3650

## Arizona

Phoenix (602) 261-3333

## Arkansas

Little Rock (501) 378-6177

## California

Los Angeles (213) 894-3800  
Sacramento (916) 551-2380  
San Diego (619) 557-6030  
San Francisco (415) 556-6600  
Santa Ana (714) 836-2386

## Colorado

Colorado Springs (303) 471-9491  
Denver (303) 844-6575  
Pueblo (303) 544-3523

## 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 (305) 422-1800  
St. Petersburg (813) 893-3495  
Tampa (813) 229-7911  
West Palm Beach (305) 833-7566

## Georgia

Atlanta (404) 331-6891

## Hawaii

Honolulu (808) 551-1365

## Illinois

Chicago (312) 353-4242

## Indiana

Gary (219) 883-4110  
Indianapolis (317) 269-7373

## Iowa

From all points in Iowa  
1 (800) 532-1556 (toll free)

## Kansas

From all points in Kansas  
1 (800) 432-2934 (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) 451-2628

## Minnesota

Minneapolis (612) 370-3333

## Missouri

St. Louis (314) 425-4106  
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 (201) 645-3600  
Trenton (609) 396-4400

## New Mexico

Albuquerque (505) 766-3091

## New York

Albany (518) 463-4421  
Buffalo (716) 846-4010  
New York (212) 264-4464  
Rochester (716) 546-5075  
Syracuse (315) 476-8545

## North Carolina

Charlotte (704) 376-3600

## 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) 584-4193

## Oregon

Portland (503) 221-2222

## Pennsylvania

Philadelphia (215) 597-7042  
Pittsburgh (412) 644-3456

## Rhode Island

Providence (401) 331-5565

## Tennessee

Chattanooga (615) 265-8231  
Memphis (901) 521-3285  
Nashville (615) 242-5056

## Texas

Austin (512) 472-5494  
Dallas (214) 767-8585  
Fort Worth (817) 334-3624  
Houston (713) 229-2552  
San Antonio (512) 224-4471

## Utah

Salt Lake City (801) 524-5353

## Virginia

Norfolk (804) 441-3101  
Richmond (804) 643-4928  
Roanoke (703) 982-8591

## Washington

Seattle (206) 442-0570  
Tacoma (206) 383-5230

## Wisconsin

Milwaukee (414) 271-2273



## Telephone Solicitations

- 1 For your protection, don't buy anything over the telephone unless you initiate the call, you know who you have reached, and you believe the seller is reputable. To check on a company's reputation, call the Better Business Bureau or consumer protection office where the company is located.
- 2 Be wary of any caller who insists on an immediate purchase decision.
- 3 Ask for the name, address, and phone number where you can reach the caller after considering the solicitation.
- 4 Don't be lured into buying otherwise unwanted merchandise by offers of promotional gifts or prizes.
- 5 Get the offer in writing before you buy. Look to see if there are conditions or restrictions that you were not told about on the phone.
- 6 Never give your credit card or social security number over the telephone as a verification of your identity. Don't use your credit card number to purchase anything unless you initiated the call or you know exactly with whom you are talking.
- 7 New 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 Postal Inspector's Office.
- 8 Credit card regulations allow you to 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.

# Selected Federal Agencies

The Federal agencies listed in this section have jurisdiction over major areas of consumer complaints and inquiries.

Some of these agencies work primarily through regional, district or local offices. If you are unsure about which Federal

agency to contact, look in the Index for a topic listing describing your problem or concern. If the reference is not in the Index, call your nearest Federal Information Center (FIC), listed on page 75.

## Commission on Civil Rights

Look in your telephone directory under "U.S. Government, Civil Rights Commission." If it does not appear, call the FIC nearest you (see page 75), or contact.

**Commission on Civil Rights**  
1121 Vermont Avenue, N.W.  
Washington, DC 20425  
(202) 376-8177  
(202) 376-8376  
(complaint referral)  
(202) 376-8105  
(information and publications)

## Commodity Futures Trading Commission

2033 K Street, N.W.  
Washington, DC 20581  
(202) 254-3057  
(complaints only)  
(202) 254-8630  
(information)

## Consumer Information Center

Pueblo, CO 81009

## Consumer Product Safety Commission

To report a hazardous product or a product-related injury, or to inquire about product recalls, call or write:

**Product Safety Hotline**  
Consumer Product Safety Commission  
Washington, DC 20207  
1 (800) 638-CPSC  
(toll free)  
1 (800) 638-8270  
(toll free TDD)  
1 (800) 492-8104  
(toll free TDD in Maryland)

## Department of Agriculture

**Agricultural Marketing Service**  
Department of Agriculture  
Washington, DC 20250  
(202) 447-8998

**Animal Care Staff**  
Veterinary Services, APHIS  
Department of Agriculture  
Federal Building, Room 700  
6505 Belcrest Road  
Hyattsville, MD 20782  
(301) 436-7799

## Cooperative Extension Service

Consum. county or city government listings in your local telephone directory for the number of your local Cooperative Extension Service office

**Farmers Home Administration**  
Department of Agriculture  
Washington, DC 20250  
(202) 447-4323

**Food and Nutrition Service**  
Department of Agriculture  
3101 Park Center Drive  
Alexandria, VA 22302  
(703) 756-3276

**Human Nutrition Information Service**  
Department of Agriculture  
Federal Building  
Rooms 360 and 364  
6505 Belcrest Road  
Hyattsville, MD 20782  
(301) 436-8617, 7725

**Inspector General's Hotline**  
Office of the Inspector General  
Department of Agriculture  
P.O. Box 23399  
Washington, DC 20026  
(202) 472-1388  
1 (800) 424-9121 (toll free)

**Meat and Poultry Hotline**  
Food Safety and Inspection Service  
Department of Agriculture  
Washington, DC 20250  
(202) 447-3333  
(voice/TDD)  
1 (800) 535-4555  
(toll free TDD)

**Office of the Consumer Advisor**  
Department of Agriculture  
Washington, DC 20250  
(202) 382-9681

**Office of Information**  
Visitor Information Center  
Department of Agriculture  
Washington, DC 20250  
(202) 447-2791

## Department of Commerce

**Bureau of the Census**  
Customer Services  
Data User Services Division  
Department of Commerce  
Washington, DC 20233  
(301) 763-4100

**Office of Consumer Affairs**  
Department of Commerce  
Room 5725  
Washington, DC 20230  
(202) 477-5001

**National Bureau of Standards**  
Office of Weights and Measures  
Department of Commerce  
Washington, DC 20234  
(301) 975-4004

**National Marine Fisheries Service**  
Office of Utilization Research  
Department of Commerce  
Washington, DC 20235  
(202) 673-5374  
(inspection and safety)  
(202) 673-5362  
(nutrition information)

**Constituent Affairs**  
**National Weather Service**  
Department of Commerce  
Washington, DC 20901  
(301) 427-7258

**Office of Metric Programs**  
Department of Commerce  
Room H4082  
Washington, DC 20230  
(202) 377-0944

**Patent and Trademark Office**  
Department of Commerce  
Washington, DC 20231  
(703) 557-3341

## Department of Education

**Clearinghouse on the Handicapped**  
Department of Education  
Mail Stop 2319  
Washington, DC 20202  
(202) 732-1250

**Consumer Affairs Staff**  
Department of Education  
Washington, DC 20202  
(202) 732-3679

**Federal Student Financial Aid Program**  
Department of Education  
Department CY 86  
Pueblo, CO 81009  
(301) 984-4070

**National Clearinghouse on Bilingual Education Hotline**  
Department of Education  
11501 Georgia Avenue  
Wheaton, MD 20902  
(301) 933-9448  
1 (800) 647-0123 (toll free)

**Office of Public Affairs**  
Department of Education  
Washington, DC 20202  
(202) 732-4576

## Department of Energy

For tailored information on conservation and renewable energy:  
**National Appropriate Technology Assistance Service**  
Department of Energy  
P.O. Box 2525  
Butte, MT 59702  
1 (800) 428-1718  
(toll free in Montana)  
1 (800) 428-2525  
(toll free outside Montana)

**Conservation and Renewable Energy Inquiry and Referral Service**  
Department of Energy  
1 (800) 462-4983  
(toll free in Pennsylvania)  
1 (800) 523-2929  
(toll free outside Pennsylvania)  
1 (800) 233-3071  
(toll free in Alaska and Hawaii)  
(telephone inquiries only)

**Office of Scientific and Technical Information**  
Department of Energy  
P.O. Box 62  
Oak Ridge, TN 37831  
(written inquiries only)

**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

## Department of Health and Human Services

### AIDS Hotline

Acquired Immune Deficiency Syndrome  
1 (800) 342-AIDS (toll free)

### Cancer Hotline

1 (800) 4-CANCER  
(toll free in continental US)  
1 (800) 638-6070  
(toll free in Alaska)  
1 (808) 524-1234 (Hawaii)

### Food and Drug Administration

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 75) or contact:

### Consumer Affairs and Information Staff

Food and Drug Administration  
(202) 205-110  
Department of Health and Human Services  
5600 Fishers Lane  
Room 13-86  
Rockville, MD 20857  
(301) 443-4166

### Health Care Financing Administration

Department of Health and Human Services  
6325 Security Boulevard  
Baltimore, MD 21207  
(301) 594-9086

### Health Standards and Quality Bureau

Health Care Financing Administration  
Department of Health and Human Services  
6325 Security Boulevard  
Baltimore, MD 21207  
(301) 594-7940

### Hill Burton Free Hospital Care Hotline

1 (600) 492-0359  
(toll free in Maryland)  
1 (800) 638-0742  
(toll free outside Maryland)

### Inspector General's Hotline

1 (800) 638-3986  
(toll free in Maryland)  
1 (800) 368-5779  
(toll free outside Maryland)

### National Center on Child Abuse and Neglect

Department of Health and Human Services  
P.O. Box 1182  
Washington, DC 20013  
(202) 245-2856

### National Health Information Center

Department of Health and Human Services  
P.O. Box 1133  
Washington, DC 20013  
(202) 429-9091  
1 (800) 336-4797 (toll free)

### National Runaway Switchboard

1 (800) 621-4000 (toll free)

### Office of Child Support Enforcement

Department of Health and Human Services  
Washington, DC 20240  
(202) 245-1903

### Office for Civil Rights

Department of Health and Human Services  
Washington, DC 20240  
(202) 245-6671  
(202) 472-2916 (TDD)

### Office of Prepaid Health Care

Department of Health and Human Services  
Washington, DC 20240  
(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) 492-6603  
(toll free in Maryland)  
1 (800) 638-6833  
(toll free outside Maryland)

### Social Security Administration

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

## Department of Housing and Urban Development

### 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) 424-8590 (toll free)

### Office of Single Family Housing

Department of Housing and Urban Development  
Room 9266  
Washington, DC 20410  
(202) 755-3046

### Office of Urban Rehabilitation

Department of Housing and Urban Development  
Room 7168  
Washington, DC 20410  
(202) 755-5685

### Title I Insurance Division

Department of Housing and Urban Development  
Room 9160  
Washington, DC 20410  
(202) 755-6690

## Department of the Interior

### Bureau of Indian Affairs

Department of the Interior  
Washington, DC 20240  
(202) 343-5116

### Bureau of Land Management

Department of the Interior  
Washington, DC 20240  
(202) 343-4820

### 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  
(202) 343-5634

### 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 Department, Civil Rights Division." If it does not appear, call the FIC nearest you (see page 75) or contact: **Civil Rights Division**  
Department of Justice  
Washington, DC 20530  
(202) 633-3847

### Drug Enforcement Administration

Look in your telephone directory under "U.S. Government, Justice Department, Drug Enforcement Administration." If it does not appear, call the FIC nearest you (see page 75) or contact: **Drug Enforcement Administration**  
Department of Justice  
1405 Eye Street, N.W.  
Washington, DC 20537  
(202) 633-1000

### Federal Bureau of Investigation

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

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 75) 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

**Coordinator of Consumer Affairs**

Department of Labor  
Washington, DC 20210  
(202) 523-6060  
(general inquiries)

**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 75) or contact:

**Employment and Training Administration**  
Director, Office of Public Affairs  
Department of Labor  
Washington, DC 20210  
(202) 523-6871

**Employment Standards Administration**

Office of Information and Consumer Affairs  
Department of Labor  
Washington, DC 20210  
(202) 523-8743

**Mine Safety and Health Administration**

Office of Information and Public Affairs  
Department of Labor  
Ballston Towers #3  
Arlington, VA 22203  
(703) 235-1452

**Occupational Safety and Health Administration**

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 (see page 75) or contact:  
**Occupational Safety and Health Administration**  
Office of Information and Consumer Affairs  
Department of Labor  
Washington, DC 20210  
(202) 523-8151

**Office of the Assistant Secretary for Veterans' Employment and Training**  
Department of Labor  
Washington, DC 20210  
(202) 523-9116

**Office of Labor-Management Standards**

Department of Labor  
Washington, DC 20210  
(202) 523-7343

**Pension and Welfare Benefits Administration**  
Office of Program Services  
Department of Labor  
Washington, DC 20210  
(202) 523-8921

**Department of State**

**Overseas Citizen Services**  
Department of State  
Washington, DC 20520  
(202) 647-3666  
(non-emergencies)  
(202) 647-5225  
(emergencies)

**Passport Services**  
Department of State  
1425 K Street, N.W.  
Washington, DC 20524  
(202) 523-1355

**Visa Services**  
Department of State  
Washington, DC 20520  
(202) 663-1972

**Department of Transportation**

**Air Safety: Federal Aviation Administration**  
Community and Consumer Liaison Division, FAA  
(APA-200)  
Department of Transportation  
Washington, DC 20591  
(202) 267-3479, 8592  
1 (800) FAA-SURE  
(toll free except in District of Columbia)

**Airline Passenger Complaints. Office of Intergovernmental and Consumer Affairs (I-25)**  
Department of Transportation  
Washington, DC 20590  
(202) 366-2220  
(202) 366-2850 (TDD)

**Auto Safety Hotline: National Highway Traffic Safety Administration (NEF-10)**  
Department of Transportation  
Washington, DC 20690  
(202) 366-0123  
(202) 755-8919 (TDD)  
1 (800) 424-9393 (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) 267-0780  
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

**Department of the Treasury**

**Bureau of Alcohol, Tobacco and Firearms**  
Look in your telephone directory under "U.S. Government, Treasury Department, Bureau of Alcohol, Tobacco and Firearms." If it does not appear, call the FIC nearest you (see page 75) or contact.

**Bureau of Alcohol, Tobacco and Firearms**  
Department of the Treasury  
Room 6212A  
1200 Pennsylvania Avenue, N.W.  
Washington, DC 20226  
(202) 535-4703

To report lost or stolen explosives, or to report explosive incidents or bombings, call:  
1 (800) 424-9555  
(toll free)

**Bureau of Engraving and Printing**  
Program Analysis and External Affairs  
Department of the Treasury  
Room 533M  
14th and C Streets, S.W.  
Washington, DC 20228  
(202) 447-0193

**Bureau of the Public Debt**  
Consumer Affairs  
Office of the Commissioner  
Department of the Treasury  
E Street Building  
Washington, DC 20239  
(202) 376-4300

**Comptroller of the Currency**  
The Comptroller of the Currency handles complaints about national banks, i.e., banks that have the word "National" in their names or the initials "F. A." after their names.

For assistance, look in your telephone directory under "U.S. Government Treasury Department Comptroller of the Currency." If it does not appear, call the FIC nearest you (see page 75) or contact

**Comptroller of the Currency**  
Director, Consumer Activities  
Department of the Treasury  
490 L'Enfant Plaza, S.W.  
Washington, DC 20219  
(202) 287-4265

**Financial Management Service**  
Office of External Affairs  
Department of the Treasury  
Washington, DC 20226  
(202) 566-2780

**Internal Revenue Service**  
Look in your telephone directory under "U.S. Government Treasury Department Internal Revenue Service" If it does not appear, call the FIC nearest you (see page 75).

**United States Customs Service**  
Department of the Treasury  
1301 Constitution Avenue, N.W.  
Washington, DC 20229  
(202) 566-8157  
(202) 287-4097 (TDD)

**Counterfeit Goods Hotline**  
(212) 466-5784  
1 (800) USA-FAKE  
(toll free in New York, New Jersey, Connecticut, Pennsylvania)

**Narcotics/Drug Smuggling Hotline**  
1 (800) BE-ALERT (toll free)

**United States Mint**  
Consumer Affairs Division  
Department of the Treasury  
10001 Aerospace Road  
Lanham, MD 20706  
(301) 436-7400

**United States Savings Bonds Division**  
Office of Public Affairs  
Department of the Treasury  
1111 20th Street, N.W.  
Room 302  
Washington, DC 20036  
(202) 634-5389  
**1 (800) US-BONDS** (toll free)  
**USA-8888** (DC metro area)

### **Environmental Protection Agency**

**Asbestos Hotline**  
**1 (800) 334-8571**, ext. 6741  
(toll free)

**Chemical Emergency Preparedness Program (CEPP) Hotline**  
Environmental Protection Agency  
Washington, DC 20460  
(202) 479-2449  
**1 (800) 535-2202**  
(toll free except in Alaska and District of Columbia)

**Inspector General's Whistle Blower Hotline**  
(202) 382-4977  
**1 (800) 42-4000** (toll free)

**National Pesticides Telecommunications Network (NPTN)**  
(806) 743-3091  
**1 (800) 858-PEST**  
(toll free outside Texas)

**Office of Public Affairs**  
Environmental Protection Agency  
Washington, DC 20460  
(202) 382-4361

**Public Information Center**  
PIC (PM-211B)  
Environmental Protection Agency  
Washington, DC 20460  
(202) 382-2080  
(general information)

**Resource Conservation and Recovery Act (RCRA) Superfund Hotline**  
Environmental Protection Agency  
Washington, DC 20460  
(202) 382-3000  
**1 (800) 424-5346** (toll free)

**Safe Drinking Water Hotline**  
(202) 382-5533  
**1 (800) 426-4791** (toll free)

**Toxic Substances Control Act Assistance Information Service**  
Environmental Protection Agency  
Washington, DC 20024  
(202) 554-1404

### **Equal Employment Opportunity Commission**

Look in your telephone directory under "U.S. Government, Equal Employment Opportunity Commission." If it does not appear, call the FIC nearest you (see page 75) or contact:  
**Office of Program Operations**  
Equal Employment Opportunity Commission  
2401 E Street, N.W.  
Washington, DC 20507  
(202) 634-6831

### **Federal Communications Commission**

Complaints about telephone systems:  
**Common Carrier Bureau**  
Informal Complaints Branch  
Federal Communications Commission  
2025 M Street, N.W.  
Room 6202  
Washington, DC 20554  
(202) 632-7553  
(202) 2-6999 (TDD)

General information:  
**Consumer Assistance and Small Business Office**  
Federal Communications Commission  
1919 M Street, N.W.  
Room 254  
Washington, DC 20554  
(202) 632-6999 (TDD)

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) 632-7048  
(202) 632-6999 (TDD)

**Federal Deposit Insurance Corporation**  
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 (see page 75) or contact:  
**Office of Consumer Affairs**  
Federal Deposit Insurance Corporation  
550 17th Street, N.W. (F-30)  
Washington, DC 20429  
(202) 898-3536  
(202) 898-3535 (TDD)  
**1 (800) 424-5488** (toll free)

### **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 (see page 75) or contact:  
**Emergency Preparedness and Response**  
Office of the External Affairs Directorate  
Federal Emergency Management Agency  
Washington, DC 20472  
(202) 646-4000

**Federal Insurance Administration**  
Federal Emergency Management Agency  
Washington, DC 20472  
(202) 646-2781  
**1 (800) 638-6620** (toll free)

**Office of Disaster Assistance Programs**  
Federal Emergency Management Agency  
Washington, DC 20472  
(202) 646-3615

**U.S. Fire Administration**  
Federal Emergency Management Agency  
NETC  
16825 South Seton Avenue  
Emmitsburg, MD 21727  
(301) 447-1080  
(202) 646-2449

### **Federal Home Loan Bank Board**

The Federal Home Loan Bank Board handles complaints about Savings and Loan associations. For assistance, look in your telephone directory under "U.S. Government, Federal Home Loan Bank Board." If it does not appear, call the FIC nearest you (see page 75) or contact:  
**Federal Home Loan Bank Board**  
Office of Community Investment  
1700 G Street, N.W.  
Washington, DC 20552  
(202) 653-2679

**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 neither appears, call the FIC nearest you (see page 75) 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**

Look in your telephone directory under "U.S. Government, Federal Trade Commission." If it does not appear, call the FIC nearest you (see page 75) 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**

**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 (see page 75)

### **Government Printing Office**

Government publications:  
**Publications Service Section**  
Government Printing Office  
Washington, DC 20462  
(202) 275-3050

Subscriptions to Government Periodicals:  
**Subscription Research Section**  
Government Printing Office  
Washington, DC 20402  
(202) 275-3054

**Interstate Commerce Commission**

Office of Compliance and Consumer Assistance  
Washington, DC 20423  
(202) 275-7148

**National Archives and Records Administration**

Central Reference 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 20408  
(202) 523-5240  
(202) 523-5729 (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 20456  
(202) 357-1000

**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**

Office of Governmental and Public Affairs  
Washington, DC 20555  
(301) 492-7715

**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) 789-6830

**President's Committee on Employment of the Handicapped**

1111 20th Street, N.W.  
Suite 636  
Washington, DC 20036  
(202) 653-5044  
(202) 653-5050 (TDD)

**Railroad Retirement Board**

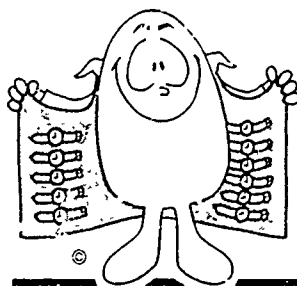
844 Rush Street  
Chicago IL 60611  
(312) 751-4500

**Securities and Exchange Commission**

Office of Consumer Affairs and Information Services  
450 5th Street, N.W.  
Washington, DC 20549  
(202) 272-7440  
(investor complaints)  
(202) 272-7450  
(public filings)

**Small Business Administration**

Office of Consumer Affairs  
1441 L Street, N.W.,  
Room 503-D  
Washington, DC 20416  
(202) 653-6170



**Counterfeit Products**

1. Counterfeit products include any product bearing an unauthorized representation of a manufacturer's trademark or trade name.
2. Examples of products which have been counterfeited include prescription and over-the-counter drugs, clothing, credit cards, watches, pacemakers, and machine and automobile replacement parts.
4. Because counterfeit products are often of sub-standard quality, there are potential safety risks which may cause personal injury as well as economic loss.
5. Avoiding counterfeit products takes practice. The following are usually associated with counterfeit products:
  - incorrect smeared or blurred product packaging
  - incorrect spelling of brand name
  - no warranty or guarantee available
  - "unbelievably" low prices
6. The United States can take criminal action, under the stiff penalties of the 1984 Anti-Counterfeit Law, against counterfeiters and those who distribute these products. If you think you have purchased a counterfeit product, call the U.S. Customs Service Counterfeit Goods Hotline, (212)466-5784, or the Federal Bureau of Investigation, (202)324-3000

**Tennessee Valley Authority**

Citizen Action Office  
400 West Summit Hill Drive  
Knoxville, TN 37902  
(615) 632-4402  
1 (800) 362-9250  
(toll free in Tennessee)  
1 (800) 251-9242  
(toll free in Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, Virginia)

**United States Postal Service**

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

**Veterans Administration**

For information about VA medical care or benefits contact your nearest VA facility. Look in your telephone directory under "U.S. Government, Veterans Administration" for the VA Regional Office or VA Medical Center serving your area. If it does not appear, call the FIC nearest you (see page 75) or contact.

**Department of Medicine and Surgery**

Veterans Administration  
Office of Executive Communications (101B)  
Washington, DC 20420  
(202) 233-5081

**Department of Memorial Affairs**

Veterans Administration  
Public and Consumer Affairs Staff (40H)  
Washington, DC 20420  
(202) 233-5386

**Department of Veterans Benefits**

Veterans Administration  
Veterans Assistance Service (27)  
Washington, DC 20420  
(202) 233-2567

**Office of Public Affairs**

Veterans Administration  
Consumer Affairs and Internal Communications Service (003D)  
Washington, DC 20420  
(202) 233-2843

# Federal TDD Directory

This section lists Federal offices that are equipped to handle inquiries and complaints from persons with hearing and speech impairments.

## Architectural and Transportation Barriers Compliance Board

330 C Street, S.W.  
Room 1010  
Washington, DC 20262  
(202) 245-1801 (voice/TDD)  
(202) 245-1591 (voice/TDD)  
(202) 472-2700 (voice/TDD)

## Central Intelligence Agency

Handicapped Program Office  
Washington, DC 20505  
(202) 351-2316 (voice/TDD)

## Commission on Civil Rights

1121 Vermont Avenue, N.W.  
Washington, DC 20425  
(202) 376-8117 (voice/TDD)

## Department of Agriculture

14th Street and  
Independence Avenue, S.W.  
Washington, DC 20250

Central Employment and  
Selective Placement Office  
(202) 447-2436 (voice/TDD)

Meat and Poultry Hotline  
(202) 447-3333 (voice/TDD)  
1 (800) 535-4555  
(toll free voice/TDD)

## Department of the Army

Civilian Personnel Office  
Arlington, VA 22212  
(202) 692-6775 (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)

Demographic Surveys  
Division  
Consumer Expenditures  
Surveys Programming Branch  
(301) 763-4113, 4389 (TDD)

International Trade  
Administration  
Automated Information  
Management Division  
Quality Control Branch  
Herbert C. Hoover Building  
Room 1848  
Washington, DC 20230  
(202) 377-0459 (TDD)

Law Library  
14th Street and  
Constitution Avenue, N.W.  
Room 1894  
Washington, DC 20230  
(202) 377-5588 (TDD)

National Bureau of Standards  
Office of Personnel  
Administration Building  
Room A123  
Gaithersburg, MD 20899  
(301) 975-3014 (TDD)

National Weather Service  
National Meteorological Center  
World Weather Building  
Room 307  
Silver Spring, MD 20233  
(301) 427-4409 (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

Captions and  
Media Services  
330 C Street, S.W.  
Washington, DC 20202  
(202) 732-1177 (voice/TDD)  
(202) 732-1169 (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) 732-1467 (voice/TDD)  
(202) 732-1686 (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) 732-1293, 2848 (TDD)

## Department of Health and Human Services

Handicapped Employment  
Program  
200 Independence Ave., S.W.  
Washington, DC 20201  
(202) 475-0071, 0073  
(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)

National Library of Medicine  
NIH 34  
8600 Rockville Pike  
Rockville, MD 20857  
(301) 496-5511 (TDD)

Office of Civil Rights  
200 Independence Ave., S.W.  
Washington, DC 20201  
(202) 472-2916 (TDD)

Social Security  
Administration  
6401 Security Boulevard  
Baltimore, MD 21235  
1 (800) 392-0812  
(toll free TDD in Missouri)  
1 (800) 325-0778  
(toll free TDD outside Missouri)

Department of Housing  
and Urban Development  
451 Seventh Street, S.W.  
Washington, DC 20410

Office of  
Intergovernmental Relations  
(202) 426-6030 (TDD)

Fair Housing and  
Equal Opportunity Office  
(202) 426-0615 (voice/TDD)

## Department of the Interior

18th and C Streets, N.W.  
Washington, DC 20240

Personnel Office  
(202) 343-4817 (TDD)

National Park Service  
(202) 343-3679 (TDD)

Special Programs Branch  
(202) 426-2364 (TDD)

## Department of Justice

10th Street and  
Constitution Avenue, N.W.  
Washington, DC 20530

Personnel  
(202) 272-6098 (TDD)

Civil Rights Division  
(202) 786-4463 (TDD)

FBI Tours  
(202) 324-3553 (TDD)

FBI Identification Division  
(202) 324-2334 (TDD)

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)

**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 20376  
(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) 366-2613 (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 Indiana)  
1 (800) 428-4732  
(toll free TDD outside Indiana)

**Environmental Protection Agency**  
401 M Street, S.W.  
Washington, DC 20460  
(202) 382-4565 (voice/TDD)

**Equal Employment Opportunity Commission**  
2401 E Street, N.W.  
Washington, DC 20507  
(202) 634-2085, 7057, (TDD)

**Executive Office of the President**

**The White House**  
1600 Pennsylvania Ave., N.W.  
Washington, DC 20500  
(202) 456-6213 (voice/TDD)

**Federal Communications Commission**  
1919 M Street, N.W.  
Washington, DC 20554  
(202) 632-6990 (voice/TDD)

**Federal Deposit Insurance Corporation**  
1776 F Street, N.W.  
Washington, DC 20429  
(202) 898-3537 (voice/TDD)  
1 (800) 424-5498  
(toll free voice/TDD)

**Federal Reserve Board**  
20th and C Streets, N.W.  
Washington, DC 20551  
(202) 452-3544 (TDD)

**Federal Trade Commission**  
6th and Pennsylvania Ave., N.W.  
Washington, DC 20580  
(202) 523-3638 (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) 287-6200 (TDD)

**Merit Systems Protection Board**  
1120 Vermont Avenue, N.W.  
Washington, DC 20419  
(202) 653-8396 (voice/TDD);

**National Aeronautics and Space Administration**  
400 Maryland Avenue, S.W.  
Washington, DC 20546

**Personnel Office**  
(202) 426-1436 (TDD)

**Greenbelt Personnel Office**  
(301) 286-7918 (voice/TDD)

**National Archives and Records Service**  
8th and Pennsylvania Ave., N.W.  
Washington, DC 20408  
(202) 523-0774 (TDD)

**National Council on the Handicapped**  
800 Independence Ave., S.W.  
Suite 814  
Washington, DC 20591  
(202) 267-3232 (TDD)

**Nuclear Regulatory Commission**  
Washington, DC 20555  
(202) 492-4626 (voice/TDD)

**Office of Personnel Management**  
1900 E Street, N.W.  
Washington, DC 20415

**Personnel**  
(202) 632-5131 (voice/TDD)

**Equal Employment Opportunity Division**  
(202) 632-6272 (voice/TDD)

**Job Information Center**  
(202) 653-9260 (voice/TDD)

**President's Committee on Employment of the Handicapped**  
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) 653-7562 (voice/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)

**Veterans Administration**  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
**Personnel Office**  
(202) 233-3319 (voice/TDD)

**Architectural and Transportation Barriers Compliance Board**  
(202) 233-3248 (voice/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, who is unable to or 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 20540

Record 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 Service: -CI  
Recording for the Blind, Inc.  
20 Roszel Road  
Princeton, NJ 08540  
(609) 452-0606  
1 (300) 221-4792 (toll free outside New Jersey)



# Index

This alphabetical index will help you find the right organization to contact about your complaint. First look for the specific topic—such as Automobiles. 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.

- Advertising (fraudulent and deceptive practices).  
National Advertising Division, Council of Better Business Bureaus 43  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45
- Aging. SEE ALSO Health, Housing, Medicaid; Medicare, Medigap  
American Health Care Association 42  
Federal TDD Directory 81  
Social Security Administration 77  
State Agencies on Aging 59
- Agricultural information. SEE Farm programs
- Agricultural Marketing Service 76
- Agriculture, Department of 76
- Aid to Families with Dependent Children (AFDC)-check local telephone directory for public welfare or social services office
- AIDS Hotline 77
- Air pollution  
Environmental Protection Agency 79
- Aircraft (air freight, traffic control, low-flying, noise standards, safety)  
Federal Aviation Administration 78
- Airlines  
Department of Transportation, Office of Intergovernmental and Consumer Affairs 78  
Eubie Smart Tip 44  
International Airline Passengers Association 43
- Alcoholic beverages  
abuse  
National Health Information Center 77  
labeling and ingredients  
Bureau of Alcohol, Tobacco and Firearms 78
- Aliens  
Immigration and Naturalization Service 77
- Amateur radio (licenses and information)  
Federal Communications Commission 79
- Ambulances  
American Ambulance Association 42  
State and Local Consumer Protection Offices 45
- American Indians  
Bureau of Indian Affairs 77
- Animal care and veterinary services  
Animal Care Staff 76  
humane societies-check local telephone directory  
quarantine  
Animal Care Staff 76  
State and Local Consumer Protection Offices 45  
veterinary drugs  
Food and Drug Administration 77
- Anti-trust  
Department of Justice, Antitrust Division 77  
Federal Trade Commission 79
- Apartments. SEE ALSO Housing  
State and Local Consumer Protection Offices 45
- Appliances  
dispute resolution  
Major Appliance Consumer Action Panel (MACAP) 43  
energy efficiency labeling  
Federal Trade Commission 79  
safety  
Product Safety Hotline 76
- Arbitration. SEE ALSO specific industries and products  
American Arbitration Association 42  
State and Local Consumer Protection Offices 45  
Trade Associations and Third-Party Dispute Resolution Programs 42
- Asbestos Hotline 79
- Associations (professional and trade)  
Trade Associations and Third-Party Dispute Resolution Programs 42
- Auto Safety Hotline 78
- Automobile Manufacturers 31
- Automobiles  
advertising  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45  
dispute resolution  
American Automobile Association 42  
Automobile Manufacturers 31  
Automotive Consumer Action Program (AUTOCAP) 42  
BBB AUTO LINE 42  
Chrysler Customer Arbitration Board 43  
Ford Consumer Appeals Board 43  
State and Local Consumer Protection Offices 45  
emission standards  
Environmental Protection Agency, Public Information Center 79  
fuel economy standards  
National Highway Traffic Safety Administration 78  
fuel economy testing and labeling  
Environmental Protection Agency, Public Information Center 79  
imported auto standards  
National Highway Traffic Safety Administration 78  
U.S. Customs Service 78  
information stickers on new cars  
Federal Trade Commission 79  
insurance  
Insurance Information Institute 43  
State and Local Consumer Protection Offices 45  
State Insurance Regulators 63
- Automobiles—Continued  
 Lemon laws  
State and Local Consumer Protection Offices 45  
odometer tampering and fraud  
Auto Safety Hotline 78  
State and Local Consumer Protection Offices 45  
pedestrian safety  
National Highway Traffic Safety Administration 78  
recalls  
National Highway Traffic Safety Administration 78  
repairs  
American Automobile Association (for AAA certified repair shops) 42  
BBB AUTO LINE 42  
Eubie Smart Tip 38  
National Tire Dealers and Retreaders Association 44  
State and Local Consumer Protection Offices 45  
safety  
Auto Safety Hotline 79  
used  
Eubie Smart Tip 30  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45
- Bankruptcy  
check local telephone directory for Bankruptcy Court clerk
- Banks. Banks are regulated by one or more of the following. Check the descriptions in the Selected Federal Agencies section to determine which agency(ies) to contact.  
Comptroller of the Currency 78  
Federal Deposit Insurance Corporation 79  
Federal Home Loan Bank Board 79  
Federal Reserve System 79  
State Banking Authorities 61  
BBB AUTO LINE 42  
BBB National Consumer Arbitration Program 42
- Better Business Bureaus. 39  
SEE ALSO BBB Auto Line; Council of Better Business Bureaus
- Bicycle safety  
Product Safety Hotline 76
- Bilingual education  
National Clearinghouse on Bilingual Education Hotline 76
- Bill collection  
American Collectors Association 42  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45
- Black lung benefits  
Mine Safety and Health Administration 78
- Blind. SEE ALSO Disabled/Handicapped books for 82

## INDEX

- Boating  
recalls, safety  
Boating Safety Hotline 78  
Office of Boating, Public and  
Consumer Affairs 78
- Bonds. **SEE** Investments; Stocks and  
bonds
- Broadcasting  
Federal Communications Commission 79
- Brokers (stocks and bonds)  
National Association of Securities  
Dealers, Inc. 44  
Securities and Exchange  
Commission 80
- Bureau of Alcohol, Tobacco and  
Firearms 79
- Bureau of the Census 76
- Bureau of Engraving and Printing 78
- Bureau of Indian Affairs 77
- Bureau of Labor-Management Relations  
and Conciliative Programs 78
- Bureau of Land Management 77
- Bureau of the Public Debt 78
- Buses (baggage, rates, and service)  
Interstate Commerce Commission 80  
check with your State and Local  
Consumer Protection Offices for  
additional contacts
- Cable television. **SEE** Television
- Camera and photographic equipment  
Photo Marketing Association 44  
State and Local Consumer Protection  
Offices 45
- Cancer Hotlines 77
- Cars. **SEE** Automobiles
- Cemeteries  
complaints  
Cemetery Consumer Service  
Council 43  
State and Local Consumer Protection  
Offices 45  
veterans  
Department of Memorial Affairs 80
- Census data  
Bureau of the Census 76
- Central Reference Branch, National  
Archives and Records  
Administration 80
- Charitable organizations (reports on)  
Council of Better Business Bureaus 39
- Chemical and oil spills  
Chemical Emergency Preparedness  
Program 79  
National Response Center 78
- Chemical Emergency Preparedness  
Program 79
- Chief Postal Inspector 80
- Child abuse and neglect  
National Center on Child Abuse and  
Neglect 77
- Child care. **SEE** Day care
- Child support enforcement  
Office of Child Support Enforcement 77
- Citizens abroad  
Overseas Citizen Services 78
- Citizenship applications  
Immigration and Naturalization  
Service 77
- Civil rights. **SEE ALSO** Discrimination  
Commission on Civil Rights 76  
Department of Health and Human  
Services, Office for Civil Rights 77  
Department of Justice, Civil Rights  
Division 77
- Clearinghouse on the Handicapped 76
- Clothing  
American Apparel Manufacturers  
Association 42  
care labeling  
Federal Trade Commission 79  
children's sleepwear  
(flammability standards)  
Product Safety Hotline 76
- Coins  
U.S. Mint 78
- Collection agencies  
American Collectors Association 42  
Federal Trade Commission 79  
State and Local Consumer Protection  
Offices 45
- Commerce, Department of 76
- Commissaries  
Military Commissary and Exchange  
Contacts 73
- Commission on Civil Rights 76
- Commodity futures and options  
Commodity Futures Trading  
Commission 76  
National Futures Association 44
- Commodity Futures Trading  
Commission 76
- Common Carrier Bureau 79
- Communications  
Federal Communications Commission 79
- Comptroller of the Currency 78
- Computers  
Electronic Industries Association 43  
Federal Trade Commission 79
- Conservation  
energy. **SEE** Energy  
land. **SEE** Interior Department of the  
soil. **SEE** Agriculture, Department of
- Conservation and Renewable Energy  
Inquiry and Referral Service 76
- Construction (home)  
Home Owners Warranty Program 43  
National Association of Home  
Builders 43  
State and Local Consumer Protection  
Offices 45
- Consumer Advocate, U.S. Postal Service 80
- Consumer Affairs Administrator,  
Department of the Interior 77
- Consumer Affairs Staff, Department of  
Education 76
- Consumer Assistance and Small Business  
Office, Federal Communications  
Commission 79
- Consumer complaints  
Corporate Consumer Contacts 7  
How to Handle Your Own Complaint 2  
Sample Complaint Letter 3
- Consumer complaints--Continued  
State and Local Consumer Protection  
Offices 45  
Third-Party Dispute Resolution  
Programs 42
- Consumer Information  
Consumer Information Center 76  
Federal Information Centers 75  
Selected Federal Agencies 76  
State and Local Consumer Protection  
Offices 45
- Consumer Information Center 76
- Consumer Product Safety Commission 76
- Consumer protection offices  
State, County and City Government  
Consumer Protection Offices 45
- Contract  
Eubie Smart Tip 60  
State and Local Consumer Protection  
Offices 45
- Cooperative Extension Service 76
- Coordinator of Consumer Affairs,  
Department of Labor 78
- Corporate Consumer Contacts 7
- Correspondence schools. **SEE** Home study
- Cosmetics (labeling and safety)  
Food and Drug Administration 77
- Council of Better Business Bureaus 39  
BBB AUTO LINE 42  
BBB National Consumer Arbitration  
Program 42  
National Advertising Division 43
- Counterfeit products  
Counterfeit Goods Hotline 79  
Eubie Smart Tip 80
- Courts (small claims) 6
- Credit  
billing  
Federal Trade Commission 79  
collection  
American Collectors Association 42  
Federal Trade Commission 79  
State and Local Consumer Protection  
Offices 45  
counseling  
Consumer Credit Counseling  
Services 6  
State and Local Consumer Protection  
Offices 45  
credit cards  
bank issued. **SEE ALSO** Banks  
Eubie Smart Tip 62  
all other cards  
Eubie Smart Tip 62  
Federal Trade Commission 79  
discrimination. **SEE ALSO** Banks  
Federal Trade Commission 79  
harassment  
Federal Trade Commission 79  
repair  
State and Local Consumer Protection  
Offices 45
- Credit unions  
National Credit Union Administration 30
- Cruise ships. **SEE ALSO** Tours and tour  
packages; Travel  
Eubie Smart Tip 74  
Federal Maritime Commission 79

- Currency  
Bureau of Engraving and Printing 78
- Customs  
U.S. Customs Service 78
- Dams and waterways  
Department of the Interior, Consumer Affairs Administrator 77
- Day care (child and elderly)  
discrimination  
Department of Health and Human Services, Office for Civil Rights 77  
State and Local Consumer Protection Offices 45
- Debts. *SEE* Bankruptcy; Credit
- Dentists. *SEE* Health care professionals
- Department of Medicine and Surgery, Veterans Administration 80
- Department of Memorial Affairs, Veterans Administration 80
- Department of Veterans Benefits 80
- Departments of U.S. Government.  
*SEE ALSO* specific departments (e.g., Agriculture, Department of) Selected Federal Agencies 76
- Detergent. *SEE* Soap
- Diet programs. *SEE* Weight loss programs
- Direct deposit  
Financial Management Service 78
- Direct marketing  
Direct Marketing Association 43  
E-Zible Smart Tip 64  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45  
U.S. Postal Service 80
- Direct selling (door-to-door sales)  
Direct Selling Association 43  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45
- Disabled/Handicapped  
benefits  
Social Security Administration 77  
education  
Clearinghouse on the Handicapped 76  
Federal TDD Directory 81  
job training and employment  
President's Committee on Employment of the Handicapped  
State Vocational and Rehabilitation Agencies 67  
veterans  
Department of Veterans Benefits 80  
State Vocational and Rehabilitation Agencies 67
- Disasters (natural)  
Federal Emergency Management Agency 79  
National Weather Service 76  
U.S. Geological Survey 77
- Discrimination  
credit. *SEE ALSO* Banks  
Federal Trade Commission 79  
day care  
Department of Health and Human Services, Office for Civil Rights 77  
employment  
Equal Employment Opportunity Commission 79  
President's Committee on Employment of the Handicapped 80  
general  
Commission on Civil Rights 76  
Department of Justice, Civil Rights Division 77  
State and Local Consumer Protection Offices 45  
health services  
Department of Health and Human Services, Office for Civil Rights 77  
hospitals  
Department of Health and Human Services, Office for Civil Rights 77  
housing  
Office of Fair Housing and Equal Opportunity 77  
lending. *SEE* Banks  
Medicare/Medicaid  
Health Care Financing Administration 77  
nursing homes  
Department of Health and Human Services, Office for Civil Rights 77  
social service programs  
Department of Health and Human Services, Office for Civil Rights 77  
mortgages  
Office of Fair Housing and Equal Opportunity 77  
Dispute resolution by third parties  
Third-Party Dispute Resolution Programs 42  
Distilled spirits. *SEE* Alcoholic beverages  
Division of Consumer Affairs, Department of Energy 76  
Doctors. *SEE* Health care professionals  
Door-to-door sales. *SEE* Direct selling  
Drinking water  
Safe Drinking Water Hotline 79  
State Utility Commissions 65  
Drug Enforcement Administration 77  
Drugs  
illegal  
Drug Enforcement Administration 77  
information, labeling, and safety  
(prescription and non-prescription)  
Food and Drug Administration 77  
Narcotics/Drug Smuggling Hotline 78  
orphan  
National Health Information Center 77  
veterinary  
Food and Drug Administration 77  
Dry cleaning  
State and Local Consumer Protection Offices 45  
Education  
bilingual  
National Clearinghouse on Bilingual Education Hotline 76  
federal programs  
Department of Education, Consumer Affairs Staff 73  
Department of Education, Office of Public Affairs 76  
Education—Continued  
financial aid (federal)  
Federal Student Financial Aid Program 76  
handicapped children  
Clearinghouse on the Handicapped 76  
State Vocational and Rehabilitation Agencies 67  
home study  
Federal Trade Commission 79  
National Home Study Council 44  
State and Local Consumer Protection Offices 45  
Indian education  
Bureau of Indian Affairs 77  
school lunch programs  
check local telephone directory for school board or superintendent of schools  
school lunch program standards  
Food and Nutrition Service 76  
special education programs  
Clearinghouse on the Handicapped 76  
trade and technical schools  
Federal Trade Commission 79  
National Association of Trade & Technical Schools 44  
State and Local Consumer Protection Offices 45  
teras  
Department of Veterans Benefits 80  
Education, Department of 76  
Elderly. *SEE* Aging  
Electronic funds transfer. *SEE ALSO* Banks  
Federal Trade Commission 79  
Financial Management Service 78  
Electronics, consumer  
Electronic Industries Association 43  
Federal Trade Commission 79  
State and Local Consumer Protection Offices 45  
Emergency preparedness.  
*SEE ALSO* Disasters  
Federal Emergency Management Agency 79  
Emergency Preparedness and Response 79  
Emission control standards  
*SEE* Automobiles  
Employment  
discrimination  
Equal Employment Opportunity Commission 79  
President's Committee on Employment of the Handicapped 80  
health benefits  
Pension and Welfare Benefits Administration 78  
labor disputes  
American Arbitration Association 42  
National Labor Relations Board 80  
relocation, training, and assistance  
Employment and Training Administration 78  
State Vocational and Rehabilitation Agencies 67  
unfair labor practices  
Employment Standards Administration 78

- Employment—Continued  
 National Labor Relations Board 80  
 veterans  
 Office of Assistant Secretary for  
 Veterans' Employment and  
 Training 78  
 wage issues (minimum and overtime)  
 Employment Standards  
 Administration 78  
 workers' compensation  
 Employment Standards  
 Administration 78  
 workplace economic changes  
 Employment Standards  
 Administration 78  
 workplace safety  
 Employment Standards  
 Administration 78  
 Occupational Safety and Health  
 Administration 78  
 workplace technological changes  
 Employment Standards  
 Administration 78
- Employment agencies  
 Federal Trade Commission 79  
 National Association of Personnel  
 Consultants 44  
 State and Local Consumer Protection  
 Offices 45
- Employment and Training Administration 78
- Employment Standards Administration 78
- Energy  
 alternative fuels  
 Office of Conservation and Renewable  
 Energy 76  
 check local telephone directory for  
 state energy conservation office  
 conservation  
 Conservation and Renewable Energy  
 Inquiry and Referral Service 76  
 National Appropriate Technology  
 Assistance Service 76  
 Office of Conservation and Renewable  
 Energy 76  
 costs and billing  
 Department of Energy, Division of  
 Consumer Affairs 76  
 State Utility Commissions 65  
 efficiency labeling  
 Conservation and Renewable Energy  
 Inquiry and Referral Service 76  
 Federal Trade Commission 79  
 regulation  
 State Utility Commissions 65  
 renewable and solar  
 Conservation and Renewable Energy  
 Inquiry and Referral Service 76  
 National Appropriate Technology  
 Assistance Service 76  
 Tennessee Valley Authority 80  
 weatherization assistance  
 Office of Conservation and Renewable  
 Energy 76
- Energy, Department of 76
- Environment  
 hazards  
 Asbestos Hotline 79  
 Chemical Emergency Preparedness  
 Program Hotline 79  
 National Pesticides  
 Telecommunications Network 79  
 National Response Center 78
- Resource Conservation and Recovery  
 Act (RCRA)/Superfund Hotline 79  
 Safe Drinking Water Hotline 79  
 Toxic Substances Control Act  
 Assistance Information Service 79  
 information  
 Environmental Protection Agency,  
 Public Information Center 79  
 program fraud, waste or abuse  
 Environmental Protection Agency,  
 Inspector General's Whistle  
 Blower Hotline 79
- Environmental Protection Agency 79
- Equal employment opportunity  
 Equal Employment Opportunity  
 Commission 79  
 President's Committee on Employment  
 of the Handicapped 80
- Eubie Smart Tips  
 Airline Passenger Tips 44  
 Auto Repairs 38  
 Choosing Long Distance Service 30  
 Contracts 60  
 Counterfeit Products 80  
 Credit Cards 62  
 First Things First 40  
 Health Fraud 41  
 Home Improvements 58  
 Mail Order 64  
 Telephone Solicitations 75  
 Teleshopping 70  
 Used Cars 30  
 Vacation Certificates and Travel  
 Clubs 74  
 Warranties/Guarantees 57
- Exchange services  
 Military Commissary and Exchange  
 Contacts 73
- Explosives  
 Bureau of Alcohol, Tobacco and  
 Firearms 78
- Fabrics. SEE ALSO Clothing  
 American Textile Manufacturers  
 Institute 42  
 content labeling  
 Federal Trade Commission 79
- Family records  
 National Archives and Records  
 Administration 80
- Farm programs  
 farm loans  
 Farmers Home Administration 76  
 fraud, waste or abuse  
 Department of Agriculture, Inspector  
 General's Hotline 76  
 information  
 Cooperative Extension Service 76  
 Department of Agriculture, Office of  
 Information 76
- Farmers Home Administration 76
- Federal agencies  
 Federal Information Centers 75  
 Federal TDD Directory 81  
 Selected Federal Agencies 76
- Federal Aviation Administration 78
- Federal Bureau of Investigation 77
- Federal Communications Commission 79
- Federal Deposit Insurance Corporation 79
- Federal Emergency Management  
 Agency 79
- Federal Home Loan Bank Board 79
- Federal Information Centers 75
- Federal Insurance Administration, Federal  
 Emergency Management Agency 79
- Federal Maritime Commission 79
- Federal notices and regulations  
 Federal Register, National Archives  
 and Records Administration 80
- Federal property  
 monuments, parks  
 National Park Service 77  
 surplus sales  
 General Services Administration 79
- Federal Railroad Administration 78
- Federal Register 80
- Federal Reserve System 79
- Federal Student Financial Aid Program 76
- Federal TDD Directory 81
- Federal Trade Commission 79
- Financial aid to students  
 Federal Student Financial Aid  
 Program 76
- Financial Management Service 78
- Fire insurance  
 State Insurance Regulators 63
- Fire prevention  
 indoors  
 Product Safety Hotline 76  
 outdoors  
 U.S. Fire Administration 79
- Firearms  
 Bureau of Alcohol, Tobacco and  
 Firearms 73
- Fireworks  
 Product Safety Hotline 76  
 State and Local Consumer Protection  
 Offices 45
- Fish and seafood  
 fishing  
 U.S. Fish and Wildlife Service 77  
 inspection  
 National Marine Fisheries Service 76  
 management  
 U.S. Fish and Wildlife Service 77  
 nutrition information and recipes  
 National Marine Fisheries Service 76
- Fitness. SEE Health
- Flammable fabrics SEE Clothing; Fabrics
- Flood insurance  
 Federal Insurance Administration 79
- Food and Drug Administration 77
- Food and nutrition  
 assistance programs  
 Food and Nutrition Service 76  
 fish and seafood  
 National Marine Fisheries Service 76  
 fraud, waste or abuse  
 Department of Agriculture, Inspector  
 General's Hotline 76  
 grading and inspection  
 Agricultural Marketing Service 76  
 packaging, labeling, quality, and safety  
 (except meat and poultry)  
 Food and Drug Administration 77

- Food and Nutrition—Continued
- Food stamps
    - Food and Nutrition Service 76
      - check local telephone directory for public welfare or social services office
    - meat and poultry labeling, quality, and safety
      - Food Safety and Inspection Service 76
    - Meat and Poultry Hotline 76
    - nutrition labeling
      - Food and Drug Administration 77
      - Human Nutrition Information Service 76
    - school lunch program
      - check local telephone directory for school board or superintendent of schools
    - school lunch program standards
      - Food and Nutrition Service 76
    - tampering
      - Federal Bureau of Investigation 77
      - Food and Drug Administration 77
    - turkey
      - Food Safety and Inspection Service 76
      - National Turkey Federation 44
  - Food and Nutrition Service 76
  - Food Safety and Inspection Service 76
  - Food stamps
    - Food and Nutrition Service 76
      - check local telephone directory for public welfare or social services office
  - Foreign countries
    - U.S. citizens' problems abroad Overseas Citizen Services 78
  - Franchises/Business opportunities
    - Better Business Bureaus 39
    - Federal Trade Commission 79
    - State and Local Consumer Protection Offices 45
  - Fraudulent advertising. *SEE* Advertising
  - Freight. *SEE* specific forms of transportation (e.g. Railroads)
  - Fuel economy
    - standards
      - National Highway Traffic Safety Administration 78
    - testing and labeling
      - Environmental Protection Agency, Public Information Center 79
  - Funerals
    - Cemetery Consumer Service Council 43
    - Department of Memorial Affairs 80
    - Federal Trade Commission 79
    - Funeral Service Consumer Action Program (ThanaCAP) 43
    - Monument Builders of North America 43
    - State and Local Consumer Protection Offices 45
  - Furniture
    - manufacturing defects
      - Furniture Industry Consumer Action Panel (FICAP) 43
    - safety
      - Product Safety Hotline 76
  - Futures. *SEE* Commodity futures and options
  - Gardening
    - Department of Agriculture, Office of Information 76
  - Gasoline pumps
    - SEE* Weights and measures
  - Genealogy
    - National Archives and Records Administration 80
  - General Services Administration 79
  - Government checks
    - Financial Management Service 78
  - Government Printing Office 79
  - Government publications
    - Consumer Information Center 76
    - Government Printing Office 79
    - National Archives and Records Administration, Publications Services 80
    - Selected Federal Agencies 76
  - Guarantees. *SEE* Warranties/Guarantees
  - Handicapped. *SEE* Disabled/Handicapped
  - Hazardous products
    - Product Safety Hotline 76
  - Hazardous substance spills and waste
    - Chemical Emergency Preparedness Program Hotline 79
    - National Pesticides Telecommunications Network 79
    - National Response Center 78
    - Resource Conservation and Recovery Act (RCRA)/Superfund Hotline 79
    - Safe Drinking Water Hotline 79
    - Toxic Substances Control Act Assistance Information Service 79
  - Health
    - AIDS Hotline 77
    - ambulances. *SEE* Ambulances
    - Cancer Hotline 77
    - discrimination in services
      - Department of Health and Human Services, Office for Civil Rights 77
    - doctors. *SEE* health care professionals
    - elderly. *SEE* Aging
    - employee benefits
      - Pension and Welfare Benefits Administration 78
    - exercise and fitness
      - National Health Information Center 77
      - President's Council on Physical Fitness and Sports 77
    - fraud
      - Eubie Smart Tip 41
      - Federal Trade Commission 79
      - Food and Drug Administration 77
      - State and Local Consumer Protection Offices 45
    - health maintenance organizations (HMOs)
      - Office of Prepaid Health Care 77
    - health spas
      - Federal Trade Commission 79
      - State and Local Consumer Protection Offices 45
    - hospital care for the indigent
      - Hill-Burton Free Hospital Care Hotline 77
    - hospital certification
      - Health Standards and Quality Bureau 77
    - information
      - National Health Information Center 77
    - insurance disputes
      - State Insurance Regulators 63
  - Health—Continued
    - job health and safety
      - Occupational Safety and Health Administration 78
    - medical devices
      - Food and Drug Administration 77
    - medical records
      - State and Local Consumer Protection Offices 45
    - Medicare/Medicaid
      - Health Care Financing Administration 77
      - Social Security Administration 77
    - medicine (prescription and over-the-counter)
      - Food and Drug Administration 77
    - patient education
      - Food and Drug Administration 77
    - preferred provider organizations (PPOs)
      - Office of Prepaid Health Care 77
    - prescription drugs
      - Food and Drug Administration 77
    - rare diseases
      - National Health Information Center 77
    - services for the disabled
      - Federal TDD Directory 81
      - State Vocational and Rehabilitation Agencies 67
    - surgery
      - Second Surgical Opinion Program 77
    - veterans
      - Veterans' Administration, Department of Medicine and Surgery 80
  - Health and Human Services Department of 77
  - Health Care Financing Administration 77
  - Health care professionals (doctors, dentists, nurses, technicians, therapists)
    - Occupational and Professional Licensing Boards 5
    - State and Local Consumer Protection Offices 45
  - Health insurance. *SEE* insurance
  - Hearing aids
    - Federal Trade Commission 79
    - Food and Drug Administration, 77
    - State and Local Consumer Protection Offices 45
  - Hearing impairment. *SEE* ALSO Disabled/Handicapped; Hearing aids
    - Better Hearing Institute
    - Federal TDD Directory 81
    - Hearing Industries Association 43
  - Heating fuel
    - information
      - Department of Energy 76
    - safety
      - Product Safety Hotline 76
  - Hill-Burton Free Hospital Care Hotline 77
  - Historic sites (national)
    - National Park Service 77
  - Historical documents
    - National Archives and Records Administration 80
  - Home builders
    - National Association of Home Builders 44

- Home equity loans. **SEE ALSO** Banks  
Federal Home Loan Bank Board 79  
Office of Fair Housing and Equal  
Opportunity 77
- Home improvement loans.  
**SEE ALSO** Banks  
discrimination  
Office of Fair Housing and Equal  
Opportunity 77  
insurance  
Title Insurance Division 77
- Home improvements/remodeling  
Eubie Smart Tip 58  
National Association of Home  
Builders 44  
State and Local Consumer Protection  
Offices 45
- Home mortgages. **SEE ALSO** Banks  
discrimination  
Office of Fair Housing and Equal  
Opportunity 77  
Federal Home Loan Bank Board 79  
FHA Mortgages  
Office of Single Family Housing 77  
insurance  
Office of Single Family Housing 77  
Home Owners Warranty Program 43  
Insurance Information Institute 43  
State Insurance Regulators 63
- Home study  
Department of Education, Consumer  
Affairs Staff 76  
National Home Study Council 44  
State and Local Consumer Protection  
Offices 45
- Homeowners insurance  
Home Owners Warranty Program 43  
Insurance Information Institute 43  
State Insurance Regulators 63
- Hospital  
certification  
Health Standards and Quality  
Bureau 77  
discrimination  
Department of Health and Human  
Services, Office for Civil Rights 77
- Hotels and motel  
American Hotel and Motel Association 42
- Hotlines (federal)  
AIDS Hotline 77  
Asbestos Hotline 79  
Auto Safety Hotline 78  
Boating Safety Hotline 78  
Cancer Hotline 77  
Chemical Emergency Preparedness  
Program Hotline 79  
Counterfeit Goods Hotline 78  
Inspector General's Hotlines.  
**SEE** Inspector General's Hotlines  
Meat and Poultry Hotline 76  
Narcotics/Drug Smuggling Hotline 78  
National Clearinghouse on Bilingual  
Education Hotline 76  
Product Safety Hotline 76  
Resource Conservation and Recovery  
Act (RCRA)/Superfund Hotline 79  
Safe Drinking Water Hotline 79
- Housing. **SEE ALSO** Home equity loans;  
home improvement loans; Home  
improvements; Home mortgages
- Housing—Continued  
discrimination  
Office of Fair Housing and Equal  
Opportunity 77  
manufactured and mobile homes  
Manufactured Housing and  
Construction Standards  
Division 77  
rehabilitation loans  
Office of Urban Rehabilitation 77
- Housing and Urban Development,  
Department of 77
- Housing loans. **SEE** Home mortgages
- How to be a Smart Consumer 1
- How to Get the Most for Your Money and  
Avoid Purchasing Problems 1
- How to Handle Your Own Complaint 2
- Human Nutrition Information Service 76
- Humane societies  
check local telephone directory for  
nearest location  
State and Local Consumer Protection  
Offices 45
- Hunting  
National Park Service 77  
U.S. Fish and Wildlife Service 77
- Immigration and Naturalization Service 77
- Immunizations  
foreign travel  
Overseas Citizen Services 78  
safety  
Food and Drug Administration 77  
students  
check local telephone directory for  
school board or superintendent of  
schools
- Imported goods. **SEE ALSO** specific goods  
(i.e., Automobiles)  
counterfeit  
Eubie Smart Tip 80  
U.S. Customs Service 78  
other  
Federal Trade Commission 79
- Indians  
Bureau of Indian Affairs 77
- Indigent hospital care  
Hill-Burton Free Hospital Care Hotline 77
- Indoor air quality  
Environmental Protection Agency Public  
Information Center 79
- In-home sales. **SEE** Direct selling
- Inspector General's Hotlines (federal  
agencies)  
Department of Agriculture 76  
Environmental Protection Agency,  
Whistle Blower Hotline 79  
Department of Health and Human  
Services 77
- Insurance  
automobile **SEE** Automobiles  
business  
Insurance Information Institute 43  
dispute resolution  
American Arbitration Association 42  
BBB National Consumer Arbitration  
Program 42
- Insurance—Continued  
State Insurance Regulators 63  
flood  
Federal Emergency Management  
Agency 75  
health and life  
American Council of Life  
Insurance/Health Insurance  
Association of America 42  
State and Local Consumer Protection  
Offices 45  
State Insurance Regulators 63  
loan  
Title Insurance Division 77  
mortgage  
Home Owners Warranty Program 43  
Insurance Information Institute 43  
Office of Single Family Housing 77  
State Insurance Regulators 63  
property and casualty  
Insurance Information Institute 43  
State Insurance Regulators 63  
unemployment  
Employment and Training  
Administration 78  
veterans' life insurance  
Department of Veterans Benefits 80
- Interference (radio, telephone, and  
television)  
Federal Communications  
Commission 79
- Interior, Department of the 77
- Internal Revenue Service 78
- International mail (duty assessment)  
U.S. Customs Service 78
- Interstate Commerce Commission 80
- Interstate Land Sales Registration 77
- Investments. **SEE ALSO** Commodity  
futures and options; Securities; Stocks  
and bonds  
Federal Trade Commission 79  
Securities and Exchange  
Commission 80  
State and Local Consumer Protection  
Offices 45
- Job assistance, Training, Health and Safety.  
**SEE** Employment; Labor, Department of  
Justice, Department of 77
- Labeling and packaging. **SEE ALSO**  
Appliances; Clothing; Cosmetics; Drugs,  
Energy; Fabrics; Food and nutrition  
Federal Trade Commission 79  
Product Safety Hotline 76
- Labor, Department of 78
- Labor unions  
constitutions and by-laws, elections, and  
financial reports  
Office of Labor-Management  
Standards 78  
labor-management programs  
Bureau of Labor-Management  
Relations and Cooperative  
Programs 78  
member rights  
Office of Labor-Management  
Standards 78
- Land sales (interstate)  
Interstate Land Sales Registration 77
- Laws  
Cooperative Extension Service 76

- Lawyers**  
 Major Sources of Help, Private Lawyers 6  
 check with your State and Local Consumer Protection Office for additional contacts
- Leasing**  
 Federal Trade Commission 79
- Legal aid/services**  
 Legal Aid and Legal Services 6  
 check with your State and Local Consumer Protection Office for additional contacts
- Licensing boards**  
 (occupational and professional)  
 Occupational and Professional Licensing Boards 5  
 State and Local Consumer Protection Offices 45
- Life insurance** *SEE* Insurance
- Limited partnerships**  
 Securities and Exchange Commission 80
- Liquor** *SEE* Alcoholic beverages
- Loans** *SEE ALSO* Banks; Credit; Home equity loans; Home improvement loans; Home mortgages  
 discrimination  
 Comptroller of the Currency 78  
 Federal Deposit Insurance Corporation 79  
 Federal Home Loan Bank Board 79  
 Federal Reserve System 79  
 Office of Fair Housing and Equal Opportunity 77
- farm**  
 Farmers Home Administration 76
- FHA mortgages**  
 Office of Single Family Housing 77
- FmHA insured**  
 Farmers Home Administration 76
- insurance.** *SEE* Insurance  
 neighborhood commercial property investment  
 Office of Urban Rehabilitation 77
- settlement costs**  
 Office of Single Family Housing 77
- small business**  
 Small Business Administration 80
- Long-term health care.** *SEE ALSO* Aging; Health; Nursing homes  
 American Health Care Association 42
- Magazine subscriptions**  
 Magazine Publishers Association 43  
 Publishers Clearing House 24  
 State and Local Consumer Protection Offices 45  
 Subscription Research Section 80
- Mail fraud and misrepresentation**  
 U.S. Postal Service 80
- 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 43
- Major Sources of Help** 4
- Manufactured Housing and Construction**  
 Standards Division 77
- Maps**  
 U.S. Geological Survey 77
- Mass Media Bureau** 79
- Mass transit**  
 State and Local Consumer Protection Offices 45
- Measureme.**  
*SEE* Weights and Measures
- Meat and poultry.** *SEE* Food and nutrition
- Meat and Poultry Hotline** 76
- Medals (national)**  
 U.S. Mint 78
- Medicaid**  
 complaints  
 Social Security Administration 77  
 discrimination  
 Health Care Financing Administration 77  
 fraud  
 Department of Health and Human Services, Inspector General's Hotline 77  
 hospital and nursing home certification  
 Health Standards and Quality Bureau 77  
 policy information  
 Health Care Financing Administration 77
- Medical care** *SEE* Ambulances; Health; Health care professionals
- Medical devices**  
 Food and Drug Administration 77
- Medical doctors.** *SEE* Health care professionals
- Medical records**  
 State and Local Consumer Protection Offices 45
- Medicare**  
 complaints, general  
 Social Security Administration 77  
 discrimination  
 Health Care Financing Administration 77  
 eligible PPOs  
 Office of Prepaid Health Care 77  
 fraud  
 Office of Prepaid Health Care 77  
 hospital and nursing home certification  
 Health Standards and Quality Bureau 77  
 policy information  
 Health Care Financing Administration 77
- Medicines.** *SEE* Drugs; Health
- Medigap**  
 American Council of Life Insurance/Health Insurance Association of America 42  
 Health Care Financing Administration 77  
 State and Local Consumer Protection Offices 45
- Metric system**  
 Office of Metric Programs 76
- Military services** *SEE ALSO* Veterans  
 Military Commissary and Exchange Contacts 73
- Mine safety**  
 Department of the Interior Consumer Affairs Administrator 77  
 Mine Safety and Health Administration 78
- Mine Safety and Health Administration** 78
- Minerals**  
 Department of the Interior, Consumer Affairs Administrator 77
- Minimum wage**  
 Employment Standards Administration 78
- Mobile homes**  
 Manufactured Housing and Construction Standards Division 77
- Money-back guarantees** *SEE* Warranties/Guarantees
- Money market funds.** *SEE* Investments
- Monuments**  
 cemetery  
 Monument Builders of North America 43  
 national  
 National Park Service 77
- Mortgages.** *SEE* Home mortgages
- Motels.** *SEE* Hotels and motels
- Motor vehicles.** *SEE* Automobiles
- Moving and storage companies**  
 interstate (between states)  
 Interstate Commerce Commission 80  
 State and Local Consumer Protection Offices 45  
 intrastate (inside the state)  
 State Utility Commission 65  
 State and Local Consumer Protection Offices 45
- Mutual funds** *SEE* Investments, Stocks and bonds
- Narcotics** *SEE* Drugs
- Narcotics/Drug Smuggling Hotline** 78
- National Archives and Records Administration** 80
- National Bureau of Standards** 76
- National Center on Child Abuse and Neglect** 77
- National Clearinghouse on Bilingual Education Hotline** 76
- National Credit Union Administration** 80
- National Health Information Center** 77
- National Highway Traffic Safety Administration** 78
- National Labor Relations Board** 80
- National Marine Fisheries Service** 76
- National Park Service** 77
- National Pesticides Telecommunications Network** 79
- National Runaway Switchboard** 77
- National Weather Service** 76
- Natural resources.** *SEE* Resource conservation; specific resources
- Naturalization**  
 Immigration and Naturalization Service 77
- Noise level standards for aircraft.**  
*SEE* Aircraft
- Nuclear Regulatory Commission** 80

- Nursing homes  
 American Health Care Association 42  
 certification  
 Health Care Financing Administration 77  
 Health Standards and Quality Bureau 77  
 discrimination  
 Department of Health and Human Services, Office for Civil Rights 77  
 information  
 American Health Care Association 42  
 State and Local Consumer Protection Offices 45  
 Veterans' Administration 80
- Nutrition. **SEE** Food and nutrition
- Occupational and professional licensing boards  
 Major Sources of Help 4  
 State and Local Consumer Protection Offices 45
- Occupational Safety and Health Administration 78
- Ocean freight  
 Federal Maritime Commission 79
- Odometer tampering and fraud.  
**SEE** Automobiles
- Office for Civil Rights, Department of Health and Human Services 77
- Office of Child Support Enforcement 77
- Office of Consumer Affairs, Department of Commerce 76
- Office of Disaster Assistance Programs 79
- Office of Fair Housing and Equal Opportunity 77
- Office of Informal Inquiries and Complaints, Federal Maritime Commission 79
- Office of Information, Department of Agriculture 76
- Office of Intergovernmental and Consumer Affairs, Department of Transportation 78
- Office of Labor-Management Standards 78
- Office of Metric Programs 76
- Office of Prepaid Health Care 77
- Office of Public Affairs, Department of Education 76
- Office of Public Affairs, Environmental Protection Agency 79
- Office of Public Affairs, Veterans Administration 80
- Office of Scientific and Technical Information, Department of Energy 76
- Office of Single Family Housing 77
- Office of the Assistant Secretary for Veterans' Employment and Training 78
- Office of the Consumer Advisor, Department of Agriculture 76
- Office of Urban Rehabilitation 77
- Oil resources  
 Department of Energy 76  
 Department of the Interior 77
- Oil spills  
 National Response Center 78
- Overseas Citizen Services 78
- Overtime pay  
 Employment Standards Administration 78
- Package tours. **SEE** Travel: Tours and tour packages, Vacation packages
- Parks (national)  
 National Park Service 77
- Passport Services 78
- Patent and Trademark Office 76
- Pension and Welfare Benefits Administration 78
- Pension Benefit Guaranty Corporation 80
- Pension insurance  
 Pension Benefit Guaranty Corporation 80
- Pension plans  
 Pension and Welfare Benefits Administration 78  
 Pension Benefit Guaranty Corporation 80
- Personnel consultants. **SEE** Employment agencies
- Pesticides  
 National Pesticides Telecommunications Network 79
- Pets. **SEE** Animal care and veterinary services
- Pharmaceuticals. **SEE** Drugs
- Pharmacies  
 State and Local Consumer Protection Offices 45
- Photo finishing. **SEE** Cameras and Photographic equipment
- Physical fitness. **SEE** Health
- Physical handicaps.  
**SEE** Disabled/Handicapped
- Physicians. **SEE** Health care professionals
- Poisoning  
 National Pesticides Telecommunications Network 79
- Political advertising  
 Federal Communications Commission 79
- Pollution  
 Environmental Protection Agency 79
- Post offices/Postal service  
 closing appeals  
 Postal Rate Commission 80  
 complaints (including mail fraud)  
 U.S. Postal Service 80  
 postal rates  
 Postal Rate Commission 80
- Poultry. **SEE** Food and nutrition
- Power plants  
 electric  
 Edison Electric Institute 43  
 State Utility Commissions 65  
 nuclear  
 Nuclear Regulatory Commission 80  
 State Utility Commissions 65
- President's Committee on Employment of the Handicapped 80
- President's Council on Physical Fitness and Sports 77
- Private schools  
 check with your State and Local Consumer Protection Office for contacts
- Product quality  
 Department of Commerce, Office of Consumer Affairs 76
- Product safety. **SEE ALSO** Safety  
 Product Safety Hotline 76
- Public Information Center, Environmental Protection Agency 79
- Public lands  
 Bureau of Land Management 77
- Public school:  
 check local telephone directory for local school board or superintendent of schools
- Public transportation:  
 check with your State and Local Consumer Protection Offices for contacts
- Publications Services, National Archives and Records Administration 80
- Publications Service Section, Government Printing Office 79
- Pyramid schemes  
 Federal Trade Commission 79  
 State and Local Consumer Protection Offices 45
- Quarantine of animals  
**SEE** Animals
- Radio (citizen and amateur)  
 Federal Communications Commission 79
- Radio/Television broadcast, e.g.  
**SEE** Broadcasting, Interference, Political advertising; Radio; Television
- Radioactive materials  
 Nuclear Regulatory Commission 80
- Radiological products,  
 Food and Drug Administration 77
- Railroad Retirement Board 80
- Railroads  
 employee benefits  
 Railroad Retirement Board 80  
 hazardous freight and cargo/safety  
 Federal Railroad Administration 78  
 rates, service, and claims  
 Interstate Commerce Commission 80
- Real estate  
 interstate  
 Interstate Land Sales 77  
 practices and settlement procedures  
 Office of Single Family Housing 77  
 State and Local Consumer Protection Offices 45
- Recalls. **SEE** Automobiles, Boating  
 other consumer products  
 Product Safety Hotline 76



- Rehabilitation  
 urban housing  
 Office of Urban Rehabilitation 77  
 vocational  
 Federal TDD Directory 81  
 State Vocational and Rehabilitation  
 Agencies 67
- Remodeling. **SEE** Home improvements
- Renewable energy. **SEE** Energy
- Rent control  
 check with your State and Local  
 Consumer Protection Office for  
 contacts
- Repairs and repair facilities  
 automobiles. **SEE** Automobiles  
 other products  
 State and Local Consumer Protection  
 Offices 45
- Resorts. **SEE ALSO** Hotels and motels;  
 Travel; Vacation resort timesharing  
 American Hotel and Motel  
 Association 42  
 Eubie Smart Tip 74
- Resource conservation:  
 Department of Energy 76  
 Department of the Interior, Consumer  
 Affairs Administrator 77  
 Environmental Protection Agency 79  
 Tennessee Valley Authority 80
- Resource Conservation and Recovery Act  
 (RCRA)/Superfund Hotline 79
- Retirement benefits/plans.  
**SEE ALSO** Pension plans  
 Social Security Administration 77
- Rugs  
 Carpet and Rug Institute 42  
 flammability standards  
 Product Safety Hotline 76
- Runaway children  
 National Runaway Switchboard 77
- Safe Drinking Water Hotline 79
- Safety. **SEE ALSO** Aircraft; Appliances;  
 Automobiles; Boating; Drugs; Food and  
 Nutrition; Toy; Traffic  
 other consumer products  
 Product Safety Hotline 76
- Sale advertisements and flyers  
 Federal Trade Commission 79  
 State and Local Consumer Protection  
 Offices 45
- Sample Complaint Letter 3
- Savings and loan institutions (S&Ls)  
 Federal Home Loan Bank Board 79
- Savings Bonds  
 Bureau of the Public Debt 79  
 U.S. Savings Bond Division 79
- School lunch programs  
 check local telephone directory for  
 school board or superintendent of  
 schools
- School lunch program standards  
 Food and Nutrition Service 76
- Schools. **SEE** Education; Private schools;  
 Public schools
- Seafood. **SEE** Fish and seafood; Food and  
 nutrition
- Second Surgical Opinion Program 77
- Securities  
 dispute resolution  
 National Association of Securities  
 Dealers, Inc. 44  
 information/regulation  
 Securities and Exchange  
 Commission 80
- Securities and Exchange Commission 80
- Selected Federal Agencies 76
- Senior citizens. **SEE** Aging
- Services for the disabled.  
**SEE** Disabled/Handicapped
- Single family housing. **SEE** Housing
- Sleepwear. **SEE** Clothing
- Small Business Administration 80
- Small Claims Courts 6
- Soap  
 Food and Drug Administration 77  
 The Soap and Detergent Association 44
- Social Security. **SEE ALSO** Aging  
 benefits  
 Social Security Administration 77  
 fraud  
 Department of Health and Human  
 Services, Inspector General's  
 Hotline 77  
 Social Security Administration 77
- Social services. **SEE ALSO** Aging;  
 Disabled/Handicapped; Health; Welfare  
 State and Local Consumer Protection  
 Offices 45
- Solar energy. **SEE** Energy
- Speech impairment.  
**SEE** Disabled/Handicapped
- Sports. **SEE ALSO** Health  
 equipment safety  
 Product Safety Hotline 76  
 President's Council on Physical  
 Fitness and Sports 77
- Standard & Poor's Register of Corporations,  
 Directors and Executives 2
- Standards (measurement).  
**SEE ALSO** Weights and measures  
 National Bureau of Standards 76  
 State Weights and Measures  
 Offices 71
- State, Department of 78
- State Agencies on Aging 59
- State Banking Authorities 61
- State, County, and City Government  
 Consumer Protection Offices 45
- State Insurance Regulation 65
- State Utility Commissions 65
- State Vocational and Rehabilitation  
 Agencies 67
- State Weights and Measures Offices 71
- Steamship carriers  
 Federal Maritime Commission 79
- Steno equipment  
 Electronic Industries Association 43
- Stocks and bonds. **SEE ALSO** Investments  
 dispute resolution  
 National Association of Securities  
 Dealers, Inc. 44
- Stocks and bonds—Continued  
 regulation  
 Securities and Exchange  
 Commission 80
- Student aid  
 Federal Student Financial Aid  
 Program 76
- Subscription Research Section,  
 Government Printing Office 79
- Supermarket scales  
 State Weights and Measures  
 Offices 71
- Supplemental Security Income (SSI)  
 Social Security Administration 77
- Surgery. **SEE** Health; Health care  
 professionals
- Surplus property sales (Federal)  
 General Services Administration 79
- Survivor benefits  
 Department of Veterans Benefits 80  
 Social Security Administration 77
- Take Pride in America Program  
 Department of the Interior, Consumer  
 Affairs Administrator 77
- Tampering  
 food or drugs  
 Federal Bureau of Investigation 77  
 Food and Drug Administration 77  
 State and Local Consumer Protection  
 Offices 45  
 odometer  
 Auto Safety Hotline 78  
 State and Local Consumer Protection  
 Offices 45
- Taxes  
 federal  
 Internal Revenue Service 78  
 state and local  
 check with your State and Local  
 Consumer Protection Office for  
 contacts
- Telecommunications devices for the deaf  
 Federal TDD Directory 81
- Telegraphs  
 Federal Communications Commission 79
- Telemarketing  
 Federal Trade Commission 79  
 State and Local Consumer Protection  
 Offices 45
- Telephone service  
 local service  
 check local telephone directory for  
 customer assistance  
 State and Local Consumer Protection  
 Offices 45  
 long distance service  
 Federal Communications  
 Commission 79  
 telephone preference service (for  
 merchandise ordered using an "800"  
 number)  
 Direct Marketing Association 43  
 telephone solicitations  
 Eubie Smart Tip 75
- Telephones  
 Electronic Industries Association 43  
 Federal Communications Commission 79

- Teleshopping. **SEE ALSO** Direct marketing  
Eubie Smart Tip 70  
Federal Trade Commission 79
- Television  
broadcast regulation (including cable)  
Federal Communications  
Commission 79
- sets  
Electronic Industries Association 43
- television shopping networks.  
**SEE** Teleshopping
- Tennessee Valley Authority 80
- Textiles. **SEE** Clothing; Fabrics
- Third-party dispute resolution programs  
Trade Associations and Third-Party  
Dispute Resolution programs 42
- Thomas Register 2
- Timesharing.  
**SEE** Vacation resort timesharing
- Tires  
Auto Safety Hotline 78  
National Tire Dealers and Retreaders  
Association 44
- Tobacco products  
Bureau of Alcohol, Tobacco and  
Firearms 78
- Tours and tour packages. **SEE ALSO**  
Cruise ships; Travel; specific forms of  
transportation  
Eubie Smart Tip 74  
Federal Trade Commission 79  
U.S. Tour Operators Association 44
- Toxic fumes (indoors)  
Product Safety Hotline 76
- Toxic Substances Control Act Assistance  
Information Service 79
- Toy safety  
Product Safety Hotline 76  
Toy Manufacturers of America 44
- Trade  
domestic  
Department of Commerce, Office of  
Consumer Affairs 76  
Federal Trade Commission 79  
international  
Department of Commerce, Office of  
Consumer Affairs 76
- Trade and technical schools.  
**SEE** Education
- Trade Associations and Third-Party Dispute  
Resolution Programs 42
- Trademarks and patents  
Patent and Trademark Office 76
- Traffic safety  
National Highway Traffic Safety  
Administration 78
- Transportation. **SEE** specific forms of  
transportation (e.g. Airlines)
- Transportation, Department of 78
- Travel. **SEE ALSO** Airlines; Automobiles;  
Buses; Cruise ships; Railroads; Tours  
and tour packages; Travel agents;  
Vacation packages; Vacation resort  
timesharing  
club promotions and vacation  
certificates  
Eubie Smart Tip 74  
Federal Trade Commission 79
- Travel—Continued  
fraud  
Federal Trade Commission 79  
State and Local Consumer Protection  
Offices 45  
U.S. citizens' problems abroad  
Overseas Citizen Services 78
- Travel agents  
American Society of Travel Agents,  
Inc. 42
- Treasury, Department of the 78
- Treasury notes, bills, bonds, and securities  
Bureau of the Public Debt 78
- Trust companies  
Federal Reserve System 79
- Trucks  
freight  
Interstate Commerce Commission 80  
safety  
National Highway Traffic Safety  
Administration 78
- Unemployment  
Employment and Training  
Administration 78
- Unfair labor practices  
Employment Standards  
Administration 78
- Urban rehabilitation  
Office of Urban Rehabilitation 77
- U.S. citizens' problems abroad  
Overseas Citizen Services 78
- U.S. Coast Guard, Office of Boating, Public  
and Consumer Affairs 78
- U.S. Customs Service 78
- U.S. Fire Administration 79
- U.S. Fish and Wildlife Service 77
- U.S. Geological Survey 77
- U.S. Government departments. **SEE ALSO**  
specific department (e.g. Agriculture,  
Department of)  
Selected Federal Agencies 76
- U.S. Mint 78
- U.S. Postal Service 80
- U.S. Savings Bonds Division 79
- U.S. territories  
Department of the Interior, Consumer  
Affairs Administrator 77
- Used cars. **SEE** Automobiles
- Utilities  
State Utility Commissions 65
- Vacation packages. **SEE ALSO** Tours and  
Tour Packages; Travel  
Eubie Smart Tip 74  
State and Local Consumer Protection  
Offices 45
- Vacation resort timesharing  
Federal Trade Commission 79  
State and Local Consumer Protection  
Offices 45
- Veterans  
benefits  
Department of Veterans  
Benefits 80  
burial benefits  
Department of Memorial Affairs 80
- Veterans—Continued  
disability compensation  
Department of Veterans  
Benefits 80  
job counseling and training  
Office of the Assistant Secretary  
for Veterans' Employment and  
Training 78  
life insurance  
Department of Veterans  
Benefits 80  
medical care  
Department of Medicine and  
Surgery 80  
mortgages  
Office of Public Affairs 80  
VA hospitals  
Department of Medicine and  
Surgery 80  
Veterans Administration 80  
Video (cameras, cassette recorders and  
games)  
Electronic Industries Association 43  
State and Local Consumer Protection  
Offices 45  
Visa Services 78  
Visual impairment.  
**SEE** Disabled/Handicapped  
Vocational rehabilitation.  
**SEE ALSO** Disabled/Handicapped  
State Vocational and Rehabilitation  
Agencies 67  
Vocational schools  
Federal Trade Commission 79  
National Association of Trade &  
Technical Schools 44  
State and Local Consumer Protection  
Offices 45  
Wages (garnishment, minimum wage,  
overtime pay)  
Employment Standards  
Administration 78  
Warranties/Guarantees  
Eubie Smart Tip 57  
Federal Trade Commission 79  
Home Owners Warranty Program 43  
State and Local Consumer Protection  
Offices 45  
Weather  
National Weather Service 76  
Weatherization Assistance Inquiries,  
Office of Conservation and Renewable  
Energy 76  
Weight loss programs  
Cooperative Extension Service 76  
Federal Trade Commission 79  
Food and Drug Administration 77  
State and Local Consumer Protection  
Offices 45  
Weights and measures  
National Bureau of Standards 76  
State Weights and Measures  
Offices 76  
Welfare  
Social Security Administration 77  
State and Local Consumer Protection  
Offices 45  
Wildlife resources and refuges  
U.S. Fish and Wildlife Service 77  
Work-at-home schemes  
Federal Trade Commission 79  
State and Local Consumer Protection  
Offices 45  
U.S. Postal Service 80  
Workers' compensation  
Employment Standards  
Administration 78  
Writing a Complaint Letter 2

# 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 Transportation  
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  
Veterans Administration

---

Special recognition to members of the Consumer Affairs Council for their assistance with this publication and their role as consumer affairs representatives for Federal departments and agencies.

## **ACTION**

Mr. C. Wade Freeman

## **Administrative Conference of the United States**

Mr. Jeffrey Lubbers

## **Commission on Civil Rights**

Mr. Jay Neel

## **Commodity Futures Trading Commission**

The Honorable Fowler C. West

## **Consumer Product Safety Commission**

Mr. Daniel Rumelt

## **Department of Agriculture**

Ms. Ann Collins Chadwick

## **Department of Commerce**

Ms. Jewell F. Duval

## **Department of Defense**

Ms. Barbara Schoenberger

David J. Armor, Ph.D.

## **Department of Education**

Mr. Brian Lopina

## **Department of Energy**

Ms. Rose Bates

## **Department of Health and Human Services**

Mr. Neil Romano

## **Department of Housing and Urban Development**

Ms. Jayne Gallagher

## **Department of the Interior**

Andre / S. Adams, Ph.D.

## **Department of Justice**

Mr. Stephen R. Colgate

## **Department of Labor**

Mr. Al Cruz

## **Department of State**

Mr. Marshall Adair

## **Department of Transportation**

Mr. Hoyte B. Decker, Jr.

## **Department of the Treasury**

Ms. Dolly Wells

## **Equal Employment Opportunity Commission**

Mr. Johnnie L. Johnson, Jr.

## **Federal Communications Commission**

Ms. Patti Grace Smith

## **Federal Deposit Insurance Corporation**

Ms. Janice M. Smith

## **Federal Emergency Management Agency**

Mr. James P. McNeill

## **Federal Energy Regulatory Commission**

Ms. Rebecca Poe

## **Federal Home Loan Bank Board**

Mr. Jerry Selby

## **Federal Maritime Commission**

Mr. Geoffrey Rogers

## **Federal Reserve Board**

Ms. Ann Marie Bray

## **Federal Trade Commission**

Ms. Irene Jawter

## **General Services Administration**

Ms. Teresa Nasif

## **International Trade Commission**

Mr. Kenneth Mason

## **Interstate Commerce Commission**

Ms. Alice Ramsay

## **Merit Systems Protection Board**

Ms. Ada Kimsey

## **National Credit Union Administration**

Mr. Nicholas Veghts

## **National Transportation Safety Board**

Mr. Allan Pollock

## **Nuclear Regulatory Commission**

Mr. Johnnie Moore

## **Postal Rate Commission**

Ms. Maureen Drummy

## **Securities and Exchange Commission**

Ms. Bonnie M. Westbrook

## **Small Business Administration**

Mr. Paul Pumpian

## **Tennessee Valley Authority**

Ms. Sandra McMahan

## **United States Postal Service**

Ms. Ann McK. Robinson

## **Veterans Administration**

Ms. Rosa Maria Fontanez

---

The Federal Consumer Affairs Council was established by Presidential Executive Order 12160 in 1979. In 1981, President Reagan appointed Virginia H. Knauer, his Special Adviser for Consumer Affairs, Chairperson of the Council. The Council consists of the consumer affairs directors of some 41 Federal entities, including the executive branch as well as independent regulatory agencies.

Members meet quarterly for policy coordination briefings and discussions of administrative developments and concerns relating to Federal consumer activities. The Council addresses the information needs of Federal consumer affairs specialists through formal training programs.

---

### Additional assistance provided by:

Ms. Margaret Bassford  
Department of Transportation

Mr. J. Michael Clark  
Department of Justice

Ms. Lorraine Herbert  
National Archives and  
Records Administration

Ms. Melba Meador  
Environmental Protection Agency

Linda Mount, Ph.D.  
Department of Education

Mr. Olaf Otto  
Department of State

