

DOCUMENT RESUME

ED 352 550

CE 062 747

TITLE Consumer's Resource Handbook. 1992 Edition.  
 INSTITUTION Office of Consumer Affairs, Washington, D.C.  
 PUB DATE 92  
 NOTE 105p.  
 AVAILABLE FROM Handbook, Consumer Information Center, Pueblo, CO  
 81009.  
 PUB TYPE Guides - Non-Classroom Use (055) -- Reference  
 Materials - Directories/Catalogs (132)

EDRS PRICE MF01/PC05 Plus Postage.  
 DESCRIPTORS Adult Education; Adults; Consumer Economics; Consumer  
 Education; \*Consumer Protection; Decision Making;  
 Federal Government; Home Management; Merchandise  
 Information; \*Money Management; Private Agencies;  
 Public Agencies; Purchasing; Resources;  
 Responsibility; Safety; State Government

ABSTRACT

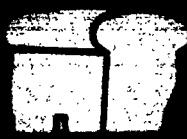
This handbook for consumers begins with information on its use, content, and other sources of help. The handbook is then divided into two sections. Part I, How to Be a Smart Consumer, lists tips on getting the most for your money, handling your own complaint, and writing a complaint letter. It provides information on the following consumer issues: airline travel; selecting child care; credit cards; environment; selecting a financial institution; health hoaxes, food fads, and dangerous diets; home improvements; home shopping; long distance telephone service; mail fraud; 900 numbers; protecting your credit rating and personal privacy; product safety warnings and recalls; choosing a school; smoke detectors; used cars/car repairs; and warranties and guarantees. Part II, which is updated every 2 years by the U.S. Office of Consumer Affairs, lists offices to contact for help with consumer problems or questions. It includes the following: corporate consumer contacts; car manufacturers; Better Business Bureaus; trade association and other resolution programs; state, county, and city government consumer protection offices; state agencies on aging; state banking authorities; state insurance regulators; state utility commissions; state vocational and rehabilitation agencies; state Weights and Measures offices; military commissary and exchange contacts; Federal Information Center; selected federal agencies; and Federal Telecommunications Devices for the Deaf directory. A subject index is provided. (YLB)

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# CONSUMER'S

## RESOURCE HANDBOOK



CE 062 747

United States Department of Education  
Washington, D.C.

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"Two out of every three dollars spent in America's marketplace are spent by individual consumers. These dollars help create jobs and opportunity for men and women across the country. They also contribute to a strong national economy.

The ingenuity of American business in meeting the demands of consumers has helped keep our markets growing and made our lives more comfortable. In our Nation's free enterprise system, we rely on the ability of consumers and private industry to balance each other's needs and interests in the marketplace, with government intervening only to ensure fairness and the safety of goods and services . . . "

*Excerpt from President Bush's 1990 Proclamation of National Consumers Week, April 22-28, 1990.*

# Consumer's Resource Handbook

Published by the United States Office of Consumer Affairs

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Grateful acknowledgement is made for generous contributions from:

Reader's Digest Association, Inc.	Nissan Motor Corporation
American Honda Motor Company, Inc.	Toyota Motor Sales, U.S.A., Inc.
American Express Company	Chrysler Motors Corporation
General Motors Corporation	Ford Motor Company

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

Department of Agriculture • 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 the Treasury  
Department of Veterans Affairs • Federal Communications Commission • Federal Deposit Insurance Corporation  
Federal Trade Commission • General Services Administration • National Credit Union Administration  
Postal Rate Commission • Small Business Administration • U.S. Consumer Product Safety Commission

Government Printing Office  
1992 Edition (Second Printing)

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

This publication is printed on recycled paper.

**U.S. Office of Consumer Affairs  
Washington, D.C.**



Dear Consumer:

I am delighted to introduce the sixth edition of the *Consumer's Resource Handbook*. This award-winning guide is one of the most popular books ever published by the Federal government.

Consumers are faced with many challenges and opportunities in today's complex marketplace. To compete in our ever-changing economy, consumers must have certain basic skills and a knowledge of what to do and where to go should problems arise. Educators, parents, business and consumer leaders, the media, and public officials share the responsibility and challenge of ensuring that Americans gain such knowledge and skills.

If each of these groups takes on that responsibility, everyone will benefit.

If you have a consumer complaint or problem, this guide provides the addresses and telephone numbers of sources to contact for help. Whether you are choosing a school or financial institution, protecting the environment or your privacy, or concerned about another consumer issue, the *Consumer's Resource Handbook* is filled with tips that will help you make smart choices.

I hope you find this *Handbook* useful.

Sincerely,

Ann Windham Wallace  
Director

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# Acknowledgments

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The U.S. Office of Consumer Affairs wishes to thank the following organizations and individuals for their invaluable assistance with the content of this *Handbook*.

Alliance Against Fraud in Telemarketing  
American Automobile Association  
American Bankers Association  
American Society of Travel Agents  
AT&T  
Bankcard Holders of America  
Blue Cross and Blue Shield Association  
Comptroller of the Currency (U.S.)  
Consumer Federation of America  
Council of Better Business Bureaus,  
Inc.  
Department of Education (U.S.)  
Direct Marketing Association  
Electronic Industries Association

Environmental Protection Agency (U.S.)  
Federal Communications Commission  
Federal Deposit Insurance Corporation  
Federal Trade Commission (U.S.)  
Florida Association of Better Business  
Organizations  
Food and Drug Administration (U.S.)  
Sylvia G. Grossman, Attorney, Roslyn,  
NY  
Howard University  
Information Industry Association  
Montgomery County (Maryland) Office  
of Consumer Affairs  
National Association for Family Day  
Care

National Association of Home Builders  
National Association of the Remodeling  
Industry  
National Association of Trade and  
Technical Schools  
National Automobile Dealers  
Association  
National Consumers League  
United States Telephone Association  
U.S. Consumer Product Safety  
Commission  
U.S. Fire Administration  
Washington, D.C. Department of  
Consumer and Regulatory Affairs  
WJLA-TV

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The U.S. Office of Consumer Affairs wishes to especially thank the members of this *Handbook's* focus group, whose many ideas and suggestions have contributed to the improvement of this publication.

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## How to Use this Handbook

The *Consumer's Resource Handbook* is divided into two sections. Part I, "How to be a Smart Consumer," lists tips on getting the most for your money, handling your own complaint and writing a complaint letter. Part I also provides tips on several consumer issues, including protecting personal privacy, finding child care and preventing credit card fraud.

Part II of the *Handbook*, which is updated every two years by the U.S. Office of Consumer Affairs, lists offices you can contact for help with consumer problems or questions. This section includes "Corporate Consumer Contacts," "Car Manufacturers," "Better Business Bureaus," "Trade Association and Other Dispute Resolution Programs," "State, County and City Government Consumer Offices," "Selected Federal Agencies," and "Military Commissary and Exchange Contacts." Check the "Table of Contents" for a complete list of the offices in this part of the book.

There is a subject "Index" at the back of the *Handbook* to help you locate information about specific topics.

## What's in the Handbook

### Corporate Consumer Contacts

Many companies have consumer affairs or customer relations departments to answer questions or help resolve consumer complaints.

The addresses and telephone numbers of more than 750 companies are listed in the "Corporate Consumer Contacts" section of this *Handbook*, beginning on page 16. If you write to the company, you may use the sample letter on page 6 as a guide for your own letter.

### Car Manufacturers

Most foreign and American car manufacturers have national or regional offices which handle consumer complaints not resolved by your local car dealer. The list of "Car Manufacturers" begins on page 41.

## Better Business Bureaus

There are approximately 200 Better Business Bureaus (BBBs) in the United States. These bureaus are non-profit organizations, sponsored by private local businesses. They offer a variety of services. These services include general information on products or services, reliability reports, background information on local businesses and organizations, and records of a company's complaint-handling performance.

The Council of Better Business Bureaus, which is sponsored by national companies, 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 begin on page 45.

## Trade Association and Other Dispute Resolution Programs

There are nearly 40,000 trade and professional associations in the United States, representing a variety of interests (for example, banking, insurance, clothing manufacturing) and professions (for example, accountants, lawyers, doctors, therapists).

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

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

A list of "Trade Association and Other Dispute Resolution Programs" begins on page 49.

## State, County and City Government Consumer Offices

State and local consumer protection offices can help you with consumer questions or problems. They are a

good source of information because many of them enforce consumer protection and fraud laws. State and local consumer protection offices can help you resolve consumer complaints and often provide consumer education information.

If you want to file a complaint, call your local consumer protection office to learn what you need to do. A list of state, county and city government consumer protection offices begins on page 52.

Many states also have special commissions and agencies to 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 65.

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

## Selected Federal Agencies

Many Federal government agencies can help you with consumer questions and complaints. A number of these agencies have enforcement authority and/or complaint-handling responsibilities. The Federal agencies listed, beginning on page 82, respond to consumer complaints and inquiries.

A list of Federal agencies with Telecommunications Devices for the Deaf (TDDs) begins on page 88.

## Military Commissary and Exchange Contacts

Interested consumers will find a list of "Military Commissary and Exchange Contacts" on page 80. The list includes the regional offices and headquarters for all the Armed Forces Exchanges and Commissaries.



# Other Sources of Help

## Libraries

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

## Media Programs

Local newspapers and radio and television stations often have "Action Line" or "Hot Line" services. These programs might be able to help consumers with their problems. Sometimes these programs, because of their influence in the community, are successful in helping to resolve consumer complaints. Some action lines select only the most severe problems or those that occur most frequently. They might not be able to handle every complaint.

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

## Occupational and Professional Licensing Boards

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

In addition to setting licensing standards, these boards also issue 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 might conduct an investigation and take

disciplinary action against the professional. This action can include probation or license suspension or revocation.

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

## Legal Help

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

### Small Claims Courts

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

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

If the party bringing the suit wins the case, the party who lost often will follow the court's decision without additional legal action. Sometimes, however, losing parties will not obey the decision. In these cases, the winning party can go back to court and ask for the order to be "enforced." Depending on local laws, the court might, 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 owed. Alternatively, if the person who owes the money receives a salary, the court might 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 the municipal, county or state government headings for small claims court offices. When you contact the court, ask the court clerk how to use the small claims court. To better understand the process, sit in on a small claims court session before taking your case to court. Many small claims courts have created dispute resolution programs to help citizens resolve their disputes. These dispute resolution processes (e.g., mediation and conciliation) often simplify the process. For example, in mediation, both people involved in the small claims dispute meet, sometimes in the evenings or weekends, and with the assistance of a neutral, third-party mediator, discuss the situation and create their own agreement.

Research indicates that if both people show up for the mediation, 85-90% of the time an agreement is reached. Just as importantly, researchers learned in follow-up, six months after the session, that 85% of the agreements were "substantially fulfilled."

Considering this, when you contact your small claims court, ask first about their mediation or conciliation process.

For additional information about dispute resolution, contact the American Bar Association, Standing Committee on Dispute Resolution, 1800 M Street, N.W., Washington, D.C. 20036, (202) 331-2258.

### Legal Aid Offices

Legal Aid offices help individuals who cannot afford to hire private lawyers. There are more than 1,000 of these offices around the country staffed by lawyers, paralegals and law students. All offer free legal services to those who qualify. Funding is provided by a variety of sources, including Federal, state and local governments and private donations. Many law schools nationwide conduct clinics in which law students, as part of their training, assist practicing lawyers with these cases.

Legal Aid offices generally offer legal assistance with such problems as landlord-tenant relations, credit, utilities, family issues (e.g., divorce and adoption), social security, welfare, unemployment and workmen's compensation. Each Legal Aid office has its own board of directors which determines the priorities of the office and the kinds of cases handled. If the

Legal Aid office in your area does not handle your type of case, it should be able to refer you to other local, state or national organizations that can provide advice or help. Check the telephone directory or call your local consumer protection office to find the address and telephone number of the Legal Aid or Legal Services office near you. If you would like a directory of Legal Aid offices around the country, contact the National Legal Aid and Defender Association, 1625 K Street, N.W., 8th Floor, Washington, D.C. 20006, (202) 452-0620.

### **Legal Services Corporation**

The Legal Services Corporation (LSC) was created by Congress in 1974. There are LSC offices in all 50 states, Puerto Rico, the Virgin Islands, Guam and Micronesia. To find the LSC office nearest you, check the telephone directory, call the Federal Information Center (FIC) listed on page 81, or call the LSC Public Affairs Office at (202) 863-4089. If you wish to buy a full directory of all LSC programs, write or call:

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

### **Finding a Lawyer**

If you need help finding a lawyer, check with the Lawyer Referral Service of your state, city or county

bar association listed in local telephone directories.

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

## **Other Consumer Information**

### **Consumer Credit Counseling Services**

Counseling services provide assistance to individuals having difficulty budgeting their money and/or meeting necessary monthly expenses. Many organizations, including credit unions, family service centers and religious organizations, offer some type of free or low-cost credit counseling.

The Consumer Credit Counseling Service (CCCS) is one non-profit organization that provides money management techniques, debt payment plans and educational programs. Counselors take into consideration the needs of the client, as well as the needs of the creditor, when working out a debt repayment plan. You can find the CCCS office nearest you by contacting the National Foundation for Consumer Credit, Inc., 8611 Second Avenue, Suite 100, Silver Spring, MD 20910-3372, 1 (800) 388-CCCS (toll free).

## **Consumer Groups**

Private and voluntary consumer organizations usually are created to advocate specific consumer interests. In some communities, they will help individual consumers with complaints. However, in most cases, they have no enforcement authority. To find out if such a group is in your community, contact your state or local government consumer protection office. A list of the state and local offices begins on page 52.

## **Consumer Information Catalog**

The *Consumer Information Catalog* lists approximately 200 free or low-cost Federal booklets with helpful information for consumers. Topics include careers and education, cars, child care, the environment, Federal benefits, financial planning, food and nutrition, health, housing, small business and more. This free *Catalog* is published quarterly by the Consumer Information Center of the U.S. General Services Administration. Single copies of the *Catalog* only may be ordered by sending your name and address to *Catalog*, Consumer Information Center, Pueblo, CO 81009 or by calling (719) 948-4000. Non-profit groups that can distribute 25 copies or more each quarter can automatically receive copies by writing for a bulk mail card.

# Part I

## How to Be a Smart Consumer

### Getting the Most for Your Money and Avoiding Consumer Problems

Today's marketplace offers a variety of products and services. In order to be a smart consumer, here are some things to think about before and after you make a purchase.

#### Before you buy

- Think about what you really need and what product or service features are most important to you.
- Compare brands. Ask for word-of-mouth recommendations and look for expert product comparison reports. Check your local library for magazines and other publications that compare products and services.
- 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) or consumer protection office to find out about the company's complaint record.
- Check for any extra charges, for example, delivery fees, installation charges and service costs.
- Read warranties to understand what you must do and what the manufacturer must do if you have a problem (see the consumer tip on warranties on page 15).
- Read contract terms carefully. Make sure all blank spaces are filled in before you sign a contract.
- Ask the salesperson to explain the store's return or exchange policy.
- Do not assume an item is a bargain just because it is advertised as one.

#### After you buy

- Read and follow the instructions on how to use the product or service.
- For safety and to protect your warranties, use the product only for the purposes outlined by the manufacturer's instructions.
- Read and understand the warranty. Keep in mind that you might have additional warranty rights in your state. Check with your state or local consumer office for more information. A list of these offices begins on page 52.
- Keep all sales receipts, warranties, service contracts and instructions.
- If trouble develops, report the problem to the company as soon as possible. Trying to fix the product yourself might cancel your rights to service under the warranty.
- Keep a file of your efforts to resolve the problem, including the names of the individuals you speak with and the date, time and outcome of the conversation. Keep copies of the letters you send to the company and any replies it sends to you.

### Handling Your Own Complaint

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

#### Save records

Start a file about your complaint. Include copies of sales receipts, repair orders, warranties, canceled checks and contracts which will back up your complaint and help resolve your problem.

#### Describe the problem

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



## Go back to where you made the purchase

Contact the business that sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. Avoid displays of anger; they usually don't help. If a salesperson is not helpful, ask for the supervisor or manager and restate your case. Most consumer problems are resolved at this level. Chances are yours will be, too.

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

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

## Don't give up

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

## How to Write a Complaint Letter

### Where to write

If talking with a salesperson or higher-level 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 16.

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

- *Standard & Poor's Register of Corporations, Directors and Executives;*
- *Standard Directory of Advertisers;*
- *Thomas Register of American Manufacturers;*
- *Trade Names Dictionary;* and
- *Dun & Bradstreet Directory.*

### What to write

- The letter should include your name, address, home or work telephone numbers, and account number, if appropriate.
- Make your letter brief and to the point. List all the important facts about your purchase, including the date and place you made the purchase and any information you can give about the product, for example, 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 might be very helpful in resolving it. Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
- Keep a copy of all letters to and from the company.
- The sample letter on page 6 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 help, give information about what you have done so far to try to get your complaint resolved.

## How to mail your letter

The complaint letter should be sent by certified mail, with a return receipt requested. This will cost more, but the receipt will provide evidence that the letter was received and who signed for it. However, to protect against the letter being misplaced or lost en route, you might want to send it by registered mail. This will cost more than certified mail, but it guarantees that all post office personnel handling the letter will sign off on it.

# Sample Complaint Letter

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

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

(Dear Contact Person):

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

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem).

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

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

Sincerely,

(your name)  
(your account number)

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

- ask for specific action
- enclose copies of documents

- state the problem
- give the history

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

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



# Consumer Tips

*This section contains several suggestions to help you become a smarter consumer. It includes tips on how to choose child care, find the best school for you or your child, and protect your privacy.*

*Remember to check with your local consumer protection office and Better Business Bureau for other consumer information on a variety of topics. Their addresses are listed on pages 52 and 45, respectively.*

---

## Airline Travel

Almost every day, newspapers and radio and television stations advertise discount and special offer airline tickets. To find the offer that best meets your needs, use the following guidelines:

1. Travel agents are sources of information about fares, schedules and baggage limits, as well as local businesses that can issue airline tickets and boarding passes. In addition, travel agencies sometimes purchase discount seats to popular destinations. So check with travel agents, even if the airlines are sold out. Remember, by being an informed consumer, you can help with your agent's search for bargain fares by sharing information your agent might not have seen yet.

2. When making your airline reservation, always ask about fees or penalties for changing or canceling a reservation or a paid ticket. There might be a variety of ticket prices, with varying penalties and conditions. Choose the one that best fits your needs. In general, the less expensive the fare, the more restrictions it is likely to include. So, if price is important to you, book early and make sure your plans will not change!

3. Read the disclosure statement on the back of your ticket. It explains your rights and responsibilities as a passenger, as well as the airline's liability for overbooking seats or for losing or damaging luggage. However, not all passenger rights are included on the back of an airline ticket; some are incorporated by reference. Travelers wanting more information should ask the airline for a copy of its "Conditions of Carriage." In addition, the U.S. Department of Transportation publishes a booklet called "Fly Rights," which is available from the Consumer Information Center (see the listing on page 82).

4. When flights are overbooked, airlines must ask for volunteers to give up their reservations in exchange for compensation 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.

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## Selecting Child Care

Choosing child care is an important issue for many parents. Some alternatives are day care centers, family child care homes, pre-schools, in-house caregivers (nannies) and co-op child care programs. Parents should look at the available child care alternatives and pick one that best meets their needs. Here are some questions parents should ask when looking for child care.

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

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

3. Is the home or center clean? Are such potential poisons as cleaning supplies out of reach and locked up? Are meals and snacks nutritious, adequate, and safely prepared and served? Is there enough space inside and outside in which the children can play? Is the playground fenced?

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

5. What about sick children? Do they stay home? What if a child needs medical help? Is someone on staff trained in first aid, including cardiopulmonary resuscitation (CPR) and the Heimlich Maneuver?

6. What are the fees for half-days, overtime or sick children? Are you required to pay for days a child does not attend, for example, during a family vacation?

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

8. Are the children's drawings or projects displayed and changed often? Is there a designated space for your child's belongings?

9. Do caregivers tell you what your child did that day? Do they discuss how your child is doing overall?

**After your child is in a program, you should ask:**

1. Does your child talk happily about the program?

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

**For employers,** the Department of Labor Women's Bureau Work and Family Clearinghouse provides information about child and elder care. For more information, call 1 (800) 827-5335 (toll free).

## Credit Cards

The following suggestions can help you when selecting a credit card company or using your credit cards.

1. Keep in a safe place a list of your credit card numbers, expiration dates and the phone number of each card issuer.
2. Credit card issuers offer a wide variety of terms (annual percentage rate, methods of calculating the balance subject to the finance charge, minimum monthly payments and actual membership fees). When selecting a card, compare the terms offered by several card issuers to find the card that best suits your needs.
3. When you use your credit card, watch your card after giving it to a clerk. Promptly take back the card after the clerk is finished with it and make sure it's yours.
4. Tear up the carbons when you take your credit card receipt.
5. Never sign a blank receipt; draw a line through any blank spaces above the total when you sign receipts.
6. Save your purchase receipts until the credit card bill arrives. Then, open the bill promptly and compare it with your receipts to check for possible unauthorized charges and billing errors.
7. Write the card issuer promptly to report any questionable charges. Telephoning the card issuer to discuss the billing problem **does not** preserve your rights. Do not include written inquiries with your payment. Instead, check the billing statement for the correct address for billing questions. The inquiry must be in writing and must be sent within 60 days to guarantee your rights under the Fair Credit Billing Act.
8. Never give your credit card number over the telephone unless you made the call or have an account with the company calling you. Never put your card number on a post card or on the outside of an envelope.
9. Sign new cards as soon as they arrive. Cut up and throw away expired cards.

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

11. If you report the loss before a credit card is used, the issuer cannot hold you responsible for any future unauthorized charges. If a thief uses your card before you report it missing, the most you will owe for unauthorized charges is \$50 on each card. A special note of warning: If an automatic teller machine (ATM) card is lost or stolen, the consumer could lose as much as \$500 if the card issuer is not notified within two business days after learning of the loss or theft.

12. When writing checks for retail purchases and to protect yourself against fraud, you may refuse to allow a merchant to write your credit card number on your check. However, if you refuse, the merchant might legally refuse to sell you the product. There is probably no harm in allowing a merchant to verify that you hold a major credit card and to note the issuer and the expiration date on the check.

13. If a merchant indicates he or she is using credit cards as back-ups for bounced checks, or refuses your sale because you refuse to provide personal information (including your phone number) on the bankcard sales slip, report the store to the credit card company. The merchant might be violating his or her agreement with the credit card companies. In your letter to the credit card company, provide the name and location of the merchant.

## Environmental Tips

How to dispose of everyday trash or garbage (often called solid waste) is an issue of interest to many consumers, businesses, environmentalists and government officials. Here are some tips designed to help you understand the garbage, or solid waste, disposal issue. These tips also might help you

evaluate the environmental claims some companies are making about their products and packages.

1. The Environmental Protection Agency (EPA) has outlined a three-part solid waste management plan. It includes source reduction or reducing the amount of waste created in the first place, recycling and composting, waste-to-energy incineration and landfilling.

2. The EPA also has issued its suggestions on how individual consumers can help solve the solid waste problem. They are **REDUCE** the amount of waste that you throw away, **REUSE** products whenever possible, and **RECYCLE** as many products and packages as you possibly can.

3. If you wish to use environmental claims to compare products, specific claims are usually more meaningful. Two examples of specific claims could be "50% less packaging than an earlier container" or "contains 25-30% recycled content." Claims about a product or package like "environmentally friendly" or "safe for the environment" can be misleading because they are so broad and vague. Environmental issues are very complex. If you have questions about a company's environmental claims, call or write the company. A list of corporate consumer contacts begins on page 16 of this *Handbook*.

4. The environmental benefits of a "degradable" product depend on how it is handled after disposal. A degradable product will break down if exposed to air, water, light and/or micro-organisms over time. Therefore, a degradable product might be appropriate for a composting system, if there is a composting system nearby that can safely and effectively compost the discarded product into a usable product. However, if the degradable product will end up in a landfill, and that is where more than 70% of waste ends up now, it might not degrade in any meaningful way because landfills are designed to keep out air, water and light. Additionally, if the product will be incinerated or recycled, the degradability of the product is not important. Check with your local solid waste management office to find out what waste disposal system is used in your community. If there is a composting facility in your area, be sure to ask what kinds of compostable materials it will accept. For example, some composting programs are limited to yard waste, leaves, etc.

5. It is technically possible to recycle many materials, for example, paper, metal, glass and plastic. The key question is whether these materials can be recycled in your community. Does your community ask you to separate one or more types of materials from the rest of your trash for curbside pick-up? Or, is there a drop-off recycling center that accepts that type of material? If a product labeled "recyclable" is not separated from the rest of your trash, it is not likely to be recycled. Check with your local solid waste management office to find out which products and packages are recyclable in your community.

6. Many products are being made from recycled materials. This helps "complete the loop" of recycling by using recycled materials to make new products. If you wish to buy a product made primarily from recycled material, check to see if the percentage of recycled material is listed on the product or package.

For additional information about environmental claims or the garbage disposal programs in your community, contact your state or local consumer protection office. This office will be able to refer you to the local solid waste management authority. A list of the state and local consumer protection offices begins on page 52.

## Selecting a Financial Institution

Finding the right bank, savings and loan, or credit union means figuring out your OWN needs first! Answering the following questions should help you identify your "banking personality" and make choosing a financial institution a bit easier.

1. What is your goal in establishing a banking relationship? Answers might include "to save money," "to have a checking account," "to get a loan" or all of the above.

2. How much money can you keep on deposit each month and how many checks will you write? Knowing this will help you judge how complex or simple an account you need.

3. Will you be buying a home or car or making another large purchase in the near future? If so, you'll want to find out about the types of loans offered by the institutions you are considering.

4. If you hope to save for a big expense or toward your child's (or your own) future education, you'll also want to find out how many different savings programs are offered.

5. What time of day do you prefer to do your banking? Do you like the convenience of automated teller machines (ATMs) or do you prefer to deal with live tellers? Answering these two questions will help you determine if you'd be happier at a financial institution with regular, evening or weekend hours or one with a wide network of ATMs.

6. What does the financial institution charge for services like cashier's checks, safe deposit boxes and stop payment orders? Is there a charge for using an automated teller machine? Is there a monthly service charge, or must you maintain a minimum balance in your account to avoid a charge?

Now, you are ready to narrow your options to specific financial institutions. Phone or visit several near your home or office because they are likely to be the most convenient. Take your answers to the above questions with you and find out which accounts and services are most likely to match your needs. Then compare fees and service charges, as well as deposit and loan interest rates.

Price might not be the most important factor in your "banking personality," so you also should take a minute to think about how comfortable you feel at each institution. For example, are your questions answered quickly and accurately? Do customer service personnel offer helpful suggestions?

Remember, you can choose more than one financial institution to provide you with different banking services.

Before making your final choice, make sure the institutions you're considering are federally insured. This means your deposits will be protected up to \$100,000. All federally insured financial institutions are required to display a federal deposit insurance sign (see below for the appropriate signs) at each teller's window or teller station.

The official bank sign looks like this:



The official savings association sign looks like this:



The official credit union sign looks like this:



## Health Hoaxes, Food Fads and Dangerous Diets

Consumers spend millions of dollars each year on phony medicines and treatments, food fads, and weight loss products and diets that simply do not work and might be dangerous. The information below will help you avoid buying unproven health and diet products or programs.

1. If a health claim sounds too good to be true, there's a good chance it is. Be skeptical about claims offering "miracle or secret cures" or "scientific breakthroughs." True cures or breakthroughs are always publicized widely in the media; there are no secret cures.

2. Check with a licensed health professional or credible health organization (for example, the American Cancer Society or the American Dietetics Association) before buying "cures" or "miracle diets." For example, science has not yet found a cure for arthritis, as the Arthritis Foundation could tell you, so products that promise to cure you of the disease are phony.

3. Be aware that health frauds, food fads and fake diet products might rob you of more than your money. They might ruin your health or even take your life.



## Home Improvements

Hiring a contractor to renovate your home, add a room or make some other improvement can be a confusing maze of contracts, licenses, permits and payment schedules. The suggestions listed below can help guide you through that maze.

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

2. Before choosing a contractor, check with state, county or local consumer protection agencies to see if any complaints have been filed against the contractor. Ask about information on unresolved cases and how long a contracting company has been in business under its current name.

3. Ask a potential contractor for a list of previous customers whom you could call to find out about work quality and if they would hire that contractor for future work.

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

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

6. 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.

7. 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.

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

9. For a remodeling job involving many subcontractors and a substantial amount of money, it is wise to protect yourself from liens against your home in case the contractor does not pay subcontractors or suppliers. If state law permits, add a release-of-lien clause to the contract or place your payments in an escrow account until the work is completed.

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

11. When signing a contract, limit your first payment to not more than 30% of the contract price. The remaining payments should depend on the progress of the work. Ten percent of the contract amount should be held back until the job is complete, and all problems, if any, are corrected. Some states have home improvement laws that specify the amount of deposit and payment schedule. Check with your state and local consumer protection offices (see the list beginning on page 52) to see if there is such a law in your community.

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

## Home Shopping Tips

Today, there are many ways to buy products or services. Some consumers buy items through mail order, telephone, or even television shopping programs. Keep the following tips in mind:

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

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

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

4. If you buy by telephone, make clear exactly what you are ordering and how much it costs before you give your credit card number; watch out for incidental charges.

5. Keep a complete record of your order, including the company's name, address and telephone number, price of the items ordered, any handling or other charges, date of your order, and your method of payment. Keep copies of canceled checks and/or statements. If you're ordering by telephone, get the names of any company representatives with whom you speak.

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

7. If you want to buy a product based on a telephone call from an unfamiliar company, ask for the name, address and phone number where you can reach the caller after considering the offer. It is best to request and read written information before deciding to buy.

8. Never give your credit card, bank account or social security number over the telephone as proof of your identity, unless you placed the call or have an account with the company you're calling.

9. Postal regulations allow you to write a check payable to the sender, rather than the delivery company, for cash on delivery (C.O.D.) orders. If, after examining the merchandise, you feel there has been misrepresentation or fraud, you can stop payment on the check and file a complaint with the U.S. Postal Inspector's Office (see page 87 of this *Handbook* for the address).

10. You can have a charge removed from your credit card 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.

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## Long Distance Telephone Service

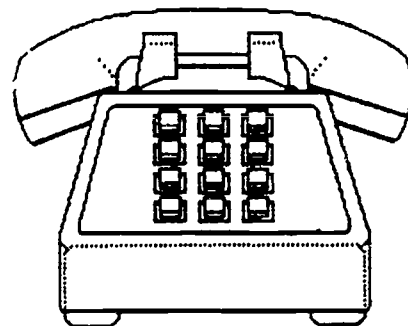
Calling family and friends long distance is no longer a simple matter of picking up the telephone and dialing. Consumers now have choices that can save money and improve service. Here are some tips that will help you pick a long distance telephone company.

1. To compare long distance telephone carriers, think about the types of calls you make. When, how often, and where do you call? This information helps you select the carrier offering the best value for your long distance dollar. Be sure to look for the company that provides the best overall value in terms of price, service, features and quality.

2. Check prices by asking the company to describe or provide written information on charges for different distances during its daytime, evening, night and weekend hours. Ask about one-time only and regular charges. Is there a subscription fee, monthly service fee or monthly minimum charge? Ask about the availability of calling plans. There are several types of calling plans. Which plan works best for you depends on where and when you call and how long you talk. Major long distance companies can analyze your bills and help you choose the plan best for you.

3. Consider services. Decide which services are important to you: 24-hour operator services and customer service for billing and other inquiries; immediate credit for misdialed and unanswered numbers; domestic and international services; calling cards; third-number billed directory assistance; and/or domestic and international directory assistance and person-to-person calling. Not all carriers provide service to all areas. Make sure the one you choose provides service to the areas you call most often.

4. Judge the quality of the carrier's performance. Are the calls clear? Do the calls connect quickly and on the first try? Are the bills accurate and easy to understand? A trial period might 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.



5. Review the facts before making a decision. When you contact long distance carriers to gather information, make it clear that you are just asking for information and not signing up for service.

6. If you have a complaint about long distance services, first try to resolve your complaint with the company providing the service. If you are unsuccessful in your efforts to resolve the complaint yourself, then file a complaint with the appropriate regulatory commission. If the calls were placed within your state, the complaint should be filed with your state public utilities commission (see the list on page 72). If the calls were placed to another state or another country, the complaint should be filed with the Federal Communications Commission (see the listing on page 85).

7. If you are making long distance calls away from home, know your long distance company's access code and dial that code. Listen for the name of your long distance company. If you are not sure you have reached your long distance company, call the operator that serves the phone you are using and ask what company you have reached. If it is not the one you want, hang up and try the access code or use a different phone.

**Remember, it is not safe to assume that because you are using a particular company's calling card, you will be served by that company. Some companies take your card information and bill you for the call at their rates without telling you who is handling your call.**

There might be times you cannot reach your preferred long distance company, and it is not convenient to look for another phone. In this case, you might wish to ask the operator of the company that serves the phone you are using to give you the charge for making a call of "X" minutes to the city you are calling.

8. When making calls from a hotel, ask what long distance company serves the hotel. If it is not your company, ask if you can reach your long distance company from the hotel's phones. It is also a good idea to ask what surcharges the hotel places on local and long distance calls, regardless of which telephone company handles the calls.

## Mail Fraud

More and more consumers are receiving misleading or downright fraudulent mail promotions. These promotions take several forms. Some examples are:

- sweepstakes that require you to pay an entry fee or order a product;
- notices of prizes that require you to call a 900 number or buy a product;
- mailings that look like they are from government agencies, but they are not;
- classified "employment" or "business opportunity" advertisements promising easy money for little work; and
- prize awards that ask for your credit card or bank account number.

Consumers should be particularly suspicious of one of the most prevalent forms of mail fraud, notices that you have received a prize, in some cases, a very expensive prize like a car or vacation. Usually, you have to purchase a product, for example, a lifetime supply of cosmetics or large amounts of vitamins, to be eligible to receive the prize. In fact, few of the prizes are awarded, and of those received, many are worthless.

The Postal Inspection Service has been enforcing the mail fraud statute since its passage in 1872. Postal inspectors are the experts in identifying questionable promotions offered through telemarketing or direct mail sales techniques. (See the Postal Inspection Service listing on page 87.)

The Alliance Against Fraud in Telemarketing, administered by the National Consumers League, also has information about the dangers of these types of mail solicitations.

Contact your state or local consumer office or Better Business Bureau if you have any doubts about promotions you have received through the mail (see the lists on pages 52 and 45, respectively).

Remember, if it sounds too good to be true, it almost certainly is.

## 900 Numbers

Consumers can take advantage of a variety of helpful information services by using 900 numbers. Generally, four different types of companies work together to provide 900 number services. They are:

- information providers—the business or person who created the 900 number program and is responsible for its content;
- service bureaus—a business providing a message storage system to help the information provider answer the calls to the 900 number (not all information providers hire outside service bureaus; some have their own message storage equipment);
- long distance carriers—the long distance company hired by the information provider to carry the 900 number programs (this is not necessarily the long distance company which provides your regular long distance service); and
- local phone companies—the business responsible for billing the 900 number services.

The tips listed below will help you use these numbers wisely and cost effectively.

1. There is a fee for every 900 number call, and the cost varies from call to call, so be sure you know what the fee is before you dial. Usually, there are two charges: 1) a connection fee to make the call; and 2) an additional fee based on the length of your call.

2. If you have a billing problem and cannot resolve it through your local phone company, complain directly to the long distance carrier involved. The following long distance companies have toll free numbers to handle 900 number complaints:

AT&T.....	1 (800) 222-0300*
MCI.....	1 (800) 444-3333
Telesphere.....	1 (800) 346-6329
US Sprint.....	1 (800) 366-0707

\*Note: If AT&T gives you a different 800 number on the long distance page of your phone bill that lists the 900 number charges, call that 800 number instead.

3. If you have a billing or other problem, you should also complain to the information provider and service bureau. The long distance carrier can provide you with the name and address of the information provider and service bureau.

4. If your problem is not resolved by contacting your local phone company, long distance carrier, service bureau or information provider, you should contact the Federal Trade Commission, 6th and Pennsylvania Avenue, N.W., Washington, D.C. 20580, or the Federal Communications Commission, 1919 M Street, N.W., Washington, D.C. 20554. If you received the solicitation for the 900 number in the mail, contact the Chief Postal Inspector, U.S. Postal Service, Washington, D.C. 20260-2100, (202) 268-4267. You also can contact your state attorney general's office, local Better Business Bureau or Consumer Credit Counseling Services.

5. Arrangements can be made with the local phone company so that 900 numbers cannot be dialed from your phone. There might be a fee for this service. Call your local phone company for more information.

## Protecting Your Credit Rating and Personal Privacy

Here are some suggestions about how you can protect the privacy of your credit, medical and insurance records, as well as other personal information:

### Personal information

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

2. The Direct Marketing Association (DMA) operates the Mail Preference Service and Telephone Preference Service. If you wish to have your name removed from the lists maintained by companies subscribing to these DMA services, write to the addresses listed on page 50 of this Handbook.

## Medical and insurance records

1. The Medical Information Bureau (MIB) is a data bank used by insurance companies. Medical and some non-medical information about you is collected from insurers and, with your authorization, shared when you apply for individual life, health or disability insurance. You can obtain a copy of your MIB file by writing to Medical Information Bureau, P.O. Box 105, Essex Station, Boston, MA 02112.

2. Periodically discuss your MIB file and other medical records with your doctor to verify the accuracy of your file.

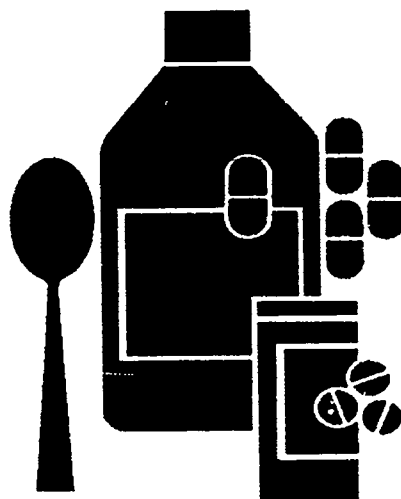
## Credit records

1. Credit bureaus keep records about how you pay your bills and how much credit you have, among other things. For a small fee, you can find out what's in your credit record and the names of the companies that have asked for information about you. If you are denied credit based on information in your credit bureau file, there is no cost to learn what's in your credit report. The creditor will tell you which credit bureau to write or call.

2. Get a copy of your credit report at least once a year, or before major credit purchases, and check for inaccuracies.

3. If you find a mistake in your credit report, the credit bureau must check it and correct it for you. Any negative information that cannot be proven must be removed. However, correct information about late payments can stay on your record for seven years. More severe credit problems, bankruptcy, for example, can stay on your record for up to 10 years. You also can add to your file a 100-word statement of explanation for a credit problem. Remember, when you make a correction in your credit file, make sure the correction is made at all three credit bureaus.

4. All three major credit bureau companies (TRW, Equifax and Trans Union) will agree to not release your name for marketing purposes. Their addresses are listed in the "Corporate Consumer Contacts" section of this *Handbook*.



## Product Safety Warnings and Recalls

Every year, in order to prevent injury to consumers, Federal agencies recall or issue warnings about hundreds of products, including food, drugs, cars and other vehicles, home and garden products, appliances, recreational boats and toys. Hazards might occur because of design flaws, production defects, new scientific information about dangers from materials previously thought safe, accidental contamination, tampering, unforeseen misuse of products or failure to meet safety standards.

Consumers are critically important in these product safety efforts because they **identify** product safety problems and because they **respond** to the warnings and recalls. In fact, product recalls and warnings can protect consumers only if consumers react to them. Yet, only two percent to 50% of consumers respond to recall notices.

The U.S. Office of Consumer Affairs has prepared a leaflet that explains which Federal agencies issue consumer product safety warnings and recalls, the kinds of products each of them covers, and how to let them know about product safety problems, or find out about warnings or recalls they have announced. For a free copy, write to:

Recalls  
Item 634X  
Pueblo, Colorado 81009

## Choosing A School

Whether you're looking for a school for your child or seeking to improve your own skills, education is a decision that should be made carefully. The guidelines below are designed to help you with that decision.

## Choosing a school for a child

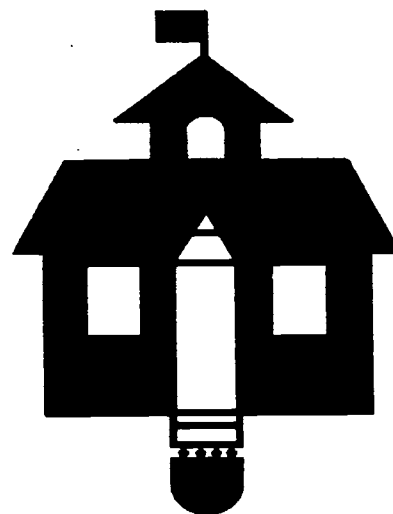
1. There are many types of schools, public schools, magnet schools and private schools.

2. Public schools are grouped into city, county or regional school districts. Check with your local consumer protection office or look in the telephone book to find the address of your local school district office. Ask about school options for your area.

3. Then, exercise your options to choose the school that best matches your child's unique learning style.

4. Become involved in your child's education and other needs both at home and at school.

5. The U.S. Department of Education has published a booklet, "Choosing a School for Your Child." Free copies of the booklet can be ordered by writing to Choosing a School, Consumer Information Center, Pueblo, Colorado 81009.





## Choosing a job training program

1. If you are looking for a job training program, avoid scams by checking with your local consumer protection office or Better Business Bureau before you enroll.
2. Before going back to school, check to see if local employers or others, for example, your local community college or high school extension, offer the type of training you want. These programs are generally less expensive and you do not have to sign a contract for extended payments.
3. Be sure the skills the school teaches will be useful to you and are being used in the workplace.
4. When selecting a job training program, you should ask the following questions:
  - If you must learn how to use equipment, does the school have enough equipment so every student can practice using it? Is the equipment up-to-date?
  - How many recent students graduated? How many found jobs in their fields? Did the school help them find jobs, and how long did it take? How do current and past students feel about the school's program? Ask to talk with former students.
  - Does the program include on-the-job training? Do teachers work with industry and update their skills regularly?
  - Do you have to take out a loan to pay for the program in advance? How are refunds handled in case the school doesn't deliver on its promises, or if you have to drop out for other reasons?
  - Find out what the student loan default rate is for the school you are considering. Call 1 (800) 4-FED-AID.
  - Report cases of fraud to the U.S. Department of Education at 1 (800) MIS-USED.



## Paying for job training or college

There are several sources of financial aid, including scholarships, grants and loans. Scholarships and grants **do not** have to be repaid, but loans **do**.

1. Check with your local library for information about financial aid and check with the school about its financial aid programs.
2. The Department of Education, which oversees Federal financial aid programs for job training or college, can answer your questions about how to apply for Federal financial aid, how to solve loan problems or how to report possible fraud. The department's addresses are on page 82 of this *Handbook*.
3. Remember, loans must be repaid. Because of the large number of students who do not pay back their loans, the Department of Education and other financial aid providers have stiff penalties for those who do not repay the loans.

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## Smoke Detectors

When fire occurs in your home, your chances for survival are twice as good when smoke detectors are present. Smoke detectors, when properly installed and maintained, provide early warning when fires occur. Early warning increases your chances for survival and allows the fire department to save more of your property. For this reason, many cities and states have laws requiring smoke detectors in homes. Check with your local fire department or state fire marshal for additional information about what might be required in your community.

Following the tips below will help you use your smoke detectors to the best advantage.

1. For minimum protection, install a smoke detector outside of each bedroom or sleeping area in your home and keep your bedroom doors closed while you are asleep. For greater protection, install smoke detectors on every floor of your home. Be sure to install the detectors away from air vents.
2. Keep your smoke detectors properly maintained. Test them at least once a month to ensure that the detectors are working properly. At least once a year, clean the detectors by dusting them with a vacuum cleaner. Batteries in battery-operated detectors should be changed annually. Use only the type of batteries recommended on the detector.
3. If your smoke detector sounds an alarm when no smoke is present, consult with the manufacturer or with your local fire department. If smoke from cooking causes the detector to sound an alarm, **do not remove** the batteries or disconnect the power source. Simply fan the smoke away from the detector until the alarm stops. If this happens frequently, it might be necessary to relocate the detector or install a different type.
4. Develop a fire escape plan and review the plan often with all members of the household. The plan should include:

- helping children and elderly people who might need special assistance;
- getting out of the house when fire occurs and using a neighbor's telephone, rather than your own, to notify the fire department; and
- picking a place outside the house where all members of the family will meet to ensure that everyone got out safely.

For additional information on smoke detectors, contact the U.S. Fire Administration, 16825 South Seton Avenue, Emmitsburg, MD 21727.

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## Used Cars/ Car Repair

The following guidelines will help you buy a used car or get your car repaired.

### Used Cars

1. Decide what kind of car you need and how much you can afford to spend. Talk to owners of similar cars.
2. Decide whether you want to buy from a dealer or private owner. A car bought from a private owner usually has no warranty.
3. In a private sale, check to be sure the seller is the registered owner of the car. Make sure you get the car's title and registration, bill of sale and copies of all other financial transaction papers necessary to register the car in your name.
4. If you're buying from a dealer, read the contract carefully before you sign, take the time to ask questions about unclear items and keep a copy of the contract.
5. 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.
6. Comparison shop for price, condition, warranty and mileage for the model(s) you are interested in buying. Compare available interest rates and other terms of financial agreements.
7. To estimate the total cost of the car, add the cost of interest for financing, the cost of a service contract (if any), and service or repair expenses you are likely to pay.
8. Before buying the car, have a mechanic inspect it.
9. Check the reliability of the dealer with your state or local consumer protection agency. Check the local Better Business Bureau to see if there are complaints against the dealer.

## Car Repair

1. Check the terms of your car's warranty. The warranty might require the dealer to perform routine maintenance and any needed repairs.

2. Before having your car repaired, check the repair shop's complaint record with your state or local consumer protection office or local Better Business Bureau (see the lists on pages 52 and 45, respectively).

3. Some repair shops have mechanics certified by the National Institute for Automotive Service Excellence (ASE) to perform one or more types of services. Be aware, however, that repair shops can display the ASE sign even if they have just one mechanic certified in one tested specialty.

4. Don't tell the mechanic what you think needs to be fixed or replaced, unless it's obvious. Instead, describe the problem and its symptoms. Let the mechanic determine what needs fixing.

5. For major repairs, think about getting a second opinion, even if the car must be towed to another shop.

6. Before you leave the car, make sure you have a written estimate and that the work order reflects what you want done. Ask the mechanic to contact you before making repairs not covered in the work order.

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

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

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

10. Many states have "lemon" laws for new cars with recurring problems. Contact your local or state consumer office for more details (see the list beginning on page 52).

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## Warranties and Guarantees

An important feature to consider before buying a product or service is the warranty that comes with it. When reviewing warranties, use the guidelines below.

1. Do not wait until the product fails or needs repair to find out what is covered in the warranty.

2. If the product costs \$15 or more, the law says that the seller must let you examine any warranty before you buy, if you ask to see it. So use your rights to compare the terms and conditions of warranties (or guarantees) on products or services before you buy. Look for the warranty that best meets your needs.

3. When purchasing a product or service, ask these questions:

- 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 for 100% of repair costs, or will it pay for parts, but not the labor to do the repairs? Will it pay for testing the product before it is repaired? Will it pay for shipping and/or 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.
5. Some states have additional warranty rights for consumers. Check with your state or local consumer protection office to find the laws in your state. Their phone numbers are listed beginning on page 52.

# Part II

## Consumer Assistance Directory

### Corporate Consumer Contacts

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

This section lists the names and addresses of more than 750 corporate headquarters, and in many cases, the name of the person to contact. Most listings also include toll-free "800" numbers.

Unless otherwise noted, all "800" numbers are toll free and can be used from anywhere in the continental United States. Many companies have Telecommunications Devices for the Deaf (TDDs). All TDD and "800" numbers are in bold type.

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

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

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

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

#### A

Ms. Anna Wright  
Agency Complaint Coordinator  
**AAMCO Transmissions, Inc.**  
One Presidential Boulevard  
Bala Cynwyd, PA 19004-9990  
(215) 668-2900  
1 (800) 523-0401 (toll free)

Audience Information  
**ABC Inc./Capitol Cities**  
New York, NY 10023  
(212) 456-7777

Mrs. Susan Shaw  
Consumer Affairs Assistant  
**AETNA Life and Casualty**  
151 Farmington Avenue  
Hartford, CT 06156  
(203) 273-2645  
1 (800) 243-0185  
(toll free outside CT)

**AJAY Leisure Products**  
1501 East Wisconsin Street  
Delavan, WI 53115  
(414) 728-5521  
1 (800) 558-3276 (toll free)

Ms. Susan Mach  
Director of Consumer Affairs  
**AT&T**  
295 North Maple Avenue  
Room 2334F2  
Basking Ridge, NJ 07920  
(201) 221-4003

Customer Service  
**Ace Hardware**  
2200 Kensington Court  
Oak Brook, IL 60521  
(708) 990-6600

**Admiral**  
see **Maycor**

**Airwick Industries, Inc.**  
see **Reckitt & Colman**  
**Household Products**

Ms. Patricia E. Arnold  
Director, Consumer Affairs  
**Alaska Airlines**  
P.O. Box 68900  
Seattle, WA 98168  
(206) 431-7286  
(consumer affairs)  
(206) 431-7197  
(customer relations/baggage,  
air cargo and freight claims)  
(206) 431-3753  
(existing refunds and lost ticket  
applications file information)

Ms. Michelle Evans  
Manager, Consumer Relations Department  
**Alberto Culver Company**  
2525 Armitage Avenue  
Melrose Park, IL 60160  
(708) 450-3000

Mrs. Leah Reed  
Supervisor, Customer Service Department  
**Allied Van Lines**  
P.O. Box 4403  
Chicago, IL 60680  
(708) 717-3590

Mr. Michael Foort  
Customer Relations Manager  
**Allstate Insurance Company**  
Allstate Plaza—F4  
Northbrook, IL 60062  
(708) 402-6005

Ms. Lydia Morikawa  
Manager, Customer Relations  
**Aloha Airlines**  
P.O. Box 30028  
Honolulu, HI 96820  
(808) 836-4293

Mr. Tom Onushco and Ms. Gail Donnelly  
Consumer Representatives  
Consumer Services  
**Alpo Pet Foods**  
P.O. Box 2187  
Allentown, PA 18001  
(215) 395-3301  
1 (800) 366-6033 (toll free)

Mrs. Kathy Ford  
Manager, Customer Relations  
**Amana Refrigeration, Inc.**  
Amana, IA 52204  
1 (800) 843-0304  
(toll free—product questions)

Ms. Susan M. Sampsell  
Manager, Consumer Affairs  
**America West Airlines**  
4000 East Skyharbor Boulevard  
Phoenix, AZ 85034  
(602) 894-0800

Ms. J.L. Ferguson  
Manager, Consumer Relations  
**American Airlines, Inc.**  
P.O. Box 619612 MD 2400  
DFW International Airport, TX 75261-9612  
(817) 967-2000

Approved Auto Repair  
**American Automobile**  
**Association**  
Mailspace 15  
1000 AAA Drive  
Heathrow, FL 32746-5063  
(written complaints only)

**American Cyanamid Company**  
**see Lederle Consumer Health**  
**Products Division**

Mr. Martin J. Hummel, Vice President  
 Corporate Customer Relations  
**American Express Company**  
 American Express Tower  
 World Financial Center  
 New York, NY 10285  
 (212) 640-5619

**1 (800) 528-4800**  
 (toll free—green card inquiries)  
**1 (800) 327-2177**  
 (toll free—gold card inquiries)  
**1 (800) 525-3355**  
 (toll free—platinum card inquiries)

Customer Service  
**American Family Publishers**  
 P.O. Box 62000  
 Tampa, FL 33662  
**1 (800) AFP-2400** (toll free)

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

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

**American Learning Corporation**  
**see Encyclopedia Britannica**

Mr. Ronald J. Fojtlin, Manager  
 Customer and Product Services  
**American Standard, Inc.**  
 P.O. Box 6820  
 Piscataway, NJ 08855-6820  
**1 (800) 223-0651** (toll free in NJ)  
**1 (800) 223-0068** (toll free outside NJ)  
 (608) 787-2000 (Trane/CAC, Inc.)

Mr. Troy D'Ambrosio  
 Vice President, Corporate Communications  
**American Stores Company**  
 P.O. Box 27447  
 Salt Lake City, UT 84127  
 (801) 539-0112  
**1 (800) 541-2863** (toll free)

Mr. Anthony L. Fera  
 Manager, Consumer Relations  
**American Tourister, Inc.**  
 91 Main Street  
 Warren, RI 02885  
 (401) 247-2100  
**1 (800) 635-5505** (toll free outside RI)

Mr. Peter Lincoln  
 Director of Corporate Communications  
**Ameritech**  
 1050 Connecticut Avenue, N.W., Suite 730  
 Washington, D.C. 20036  
 (202) 955-3058

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

Mrs. Joanne Stevens, Manager  
 Customer Relations and Consumer Affairs  
**Amoco Oil Company**  
 200 East Randolph Drive  
 Chicago, IL 60601  
 (312) 856-4074

Mr. Alex T. Langston, Jr.  
 Director, Customer Relations  
**Amtrak**  
 Washington Union Station  
 60 Massachusetts Avenue, N.E.  
 Washington, DC 20002  
 (202) 906-2121  
**1 (800) USA-RAIL**  
 (toll free reservations and information)  
**1 (800) 356-5393**  
 (toll free—credit card inquiries only)

Mr. John Brown, Manager and Senior  
 Corporate Counsel  
 Corporate Government Affairs  
**Amway Corporation**  
 7575 East Fulton Road  
 Ada, MI 49355  
 (616) 676-6733  
**1 (800) 548-3878** (toll free TDD)

Mr. Jeff Solsbig, Supervisor  
 Product Service and Repair  
**Andersen Corporation**  
 100 4th Avenue, North  
 Bayport, MN 55003  
 (612) 439-5150

Mr. Craig Hetterscheidt  
 Manager, Consumer Relations  
**Anheuser-Busch, Inc.**  
 One Busch Place  
 St. Louis, MO 63118-1852  
 (314) 577-3093

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

Customer Relations Department  
**Apple Computer, Inc.**  
 20525 Mariani Avenue  
 Cupertino, CA 95014  
**1 (800) 776-2333**  
 (toll free—complaints and questions)  
**1 (800) 538-9696**  
 (toll free—dealer information)

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

Customer Service  
**Arizona Mail Order**  
 3740 East 34th Street  
 Tucson, AZ 85713  
 (602) 748-6600

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

Mr. Harry Robinson  
 Consumer Relations Administrator  
**Armorall Products Corporation**  
 6 Liberty  
 Aliso Vijo, CA 92656  
 (714) 362-0600  
**1 (800) 747-4104** (toll free outside CA)

Consumer Services  
**Armour Food Company**  
 9 Conagra Drive  
 Omaha, NE 68102-1679  
 (402) 595-7000

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

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

Mr. Lawrence Seigel  
**Atari Video Game Systems**  
 330 North Eisenhower Lane  
 Lombard, IL 60148  
 (708) 629-6500

Ms. Alice Benzing  
 Consumer Compliance Officer  
**Atlantic Financial**  
 2401 Walnut Street  
 Philadelphia, PA 19103  
 (215) 972-4530  
**1 (800) 233-1198** (toll free)

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

Mr. J.R. Patterson, Vice President  
 Customer Service and Insurance  
**Atlas Van Lines**  
 1212 St. George Road  
 P.O. Box 509  
 Evansville, IN 47703-0509  
**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



Customer Service  
**Avon Fashions, Inc.**  
 5000 City Line Road  
 Hampton, VA 23661  
 (804) 827-9000

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

## B

Mr. Frederick J. Wilson  
 Assistant General Counsel  
**Bacardi Imports Inc.**  
 2100 Biscayne Boulevard  
 Miami, FL 33137  
 (305) 573-8511

## Bali

Sara Lee Corporation  
 3330 Healy Drive  
 P.O. Box 5100  
 Winston-Salem, NC 27103  
 (919) 768-8611  
 1 (800) 654-6122 (toll free)

Corporate Communications  
**Bally Manufacturing Corporation**  
 8700 West Bryn Mawr  
 Chicago, IL 60631  
 (312) 399-1300

Customer Relations #3538  
**Bank of America, NT & SA**  
 Box 37000  
 San Francisco, CA 94137  
 (415) 241-7677

Mr. Michael Pascale, Vice President  
 Public and Investor Relations  
**The Bank of New York Company**  
 48 Wall Street, 16th Floor  
 New York, NY 10286  
 (212) 495-2066

**Barnett Banks, Inc.**  
 P.O. Box 40789  
 Jacksonville, FL 32231  
 (904) 791-7720

Mr. Bill Pegram  
 Director of Quality Assurance  
**R.G. Barry Corporation**  
 8000 IH 10 West  
 Suite 1500  
 San Antonio, TX 78230  
 (512) 366-1092

**Bass Pro Shop**  
 1935 South Campbell  
 Springfield, MO 65898  
 1 (800) BASS-PRO (toll free)

Customer Service  
**Eddie Bauer**  
 1330 5th Avenue & Union Street  
 Seattle, WA 98101  
 (206) 622-2766

Ms. Karen Haase  
 Manager, Consumer Affairs  
**Contact Lens & General  
 Eye Care Products  
 Bausch and Lomb**  
 Personal Products Division  
 1400 North Goodman Street  
 Rochester, NY 14692  
 1 (800) 553-5340 (toll free)

Ms. Janice Glerum  
 Director, Customer Service  
**Contact Lenses  
 Bausch and Lomb**  
 Professional Products Division  
 1400 North Goodman Street  
 Rochester, NY 14609  
 1 (800) 552-7388 (toll free)

Ms. Ethel Killenbeck  
 Manager, Consumer Affairs  
**Sunglasses Division  
 Bausch and Lomb**  
 P.O. Box 478  
 Rochester, NY 14692-0478  
 1 (800) 343-5594 (toll free)

Customer Service  
**L.L. Bean, Inc.**  
 Casco Street  
 Freeport, ME 04033-0001  
 (207) 865-9407 (TDD)  
 1 (800) 341-4341 (toll free)

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

**Beatrice Cheese, Inc.**  
 Cheese Division  
 770 North Springdale Road  
 Waukesha, WI 53186  
 (414) 782-2750

Mr. Charles F. Baer, President  
 Consumer Products Division  
**Becton Dickinson and Company**  
 One Becton Drive  
 Franklin Lakes, NJ 07417  
 (201) 848-6800  
 1 (800) 627-1579 (toll free)

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

Mr. Fred Cooke  
 Assistant to the President  
**Bell Atlantic Corporation**  
 1133 20th Street, N.W.  
 Washington, D.C. 20036  
 (202) 392-1358

**BellSouth Telephone Operations**  
 (Southern Bell and South Central Bell)  
 Consumer Affairs Manager  
 600 North 19th Street, 12th Floor  
 Birmingham, AL 35203  
 (205) 321-2892  
 1 (800) 251-5325 (toll free TDD)  
 1 (800) 544-5000 (toll free voice line for  
 disabled customers)

Mr. Keith Kard, Director  
 Marketing and Public Relations  
**Benihana of Tokyo**  
 8685 Northwest 53rd Terrace  
 Miami, FL 33166  
 (305) 593-0770  
 1 (800) 327-3369 (toll free)

Ms. Sue B. Huffman  
 Director, Consumer Affairs  
**Best Foods**  
 CPC International, Inc.  
 P.O. Box 8000 International Plaza  
 Englewood Cliffs, NJ 07632  
 (201) 894-2324

Mr. John Morgan  
 Manager, Customer Service  
**Best Western International**  
 P.O. Box 10203  
 Phoenix, AZ 85064-0203  
 (602) 780-6181

Consumer Relations Department  
**BIC Corporation**  
 500 Bic Drive  
 Milford, CT 06460  
 (203) 783-2000

**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

Consumer Services  
**Black and Decker Power Tools**  
 626 Hanover Pike  
 Hampstead, MD 21074  
 (301) 527-7100  
 1 (800) 762-6672 (toll free)

Mr. Jerry Weber  
 Senior Vice President of Operations  
**Blockbuster Entertainment  
 Corporation**  
 901 East Las Olas Boulevard  
 Ft. Lauderdale, FL 33301  
 (305) 524-8200

Ms. Lori Hunt  
 Customer Services Representative  
**Block Drug Company, Inc.**  
 257 Cornelison Avenue  
 Jersey City, NJ 07302  
 (201) 434-3000, ext. 308  
 1 (800) 365-6500 (toll free outside NJ)

Customer Service Department  
**Bloomington's by Mail, Ltd.**  
 475 Knotter Drive  
 P.O. Box 593  
 Cheshire, CT 06410-9933  
 (203) 271-1313 (mail order inquiries only)

Ms. Allison Rader  
 Consumer Relations  
**Blue Bell, Inc.**  
 P.O. Box 21488  
 Greensboro, NC 27420  
 (919) 373-3564, 4036

Consumer Affairs  
**Blue Cross and Blue Shield Association**  
 655 15th Street, N.W., Suite 350  
 Washington, DC 20005  
 (202) 626-4780

Ms. Karen Braswell  
 Marketing Manager  
**Bojangles**  
 P.O. Box 240239  
 Charlotte, NC 28224  
 (704) 527-2675, ext. 226

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

**Boyle-Midway Household Products, Inc.**  
 see **Reckitt & Colman Household Products**

Ms. Stephanie Smith  
 Manager, Consumer Affairs  
**Bradlees Discount Department Stores**  
 One Bradlees Circle  
 P.O. Box 9015  
 Braintree, MA 02184-9015  
 (617) 380-5468

**Breck Hair Care Products**  
 see **Lederle Consumer Health Products Division**

Customer Service  
**Brights Creek**  
 5000 City Lane Road  
 Hampton, VA 23661  
 (804) 827-1850

Mr. Raymond Heimbuch  
 Manager, Consumer Affairs  
**Bristol-Myers Products**  
 685 Routes 202/206 North  
 Somerville, NJ 08876-1279  
 1 (800) 488-7746 (toll free)

Mr. John L. Skule, III  
 Vice President, Industry and Public Affairs  
**Bristol-Myers Squibb Pharmaceutical Group**  
 P.O. Box 4000  
 Princeton, NJ 08543-4000  
 (609) 921-4000  
 1 (800) 332-2056 (toll free)

**Brita, USA**  
 see **Clorox Company**

Customer Relations  
**British Airways**  
 75-20 Astoria Blvd.  
 Jackson Heights, NY 11370  
 (718) 397-4000

Ms. Deborah A. Volz  
 Consumer Relations Manager  
**Brown-Forman Beverage Company**  
 P.O. Box 1080  
 Louisville, KY 40201  
 1 (800) 753-1177 (toll free)

Consumer Care Information  
**Brown Group, Inc.**  
 P.O. Box 354  
 St. Louis, MO 63166  
 1 (800) 766-6465 (toll free)

Customer Relations  
**Budget Rent-A-Car Corporation**  
 P.O. Box 111580  
 Carrollton, TX 75011-1580  
 1 (800) 621-2844 (toll free)

Investor Service Center  
**Bull & Bear Group, Inc.**  
 11 Hanover Square  
 New York, NY 10005  
 (212) 363-1100  
 1 (800) 847-4200 (toll free)

Manager, Customer Relations  
**Bulova 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 Corporation**  
 1830 Route 130 North  
 Burlington, NJ 08016  
 (609) 387-7800

Public Relations  
**Burlington Industries**  
 3330 West Friendly Avenue  
 Greensboro, NC 27420  
 (919) 379-3376

Mrs. Dorie Monroe  
 Professional Services Manager  
**Burroughs Wellcome Company**  
 3030 Cornwallis Road  
 Research Triangle Park, NC 27709  
 (919) 248-3000

**C**  
 Mr. Ray Faiola, Director  
**CBS Broadcast Group**  
 Audience Services  
 Program Information Office  
 524 West 57th Street  
 New York, NY 10019  
 (212) 975-3166

**CIBA-GEIGY Corporation**  
 Agricultural Division  
 410 Swing Road  
 Greensboro, NC 27409  
 (919) 632-6000  
 1 (800) 334-9481 (toll free)

**CIBA-GEIGY Corporation**  
 Pharmaceuticals Division  
 556 Morris Avenue  
 Summit, NJ 07901-1398  
 (908) 277-5000

**CIBA Vision Corporation**  
 2910 Amwiler Court  
 Atlanta, GA 30360  
 1 (800) 241-5999 (toll free)  
 1 (800) 227-1524, ext. 4828  
 (toll free—consumer relations)

Customer Service  
**CIE America**  
 2515 McCave Way  
 P.O. Box 19663  
 Irvine, CA 92713-9663  
 1 (800) 877-1421 (toll free)

**CIE Terminals**  
 see **CIE America**

Mr. Mark A. Whiter  
 Director, Customer Relations  
**CIGNA Property and Casualty Companies**  
 1600 Arch Street  
 Philadelphia, PA 19103  
 (215) 523-2729

Consumer Affairs Department  
**CPC International Inc.**  
 International Plaza  
 Box 8000  
 Englewood Cliffs, NJ 07632  
 (201) 894-4000

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

**CVN**  
 see **QVC Network**

Customer Relations Department  
**CVS**  
 One CVS Drive  
 Woonsocket, RI 02895-0988  
 (401) 765-1500  
 1 (800) 444-1140 (toll free)

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

Ms. Darlene Stovall  
Consumer Affairs Analyst  
**Cadbury Schweppes**  
Beverages Division  
High Ridge Park  
P.O. Box 3800  
Stamford, CT 06905  
(203) 968-7673  
(203) 968-5895 (consumer affairs)  
1 (800) 426-4891 (toll free)

**Cadbury Schweppes**  
Confections  
see Hershey

Ms. Kathleen Ellwood  
Manager, Consumer Relations  
**Caloric Modern Maid**  
Corporation  
403 North Main Street  
Topton, PA 19562-1499  
(215) 682-4211

Mrs. Cathy Magee  
Director, Consumer Center  
**Campbell Soup Company**  
Campbell Place  
Camden, NJ 08103-1799  
(609) 342-3822

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

Corporate Consumer Affairs  
**Canon U.S.A., Inc.**  
One Canon Plaza  
Lake Success, NY 11042-9960  
(516) 488-6700

Ms. Pat Biederman  
Passenger Service Manager  
**Carnival Cruise Lines**  
3655 Northwest 87th Avenue  
Miami, FL 33178-2428  
1 (800) 327-7373 (toll free)

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

**Carte Blanche**  
see Diners Club

Ms. Mary Mumolo  
Senior Manager, Consumer Relations  
**Carter Hawley Hale Stores**  
388 North Mission Road  
Los Angeles, CA 90031  
(213) 227-2423

Consumer Affairs Department  
**Carter-Wallace Inc.**  
1345 Avenue of the Americas  
New York, NY 10105  
(212) 339-5000

Retail 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  
Customer Service Supervisor  
**Champion Spark Plug Company**  
P.O. Box 910  
Toledo, OH 43661  
(419) 535-2458  
1 (800) 537-8984 (toll free outside OH)  
1 (800) 537-9996 (toll free in OH)

Ms. Stacey French  
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  
**Chattem, Inc.**  
1715 West 38th Street  
Chattanooga, TN 37409  
(615) 821-4571, ext. 211  
1 (800) 366-6833 (toll free outside TN)

Mr. Walter Dabek  
Director, Consumer Information  
**Cheesebrough-Pond's, USA.**  
33 Benedict Place  
Greenwich, CT 06830-6000  
1 (800) 852-8558 (toll free in CT)  
1 (800) 243-5804 (toll free outside CT)

Ms. Kathy Yeu  
Director, Consumer Affairs  
**Chemical Bank**  
277 Park Avenue  
New York, NY 10172  
(212) 310-5800

**ChemLawn Services**  
Corporation  
8275 North High Street  
Columbus, OH 43235  
(614) 888-3572  
1 (800) 888-3572 (toll free)

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

Complaint Department  
**Chi-Chi's, Inc.**  
10200 Linn Station Road  
Louisville, KY 40223  
(502) 426-3900

**Chuck E. Cheese**  
see Integra

Mrs. Cathy R. Marino, Manager  
Consumer Relations  
**Church & Dwight Company, Inc.**  
469 North Harrison Street  
Princeton, NJ 08540-7648  
(609) 683-5900  
1 (800) 624-2889 (toll free in NJ)  
1 (800) 524-1328 (toll free outside NJ)

**Church's Fried Chicken, Inc.**  
see Popeye's

**Cincinnati Microwave**  
One Microwave Plaza  
Cincinnati, OH 45249-9502  
(513) 489-5400  
1 (800) 543-1608 (toll free)

**Circuit City Stores, Inc.**  
2040 Thalbro Street  
Richmond, VA 23230  
(804) 257-4292  
1 (800) 251-2665 (toll free)

Ms. Dinah Nemeroff, Vice President  
Corporate Director of Customer Affairs  
**Citicorp/Citibank**  
399 Park Avenue  
New York, NY 10043  
(212) 559-0043

Ms. Ellen Peressini, Executive Secretary  
**Citizen Watch Company of**  
**America, Inc.**  
8506 Osage Avenue  
Los Angeles, CA 90045  
(213) 215-9660  
1 (800) 321-1023 (toll free)

Ms. Carol Leet, Director  
Consumer Affairs Dept.  
**Clairol, Inc.**  
345 Park Avenue  
New York, NY 10154  
1 (800) 223-5800 (toll free voice/TDD)  
1 (800) HISPANA (toll free Spanish  
voice/TDD)

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

Ms. Sandy Stewart  
Supervisor, Consumer Services  
**Clorox Corporation**  
312 Walnut Street, Suite 1600  
Cincinnati, OH 45202-4036  
1 (800) 225-6729 (toll free)

Ms. C. Kay Whitehurst  
Consumer Services Manager  
**Clorox Company**

1221 Broadway  
Oakland, CA 94612-1888  
(415) 271-7283  
1 (800) 292-2200  
(toll free—laundry brands)  
1 (800) 537-2823  
(toll free—charcoal and food brands)  
1 (800) 227-1860  
(toll free—household surface cleaners)  
1 (800) 426-6228  
(toll free—insecticides)  
1 (800) 242-7482  
(toll free—water purification systems)

Consumer Affairs Department  
**Club Med Sales, Inc.**

40 West 57th Street  
New York, NY 10019  
(212) 977-2100

Mr. Roger Nunley, Director  
Industry and Consumer Affairs  
**Coca-Cola Company**

P.O. Drawer 1734  
Atlanta, GA 30301  
1 (800) 438-2653 (toll free)  
1 (800) 262-2653 (toll free TDD)

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

Ms. Grace Richardson  
Vice President, Consumer Affairs  
**Colgate-Palmolive Company**

300 Park Avenue  
New York, NY 10022-7499  
1 (800) 221-4607  
(toll free—oral care products)  
1 (800) 338-8388  
(toll free—household products)

Mr. Tom Kelly  
Senior Vice President, Operations  
**Colonial Penn Group, Inc.**

11 Penn Center Plaza  
1818 Market Street, 26th Floor  
Philadelphia, PA 19181  
(215) 988-8531  
1 (800) 523-1700 (toll free—auto and  
homeowner customer service)  
1 (800) 523-4000 (toll free—health  
customer service)  
1 (800) 523-9100 (toll free—life customer  
service)

**Columbia House**

A Division of SONY Music  
Entertainment, Inc.  
P.O. Box 4450  
New York, NY 10101-4450  
1 (800) 457-0500  
(toll free—records and tapes)  
1 (800) 457-0866  
(toll free—videos)

Ms. Teresa C. Infantino  
Executive Vice President  
**Combe Incorporated**  
1101 Westchester Avenue  
White Plains, NY 10604-3597  
(914) 694-5454  
1 (800) 431-2610 (toll free)

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

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

Ms. M. Teresa Abreu  
Manager, Customer Relations  
**Commodore Business  
Machines, Inc.**

1200 Wilson Drive  
West Chester, PA 19380  
(215) 431-9100

Customer Relations Department  
**Compaq Computer Corporation**

P.O. Box 692000  
Houston, TX 77269-2000  
1 (800) 345-1516 (toll free)

**Comprehensive Care  
Corporation**

1795 Clarkson Road  
Chesterfield, MO 63017  
(314) 537-1288  
1 (800) 678-2273 (toll free)

Ms. Janet M. Venditti  
Manager, Consumer Affairs  
**Congoleum Corporation**

Technical Operations Center  
861 Sloan Avenue  
Trenton, NJ 08619  
(609) 584-3000  
1 (800) 274-3266 (toll free)

**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. Ann R. Yanulavich  
Director, Customer Relations  
**Continental Airlines, Inc.**

3663 North Belt East, Suite 500  
Houston, TX 77032  
(713) 987-6500

Ms. Barbi Rose 2CR  
Manager, Consumer Affairs  
**Continental Baking Company**

Checkerboard Square  
St. Louis, MO 63164  
(314) 982-4953

Control Data Contact Center  
**Control Data Corporation**

8100 34th Avenue South  
P.O. Box 0  
Minneapolis, MN 55440-4700  
(612) 853-3400  
1 (800) 232-1985 (toll free)

Customer Service  
**Converse, Inc.**

One Fordham Road  
North Reading, MA 01864-2680  
1 (800) 545-4323 (toll free)  
1 (800) 533-8656 (toll free)

**Conwood Company, L.P.**

813 Ridge Lake Boulevard  
Memphis, TN 38120  
(901) 761-2050

Ms. Margie Hausburg  
Quality Assurance Analyst  
**Coors Brewing Company**

Consumer Hotline  
Golden, CO 80401  
1 (800) 842-6116 (toll free)

**Coppertone**  
see **Schering-Plough  
HealthCare Products, Inc.**

Ms. Suzanne Scannelli, Supervisor  
Corning/Revere Consumer Information  
Center

**Corning Incorporated**  
1300 Hopeman Parkway  
Waynesboro, VA 22980  
(703) 949-9143

Ms. Connie J. Shelby  
Director, Consumer Affairs  
**Cosmair, Inc.**

P.O. Box 98  
Westfield, NJ 07091-9987  
1 (800) 631-7358 (toll free)

Ms. Aggie Merkel, Supervisor  
Member and Consumer Relations  
**Cotter & Company**

2743 North Clybourn Avenue  
Chicago, IL 60614-1088  
(312) 975-2700

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

2500 Interplex Drive  
Trevose, PA 19053-6998  
(215) 639-1310  
1 (800) 677-8200 (toll free)

Consumer Affairs Division  
**Jenny Craig International**

445 Marineview Avenue  
Del Mar, CA 92014  
(619) 259-7000

Mr. George Turner  
Assistant Vice President, Operations  
**Crown Books**

3300 75th Avenue  
Landover, MD 20785  
(301) 731-1200  
1 (800) 835-7300 (toll free)

Mr. Peter Cammarata  
Director, Sales and Marketing Operations  
**Cuisinarts Corporation**

P.O. Box 120067  
Stamford, CT 06913-0741  
(203) 975-4600  
1 (800) 726-0190 (toll free outside NJ)  
(609) 426-1300 (in NJ)



Ms. Kathleen Bayer  
Special Assistant to the President  
for Consumer Affairs  
**Culligan International Company**  
One Culligan Parkway  
Northbrook, IL 60062  
(708) 205-5757

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

Mr. Tony Saulino  
Department Head, Customer Service  
**Current, Inc.**  
P.O. Box 2559  
Colorado Springs, CO 80901  
1 (800) 525-7170 (toll free)

Customer Care Department  
**Curtis Mathes Corporation**  
1450 Flatcreek Road  
Athens, TX 75751  
(214) 675-6886  
1 (800) 326-1920 (warranty processing)  
1 (800) 736-1920 (technical services)  
1 (800) 473-1920 (customer care)  
1 (800) 326-1920 (parts administration)

**D**  
**d-Con**  
see **L&F Products**

Ms. Joan Calkins  
Manager, Customer Service  
**DHL Corporation**  
1820 Gateway Drive, Suite 300  
San Mateo, CA 94404  
1 (800) CALL-DHL (toll free)

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

Ms. Becky Ryan  
Director, Consumer Relations  
**Dannon Company, Inc.**  
P.O. Box 44235  
Jacksonville, FL 32256  
1 (800) 321-2174 (toll free)

Ms. Stephanie McDermott, Manager  
Customer Service Department  
**Danskin**  
P.O. Box 15016  
York, PA 17405-7016  
1 (800) 87-DANSKIN (toll free)

Ms. Avis Carlson, Manager  
Central Consumer Relations  
**The Department Stores of the Dayton Hudson Corporation**  
Box 875  
700 Nicollet Mall  
Minneapolis, MN 55402  
(612) 375-3382

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

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

**Deere & Company**  
John Deere Road  
Moline, IL 61265-8098  
(309) 765-8000

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

Ms. Janet M. Acklam  
Manager, Consumer Affairs  
**Del Monte Corporation**  
P.O. Box 193575  
San Francisco, CA 94119  
1 (800) 543-3090 (toll free)

Public Relations  
**Delco Remy Division**  
General Motors Corporation  
2401 Columbus Avenue  
Mail Code 1-310  
Anderson, IN 46018-9986  
(317) 646-2000

Mr. Fred Elsberry  
Director, Consumer Affairs  
**Delta Air Lines**  
Hartsfield Atlanta International Airport  
Atlanta, GA 30320  
(404) 715-1402

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

Operations  
**Denny's, Inc.**  
P.O. Box 3800  
Spartanburg, SC 29304-3800  
(803) 596-8000

Mr. George Andrassy, Vice President  
Research and Development  
**Dep Corporation**  
2101 East Via Arado  
Rancho Dominguez, CA 90220-6189  
(213) 604-0777  
1 (800) 367-2855 (toll free)

Ms. Julie Jason  
Manager, Customer Service  
**DeVry, Inc.**  
2211 West Howard Street  
Evanston, IL 60202  
(708) 328-8100  
1 (800) 225-8000 (toll free)

Ms. Lisa L. Ridle, Director  
Consumer Information Center  
**The Dial Corporation**  
Dial Tower  
Phoenix, AZ 85077-1606  
(602) 207-5518  
1 (800) 528-0849 (toll free—foods division)  
1 (800) 45-PUREX (toll free—household and laundry division)  
1 (800) 258-DIAL (toll free—personal care division)

Customer Relations  
**Diet Center, Inc.**  
921 Penn Avenue  
Pittsburgh, PA 15222-3814  
(412) 338-8700  
1 (800) 333-2581 (toll free)

Customer Assistance Department  
**Digital Equipment Corporation**  
40 Old Bolton Road  
Stow, MA 01777-1215  
(508) 493-7161  
1 (800) 332-4636 (toll free)

Customer Relations  
**Dillard Department Stores, Inc.**  
1600 Cantrell Road  
Little Rock, AR 72201  
(501) 376-5200

Ms. Betsy Seeley  
Vice President, Customer Service  
**Diners Club International**  
183 Inverness Drive West  
Englewood, CO 80112  
(303) 799-9000  
1 (800) 525-9135 (toll free)  
(303) 649-2824 (TDD)

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

Ms. Helen Robinson  
Manager, Consumer Response  
**Dole Packaged Foods**  
ATTN: Consumer Response Department  
50 California Street, 19th Floor  
San Francisco, CA 94111  
1 (800) 232-8888 (toll free)

Mr. David Black, President  
Operations  
**Domino's Pizza, Inc.**  
P.O. Box 997  
Ann Arbor, MI 48106-0997  
(313) 930-3030

Mr. Robert J. Posch, Jr.  
Vice President, Legal Affairs  
**Doubleday Book & Music Clubs, Inc.**  
501 Franklin Avenue  
Garden City, NY 11530-5806  
(516) 873-4628

Ms. Sharon Clark  
Manager, Consumer Affairs  
**Dow Brands**  
P.O. Box 68511  
Indianapolis, IN 46268-0511  
1 (800) 428-4795 (toll free)

Mr. Jim Ball, Vice President  
Corporate Communications  
Ms. Wynema Hamilton, Coordinator  
Consumer Affairs  
**Dr Pepper Co./The Seven-Up Co./Premier Beverages**  
P.O. Box 655086  
Dallas, TX 75265-5086  
(214) 360-7000

Customer Service Department  
**Walter Drake & Sons**  
 Drake Building  
 Colorado Springs, CO 80940-0001  
 (719) 596-3140

Ms. Jane Lagusch  
 Corporate Secretary to the President  
**Drug Emporium, Inc.**  
 155 Hidden Ravines Drive  
 Powell, OH 43065  
 (614) 548-7080

**Dulcolax**  
 Boehringer Ingelheim  
 90 East Ridge  
 P.O. Box 368  
 Ridgefield, CT 06877-0368  
 (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  
 1 (800) 6-DUNKIN (toll free)

Mr. Thomas M. Johnson  
 Manager, Consumer Affairs  
**Dunlop Tire Corporation**  
 P.O. Box 1109  
 Buffalo, NY 14240-1109  
 (716) 879-8258  
 1 (800) 548-4714 (toll free)

Product Information Center  
**E.I. duPont de Nemours & Co.**  
 1007 Market Street  
 Wilmington, DE 19880-0010  
 1 (800) 441-7515 (toll free)

Consumer Affairs Department  
**Duracell USA**  
 Division of Duracell, Inc.  
 Berkshire Industrial Park  
 Bethel, CT 06801  
 (203) 796-4000  
 1 (800) 551-2355  
 (toll free—8:30 a.m.—5 p.m. EST)

Consumer Affairs Department  
**Durkee-French Foods**  
 A Division of Rickett & Colman Inc.  
 1655 Valley Road  
 P.O. Box 939  
 Wayne, NJ 07474-0939  
 (201) 633-6800

## E

Mr. John Vaeth  
**Eastman Kodak Company**  
 343 State Street  
 Rochester, NY 14650-0811  
 1 (800) 242-2424 (toll free)

Ms. Nancy J. Avino  
 Customer Service Representative  
**Eckerd Drug Company**  
 8333 Bryan Dairy Rd.  
 P.O. Box 4689  
 Clearwater, FL 34618  
 (813) 397-7461

Customer Service  
**Edmund Scientific Company**  
 101 East Gloucester Pike  
 Barrington, NJ 08007-1380  
 (609) 573-6260

**Electrolux Corporation**  
 2300 Windy Ridge Parkway  
 Suite 900  
 Marietta, GA 30067  
 (404) 933-1000  
 1 (800) 243-9078 (toll free)

Customer Relations  
**Emery Worldwide**  
 A CF Company  
 3350 West Bayshore Road  
 Palo Alto, CA 94303-0986  
 (415) 855-9100  
 1 (800) 443-6379 (toll free)

Ms. Martha S. Yocum  
 Director of Consumer Affairs  
**Encore Marketing International, Inc.**  
 4501 Forbes Boulevard  
 Lanham, MD 20706  
 (301) 459-8020  
 1 (800) 638-0930 (toll free)

Mr. Norman Braun  
 Vice President, Public Affairs  
**Encyclopaedia Britannica, Inc.**  
 310 South Michigan Avenue  
 Chicago, IL 60604-4293  
 (312) 347-7230

Mr. Labat R. Yancey  
 Assistant Vice President  
 Office of Consumer Affairs  
**Equifax**  
 P.O. Box 4081  
 Atlanta, GA 30302  
 (404) 888-3500

Ms. Carolann V. Mathews  
 Vice President, Customer Relations  
**Equitable Life Assurance Society**  
 135 West 50th Street  
 New York, NY 10020  
 (212) 641-7700 (collect calls accepted)

Retail Customer Service Department  
**Esprit de Corp.**  
 900 Minnesota Street  
 San Francisco, CA 94107-3000  
 (415) 648-6900  
 1 (800) 777-8765 (toll free)

Ms. Theresa Sullivan  
 Vice President, Consumer Relations  
**Estee Lauder Companies**  
 767 Fifth Avenue  
 New York, NY 10153-0003  
 (212) 572-4455

Ms. Carol Archer  
 Supervisor, Consumer Affairs  
**Ethan Allen, Inc.**  
 Ethan Allen Drive  
 Danbury, CT 06811  
 (203) 743-8553

Mr. Rick Gremer  
 Consumer Relations Manager  
**The Eureka Company**  
 1201 East Bell Street  
 Bloomington, IL 61701-6902  
 (309) 823-5735  
 1 (800) 282-2886 (toll free—warranty center)

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 OH)

Mr. W.D. Dermott, Manager  
 Consumer and Regulatory Affairs  
**Exxon Company U.S.A.**  
 P.O. Box 2180  
 Houston, TX 77252-2180  
 (713) 656-3151

## F

Ms. Erin Sparks  
 Consumer Affairs Coordinator  
**FMG/Tsumara**  
 Jonathan Industrial Park  
 Chaska, MN 55318  
 (612) 448-4181

Ms. June Golden  
**Family Circle Magazine**  
 110 Fifth Avenue  
 New York, NY 10011  
 (212) 463-1063

Consumer Affairs Department  
**Faultless Starch/Bon Ami Company**  
 1025 West Eighth Street  
 Kansas City, MO 64101-1200  
 (816) 842-1230

**Fayva Shoe Stores**  
 see Morse Shoe Company

Mr. John R. West, Manager  
 Corporate Quality Improvement  
**Federal Express Corporation**  
 P.O. Box 727, Department 2605  
 Memphis, TN 38194-2605  
 (901) 922-5454  
 1 (800) 238-5355 (toll free)

Ms. Patricia Ikeda, Director  
Community Relations and Operations  
**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  
1 (800) 841-3336  
(toll free—Fieldcrest Stores)  
1 (800) 237-3209  
(toll free—Cannon Stores)

Ms. Mary Luethmers  
Customer Relations Manager  
**Fingerhut Corporation**  
11 McLeland Road  
St. Cloud, MN 56395  
(612) 259-2500

Consumer Affairs  
**Firestone Tire & Rubber Co.**  
205 North Michigan Avenue  
Chicago, IL 60601-5965  
1 (800) 274-1344 (toll free)

Mr. Lee Mann  
Director, Consumer Affairs  
**First Brands Corporation**  
88 Long Hill Street  
East Hartford, CT 06108  
(203) 728-6000

Mr. Patrick J. Swanick  
Senior Vice President, Customer Services  
Customer Service Center  
**First Fidelity Bancorporation**  
100 Constitution Drive  
Upper Darby, PA 19082-4603  
(215) 734-5090  
1 (800) 345-9042 (toll free)  
(215) 734-5599 (TDD)

Consumer Affairs Department  
**First Interstate Bank of California**  
707 Wilshire Boulevard, W35-13  
Los Angeles, CA 90017  
(213) 614-3103  
1 (800) 626-3400 (toll free)

Ms. Susan Alcorn, Director  
Consumer, Government and Media Center  
**First National Supermarkets, Inc.**  
17000 Rockside Road  
Cleveland, OH 44137-4390  
(216) 587-7100

Mr. Michael Cisneros  
Consumer Affairs Officer  
**First Nationwide Bank**  
135 Main Street, 4th Floor  
San Francisco, CA 94105-1817  
1 (800) 237-0758 (toll free)

Customer Service  
**First Union National Bank of Florida**  
P.O. Box 2870  
Jacksonville, FL 32231-0010  
(904) 361-6996  
1 (800) 735-1012 (toll free)

**Fisher**  
see SFS Corporation

Ms. Carol Steck  
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**Fisher Price**  
636 Girard Avenue  
East Aurora, NY 14052-1880  
1 (800) 432-5437 (toll free)

Ms. Kathryn McDonald  
Consumer Affairs Manager  
**Florida Power and Light Co.**  
P.O. Box 029100  
Miami, FL 33102-9100  
(305) 227-4646  
1 (800) 432-6554 (toll free TDD)

Ms. Monica Schmelter, Manager  
Customer Relations  
**Florists' Transworld Delivery Association (FTD)**  
29200 Northwestern Highway  
P.O. Box 2227  
Southfield, MI 48037-4077  
(313) 355-9300  
1 (800) 521-4366 (toll free)

**Florsheim Shoe Company**  
130 South Canal Street  
Chicago, IL 60606-3999  
(312) 559-2500

Mr. Heeth Varnedoe, President  
**Flowers Industries, Inc.**  
P.O. Box 1338  
Thomasville, GA 31799-1338  
(912) 226-9110

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

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

Marketing and Customer Service  
**Fotomat Corporation**  
201 Prestige Park Road  
East Hartford, CT 06108  
(203) 291-0100  
1 (800) 842-0001 (toll free in CT)  
1 (800) 243-0003 (toll free outside CT)

Mr. David Listman, Vice President  
Customer Service/Operations  
**The Franklin Mint**  
U.S. Route One  
Franklin Center, PA 19091  
(215) 459-6000

**Frank's Nursery and Crafts, Inc.**  
A Division of General Host Corporation  
6501 East Nevada  
Detroit, MI 48234  
(313) 366-8400

Customer Service Department  
**Freeman and French Shriener Shoes**  
1 Freeman Lane  
Beloit, WI 53511-3989  
1 (800) 456-9745 (toll free)

Customer Relations  
**Fretter Appliance Company**  
14985 Telegraph Road  
Redford, MI 48239  
(313) 537-3701  
1 (800) 736-3430 (toll free)

**Frigidaire Appliances**  
see White Consolidated Industries

**Frontier Airlines**  
see Continental Airlines

Ms. Janet Rosati  
Director, Consumer Services  
**Fruit of the Loom, Inc.**  
One Fruit of the Loom Drive  
Bowling Green, KY 42102-9015  
(502) 781-6400

Ms. Marianne Salembene  
Associate Manager, Customer Service  
Department  
**Fuji Photo Film U.S.A., Inc.**  
800 Central Boulevard  
Carlstadt, NJ 07072-3009  
1 (800) 526-9030 (toll free)

Customer Resource Center  
**Fuller Brush Company**  
P.O. Box 729  
Great Bend, KS 67530-0729  
1 (800) 523-3794 (toll free)

**G**  
**GTE Corporation**  
One Stamford Forum  
Stamford, CT 06904  
(203) 965-2000

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

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

Ms. Sheila Gibbons  
Director, Public Affairs  
**Gannett Company, Inc.**  
1100 Wilson Boulevard  
Arlington, VA 22234  
(703) 284-6048

**General Electric Company**  
For information on GE consumer  
products and services, call:  
GE ANSWER CENTER® service  
1 (800) 626-2000 (toll free)

Mr. Donald L. Mayer  
Director of Consumer Response  
and Information Center  
**General Foods Corporation**  
250 North Street  
White Plains, NY 10625  
1 (800) 431-1001 (toll free—desserts)  
1 (800) 431-1002 (toll free—beverages)  
1 (800) 431-1003 (toll free—meals and  
Post cereals)  
1 (800) 431-1004 (toll free—Maxwell  
House and Bird's Eye)  
1 (800) 424-BAKE (toll free—Entenmann's)  
1 (800) 431-POST (toll free—Post cereals)  
1 (800) FOR-WACKY (toll free—Kool Aid)

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

Ms. Sandy Weisenburger  
Assistant Manager, Consumer Services  
**General Mills, Inc.**  
P.O. Box 1113  
Minneapolis, MN 55440-1113  
(612) 540-4295  
1 (800) 328-6787  
(toll free—bakery products)  
1 (800) 231-0308 (toll free—cereals)  
1 (800) 222-8848 (toll free—Gorton's)  
1 (800) 231-0308 (toll free—snacks)

Customer Relations Department  
**General Motors Acceptance  
Corporation (GMAC)**  
3044 West Grand Boulevard, Room AX348  
Detroit, MI 48202  
(313) 556-0510  
1 (800) 441-9234 (toll free)  
1 (800) TDD-GMAC (toll free TDD)

Customer Service  
**General Tire Inc.**  
One General Street  
Akron, OH 44329-0006  
1 (800) 847-3349 (toll free)

Ms. Lori Thies, Vice President  
Customer Service  
**Generra**  
278 Broad Street  
Seattle, WA 98121  
(206) 728-6888

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

Ms. Denise Irish (paper products)  
Ms. Janet Folk (building products)  
**Georgia-Pacific Corp.**  
P.O. Box 105605  
Atlanta, GA 30348-5605  
(404) 521-4708 (building products)  
(404) 527-0038 (paper products)

Mr. L. James Lovejoy, Director  
Corporate Communications  
**Gerber Products Company**  
445 State Street  
Fremont, MI 49413-1056  
(616) 928-2000  
1 (800) 4-GERBER (toll free—24 hours)  
1 (800) 421-4221  
(toll free, 24-hour breastfeeding advice)  
1 (800) 828-9119 (toll free—baby formula)

Ms. Oonna 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

Ms. Beverly Smart  
Manager, Consumer Affairs  
**Gillette Company**  
P.O. Box 61  
Boston, MA 02199  
(617) 463-3337

**Glenbrook Laboratories**  
see Sterling Drug Inc.

Mr. James Sainsbury  
Manager, Product Regulation  
**The Glidden Company**  
925 Euclid Avenue  
Cleveland, OH 44115  
(216) 344-8818

Mr. M.F. Smithson, Director  
Consumer Relations  
**Goodyear Tire & Rubber Co.**  
1144 East Market Street  
Akron, OH 44316  
(216) 796-4940  
(216) 796-6055 (TDD)  
1 (800) 321-2136 (toll free)

Mr. Michael Legrand  
Vice President, Operations  
**Gordon's Jewelers**  
A Subsidiary of Zale Corporation  
901 West Walnut Hill Lane  
Irving, TX 75038-1003  
(214) 580-4924

Consumer Affairs  
**Greensweep**  
800 North Lindbergh  
St. Louis, MO 63167  
1 (800) 225-2883 (toll free)

Ms. Janna Willardson  
Manager, Customer Relations  
**Greyhound Lines, Inc.**  
901 Main Street, Suite 2500  
Dallas, Texas 75202  
(214) 744-6500

**Guess? Inc.**  
1444 South Alameda Street  
Los Angeles, CA 90021  
(213) 231-2385

**Guinness Import Company**  
Six Landmark Square  
Stamford, CT 06901-2704  
(203) 323-3311  
1 (800) 521-1591 (toll free)

## H

Ms. Marti Johnson  
Director of Client Relations  
**H&R Block, Inc.**  
4410 Main Street  
Kansas City, MO 64111-9986  
(816) 753-6900  
1 (800) 829-7733 (toll free)

**HVR Company**  
see Clorox Company

Mr. Don Freberg  
Manager of Consumer Affairs  
**Hallmark Cards, Inc.**  
P.O. Box 419034  
Kansas City, MO 64141-6034  
(816) 274-5697

**Halston**  
see Revlon

**Hanes**  
see Leggs

Mr. Fred Gould  
Director, Consumer Service  
**Hanover-Direct Inc.**  
340 Poplar Street  
Hanover, PA 17333-9989  
(717) 637-6000

**Hardwick**  
see Maycor

Mr. Jim Round  
Vice President, Advertising  
**Hartmarx Specialty Stores, Inc.**  
101 North Wacker Drive, 20th Floor  
Chicago, IL 60606-7389  
(312) 372-6300



Ms. Nancy Moland  
**Hartz Mountain Corporation**  
 700 Frank E. Rodgers Blvd. South  
 Harrison, NJ 07029-9987  
 (201) 481-4800

Ms. Bonnie Fisher  
 Supervisor, Consumer Service  
**Hasbro, Inc.**  
 P.O. Box 200  
 Pawtucket, RI 02861-0200  
 (401) 431-8697  
 1 (800) 237-0063 (toll free)

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

Mr. Jim Lytle, Vice President  
 Direct Marketing  
**Heath Company**  
 Benton Harbor, MI 49022  
 (616) 982-3672

Mr. Thomas J. Rattigan  
 Chairman and CEO  
**G. Heileman Brewing Company**  
 100 Harborview Plaza  
 La Crosse, WI 54602-0459  
 (608) 785-1000

Ms. Donna Elliott  
 Manager, Consumer Relations  
**Heinz U.S.A.**  
 P.O. Box 57  
 Pittsburgh, PA 15230-0057  
 (412) 237-5740

Consumer Affairs Department  
 Consumer Products Division  
**Helene Curtis, Inc.**  
 325 North Wells Street  
 Chicago, IL 60610-4713  
 (312) 661-0222

Ms. Lael M. Moynihan  
 Manager, Consumer Relations  
**Hershey Foods Corporation**  
 P.O. Box 815  
 Hershey, PA 17033-0815  
 1 (800) 468-1714 (toll free)

Ms. Leslie Rotonda, Manager  
 Executive Customer Relations  
**Hertz Corporation**  
 225 Brae Boulevard  
 Park Ridge, NJ 07656-0713  
 (201) 307-2000  
 1 (800) 654-3131 (toll free—reservations)  
 1 (800) 654-2280 (toll free TDD)

Customer Information Center  
**Hewlett-Packard Company**  
 19310 Prune Ridge Avenue  
 Cupertino, CA 95014  
 (408) 973-1919

Ms. Toni Schwartz  
 Helpline  
**Highland Superstores Inc.**  
 909 North Sheldon Road  
 Plymouth, MI 48170  
 (313) 451-3200  
 1 (800) 755-4357 (toll free)  
 1 (800) 726-3492 (toll free TDD)

**Hilton Hotels Corporation**  
 9336 Civic Center Drive  
 Beverly Hills, CA 90209-5567  
 (213) 278-4321

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

Mr. Jim Drummond, Director  
 Advertising and Sales Promotion  
**Hitachi Home Electronics**  
**(America), Inc.**  
 3890 Steve Reynolds Boulevard  
 Norcross, GA 30093  
 (404) 279-5600  
 1 (800) 241-6558 (toll free)

Mr. Bill Bellican  
**Holiday Inns**  
 3796 Lamar Avenue  
 Memphis, TN 38195  
 (901) 362-4827  
 1 (800) 621-0555 (toll free)

Mr. Bill Sanders  
 Director, Consumer Affairs  
**Home Depot Inc.**  
 2727 Paces Ferry Road  
 Atlanta, GA 30339  
 (404) 433-8211

Ms. Karen McKeever  
 Director of Marketing  
**Home Owners Warranty**  
**Corporation (HOW)**  
 1110 North Glebe Road  
 Arlington, VA 22201  
 (703) 516-4100  
 1 (800) CALL-HOW (toll free)

**Home Shopping Network**  
 P.O. Box 9090  
 Clearwater, FL 34618-9090  
 (813) 572-8585  
 1 (800) 753-5353 (toll free TDD)

Mr. Ray Gwin, Manager  
 Consumer Affairs  
 Residential Division  
**Honeywell, Inc.**  
 1885 Douglas Drive  
 Golden Valley, MN 55422-4386  
 (612) 542-7354  
 1 (800) 468-1502 (toll free)

Mr. Larry Calder  
 Manager of Consumer Affairs  
**Hoover Company**  
 101 East Maple  
 North Canton, OH 44720  
 (216) 499-9200, ext. 2669

Customer Service Division  
**The Horchow Collection**  
 13800 Diplomat Drive  
 Dallas, TX 75234  
 (214) 484-6600  
 1 (800) 395-5397 (toll free)

Mr. Allan Krejci  
 Director, Public Relations  
**George A. Hormel and Company**  
 501 16th Avenue N.E.  
 Austin, MN 55912-9989  
 (507) 437-5355

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

Ms. Judy McCray, Consumer Relations  
**Huffy Corporation**  
 P.O. Box 1204  
 Dayton, OH 45401  
 (513) 866-6251

Customer Relations  
**Humana Inc.**  
 500 West Main Street  
 P.O. Box 1438  
 Louisville, KY 40201-1438  
 (502) 580-1000

**Hunt-Wesson, Inc.**  
 Grocery Division  
 1645 West Balencia Drive  
 Fullerton, CA 92634  
 (714) 680-1430

Ms. Chris Buzanis  
 Director, Quality Assurance  
**Hyatt Hotels & Resorts**  
 200 West Madison Street, 39th Floor  
 Chicago, IL 60606  
 (312) 750-1234  
 1 (800) 228-3336 (toll free)

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

Consumer Affairs Department  
**Illinois Bell**  
 225 West Randolph Street, Room 30-D  
 Chicago, IL 60606  
 (312) 727-9411

Mr. Stephen Powell  
 Community Affairs Manager  
**Indiana Bell**  
 251 North Illinois Street, Room 1680  
 Indianapolis, IN 46204  
 (317) 265-5965  
 1 (800) 556-4949 (toll free)

Mr. David Steadman  
 President and CEO  
**Integra**  
 4441 West Airport Freeway  
 Irving, TX 75062  
 (214) 258-8500

Communications Department  
**International Dairy Queen, Inc.**  
 5701 Green Valley Drive  
 Minneapolis, MN 55437-1089  
 (612) 830-0200

**J**

Mr. James Bennett  
 Customer Relations Manager  
**JVC Company of America**  
 41 Slater Drive  
 Elmwood Park, NJ 07407  
 (201) 794-3900  
 1 (800) 252-5722 (toll free)

Mr. Murray Taylor  
 Manager, Customer Service  
**Jackson & Perkins Nursery Stock**  
 2518 South Pacific Highway  
 Medford, OR 97501  
 (503) 776-2400  
 1 (800) 872-7673 (toll free)

Ms. Eileen Guernsey  
 Manager of Consumer Affairs  
**James River Corporation**  
**Dixie Products**  
 P.O. Box 6000  
 Norwalk, CT 06856-6000  
 (203) 854-2469  
 1 (800) 243-5384 (toll free)

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

Customer Service  
**James River Traders**  
 5000 City Lane Road  
 Hampton, VA 23661  
 (804) 827-6000

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

**Jhirmack**  
 see **Playtex Family Products Group**

Ms. Barbara Short  
 Consumer Relations  
**Jockey International, Inc.**  
 2300 60th Street  
 Kenosha, WI 53140  
 (414) 658-8111

Consumer Affairs  
**John Hancock Financial Services**  
 P.O. Box 111  
 Boston, MA 02117  
 (617) 572-6272

**Johnny Appleseed's, Inc.**  
 30 Tozer Road  
 Beverly, MA 01915-0720  
 1 (800) 225-5051 (toll free)

**Johnson & Johnson Consumer Products, Inc.**  
 Information Center  
 199 Grandview Road  
 Skillman, NJ 08558  
 1 (800) 526-2433 (toll free)  
 1 (800) 526-3967 (toll free)

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

Mr. Tom Conrardy  
 Consumer Affairs Director  
**S.C. Johnson and Sons**  
 1525 Howe Street  
 Racine, WI 53403  
 1 (800) 558-5252 (toll free)

Ms. Denise Mori  
 Manager, Guest Services  
**Howard Johnson, Inc.**  
 P.O. Box 29004  
 Phoenix, AZ 85038  
 (602) 389-5555

Mr. Jerry Taylor, Vice President  
 Advertising and Marketing  
**Jordache Enterprises, Inc.**  
 226 West 37th Street  
 New York, NY 10018  
 (212) 279-7343  
 1 (800) 289-5326 (toll free)  
 1 (800) 442-2056 (toll free)

**K**

Mr. Robert J. Clark  
 Manager, Customer Service  
**K mart Corporation**  
 3100 West Big Beaver Road  
 Troy, MI 48084  
 (313) 643-1643  
 1 (800) 63-KMART (toll free)

Ms. Annette Watkins-Habeski  
 Manager, Consumer Relations  
 Fieldcrest Cartron Carpet Division  
**Karastan/Figelow**  
 725 North Regional Rd.  
 Greensboro, NC 27409  
 (919) 665-4000  
 1 (800) 476-7113 (toll free)

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

Consumer Services  
**Kawasaki Motor Corporation, U.S.A.**  
 P.O. Box 25252  
 Santa Ana, CA 92799-5252  
 (714) 770-0400

Ms. Sara C. Maness  
 Consumer Relations Manager  
**Kaysar-Roth Corporation**  
 612 South Main Street  
 Burlington, NC 27215  
 (919) 229-2224

Ms. Paige Riccio, Supervisor  
 Consumer Communications  
**Keebler Company, Inc.**  
 One Hollow Tree Lane  
 Elmhurst, IL 60126  
 (708) 833-2900

Ms. Linda J. Pell  
 Manager, Consumer Affairs  
**Kellogg Company**  
 P.O. Box CAMB  
 Battle Creek, MI 49016  
 (616) 961-2277

Mr. Don Diehl, Manager  
 Product Service  
**The Kelly Springfield Tire Company**  
 Willowbrook Road  
 Cumberland, MD 21502-2599  
 (301) 777-6631  
 (301) 777-6017

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

Ms. Dee Atkinson  
 Consumer Relations Manager  
**Kemper National Insurance Company**  
 Public Affairs and Communications  
 Long Grove, IL 60049-0001  
 (708) 540-2122  
 1 (800) 833-0355 (toll free)

Consumer Affairs  
**Kenner Products**  
 1014 Vine Street  
 Cincinnati, OH 45202  
 (513) 579-4041  
 1 (800) 347-4613 (toll free)

Ms. Cindy Van Grinsven  
 Director, Consumer Services  
**Kimberly-Clark Corporation**  
 P.O. Box 2020  
 Neenah, WI 54957-2020  
 (414) 721-5604  
 1 (800) 544-1847 (toll free)

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

Consumer Assistance Center  
**KitchenAid**  
 701 Main Street  
 St. Joseph, MO 49085-1392  
 (616) 982-4500  
 1 (800) 422-1230 (toll free)

Mrs. Lori Masters  
Assistant to the Senior Vice President  
Public Relations and Communications  
**Calvin Klein Industries, Inc.**  
205 West 39th Street, 10th Floor  
New York, NY 10018  
(212) 719-2600  
1 (800) 327-8731 (toll free)

Ms. Anita Davis, Director  
Customer Relations  
**Kloster Cruise Ltd.**  
95 Merrick Way  
Miami, FL 33134  
(305) 447-9660

**Kodiak Smokeless Tobacco**  
see **Conwood Co., L.P.**

Mr. Paul Scholten, Manager  
Service and Technical Publications  
**Kohler Company**  
Kohler, WI 53044  
(414) 457-4441

Mr. Allen Wilson, Manager  
Sales Administration  
**Kohler Company**  
Kohler, WI 53044  
(414) 457-4441

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

ATTN: Consumer Response Center  
**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) 762-1589  
1 (800) 632-6900  
(toll free—product information)

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

## L

Ms. Danielle King  
Consumer Affairs Coordinator  
**LA Gear**  
4221 Redwood Avenue  
Los Angeles, CA 90066  
(213) 822-1995

Mrs. Colleen Fogle  
Manager of Consumer Services  
**La-Z-Boy Chair Company**  
1284 North Telegraph Road  
Monroe, MI 48161-3309  
(313) 242-1444

Consumer Relations  
**L&F Products**  
225 Summit Avenue  
Montvale, NJ 07645  
(201) 573-5700

Ms. Marie Holen  
Manager, Consumer Affairs  
**Land O'Lakes, Inc.**  
P.O. Box 116  
Minneapolis, MN 55440-0116  
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**  
East Franklin Avenue  
P.O. Box 151  
Altavista, VA 24517  
(804) 369-5641

Mr. John Gray, Director  
Customer Services  
**Lechmere**  
275 Wildwood Street  
Woburn, MA 01801  
(617) 935-8340  
1 (800) 733-4666 (toll free)

Ms. Barbara Distasi  
Manager, Consumer Affairs  
**Lederle Consumer Health Products Division**  
697 Route 46  
Clifton, NJ 07015  
1 (800) 282-8805  
(toll free 9 a.m. - 4 p.m., M-F)

Ms. Christine Anderson  
Customer Service  
**Lee Company**  
9001 West 67th Street  
Marriam, KS 66202  
(913) 384-4000

**Leggs Products, Inc.**  
Sara Lee Hosiery  
Sara Lee Corporation  
5660 University Parkway  
Winston-Salem, NC 27105  
(919) 768-9540

Customer Service  
**Leichtung, Inc.**  
4944 Commerce Parkway  
Cleveland, OH 44128  
(216) 831-7845  
1 (800) 654-7817 (toll free)

**Lennox Industries**  
P.O. Box 799900  
Dallas, TX 75380-9000  
(214) 497-5000

Consumer Service Manager  
**Lever Brothers Corporation**  
390 Park Avenue  
New York, NY 10022-4698  
1 (800) 451-6679 (toll free)

Consumer Affairs  
**Levi Strauss & Co.**  
1155 Battery Street  
San Francisco, CA 94111  
1 (800) USA-LEVI (toll free)

Ms. Eleanor Eckardt  
Vice President, Consumer Relations  
**Levitz Furniture Corporation**  
6111 Broken Sound Parkway, N.W.  
Boca Raton, FL 33487-2799  
1 (800) 523-2572 (toll free in FL)  
1 (800) 631-4601 (toll free outside FL)

Customer Service  
**Levolor Corporation**  
7614 Business Park Drive  
Greensboro, NC 27409  
1 (800) LEVOLOR (toll free)

Mr. Edward T. Frackiewicz  
Manager of Consumer Affairs  
**Liberty Mutual Insurance Group**  
175 Berkeley Street  
Boston, MA 02117  
(617) 357-9500  
1 (800) 225-2390 (toll free)

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

Customer Service  
**Lillian Vernon Corporation**  
2600 International Parkway  
Virginia Beach, VA 23452  
(804) 430-1500

Consumer Technical Services  
**Eli Lilly & Company**  
Lilly Corporate Center  
Indianapolis, IN 46285  
(317) 276-2339 (product information)  
(For medical information, contact  
your physician)

Mr. Alfred Dietzel  
Vice President  
Financial and Public Relations  
**The Limited, Inc.**  
Two Limited Parkway  
P.O. Box 16000  
Columbus, OH 43216  
(614) 479-7000

Ms. Sharlene Ungar  
Manager  
Customer Service Center  
**Little Caesar Enterprises**  
2211 Woodward Avenue  
Detroit, MI 48201  
1 (800) 7-CAESAR

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

**Long John Silver's**

101 Jerrico Drive  
P.O. Box 11988  
Lexington, KY 40579  
(606) 263-6000

**L'Oreal**

see **Cosmair, Inc.**

Mr. David Hicks  
Customer Relations Manager  
**Lorillard Tobacco Company**

2525 East Market Street  
P.O. Box 21688  
Greensboro, NC 27420-1688  
(919) 373-6669

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

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

**M**

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 PA)

Public Information  
**MCA, Inc.**  
100 Universal City Plaza  
Universal City, CA 91608-1085  
(818) 777-1000

Mr. Roy Gamse  
Senior Vice President  
Consumer Service  
**MCI Consumer Markets**  
1200 South Hayes Street, 12th Floor  
Arlington, VA 22202  
(703) 415-6726

Consumer Affairs Department  
**M&M/Mars, Inc.**  
High Street  
Hackettstown, NJ 07840  
(201) 852-1000  
1 (800) 222-0293 (toll free)

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

Vice President  
Customer Service  
**R.H. Macy & Company, Inc.**  
151 West 34th Street  
New York, NY 10001  
(212) 695-4400

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

**Magnavox**  
see **Phillips Company**

Valli Zale, General Manager  
**I. Magnin**  
3050 Wilshire Boulevard  
Los Angeles, CA 90010  
(213) 382-6161

Mr. Ross DeMaris  
Consumer Services Manager  
**Mannington Resilient Floors, Inc.**  
P.O. Box 30  
Salem, NJ 08079  
(609) 935-3000  
1 (800) 356-6787 (toll free)

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

Ms. Marie DeAngelo  
Assistant Vice President  
**Manufacturers Hanover Trust Company**  
270 Park Avenue  
New York, NY 10017  
(212) 270-7370

**Manville Corporation**  
P.O. Box 5108  
Denver, CO 80217-5108  
(303) 978-2000  
1 (800) 654-3103  
(toll free—product information)

Corporate Customer Relations  
**Marine Midland Bank, N.A.**  
One Marine Midland Center  
Buffalo, NY 14203  
(716) 841-2424

Mr. William Guinty  
Manager, Regulatory Services  
**Marion Merrell Dow**  
Consumer Products Division  
Marion Park Drive  
Kansas City, MO 64134  
(816) 966-5305

Consumer Affairs  
**Marriott Corporation**  
One Marriott Drive  
Attn: Department 921-60  
Washington, DC 20058  
(301) 380-7800

Ms. Norma Vinick  
Director of Customer Relations  
**Massachusetts Mutual Life Insurance Company**  
1295 State Street  
Springfield, MA 01111  
(413) 788-8411  
1 (800) 828-4902 (toll free)

**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.**  
333 Continental Boulevard  
El Segundo, CA 90245-5012  
(213) 524-2000  
1 (800) 421-2887  
(toll free outside CA)

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

Consumer Affairs  
**Maxicare Health Plans, Inc.**  
1149 South Broadway  
Los Angeles, CA 90015  
(213) 742-0900

**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

**Maybelline**  
see **Schering-Plough HealthCare Products, Inc.**

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

Customer Service Department  
**Mayflower Transit, Inc.**  
P.O. Box 107  
Indianapolis, IN 46206  
(317) 875-1000  
1 (800) 428-1200 (toll free)

**Maytag**  
see **Maycor**

Ms. Mary Randisi, Director  
Consumer Affairs  
**McCormick & Company, Inc.**  
211 Schilling Circle  
Hunt Valley, MD 21031  
(301) 527-6273  
1 (800) 632-5847 (toll free)

**McCrorry Stores, Inc.**  
2955 East Market Street  
York, PA 17402  
(717) 757-8181

Ms. Beth Petersohn  
Manager, Customer Relations  
**McDonald's Corporation**  
McDonald's Plaza  
Oak Brook, IL 60521  
(708) 575-6198

Ms. Mary Jo Oiler  
Customer Service  
**McGraw-Hill Company**  
Blue Ridge Summit, PA 17294  
(717) 794-5461  
1 (800) 262-4729 (toll free)

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

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

Consumer Affairs  
**McNeil Consumer Products Company**  
Johnson & Johnson  
Camp Hill Road  
Fort Washington, PA 19034  
(215) 233-7000

Mr. Marshall Morton  
Senior Vice President  
**Media General, Inc.**  
333 East Grace Street  
Richmond, VA 23219  
(804) 649-6000

Ms. Angela Cureton  
Customer Service Representative  
**Meineke Discount Muffler**  
128 South Tryon Street, Suite 900  
Charlotte, NC 28202  
(704) 377-8855

Customer Service Department  
**Melitta USA, Inc.**  
1401 Berlin Road  
Cherry Hill, NJ 08003  
(609) 428-7202  
1 (800) 451-1694 (toll free)

Mr. D. Bruce Wheeler  
Executive Vice President  
Retail Bank  
**Mellon Bank Corporation**  
One Mellon Bank Center, Room 5135  
Pittsburgh, PA 15258-0001  
(412) 234-8552

Consumer Affairs  
**Melville Corporation**  
1 Theall Road  
Rye, NY 10580  
(914) 925-4000

Mr. Otto Schmitt  
Consumer Relations  
**Mem Company, Inc.**  
Union Street  
Northvale, NJ 07647  
(201) 767-0100

Ms. Mary Ann Molnar  
Consumer Relations Administrator  
**Mennen Company**  
Hanover Avenue  
Morristown, NJ 07962-1928  
(201) 831-9000 (collect calls accepted)

Mr. Joseph Gugino  
Director of Operations  
**Mentholatum Company, Inc.**  
1360 Niagara Street  
Buffalo, NY 14213  
(716) 882-7660

Consumer Affairs  
**Mercury Marine**  
P.O. Box 1939  
Fond Du Lac, WI 54936-1939  
(414) 929-5000

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

Customer Service Department  
**Merrill Lynch Pierce Fenner & Smith**  
265 Davidson Avenue, 4th Floor  
Somerset, NJ 08873  
(908) 563-8777

Ms. Colleen Dahle-Hong  
Consumer Affairs Analyst  
**Mervyn's**  
25001 Industrial Boulevard  
Hayward, CA 94545  
(415) 786-8337

Office of the President  
**Metromedia Steakhouses, Inc.**  
P.O. Box 578  
Dayton, OH 45401-0578  
(513) 454-2400

Mr. Bruce C. Hemer  
Director, Consumer Affairs  
**Metropolitan Life and Affiliated Companies**  
One Madison Avenue  
Area 1-Z  
New York, NY 10010-3690  
(212) 578-2544

Mr. Martin J. Wertheim, Manager  
Corporate Consumer Relations  
**Michelin Tire Corporation**  
One Parkway South  
Greenville, SC 29615  
(803) 458-5000

Mr. David E. Bassett  
Senior Director, 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. Darlene Snape  
Customer Service Manager  
**Michigan Bulb Company**  
1950 Waldorf, N.W.  
Grand Rapids, MI 49550  
(616) 771-9500

Mr. Charles Ayers, Manager  
Consumer Relations  
**Midas International**  
225 North Michigan Avenue  
Chicago, IL 60601  
(312) 565-7500  
1 (800) 621-8545 (toll free outside IL)

**Mid-Michigan Surgical Supply**  
360 Capitol Avenue, N.E.  
Battlecreek, MI 49017  
(616) 962-9541

Ms. Diane Ferri, Manager  
Consumer Relations  
**Midway Airlines**  
5959 South Cicero Avenue  
Chicago, IL 60638  
(312) 838-4684  
1 (800) 866-9000, ext. 4684 (toll free)

Customer Service  
**Miles Kimball**  
41 West 8  
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

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

Technical Services  
**Minwax, Inc.**  
15 Mercedes Drive  
Montvale, NJ 07645  
1 (800) 526-0495 (toll free)

**Miracle Gro Products, Inc.**  
P.O. Box 800  
Port Washington, NY 11050  
(516) 883-6550

Consumer Relations  
**Mitsubishi Electric Sales of America, Inc.**  
5757 Plaza Drive  
P.O. Box 6007  
Cypress, CA 90630  
(714) 220-2500

Mr. C. Mouzakitis, Manager  
Customer Support  
**Mobil Oil Corporation**  
3225 Gallows Road  
Fairfax, VA 22037  
(703) 849-3984



Mr. Al Kedora  
Customer Services Manager  
**Mobil Oil Credit Corporation**  
210 West Tenth Street  
Kansas City, MO 64105  
(816) 391-9100

Customer Service  
Crystal Brand Jewelry Group  
**Monet, Crisart and Marvella Jewelry**  
Number Two Lonsdale Avenue  
Pawtucket, RI 02860  
(401) 728-9800

Mr. Dan R. Bishop, Director  
Corporate Communications  
**Monsanto Company**  
800 North Lindbergh Boulevard  
St. Louis, MO 63167  
(314) 694-2883

Mr. W. Andrew Werry  
Consumer Affairs Manager  
**Montgomery Ward**  
One Montgomery Ward Plaza, 9-S  
Chicago, IL 60671  
(312) 467-2814

Mr. Kenneth C. Cummins  
Vice President and General Counsel  
**Morse Shoe Company**  
555 Turnpike Street  
Canton, MA 02021  
(617) 828-9300  
1 (800) 366-6773 (toll free)

Consumer Affairs  
Morton International  
**Morton Salt Division**  
100 North Riverside Plaza  
Chicago, IL 60606  
(312) 807-2694

Director of Marketing  
**Motorola, Inc.**  
1303 East Algonquin Road  
Schaumburg, IL 60196  
(708) 576-5000

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Vice President, Advertising  
**Murphy-Phoenix Co.**  
25800 Science Park Drive, Suite 200  
P.O. Box 22930  
Beachwood, OH 44122  
(216) 831-0404

**Mutual Life Insurance Company of New York (MONY)**  
Glenpoint Center West  
500 Frank W. Burr Boulevard  
Teaneck, NJ 07666  
(201) 907-6669

Ms. Terry Calek  
Second Vice President, Public Affairs  
**Mutual of Omaha Insurance Co.**  
Mutual of Omaha Plaza  
Omaha, NE 68175  
(402) 342-7600

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

Mr. Greg VanZandt  
Consumer Affairs Manager  
**NEC Technologies Inc.**  
1255 Michael Drive  
Wood Dale, IL 60191-1094  
(708) 860-0335

Ms. Alice Gabel, Manager  
"800" Toll Free Center  
Consumer Affairs  
**Nabisco Brands, Inc.**  
100 DeForest Ave.  
East Hanover, NJ 07936  
(201) 503-2659  
1 (800) 932-7800 (toll free)

Mr. Dennis Dotson  
Director, Theater Operations  
**National Amusements Inc.**  
200 Elm Street  
Dedham, MA 02026  
(617) 461-1600

Mr. Joel Martin  
Divisional Vice President  
Customer Services  
**National Car Rental System, Inc.**  
7700 France Avenue, South  
Minneapolis, MN 55435  
(612) 893-6209  
1 (800) 627-7777 (toll free)

**National Education Corporation**  
1732 Reynolds Street  
Irvine, CA 92714  
(714) 261-7606

Mr. Bill Campbell, Vice President  
**National Media Corporation**  
4360 Main Street  
Philadelphia, PA 19127  
(215) 482-9800

Mr. James Jenson, Controller  
**National Presto Industries, Inc.**  
3925 North Hastings Way  
Eau Claire, WI 54703-3703  
(715) 839-2121

Mr. Glenn W. Soden  
Customer Relations Officer  
**Nationwide Insurance Companies**  
One Nationwide Plaza  
Columbus, OH 43216  
(614) 249-6985  
1 (800) 622-2421 (toll free TDD)

Customer Relations  
**Neighborhood Periodical Club, Inc.**  
One Crowne Point Court, #130  
Cincinnati, OH 45241  
(513) 771-9400

Customer Service Department  
**Neiman-Marcus**  
P.O. Box 64780  
Dallas, TX 75206  
(214) 761-2600  
1 (800) 442-2274 (toll free in TX)  
1 (800) 527-1767 (toll free outside TX)

Mrs. Andrea McLean  
Manager, Consumer Affairs  
**Nestle Foods Corporation**  
100 Manhattanville Road  
Purchase, NY 10577  
(914) 251-3000  
1 (800) NESTLES (toll free)

Ms. Joyce Wolfe  
Director, Office of Consumer Affairs  
**Nestle USA Food Company**  
800 North Brand Boulevard  
Glendale, CA 91203  
(818) 549-6000

Ms. Alene Lain  
Consumer Relations  
**Neutrogena Corporation**  
5760 West 96th Street  
Los Angeles, CA 90045  
(213) 642-1150  
1 (800) 421-6857 (toll free outside CA)

Consumer Relations  
**Nevada Bell**  
645 East Plumb Lane  
Reno, NV 89520  
(702) 789-6000

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

Mr. William H. Willett  
Chairman, CEO  
**New Hampton, Inc.**  
5000 City Line Road  
Hampton, VA 23661  
(804) 827-7010

Customer Service  
**News America Publishing, Inc.**  
Four Radnor Corporate Center  
Radnor, PA 19088  
(215) 293-8500  
1 (800) 625-7300 (toll free)

Ms. Barbara Fagnano  
Assistant Vice President  
**New York Life Insurance Company**  
51 Madison Avenue  
New York, NY 10010  
(212) 576-5081 (collect calls accepted)

Mr. Robert P. 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.**  
 P.O. Box 403  
 Livingston, NJ 07039  
 (212) 350-4000  
 1 (800) 631-1040  
 (toll free—subscriber service only)

Customer Service  
**Nexus Products**  
 P.O. Box 1274  
 Santa Barbara, CA 93116-9976  
 (805) 968-6900

Ms. Nancy L. Testani  
 Director, Consumer Affairs  
**Niagara Mohawk Power Corporation**  
 300 Erie Boulevard West  
 Syracuse, NY 13202  
 (315) 474-1511

Ms. Jackie Evey, Supervisor  
 Consumer Services  
**Nike, Inc.**  
 Nike/World Campus  
 1 Bowerman Drive  
 Beaverton, OR 97005  
 (503) 671-6453  
 1 (800) 344-6453 (toll free outside OR)

Consumer Affairs  
**Nintendo of America Inc.**  
 4820 150th Avenue NE  
 Redmond, WA 98052  
 1 (800) 255-3700 (toll free)

**No Nonsense**  
 see **Kayser-Roth Corporation**

**Norge**  
 see **Maycor**

Ms. Amy Grant  
 Marketing Servicing Manager  
**North American Watch Corporation**  
 650 Fifth Avenue  
 New York, NY 10019  
 (212) 397-7800

Mr. G.C. Strickland  
 Supervisor, Consumer Affairs  
**Northern Electric Company**  
 1621 Highway 15 North  
 P.O. Box 247  
 Laurel, MS 39441-0247  
 (601) 649-6170

Customer Relations  
**Northwest Airlines**  
 A5270 Minneapolis/St. Paul  
 International Airport  
 St. Paul, MN 55111-3034  
 (612) 726-2046  
 1 (800) 328-2298  
 (toll free TDD—reservations)

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

**Norwegian Cruise Line**  
 see **Kloster Cruise Ltd.**

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

Mr. E.R. Steinmeier  
 Director, Consumer Services  
**Noxell Corporation**  
 11050 York Road  
 Hunt Valley, MD 21030-2098  
 (301) 785-4411  
 1 (800) 638-6204 (toll free)

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

**The NutraSweet Company**  
 1751 Lake Cook Road  
 Deerfield, IL 60015  
 1 (800) 321-7254 (toll free—NutraSweet)  
 1 (800) 323-5316 (toll free—Equal)

Customer Relations  
**Nutri/System Inc.**  
 380 Sentry Parkway  
 Blue Bell, PA 19422-2332  
 (215) 940-3000

President's Help Line  
**Nynex/New York Telephone**  
 1095 Avenue of the Americas  
 New York, NY 10036  
 1 (800) 722-2300 (toll free)  
 1 (800) 342-4181 (toll free TDD in NY)

**O**  
 Mrs. Linda Compton  
 Supervisor, Consumer Affairs  
**Ocean Spray Cranberries Inc.**  
 One Ocean Spray Drive  
 Lakeville/Middleboro, MA 02349  
 (508) 946-1000

Ms. Gail Holmes, District Manager  
 Consumer Affairs  
**Ohio Bell Telephone Company**  
 45 ErieView, Room 870  
 Cleveland, OH 44114  
 (216) 822-2124

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

Ms. Gay F. Gandrow  
 Director, Marketing Services  
**Olan Mills, Inc.**  
 4325 Amnicola Highway  
 P.O. Box 23456  
 Chattanooga, TN 37422-3456  
 (615) 622-5141  
 1 (800) 251-6323 (toll free)

Mr. Ralph LePore  
 Manager, Camera Service  
**Olympus Optical Company, Ltd.**  
 145 Crossways Park  
 Woodbury, NY 11797  
 (516) 364-3000

Ms. Bridget Burke  
 Consumer Relations Representative  
**Oneida, Ltd.**  
 Kenwood Station  
 Oneida, NY 13421  
 (315) 361-3000  
 1 (800) 877-6667 (toll free)

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

Mr. Brodrick William Hill  
 Manager, Consumer Affairs  
**Ortho Consumer Products**  
 Chevron Chemical Company  
 P.O. Box 5047  
 San Ramon, CA 94583-0947  
 (415) 842-5500

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

Mr. Bob Schroer, Manager  
 Field and Customer Services  
**Outboard Marine Corporation**  
 100 Sea Horse Drive  
 Waukegan, IL 60085  
 (708) 689-6200

**Owens-Corning Fiberglas Corporation**  
 Fiberglas Tower  
 Toledo, OH 43659  
 (419) 248-8000

**P**  
 Customer Appeals Group  
**Pacific Bell**  
 140 New Montgomery Street  
 San Francisco, CA 94108  
 (415) 882-8000  
 1 (800) 592-6500 (toll free in CA)

Public Affairs  
**Pacific Enterprises**  
 P.O. Box 60043  
 Los Angeles, CA 90060-0043  
 (213) 895-5000

Consumer Relations Department  
**Pacific Telesis Group**  
 130 Kearny Street  
 San Francisco, CA 94108  
 (415) 832-8000

Mr. Frank S. Pluchino  
 Director and Vice President  
 Customer Services  
**PaineWebber, Inc.**  
 Lincoln Harbor  
 1200 Harbor Boulevard, 10th Floor  
 Weehawken, NJ 07087  
 (201) 902-3000

Mr. Alan Vose  
 Director, Consumer Affairs  
**Pan American World Airways**  
 Customer Relations  
 P.O. Box 592055 AMF  
 Miami International Airport  
 Miami, FL 33159  
 1 (800) 428-1100 (toll free)

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

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

Mr. Rick Bates  
 Vice President  
 Customer Operations  
**Paramount Communications Inc.**  
 200 Old Tappan Road  
 Old Tappan, NJ 07675  
 (201) 767-5000

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

**Piedmont Airlines**  
 see **USAir**

Ms. Pamela Lumpkin  
 Consumer Relations Manager  
**J.C. Penney Company, Inc.**  
 P.O. Box 659000  
 Dallas, TX 75265-9000  
 (214) 591-8500

Mr. William E. Place  
 National Technical Service Manager  
**Pennzoil Products Company**  
 P.O. Box 2007  
 Houston, TX 77252-2967  
 (713) 546-8783 (collect calls accepted)

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 Director of Public Affairs  
**Peoples Drug Stores, Inc.**  
 6315 Bren Mar Drive  
 Alexandria, VA 22312  
 (703) 750-6100  
 1 (800) 572-0267 (toll free in VA)  
 1 (800) 336-4990 (toll free outside VA)

Mrs. Ellie Eng  
 Manager, Consumer Services  
**Pepperidge Farm, Inc.**  
 595 Westport Avenue  
 Norwalk, CT 06856  
 (203) 846-7276

Ms. Christine Jones  
 Manager, Consumer Affairs  
**Pepsi-Cola Company**  
 1 Pepsi Way  
 Somers, NY 10589-2201  
 (914) 767-6000

Ms. Connie Littleton  
 Director of Advertising  
**Perdue Farms**  
 P.O. Box 1537  
 Salisbury, MD 21802  
 (301) 543-3000  
 1 (800) 442-2034 (toll free outside MD)

Ms. Maria Cammarosano  
 Marketing Division  
**The Perrier Group**  
 777 West Putnam Avenue  
 Greenwich, CT 06830  
 (203) 531-4100

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 Consumer Affairs Correspondent  
**Dry Foods (Except Progresso)**  
**Pet Incorporated**  
 P.O. Box 66719  
 St. Louis, MO 63166-6719  
 (314) 622-6695

Ms. Janice Leidner  
 Consumer Affairs Correspondent  
**Progresso Line**  
**Pet Incorporated**  
 P.O. Box 66719  
 St. Louis, MO 63166-6719  
 (314) 622-6364

Ms. Mary Carich  
 Consumer Affairs Specialist  
 Frozen and Bakery Foods  
**Pet Incorporated**  
 P.O. Box 66719  
 St. Louis, MO 63166-6719  
 (314) 622-6146

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

**Philco**  
 see **Philips Company**

Ms. Anne T. Dowling, Director  
 Corporate Contributions  
**Philip Morris Companies Incorporated**  
 120 Park Avenue  
 New York, NY 10017  
 (212) 880-3366

Department of Consumer Affairs  
**Philips Company**  
 Consumer Electronics Division  
 P.O. Box 555  
 Jefferson City, TN 37760  
 (615) 475-0317

Ms. Toni J. Honkisz  
 Corporate Quality Administrator  
**Phillips Lighting Company**  
 200 Franklin Square Drive  
 P.O. Box 6800  
 Somerset, NJ 08875-6800  
 1 (800) 543-8167 (toll free)

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

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

**Pillsbury Company**  
 Consumer Response  
 P.O. Box 550  
 Minneapolis, MN 55440  
 1 (800) 767-4466 (toll free)

Mr. Al Segaul, Division Manager  
 Customer Service  
**Pioneer Electronics Service, Inc.**  
 P.O. Box 1760  
 Long Beach, CA 90810  
 1 (800) 421-1404 (toll free)

Mr. Fred Fuest  
 Manager, Consumer Affairs  
**Pirelli Tire**  
 Pirelli/Armstrong Tire Corporation  
 500 Sargent Drive  
 New Haven, CT 06536-0201  
 1 (800) 327-2442 (toll free)

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

Ms. Theresa M. Boutin  
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**Playtex Apparel, Inc.**  
 P.O. Box 631  
 MS 1526  
 Dover, DE 19903-0631  
 (302) 674-6000  
 1 (800) 537-9955 (toll free)

**Playtex Family Products Corp.**  
 215 College Rd.  
 P.O. Box 728  
 Paramus, NJ 07652  
 1 (800) 624-0825 (toll free in NJ)  
 1 (800) 222-0453 (toll free outside NJ)

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

Mr. Richard Lugo  
 Customer Relations Manager  
**Polo/Ralph Lauren Corporation**  
 4100 Beechwood Drive  
 Greensboro, NC 27410  
 1 (800) 765-6369 (toll free)



**Ponderosa**  
see **Metromedia Steakhouses, Inc.**

Operations Department  
**Popeye's/Church's Fried Chicken, Inc.**  
P.O. Box BH001  
San Antonio, TX 78201  
(512) 735-9392  
1 (800) 222-5857 (toll free)

**Premier Beverages**  
see **Dr. Pepper**

**Prescriptives, Inc.**  
see **Estee Lauder**

**Princeton Pharmaceutical Products**  
see **Bristol-Myers Squibb Pharmaceutical Group**

Ms. Patti Schively  
Associate Director, Consumer Services  
**Procter & Gamble Co.**  
P.O. Box 599  
Cincinnati, OH 45201-0599  
(513) 983-2200  
(toll free numbers appear on Procter & Gamble product labels)

Mr. Joe Kenney  
Associate Counsel and Secretary  
**Provident Mutual Life Insurance**  
1600 Market Street  
P.O. Box 7378  
Philadelphia, PA 19101  
(215) 636-5000

Individual Insurance Services  
**Prudential Insurance Company of America**  
Executive Offices  
Prudential Plaza, 24th Floor  
Newark, NJ 07101  
(201) 802-6000

Public Affairs  
**Prudential Property & Casualty Company**  
23 Main Street  
P.O. Box 419  
Holmdel, NJ 07733  
(609) 653-3000

Client Relations  
**Prudential Securities Inc.**  
One Seaport Plaza  
New York, NY 10292  
(212) 214-1000

Ms. Patricia Kaufman  
Director, Customer Operations  
**Publishers Clearing House**  
382 Channel Drive  
Port Washington, NY 11050  
(516) 883-5432  
1 (800) 645-9242 (toll free outside NY)

Ms. Mary Ann Jones  
Director of Customer Relations  
**Publix Super Markets**  
1936 George Jenkins Boulevard  
P.O. Box 407  
Lakeland, FL 33802  
(813) 688-1188

Q

**QVC Network**  
Goshen Corporate Park  
1365 Enterprise Drive  
West Chester, PA 19380  
(215) 430-1000

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

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

**Quasar**  
see **Matsushita Servicing Company**

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  
1 (800) 345-5678 (toll free)

Ms. Judy Crawford  
Director, Public Relations  
**Ramada International Hotels and Resorts**  
3838 East VanBuren  
P.O. Box 29004  
Phoenix, AZ 85038  
(602) 273-4604

Mrs. Patricia Rosafort  
Supervisor, Customer Services  
**Reader's Digest Association, Inc.**  
Pleasantville, NY 10570-7000  
1 (800) 431-1246 (toll free)  
1 (800) 735-4327 (toll free TDD)

Consumer Affairs Department  
**Reckitt & Colman Household Products**  
Division of Reckitt & Colman Inc.  
P.O. Box 945  
Wayne, NJ 07474-0945  
(201) 633-6700

**Orville Redenbacher**  
see **Hunt-Wesson, Inc.**

Consumer Relations  
**Reebok International, Ltd.**  
100 Technology Center Drive  
Stoughton, MA 02072  
1 (800) 843-4444 (toll free)

Mr. Richard Jones  
Customer Service Manager  
**The Regina Company**  
P.O. Box 638  
Long Beach, MS 39560  
1 (800) 847-8336 (toll free)  
1 (800) 321-8293  
(toll free—repair location hotline)

Ms. Cass Carroll  
Director of Consumer Relations  
**Reliance Insurance Company**  
Four Penn Center Plaza  
Philadelphia, PA 19103  
(215) 864-4445  
1 (800) 441-1652 (toll free)

Mr. Mitch Maples, Manager  
Consumer Affairs  
**Remco America, Inc.**  
P.O. Box 42946  
Houston, TX 77242-2946  
(713) 977-2288

Customer Relations Department  
**Remington Products, Inc.**  
60 Main Street  
Bridgeport, CT 06004  
(203) 367-4400

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

Ms. Natalie Korman  
Director, Consumer Relations  
**Revlon**  
625 Madison Avenue  
New York, NY 10022  
(212) 527-5644

Ms. Carol Owen, Director  
Consumer Services  
**Reynolds Metals Company**  
6603 West Broad Street  
Richmond, VA 23230  
(804) 281-4073 (collect calls accepted)

**Rhone-Poulenc Rorer Pharmaceuticals Inc.**  
Consumer Affairs Information Center  
500 Virginia Drive  
Fort Washington, PA 19034  
1 (800) 548-3708 (toll free 8:30-4:30 EST)

Ms. Kathleen M. Fitzsimmons  
Manager, Consumer Services  
**Richardson-Vicks, Inc.**  
One Far Mill Crossing  
Shelton, CT 06484-0925  
(203) 925-6000

Mr. Marce Seim  
Coordinator, Consumer Relations  
**A.H. Robins Company, Inc.**  
1405 Cummings Drive  
Richmond, VA 23261-6609  
(804) 257-2000

**Rockport**  
see **Reebok**

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

Mr. Patrick Puton  
Service Manager  
**Rolex Watch U.S.A., Inc.**  
665 Fifth Avenue  
New York, NY 10022  
(212) 758-7700

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

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

Ms. Joanne Taddeo, Manager  
Customer Relations  
**Ross Laboratories**  
625 Cleveland Avenue  
Columbus, OH 43215  
(614) 229-7900

Mr. Paul W. Carter, Director  
Franchise Administration  
**Roto-Rooter Corporation**  
300 Ashworth Road  
West Des Moines, IA 50265  
(515) 223-1343

**Roundup Lawn and Garden**  
see **Greensweep**

Ms. Wynelle Sanders, Marketing Secretary  
**Royal Oak Enterprises, Inc.**  
900 Ashwood Parkway, Suite 800  
Atlanta, GA 30338  
(404) 393-1430  
1 (800) 241-3955 (toll free)

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

**Royal Viking Cruise Line**  
see **Kloster Cruise Ltd.**

Ms. Ruth A. Chambers  
Supervisor, Consumer Services  
**Rubbermaid, Inc.**  
1147 Akron Road  
Wooster, OH 44691-0800  
(216) 264-6464

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

Mr. Donald Berryman  
Director, Customer Service  
**Ryder Truck Rental**  
P.O. Box 020816  
Miami, FL 33102-0816  
1 (800) 327-7777 (toll free)

Administrative Assistant to the President  
**Ryland Building Company**  
Ryland Group, Inc.  
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. Brian Dowling  
Public Affairs Department Manager  
**Safeway Inc.**  
Oakland, CA 94660  
(415) 891-3267

Ms. Victoria Loesch  
Director, Corporate Customer Relations  
**Saks & Companies NY**  
450 West 15th Street  
New York, NY 10011  
(212) 940-5027

Sandoz Company  
**Sandoz Pharmaceuticals**  
59 Route 10  
East Hanover, NJ 07936  
(201) 503-7500

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

**Sara Lee Corporation**  
Three First National Plaza  
70 West Madison Street  
Chicago, IL 60602-4260  
(312) 726-2600

Ms. Watson Brooks  
Manager, Consumer Relations  
**Schering-Plough HealthCare Products, Inc.**  
3030 Jackson Avenue  
Memphis, TN 38151-0001  
(901) 320-2998

**Scholl**  
see **Schering-Plough HealthCare Products, Inc.**

Consumer Relations Department  
**Schwinn Bicycle Company**  
217 North Jefferson Street  
Chicago, IL 60661-1111  
1 (800) 633-0231 (toll free)

Ms. Penny Sass, Manager  
Consumer Relations  
**Scott Paper Company**  
Scott Plaza Two  
Philadelphia, PA 19113  
(215) 522-6170  
1 (800) 835-7268 (toll free)

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

**Joseph E. Seagram & Sons, Inc.**  
375 Park Avenue  
New York, NY 10152  
(212) 572-7147

Customer Service Representative  
**Sealy Mattress Manufacturing Company**  
1228 Euclid Avenue, 10th Floor  
Cleveland, OH 44115  
(216) 522-1310  
(216) 522-1366 (TDD)

Mr. Ken Waldhof  
Customer Affairs Manager  
**Seamans Furniture Company, Inc.**  
70 Charles Lindbergh Boulevard  
Uniondale, NY 11553  
(516) 227-1563  
1 (800) 445-2503 (toll free)

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

Mr. Jerry Hauber  
National Consumer Relations Manager  
**Sears, Roebuck & Co.**  
Department 731 CR, BSC 39-33  
Sears Tower  
Chicago, IL 60684  
(312) 875-5188

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

Coserv  
**Seiko Corporation of America**  
27 McKee Drive  
Mahwah, NJ 07430  
(201) 529-3311

Ms. Rosemarie Martinez  
Customer Relations Department  
**Serta, Inc.**  
2800 River Road  
Des Plaines, IL 60018  
(708) 699-9300

**Seventeen Magazine**  
see **News America Publishing, Inc.**

**Seven-Up**  
see **Dr. Pepper**

Mr. Vernon Brisson, General Manager  
Customer Relations  
**Sharp Electronics Corporation**  
Sharp Plaza  
P.O. Box 650  
Mahwah, NJ 07430-2135  
(201) 529-9140  
1 (800) 526-0264 (toll free)

Customer Relations  
**The Sharper Image**  
650 Davis Street  
San Francisco, CA 94111  
1 (800) 344-5555 (toll free)

Mr. T.J. McPhail, Manager  
Customer Services  
**Shell Oil Company**  
P.O. Box 80  
Tulsa, OK 74102  
(918) 496-4500  
1 (800) 331-3703  
(toll free—credit card inquiries)

Mr. Dave Schutz  
Wholesale Marketing Administrator  
**Sherwin-Williams Company**  
101 Prospect Avenue, N.W.  
Cleveland, OH 44115-1075  
(216) 566-2000

Shoppers Department  
**Shoney's Inc.**  
1727 Elm Hill Pike  
Nashville, TN 37210  
(615) 391-5201

**ShowBiz Pizza**  
see **Integra**

**Showtime Networks, Inc.**  
see **Viacom International, Inc.**

Ms. Elaine Deaver, Vice President  
Consumer/Marketing Services  
**Simmons Company**  
P.O. Box 95465  
Atlanta, GA 30347  
(404) 321-3030

Consumer Affairs Department  
Sewing Products Division  
**Singer Sewing Company**  
P.O. Box 1909  
Edison, NJ 08818-1909  
(908) 287-0707

Mr. Mike Minchin  
Executive Vice President  
**Sizzler International, Inc.**  
12655 West Jefferson Boulevard  
Los Angeles, CA 90066  
(213) 827-2300, ext. 3324

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

**Skool Chewing Tobacco**  
see **UST**

Consumer Services Department  
**Slim • Fast Foods Company**  
919 Third Avenue  
New York, NY 10022-3898  
1 (800) 862-4500 (toll free)

Law and Compliance Department  
**Smith Barney, Harris Upham & Co., Inc.**  
333 West 34th Street  
New York, NY 10001  
(212) 356-2800

Consumer/Public Affairs Department  
**SmithKline Beecham Consumer Brands**  
P.O. Box 1467  
Pittsburgh, PA 15230-1467  
(412) 928-1000  
1 (800) 245-1040 (toll free)

Ms. Vickie Limbach  
Manager of Communications  
**J.M. Smucker Company**  
Strawberry Lane  
Orrville, OH 44667-0280  
(216) 682-3000

**Snapper Power Equipment**  
McDonough, GA 30253  
(404) 957-9141  
1 (800) 933-9369 (toll free)

**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  
Director, National Customer Relations  
**Sony Corporation of America**  
Sony Service Company  
Sony Drive  
Park Ridge, NJ 07658  
(201) 930-7869  
(NJ Consumer Information Center)  
(714) 821-7669  
(CA Consumer Information Center)  
(708) 250-7669  
(IL Consumer Information Center)

**South Central Bell**  
see **BellSouth Telephone Operations**

**Southern Bell Corporation**  
see **BellSouth Telephone Operations**

Mr. Jerry Snearly  
National Consumer Services Manager  
**The Southland Corporation**  
P.O. Box 711  
Dallas, TX 75221-0711  
(214) 841-6642  
1 (800) 255-0711 (toll free)

Mr. Jim Ruppel, Director  
Customer Relations  
**Southwest Airlines**  
Love Field  
P.O. Box 36611  
Dallas, TX 75235-1657  
(214) 904-4223  
1 (800) 533-1305  
(toll free TDD—reservations)

Executive Director  
Corporate Communications  
**Southwestern Bell Corporation**  
1667 K Street, N.W., Suite 1000  
Washington, D.C. 20006  
(202) 293-8550

Ms. Shirley Brisbois  
Manager, Consumer Relations  
**Spalding & Evenflo, Inc.**  
425 Meadow Street  
P.O. Box 901  
Chicopee, MA 01021-0901  
(413) 536-1200  
1 (800) 225-6601 (toll free)

Mr. Paul Weiske  
Customer Service Manager  
**Speed Queen Company**  
P.O. Box 990  
Ripon, WI 54971-0990  
(414) 748-3121  
(414) 748-4053 (TDD)

Supervisor  
Customer Service Department  
**Spencer Gifts**  
MCA, Inc.  
1050 Black Horse Pike  
Pleasantville, NJ 08232  
(609) 645-3300

Customer Service  
**Spiegel, Inc.**  
P.O. Box 927  
Oak Brook, IL 60522-0927  
(708) 954-2772

**Springs Industries Inc.**  
Springmaid Home Fashions  
Consumer Fashions Division  
787 7th Avenue  
New York, NY 10019  
(212) 903-2100

**Squibb**  
**see Bristol-Myers Squibb**  
**Pharmaceutical Group**

Mr. Jack Gauthier, Marketing Manager  
**Stanley Hardware**  
 Division Stanley Works  
 480 Myrtle Street  
 New Britain, CT 06050  
 (203) 225-5111  
 1 (800) 622-4393 (toll free)

Mr. Jim Stahly  
 Public Relations Director  
**State Farm Mutual Automobile**  
**Insurance Company**  
 One State Farm Plaza  
 Bloomington, IL 61710  
 (309) 766-2714

Consumer Affairs Section  
**Sterling Drug Inc.**  
 90 Park Avenue, 8th Floor  
 New York, NY 10016  
 (212) 907-2000  
 1 (800) 331-4536  
 (toll free—Glenbrook,  
 Winthrop Consumer Products)

**J.P. Stevens**  
**see WestPoint Pepperell**

Ms. Esther Rasmussen  
 Director, Consumer Relations  
**Stokely USA, Inc.**  
 626 East Wisconsin Avenue  
 P.O. Box 248  
 Oconomowoc, WI 53066-0248  
 (414) 567-1731  
 1 (800) 872-1110 (toll free)

Ms. Christine Filardo  
 Director, Consumer Affairs  
**Stop & Shop Supermarket**  
**Company Inc.**  
 P.O. Box 1942  
 Boston, MA 02103  
 (617) 770-8895

Ms. Frances D. Karpowicz, Manager  
 Consumer Affairs Department  
**Stouffer Foods Corporation**  
 5750 Harper Road  
 Solon, OH 44139-1880  
 (216) 248-3600

President  
**Stouffer Restaurant Company**  
 30050 Chagrin Boulevard  
 Cleveland, OH 44124  
 (216) 464-8606

Mr. Matthew Cook  
 Director, Customer Relations  
**Strawbridge & Clothier**  
 801 Market Street  
 Philadelphia, PA 19107  
 (215) 629-6722

Ms. Kathy Hatfield, Coordinator  
 Quality Assurance Administration  
**The Stroh Brewery Company**  
 100 River Place  
 Detroit, MI 48207-4291  
 (313) 446-2000

Consumer Affairs  
**Sunbeam/Oster Housewares**  
 8989 North Deerwood Drive  
 Brown Deer, WI 53223  
 (written inquiries only)

Ms. Donna Samelson, Manager  
 Consumer Relations  
**Sun-Diamond Growers**  
**of California**  
 P.O. Box 1727  
 Stockton, CA 95201  
 (209) 467-6000

Subscriber Service  
**Sunset Magazine**  
 Box 2040  
 Harlan, IA 51593-0003  
 1 (800) 777-0117 (toll free)

Ms. Noreen MacConchie  
 Manager, Customer Relations  
**Supermarkets General**  
**Corporation**  
 301 Blair Road  
 Woodbridge, NJ 07095  
 (908) 499-3500

Mr. Doug Williams, Customer Service  
**Swatch Watch USA**  
 1817 William Penn Way  
 Lancaster, PA 17604  
 (717) 394-5288  
 1 (800) 8-SWATCH (toll free)

**Swift-Eckrich, Inc.**  
 2001 Butterfield Road  
 Downers Grove, IL 60515  
 (708) 512-1000  
 1 (800) 325-7424 (toll free)

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

**Sylvania Television**  
**see Philips Company**

**T**  
 Ms. Deedee Kindy, Supervisor  
 Consumer Affairs  
**3M**  
 3M Center, Building 225-5N-04  
 St. Paul, MN 55144-1000  
 (612) 733-1871

**TJX Companies (T.J. Maxx)**  
 770 Cochituate Rd.  
 Framingham, MA 01701  
 (508) 390-1000  
 1 (800) 926-6299 (toll free)

National Consumer Assistance Center  
**TRW Information Services**  
 12606 Greenville Avenue  
 P.O. Box 749029  
 Dallas, TX 75374-9029  
 (214) 235-1200

**T.V. Guide**  
**see News America**  
**Publishing, Inc.**

Customer Service  
**Talbots**  
 175 Beal Street  
 Hingham, MA 02043  
 1 (800) 992-9010 (toll free)  
 1 (800) 624-9179 (toll free TDD)

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

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**

Consumer Relations and  
 Quality Assurance  
**Target Stores**  
 33 South 6th Street  
 P.O. Box 1392  
 Minneapolis, MN 55440-1392  
 (612) 370-6056

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

Mr. Richard C. Keller  
 Director, Consumer Affairs  
**Teledyne Water Pik**  
 1730 East Prospect Street  
 Fort Collins, CO 80553-0001  
 (303) 484-1352  
 1 (800) 525-2774 (toll free)

Ms. Kathy Laffin, Supervisor  
 Customer Service  
**Teleflora**  
 12233 West Olympic, Suite 140  
 Los Angeles, CA 90064-0780  
 (213) 826-5253  
 1 (800) 421-2815 (toll free)

Mr. Charles Funk  
**Telesphere**  
 6000 Executive Boulevard, Suite 400  
 Rockville, MD 20852-3902  
 1 (800) 864-4488 (toll free)

Public Affairs  
**Tenneco, Inc.**  
 P.O. Box 2511  
 Houston, TX 77001-2511  
 (713) 757-2131

Consumer Affairs Department  
**Tetley Inc.**  
 100 Commerce Drive  
 P.O. Box 856  
 Shelton, CT 06484-0856  
 (203) 929-9342

Mr. W.D. Kistler  
 Manager, Customer Relations  
**Texaco Refining and Marketing**  
 P.O. Box 2000  
 Bellaire, TX 77401-2000  
 (713) 432-2235  
 1 (800) 552-7827 (toll free)

Mr. Tom Thomas, Consumer Products  
**Texas Instruments Incorporated**  
 P.O. Box 53  
 Lubbock, TX 79408-0053  
 (806) 741-2000  
 1 (800) 842-2737 (toll free)

Customer Service Representative  
**Thom McAn Shoe Co.**  
 67 Millbrook Street  
 Worcester, MA 01606-2804  
 (508) 791-3811

**Thompson & Formby, Inc.**  
 825 Crossover Lane, Suite 240  
 Memphis, TN 38117  
 1 (800) FORMBYS (toll free)

Consumer Services Department  
**Thompson Medical Company, Inc.**  
 222 Lakeview Avenue  
 West Palm Beach, FL 33401-6112  
 (407) 820-9900  
 1 (800) 521-7857 (toll free)

Ms. Janice Meikle, Vice President  
 Professional & Public Affairs  
**Thrift Drug, Inc.**  
 615 Alpha Drive  
 Pittsburgh, PA 15238  
 (412) 963-6600  
 1 (800) 2-THRIFT (toll free)

Customer Service  
**Time Inc.**  
 1 North Dale Mabry  
 Tampa, FL 33609  
 (813) 878-6100  
 1 (800) 541-1000 (toll free)

Corporate Public Affairs  
**Time Warner Inc.**  
 75 Rockefeller Plaza  
 New York, NY 10019  
 (212) 484-6630

Ms. Letha Watkins  
 Consumer Correspondent  
**Timex Corporation**  
 P.O. Box 2740  
 Little Rock, AR 72203-2740  
 (501) 372-1111  
 1 (800) 367-9282 (toll free)

Mr. Jim Percherke and Mr. Jeff Cline  
 Golf Division  
 National Consumer Relations  
**Titleist**  
 P.O. Box B 965  
 New Bedford, MA 02741  
 1 (800) 225-8500 (toll free)

Ms. Karen Bramow  
 Assistant Manager, Sales Administration  
**Tonka Products**  
 Interchange North  
 300 South Highway 169, Suite 500  
 St. Louis Park, MN 55426  
 (612) 525-3500  
 1 (800) 347-3628 (toll free)

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

Mr. John Newman  
 Vice President of Service  
 Mr. Dave Byrnes  
 Administrative Manager of Service  
**Toshiba America Consumer Products, Inc.**  
 Consumer Products Business Sector  
 1420 Toshiba Drive  
 Lebanon, TN 37087  
 (615) 449-2360

Ms. Helen Baur  
 Administrative Assistant  
**Totes, Incorporated**  
 10078 East Kemper Road  
 Loveland, OH 45140  
 (513) 583-2300

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

Corporate Spokesperson  
**Toys "R" Us**  
 461 From Road  
 Paramus, NJ 07652  
 (201) 599-7897

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

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

### Trans Union Corporation

**Western Region**  
 1561 E. Orangethorpe  
 Fullerton, CA 92631

**Southern Region**  
 222 S. First Street  
 Louisville, KY 40202

**North Eastern Region**  
 1211 Chestnut Street  
 Philadelphia, PA 19107

**Midwest**  
 212 S. Market Street  
 Wichita, KS 67202

**North Eastern Ohio**  
 25249 Country Club Boulevard  
 N. Olmstead, OH 44070

Ms. Rosemary Aurichio  
 Director, Customer Relations  
**Trans World Airlines (TWA)**  
 110 South Bedford Road  
 Mt. Kisco, NY 10549  
 (914) 242-3000  
 1 (800) 421-8480  
 (toll free TDD-reservations)

Office Of Consumer Information  
**The Travelers Companies**  
 One Tower Square  
 Hartford, CT 06183-1060  
 1 (800) 243-0191 (toll free)

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

Ms. Chris Clark, Manager  
 Customer Services Department  
**Tupperware**  
 P.O. Box 2353  
 Orlando, FL 32802  
 (407) 847-3111  
 1 (800) 858-7221 (toll free)

Ms. Terri Tingle  
 Director, Public Affairs  
**Turner Broadcasting System Inc.**  
 One CNN Center  
 Atlanta, GA 30335  
 (404) 827-1690

Ms. Karen Hanik  
 Consumer Correspondence Representative  
**Turtle Wax, Inc.**  
 5655 West 73rd Street  
 Chicago, IL 60638-6211  
 (708) 563-3600  
 1 (800) 323-9883 (toll free)

Mr. Jerry Razor  
 Manager, Quality Control  
**Tyco Industries**  
 540 Glenn Avenue  
 Moorestown, NJ 08057  
 (609) 234-7714

Mr. Jay Benham  
 Manager, Consumer Relations  
**Tyson Foods**  
 P.O. Box 2020  
 Springdale, AR 72765-2020  
 (501) 756-4714  
 1 (800) 233-6332 (toll free)



## U

Ms. Elaine De Shong, Vice President  
Marketing Consumer Service  
**U-Haul International**  
2727 North Central Avenue  
Phoenix, AZ 85004-1120  
(602) 263-6771  
1 (800) 528-0463 (toll free outside AZ)

Mr. Alan Kaiser, Director  
Corporate Communications  
**UST**  
100 West Putnam Avenue  
Greenwich, CT 06830  
(203) 661-1100

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

Mr. Stephen A. Colton  
Manager, Consumer Affairs  
**Uniroyal Goodrich Tire Company**  
600 South Main Street  
Akron, OH 44397-0001  
(216) 374-3796  
1 (800) 521-9796 (toll free)

**UNISYS Corporation**  
P.O. Box 500  
Blue Bell, PA 19424-0001  
(215) 986-4011

Mr. Paul Tinebra  
Director of Customer Relations  
**United Airlines**  
P.O. Box 66100  
Chicago, IL 60666  
(312) 952-6168  
1 (800) 323-0170  
(toll free TDD—reservations)

Mr. Dick Porter  
National Consumer Relations Manager  
**United Parcel Service of America, Incorporated**  
51 Weaver Street, OPS  
Greenwich, CT 06831  
(203) 862-6000

**United States Fidelity & Guarantee Corporation**  
100 Light Street  
Baltimore, MD 21203-1138  
(301) 547-3000

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

Ms. Hattie Amer  
Supervisor, Customer Service  
**Unocal Corporation**  
Room 1405  
P.O. Box 7600  
Los Angeles, CA 90051-7600  
(213) 977-6728  
1 (800) 527-5476 (toll free)

Consumer Products Division  
(over-the-counter)  
Customer Service Unit (prescriptions)  
**Upjohn Company**  
7000 Portage Road  
Kalamazoo, MI 49001  
1 (800) 253-8600 (toll free)

Mrs. Deborah Thompson  
Director, Consumer Affairs  
**USAir**  
4001 North Liberty Street  
Winston-Salem, NC 27105  
(919) 661-8126 (collect calls accepted)

Consumer Services Representative  
**U.S. Shoe Corporation**  
One Eastwood Drive  
Cincinnati, OH 45227-1197  
(513) 527-7590

Mr. Slobodan B. Ajdukovic, Supervisor  
Executive Consumer Services  
**U.S. Sprint**  
8001 Stemmons Freeway  
Dallas, TX 75247  
(214) 688-5707  
1 (800) 347-8988 (toll free)

**U S WEST, Inc.**  
Orchard Falls Building  
7800 E. Orchard Rd.  
Englewood, CO 80111-2533  
(303) 793-6500  
1 (800) USW-HELP (toll free)  
1 (800) 955-5833 (toll free TDD)

## V

Consumer Relations Department  
**Valvoline Oil Company**  
3499 Dabney Drive  
P.O. Box 14000  
Lexington, KY 40512  
(606) 264-7777

**Van Heusen Company**  
281 Centennial Avenue  
Piscataway, NJ 08854  
(908) 885-5000  
1 (800) 631-5809 (toll free outside NJ)

Mr. John McAra  
Executive Vice 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  
1 (800) 832-8662 (toll free)

Ms. Hilary E. Condit  
Director, Corporate Relations  
**Viacom International Inc.**  
1515 Broadway  
New York, NY 10036  
(212) 258-6346

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

Customer Relations  
**Visa USA, Inc.**  
P.O. Box 8999  
San Francisco, CA 94128-8999  
(415) 570-2900

Customer Service  
**Vons Companies Inc.**  
P.O. Box 3338  
Los Angeles, CA 90054  
(818) 821-7000

## W

Customer Service Representative  
**Wagner Spray Tech Corporation**  
1770 Fernbrook Lane  
Plymouth, MN 55447  
(612) 553-7000  
1 (800) 328-8251 (toll free)

Mr. Edward H. King, Director  
Government and Corporate Relations  
**Walgreen Co.**  
200 Wilmot Road  
Deerfield, IL 60015  
(708) 940-2500  
1 (800) 289-2273 (toll free)

Customer Relations  
**Wal-Mart Stores, Inc.**  
702 S.W. Eighth Street  
Bentonville, AR 72716-0117  
(501) 273-4000

Ms. Rebecca Pierce  
Consumer Affairs Manager  
**Wamsutta Pacific**  
1285 Avenue of the Americas  
34th Floor  
New York, NY 10019  
(212) 903-2000  
1 (800) 344-2142 (toll free)

Wang Direct  
**Wang Laboratories Inc.**  
1001 Pawtucket Boulevard  
Lowell, MA 01854  
(508) 656-8000

Mr. George A. Silva  
Manufacturing Vice President  
**Warnaco Men's Apparel**  
10 Water Street  
Waterville, ME 04901  
(207) 873-4241

Mr. Mitch Rosalsky, Director  
Consumer Affairs Division  
**Warner-Lambert Company**

201 Tabor Road  
Morris Plains, NJ 07950  
(201) 540-2459

1 (800) 223-0182 (toll free)  
1 (800) 524-2624 (toll free—Parke Davis  
Products/over-the-counter)  
1 (800) 742-8377 (toll free—Schick Razor)  
1 (800) 562-0266 (toll free—EPT)  
1 (800) 223-0182 (toll free—Warner-  
Lambert products)  
1 (800) 524-2854 (toll free—Trident)  
1 (800) 343-7805 (toll free TDD)

Customer Service  
**Weider Health and Fitness**

615 West Johnson Avenue, Suite 3  
Cheshire, CT 06410  
1 (800) 423-5713 (toll free)

Ms. Karen Wegmann  
Executive Vice President  
Corporate Community Development Group

**Wells Fargo & Company**

420 Montgomery Street  
MAC 0101-111  
San Francisco, CA 94163  
(415) 396-3832  
(916) 322-1700 (TDD)

Ms. Susan Kosling  
Consumer Relations Manager  
**Wendy's International, Inc.**

P.O. Box 256  
Dublin, OH 43017-0256  
(614) 764-6800

Ms. Joanne Turchany  
Manager of Consumer Information

**West Bend Company**

400 Washington Street  
West Bend, WI 53095  
(414) 334-2311

Mr. Russ A. Phillips  
Director, Consumer Affairs  
**Western Union Financial  
Services**

One Lake Street  
Upper Saddle River, NJ 07458  
(201) 818-6041

Ms. Jackie McWhorter  
Consumer Affairs Coordinator

**WestPoint Peppercell**

P.O. Box 609  
West Pk. rd., GA 31833-0609  
1 (800) 533-8229 (toll free)

Mr. Don Skinner, Director  
Customer Relations Department

**Whirlpool Corporation**

Administrative Center, 2000 M-63  
Benton Harbor, MI 49022  
(616) 926-5000  
1 (800) 253-1301 (toll free)

Mr. Brian Wooden  
Manager, Consumer Relations  
**White Consolidated Industries**

6000 Perimeter Drive  
Dublin, OH 43017  
(614) 792-4100

1 (800) 451-7007  
(toll free—Frigidaire Appliances)  
1 (800) 485-1445  
(toll free—Gibson Appliances)  
1 (800) 323-7773  
(toll free—Kelvinator Appliance Company)  
1 (800) 537-5530  
(toll free—O'Keefe & Merit Appliances)  
1 (800) 537-5530  
(toll free—Tappan Company, Inc.)  
1 (800) 245-0600  
(toll free—White Westinghouse)

**White Westinghouse  
see White Consolidated  
Industries**

Ms. Terese Kaminskas  
Corporate Communicator  
**Wickes Companies, Inc.**  
3340 Ocean Park Boulevard, Suite 2000  
Santa Monica, CA 90405  
(213) 452-0160

Customer Service  
**Williams-Sonoma**

100 North Point Street  
San Francisco, CA 94133  
(415) 421-7900

Mr. C.H. McKellar  
Executive Vice President  
**Winn Dixie Stores Inc.**

Box B  
Jacksonville, FL 32203  
(904) 783-5000

Mr. Steven R. Evenson  
Owner Relations Manager  
**Winnebago Industries**  
P.O. Box 152  
Forest City, IA 50436-0152  
(515) 582-6939

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

Corporate Communications  
**Wisconsin Bell**

722 North Broadway, 13th Floor  
Milwaukee, WI 53202-4396  
(414) 678-0681  
1 (800) 237-8576 (toll free)  
1 (800) 242-9393 (toll free TDD in WI)

**Wonderbread  
see Continental Baking  
Company**

Customer Service  
**F.W. Woolworth Company**

233 Broadway  
New York, NY 10279-0001  
(212) 553-2000

Customer Service  
**World Book Educational  
Products**

101 Northwest Point Boulevard  
Elk Grove Village, IL 60007-1192  
1 (800) 621-8202 (toll free)

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

Ms. Barbara Zibell  
Consumer Affairs Coordinator  
**William Wrigley Jr. Company**

410 North Michigan Avenue  
Chicago, IL 60611  
(312) 645-4076

X  
Customer Relations  
**Xerox Corporation**

100 Clinton Avenue South  
Rochester, NY 14644  
(716) 423-5490

Y  
Ms. Lindsey Bice, Manager  
Customer Relations  
**Yamaha Motor Corporation**

6555 Katella Avenue  
Cypress, CA 90630-5101  
(714) 761-7439

Z  
Ms. Renee Hoke, Director  
Communications

**Zale Corporation**

901 West Walnut Hill Lane  
Irving, TX 75038-1003  
(214) 580-5104

**Zayre Corporation  
see TJX Companies**

Mr. Don Knutson  
Vice President, Customer Service

**Zenith Data Systems**

2150 East Lake Cook Road  
Buffalo Grove, IL 60089  
(708) 808-4697

Vice President, Consumer Affairs  
**Zenith Electronics Corporation**

1000 Milwaukee Avenue  
Glenview, IL 60025-2493  
(708) 391-8100  
1 (800) 488-8129 (toll free TDD)

# Car Manufacturers

If you have a problem with a car purchased from a local dealer, first try to work it out with the dealer. If an agreement cannot be reached, contact the manufacturer's regional or national office. Many of these offices are listed in this section.

If the regional office cannot resolve the problem,

you might wish to contact one of the third-party dispute resolution programs. The list of these programs begins on page 49.

All of the toll-free "800" numbers in the following list can be reached from anywhere in the continental United States.

## ACURA

Customer Relations Department  
**ACURA**  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
1 (800) 382-2238 (toll free)

## Alfa-Romeo Distributors of North America, Inc.

Customer Service Manager  
**Alfa-Romeo Distributors of North America, Inc.**  
8259 Exchange Drive  
P.O. Box 598026  
Orlando, FL 32859-3026  
(407) 856-5000

## American Honda Motor Company, Inc.

California  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**Western Zone**  
700 Van Ness Boulevard  
Torrance, CA 90509-2260  
(213) 781-4565

Utah, Arizona, Colorado, New Mexico, Nebraska, Kansas, Oklahoma, Nevada, Texas (El Paso)  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**West Central Zone**  
1600 South Abilene Street, Suite D  
Aurora, CO 80012-5815  
(303) 696-3935

Maine, Vermont, New Hampshire, New York State (excluding NY City, its five boroughs, Long Island, Westchester County), Connecticut (excluding Fairfield County), Massachusetts, Rhode Island  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**New England Zone**  
555 Old County Road  
Windsor Locks, CT 06096-0465  
(203) 623-3310

Tennessee, Alabama, Georgia, Florida  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**Southeastern Zone**  
1500 Morrison Parkway  
Alpharetta, GA 30201-2199  
(404) 442-2045 (collect calls accepted)

Minnesota, Iowa, Missouri, Wisconsin, Illinois, Michigan (Upper Peninsula)  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**North Central Zone**  
601 Campus Drive, Suite A-9  
Arlington Heights, IL 60004-1407  
(708) 870-5600

West Virginia, Maryland, Virginia, North Carolina, South Carolina, District of Columbia  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**Mid-Atlantic Zone Office**  
902 Wind River Lane, Suite 200  
Gaithersburg, MD 20878-1974  
(301) 990-2020

Ohio (Staubenville), West Virginia (Wheeling), Pennsylvania, New Jersey, Delaware, New York (NY City, its five boroughs, Long Island, Westchester County), Connecticut (Fairfield County)  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**Northeast Zone**  
115 Gaither Drive  
Moorestown, NJ 08057-0337  
(609) 235-5533

Michigan (except for Upper Peninsula), Indiana, Ohio, Kentucky  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**Central Zone**  
101 South Stanfield Road  
Troy, OH 45373-8010  
(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 97220-0186  
(503) 256-0943

Texas (excluding El Paso), Arkansas (excluding Fayetteville, Bentonville, Fort Smith, Jonesboro), Oklahoma (Lawton, Ardmore), Louisiana, Mississippi  
Customer Relations Department  
**American Honda Motor Company, Inc.**  
**South Central Zone**  
4529 Royal Lane  
Irving, TX 75063-2583  
(214) 929-5481

**Corporate Office:**  
**American Honda Motor Company, Inc.**  
Consumer Affairs Department  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
(213) 783-3260

## American Isuzu Motors, Inc.

California  
Mr. Neil Wiggins  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
One Autry Street  
Irvine, CA 92718-2785  
(714) 770-2626

Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
**Southeast Region**  
205 Hembree Park Drive  
P.O. Box 6250  
Roswell, GA 30076  
(404) 475-1995

Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, North Dakota, Ohio, Wisconsin  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
**Central Region**  
1830 Jarvis Avenue  
Elk Grove Village, IL 60007  
(708) 952-8111

Connecticut, Maine, Massachusetts, New Hampshire, New Jersey (north of Toms River), New York, Rhode Island, Vermont  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
**Northeast Region**  
156 Ludlow Avenue  
P.O. Box 965  
Northvale, NJ 07647-0965  
(201) 784-1414

Arizona, Arkansas, Kansas, Louisiana, Nevada (southern), New Mexico, Oklahoma, Texas  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
**Southwest Region**  
1150 Isuzu Parkway  
Grand Prairie, TX 75050  
(214) 647-2911

Alaska, Hawaii, Idaho, Montana, Nevada (Northern), Oregon, Utah, Washington, Wyoming, Colorado, Nebraska, South Dakota  
Regional Customer Relations Manager  
**American Isuzu Motors, Inc.**  
**Northwest Region**  
8727 148th Avenue, N.E.  
Redmond, WA 98052  
(206) 881-0203

*New Jersey (south of Toms River), Pennsylvania, Maryland, Delaware, Kentucky, Tennessee, Virginia, West Virginia*  
**Regional Customer Relations Manager**  
**American Isuzu Motors, Inc.**  
 1 Isuzu Way  
 Glen Burnie, MD 21061  
 (301) 761-2121

**Headquarters:**  
**American Isuzu Motors, Inc.**  
 13181 Crossroads Parkway North  
 P.O. Box 2480  
 City of Industry, CA 91746-0480  
 (213) 699-0500  
 1 (800) 255-6727 (toll free)

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

**American Suzuki Motor Corporation**  
 3251 E. Imperial Highway  
 Brea, CA 92321-6722  
 Attn: Customer Relations Department  
 Automobiles  
 1 (800) 877-6900, ext. 445 (toll free)  
 Motorcycles  
 (714) 996-7040, ext. 380

**Audi of America, Inc.**  
*Connecticut, New Jersey, New York*  
 Director, Corporate Service  
**World-Wide Volkswagen Corp.**  
 Greenbush Road  
 Orangeburg, NY 10962  
 (914) 578-5000

**Corporate Office (and all other states):**  
 Consumer Relations Manager  
**Audi of America, Inc.**  
 888 West Big Beaver Road  
 Troy, MI 48007-3951  
 1 (800) 822-AUDI (toll free)

**BMW of North America, Inc.**  
*Arizona, California, Nevada, Oregon, Washington, Montana, Idaho, Arizona, Alaska, Hawaii, Colorado, Utah, New Mexico, Wyoming, Texas (El Paso)*  
 Customer Relations Manager  
**BMW of North America, Inc.**  
**Western Region**  
 12541 Beatrice Street  
 P.O. Box 66916  
 Los Angeles, CA 90066  
 (213) 574-7300

*Tennessee, North Carolina, Virginia (except northern), Mississippi, Alabama, Georgia, Florida, South Carolina, Louisiana, Oklahoma, Arkansas, Texas (except El Paso)*  
 Customer Relations Manager  
**BMW of North America, Inc.**  
**Southern Region**  
 1280 Hightower Trail  
 Atlanta, GA 30350-2977  
 (404) 552-3800

*North Dakota, South Dakota, Minnesota, Wisconsin, Iowa, Illinois, Michigan, Indiana, Ohio, Kentucky, Kansas, Missouri, Nebraska*  
 Customer Relations Manager  
**BMW of North America, Inc.**  
**Central Region**  
 498 East Commerce Drive  
 Schaumburg, IL 60173  
 (708) 310-2700

*Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont, Washington, D.C., Virginia (northern), West Virginia, Delaware, Maryland, Pennsylvania*  
 Customer Relations Manager  
**BMW of North America, Inc.**  
**Eastern Region**  
 BMW Plaza  
 Montvale, NJ 07645  
 (201) 573-2100

**Corporate Office:**  
 National Customer Relations Manager  
**BMW of North America, Inc.**  
 P.O. Box 1227  
 Westwood, NJ 07675-1227  
 (201) 307-4000

**Chrysler Motors Corporation**

**Phoenix Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 11811 N. Tatum Boulevard, Suite 4025  
 Phoenix, AZ 85028  
 (602) 953-6899

**Los Angeles Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 14112  
 Orange, CA 92668-4600  
 (714) 565-5111

**San Francisco Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 5009  
 Pleasanton, CA 94566-0509  
 (415) 463-1770

**Denver Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 39006  
 Denver, CO 80239  
 (303) 373-8888

**Orlando Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 8000 South Orange Blossom Trail  
 Orlando, FL 32809  
 (407) 352-7402

**Atlanta Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 900 Circle 75 Parkway, Suite 1600  
 Atlanta, GA 30339  
 (404) 953-8880

**Chicago Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 650 Warrenville Road, Suite 502  
 Lisle, IL 60532  
 (708) 515-2450

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

**New Orleans Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 157  
 Metairie, LA 70004  
 (504) 830-3400

**Washington, D.C. Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 1900  
 Bowie, MD 20716  
 (301) 464-4040

**Boston Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 550 Forbes Boulevard  
 Mansfield, MA 02048-2038  
 (508) 261-2298

**Detroit Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 3000  
 Troy, MI 48007-3000  
 (313) 952-1300

**Minneapolis Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 1231  
 Minneapolis, MN 55440  
 (612) 553-2546

**St. Louis Zone Office**  
 Customer Relations Manager  
**Chrysler Motors Corporation**  
 P.O. Box 278  
 Hazelwood, MO 63042  
 (314) 895-0731



**Syracuse Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 603  
Dewitt, NY 13214-0603  
(315) 445-6941

**New York Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
500 Route 303  
Tappan, NY 10983-1592  
(914) 359-0110

**Charlotte Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
4944 Parkway Plaza Boulevard  
Suite 470  
Charlotte, NC 28217  
(704) 357-7065

**Cincinnati Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 41902  
Cincinnati, OH 45241  
(513) 530-1500

**Portland Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 744  
Beaverton, OR 97075  
(503) 526-5555

**Philadelphia Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
Valley Brook Corporate Center  
101 Linden Wood Drive, Suite 320  
Malvern, PA 19355  
(215) 251-2990

**Pittsburgh Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
Penn Center West 3, Suite 420  
Pittsburgh, PA 15276  
(412) 788-6622

**Memphis Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 18008  
Memphis, TN 38181-0608  
(901) 797-3670

**Dallas Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 110162  
Carrollton, TX 75011-0162  
(214) 242-8462

**Houston Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
363 North Sam Houston Parkway East  
Suite 590  
Houston, TX 77060-2405  
(713) 820-7062

**Milwaukee Zone Office**  
Customer Relations Manager  
**Chrysler Motors Corporation**  
445 South Moorland Road, Suite 170  
Brookfield, WI 53005  
(414) 797-3750

**Corporate Office:**  
Mr. R.T. Smith  
National Owner Relations Manager  
**Chrysler Motors Corporation**  
P.O. Box 1086  
Detroit, MI 48288-1086  
1 (800) 992-1997 (toll free)

### **Ferrari North America, Inc.**

**Corporate Office:**  
Mr. Kenneth McCay  
Director of Service and Parts  
**Ferrari North America, Inc.**  
250 Sylvan Avenue  
Englewood Cliffs, NJ 07632  
(201) 816-2650

### **Ford Motor Company**

Customer Relations Manager  
**Ford Motor Company**  
300 Renaissance Center  
P.O. Box 43360  
Detroit, MI 48243  
1 (800) 392-3673 (toll free—all makes)  
1 (800) 521-4140  
(toll free—Lincoln and Merkur only)  
1 (800) 241-3673  
(toll free—towing and dealer location  
service)  
1 (800) 232-5952 (toll free TDD)

### **General Motors Corporation**

Customer Assistance Center  
**Chevrolet/Geo Motor Division**  
**General Motors Corporation**  
P.O. Box 7047  
Troy, MI 48007-7047  
1 (800) 222-1020 (toll free)  
1 (800) TDD-CHEV (toll free TDD)

Customer Assistance Center  
**Pontiac Division**  
**General Motors Corporation**  
One Pontiac Plaza  
Pontiac, MI 48340-2952  
1 (800) 762-2737 (toll free)  
1 (800) TDD-PONT (toll free TDD)

Customer Assistance Network  
**Oldsmobile Division**  
**General Motors Corporation**  
P.O. Box 30095  
Lansing, MI 48909-7595  
1 (800) 442-6537 (toll free)  
1 (800) TDD-OLDS (toll free TDD)

Customer Assistance Center  
**Buick Motor Division**  
**General Motors Corporation**  
902 East Hamilton Avenue  
Flint, MI 48550  
1 (800) 521-7300 (toll free)  
1 (800) TD-BUICK (toll free TDD)

Consumer Relations Center  
**Cadillac Motor Car Division**  
**General Motors Corporation**  
2860 Clark Street  
Detroit, MI 48232  
1 (800) 458-8006 (toll free)  
1 (800) TDD-CMCC (toll free TDD)

Customer Service Department  
**GMC Truck Division**  
**General Motors Corporation**  
Mail Code 1607-07  
31 Judson Street  
Pontiac, MI 48342  
(313) 456-4547  
1 (800) TDD-TKTD (toll free TDD)

Saturn Assistance Center  
**Saturn Corporation**  
**General Motors Corporation**  
100 Saturn Parkway  
Spring Hill, TN 37174  
1 (800) 553-6000 (toll free)  
1 (800) TDD-6000 (toll free TDD)

Mr. Duane E. Poole  
Director, Public Relations  
**GM Service Parts Operations**  
6060 West Bristol Road  
Flint, MI 48554-2110  
(313) 635-5412

**Honda**  
see **American Honda Motor  
Company, Inc.**

### **Hyundai Motor America**

Customer Service  
**Hyundai Motor America**  
10550 Talbert Avenue  
P.O. Box 20850  
Fountain Valley, CA 92728-0850  
1 (800) 633-5151 (toll free)

**Isuzu**  
see **American Isuzu**

### **Jaguar Cars, Inc.**

*Alaska, Arizona, California, Colorado,  
Hawaii, Idaho, Montana, Nevada, New  
Mexico, Oregon, Utah, Washington,  
Wyoming, Texas (El Paso)*  
**Western Zone**  
Customer Relations Manager  
**Jaguar Cars, Inc.**  
422 Valley Drive  
Brisbane, CA 94005  
(415) 467-9402



**Eastern Zone (all other states)**  
 Customer Relations Manager  
**Jaguar Cars, Inc.**  
 555 MacArthur Boulevard  
 Mahwah, NJ 07430-2327  
 (201) 818-8500

**Jeep/Eagle Division of Chrysler  
 Motors Corporation**  
 see Chrysler Zone and  
 National Offices

**Mazda Motor of America, Inc.**

**Corporate Headquarters:**  
 Customer Relations Manager  
**Mazda Motor of America, Inc.**  
 P.O. Box 19734  
 Irvine, CA 92718  
 1 (800) 222-5500 (toll free)

**Mercedes-Benz of  
 North America, Inc.**

**National Headquarters:**  
**Mercedes-Benz of North America**  
 1 Mercedes Drive  
 Montvale, NJ 07645-0350  
 (201) 573-0600 (Owner Service)

**North Central Region Office**  
 3333 Charles Street  
 Franklin Park, IL 60131-1469

**Northeast Region Office**  
 Baltimore Commons Business Park  
 1300 Mercedes Drive (2nd Floor)  
 Hanover, MD 21076-0348

**Southern Region Office**  
 8813 Western Way  
 Jacksonville, FL 32245-7604

**Western Region Office**  
 6357 Sunset Boulevard  
 Hollywood, CA 90093-0637

**Mitsubishi Motor Sales of  
 America, Inc.**

**Corporate Office:**  
 National Consumer Relations Manager  
**Mitsubishi Motor Sales of America, Inc.**  
 6400 West Katella Avenue  
 Cypress, CA 90630-0064  
 1 (800) 222-0037 (toll free)

**Nissan Motor Corporation  
 in USA**

P.O. Box 191  
 Gardena, CA 90248-0191  
 1 (800) 647-7261  
 (toll free—all consumer inquiries)

**Peugeot Motors of America, Inc.**

Mr. William J. Atanasio  
 National Customer Relations Manager  
**Peugeot Motors of America, Inc.**  
 P.O. Box 607  
 One Peugeot Plaza  
 Lyndhurst, NJ 07071-3498  
 (201) 935-8400  
 1 (800) 345-5549 (toll free)

**Porsche Cars  
 North America, Inc.**

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

**Saab Cars USA, Inc.**

National Consumer Relations  
 P.O. Box 697  
 Orange, CT 06477  
 (203) 795-5671  
 1 (800) 955-9007 (toll free)

**Subaru of America**

*Arizona, California, Nevada*  
 Owner Service Manager  
**Subaru of America, Western Region**  
 12 Whitney Drive  
 Irvine, CA 92718-2895  
 (714) 951-6592

*Alabama, Georgia, North Carolina,  
 South Carolina, Florida, Tennessee,  
 West Virginia, Virginia, Maryland,  
 Washington, D.C.*

Owner Service Manager  
**Southeast Region Subaru**  
 220 The Bluffs  
 Austell, GA 30001  
 (404) 732-3200

*Illinois, Indiana, Iowa, Kentucky, Michigan,  
 Minnesota, Missouri, Ohio, Wisconsin*

Owner Service Manager  
**Subaru Mid-America Region**  
 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) 769-5100

*Southern New Jersey, Pennsylvania,  
 Delaware*

Customer Relations Manager  
**Penn Jersey Region**  
 1504 Glen Avenue  
 Moorestown, NJ 08057  
 (609) 234-7600

*New York, Northern New Jersey*  
 Customer Relations Manager  
**Subaru Distributors Corporation**  
 6 Ramland Road  
 Orangeburg, NY 10962  
 (914) 359-2500

*Hawaii*

**Schuman-Carriage Co. Inc.**  
 1234 South Beretania Street  
 P.O. Box 2420  
 Honolulu, HI 96804  
 (808) 533-6211

*Alaska, Idaho, Montana, Nebraska, Oregon,  
 Utah, Washington, North Dakota, South  
 Dakota, Wyoming*  
 Owner Service Manager  
**Subaru of America Northwest Region**  
 8040 East 33rd Drive  
 Portland, OR 97211  
 1 (800) 878-6677 (toll free)

*Arkansas, Colorado, Kansas, New Mexico,  
 Mississippi, Oklahoma, Texas*  
 Owner Service Manager  
**Subaru of America Southwest Region**  
 1500 East 39th Avenue  
 Aurora, CO 80011  
 (303) 373-8895

**Corporate Office:**  
 Owner Service Department  
**Subaru of America**  
 P.O. Box 6000  
 Cherry Hill, NJ 08034-6000  
 (609) 488-3278

**Toyota Motor Sales, Inc.**

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

**Volkswagen United States, Inc.**

*Connecticut, New Jersey, New York*  
 Director of Corporation Service  
**World-Wide Volkswagen, Inc.**  
 Greenbush Road  
 Orangeburg, NY 10962  
 (914) 578-5000  
 1 (800) 822-8987 (toll free)

*For all other locations:*

Consumer Relations  
**Volkswagen United States, Inc.**  
 888 West Big Beaver  
 Troy, MI 48007  
 General assistance and customer relations  
 1 (800) 822-8987 (toll free)  
 Replacement and repurchase assistance  
 1 (800) 955-5100 (toll free)

**Volvo Cars of North America**

**Corporate Office:**  
 Operations Manager  
**Volvo Cars of North America**  
 15 Volvo Drive, Building D  
 P.O. Box 914  
 Rockleigh, NJ 07647-0914  
 (201) 767-4737

**Yugo America, Inc.**

Director, Customer Services  
**Yugo America, Inc.**  
 120 Pleasant Avenue  
 P.O. Box 730  
 Upper Saddle River, NJ 07458-0730  
 (201) 825-4600  
 1 (800) 872-9848 (toll free)

# Better Business Bureaus

Better Business Bureaus (BBBs) are non-profit organizations sponsored by local businesses. BBBs offer a variety of consumer services. For example, they can provide consumer education materials, answer consumer questions, mediate and arbitrate complaints, and provide general information on companies' consumer complaint records.

Each BBB has its own policy about reporting information. It might or might 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. If you need help with a consumer question or complaint, call your local BBB to ask about their services.

This list includes the local BBBs in the United States. The Council of Better Business Bureaus can give you the addresses for BBBs in Canada.

## National Headquarters

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

## Local Bureaus

### Alabama

P.O. Box 55268  
Birmingham, AL 35255-5268  
(205) 558-2222

118 Woodburn Street  
Dothan, AL 36301  
(205) 792-3804

P.O. Box 383  
Huntsville, AL 35801  
(205) 533-1640

707 Van Antwerp Building  
Mobile, AL 36602  
(205) 433-5494, 5495

Commerce Street, Suite 806  
Montgomery, AL 36104  
(205) 262-5606

### Alaska

3380 C Street, Suite 103  
Anchorage, AK 99503  
(907) 562-0704

### Arizona

4428 North 12th Street  
Phoenix, AZ 85014-4585  
(602) 264-1721

50 West Drachman Street  
Suite 103  
Tucson, AZ 85705  
(602) 622-7651 (inquiries)  
(602) 622-7654 (complaints)

### Arkansas

1415 S. University  
Little Rock, AR 72204  
(501) 664-7274

### California

705 Eighteenth Street  
Bakersfield, CA 93301-4882  
(805) 322-2074

P.O. Box 970  
Colton, CA 92324-0522  
(714) 825-7280

6101 Ball Rd., Suite 309  
Cypress, CA 90630  
(714) 527-0680

1398 West Indianapolis  
Suite 102  
Fresno, CA 93705  
(209) 222-8111

494 Alvarado Street, Suite C  
Monterey, CA 93940  
(408) 372-3149

510 16th Street  
Oakland, CA 94612  
(415) 839-5900

400 S Street  
Sacramento, CA 95814  
(916) 443-6843

3111 Camino del Rio, North  
Suite 600  
San Diego, CA 92108-1729  
(619) 281-6422

33 New Montgomery St. Tower  
San Francisco, CA 94105  
(415) 243-9999

1505 Meridian Avenue  
San Jose, CA 95125  
(408) 978-8700

P.O. Box 294  
San Mateo, CA 94401  
(415) 696-1240

P.O. Box 746  
Santa Barbara, CA 93102  
(805) 963-8657

300 B Street  
Santa Rosa, CA 95401  
(707) 577-0300

1111 North Center Street  
Stockton, CA 95202-1383  
(209) 948-4880, 4881

### Colorado

P.O. Box 7970  
Colorado Springs, CO 80933  
(719) 636-1155

1780 South Bellaire, Suite 700  
Denver, CO 80222  
(303) 758-2100 (inquiries)  
(303) 758-2212 (complaints)

1730 S. College Ave., Suite 303  
Fort Collins, CO 80525  
(303) 484-1348

119 West 6th Street, Suite 203  
Pueblo, CO 81003-3119  
(719) 542-6464

### Connecticut

2345 Black Rock Turnpike  
Fairfield, CT 06430  
(203) 374-6161

2080 Silas Deane Highway  
Rocky Hill, CT 06067-2311  
(203) 529-3575

100 South Turnpike Road  
Wallingford, CT 06492-4395  
(203) 269-2700 (inquiries)  
(203) 269-4457 (complaints)

### Delaware

2055 Limestone Road  
Suite 200  
Wilmington, DE 19808  
(302) 996-9200

### District of Columbia

1012 14th Street, N.W.  
14th Floor  
Washington, DC 20005-3410  
(202) 393-8000

### Florida

*In addition to the Better Business Bureaus, Florida has a number of Better Business Councils which are affiliated with local Chambers of Commerce throughout the state. The Better Business Councils are listed following the Better Business Bureaus.*

### Better Business Bureaus

P.O. Box 7950  
Clearwater, FL 34618-7950  
(813) 535-5522

2976-E Cleveland Avenue  
Fort Myers, FL 33901  
(813) 334-7331

3100 University Blvd., South  
Suite 239  
Jacksonville, FL 32216  
(904) 721-2288

2605 Maitland Center Parkway  
Maitland, FL 32751-7147  
(407) 660-9500

16291 Northwest 57th Avenue  
Miami, FL 33014-6709  
(305) 625-0307  
(inquiries for Dade County)

(305) 625-1302  
(complaints for Dade County)  
(305) 524-2803  
(inquiries for Broward County)  
(305) 527-1643  
(complaints for Broward County)

P.O. Box 1511  
Pensacola, FL 32597-1511  
(904) 433-6111

1950 SE Port St. Lucie Blvd.  
Suite 211  
Port St. Lucie, FL 34952  
(407) 878-2010  
(407) 337-2083 (Martin County)

2247 Palm Beach Lakes Blvd.  
Suite 211  
West Palm Beach, FL 33409  
(407) 686-2200

### Better Business Councils

P.O. Box 321  
Bradenton, FL 34206-0321  
(813) 748-1325  
(Manatee County)

P.O. Box 3607  
Lakeland, FL 33802-3607  
(813) 680-1030 (Polk County)

P.O. Box 492426  
Leesburg, FL 32749-2426  
(904) 326-0770 (Lake County)

400 Fortenberry Road  
Merritt Island, FL 32952  
(407) 452-8869 (Central  
Brevard County)

13000 South Tamiami Trail  
Suite 111  
North Port, FL 34287  
(813) 426-8744

4100 Dixie Highway, NE  
**Palm Bay, FL 32905**  
 (407) 984-8454 (South Brevard  
 County)

1819 Main Street, Suite 240  
**Sarasota, FL 34236**  
 (813) 366-3144

P.O. Drawer 2767  
**Titusville, FL 32781-2767**  
 (407) 268-2822 (North Brevard  
 County)

257 Tamiami Trail, North  
**Venice, FL 34285-1534**  
 (813) 485-3510

### Georgia

1319-B Dawson Road  
**Albany, GA 31707**  
 (912) 883-0744  
**1 (800) 868-4222** (toll free)

100 Edgewood Avenue  
 Suite 1012  
**Atlanta, GA 30303**  
 (404) 688-4910

P.O. Box 2085  
**Augusta, GA 30903**  
 (404) 722-1574

P.O. Box 2587  
**Columbus, GA 31902**  
 (404) 324-0712

1765 Shurling Drive  
**Macon, GA 31211**  
 (912) 742-7999

P.O. Box 13956  
**Savannah, GA 31416-0956**  
 (912) 354-7521

### Hawaii

1600 Kapiolani Boulevard  
 Suite 714  
**Honolulu, HI 96814**  
 (808) 942-2355

### Idaho

1333 West Jefferson  
**Boise, ID 83702**  
 (208) 342-4649  
 (208) 467-5547  
 (Canyon County)

545 Shoup Avenue, Suite 210  
**Idaho Falls, ID 83402**  
 (208) 523-9754

### Illinois

211 W. Wacker Drive  
**Chicago, IL 60606**  
 (312) 444-1188 (inquiries)  
 (312) 346-3313 (complaints)

3024 West Lake  
**Peoria, IL 61615**  
 (309) 688-3741

810 East State Street, 3rd Floor  
**Rockford, IL 61104**  
 (815) 963-2222

### Indiana

P.O. Box 405  
**Elkhart, IN 46515-0405**  
 (219) 262-8996

4004 Morgan Avenue, Suite 201  
**Evansville, IN 47715**  
 (812) 473-0202

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 200  
**Indianapolis, IN 46204**  
 (317) 637-0197

**Marion, IN**  
**1 (800) 552-4631**  
 (toll free in IN)

Consumer Education  
 Council (non-BBB)  
 Ball State Univ. WB 150  
**Muncie, IN 47306**  
 (317) 747-8108

52303 Emmons Road, Suite 9  
**South Bend, IN 46637**  
 (219) 277-9121

### Iowa

852 Middle Road, Suite 290  
**Bettendorf, IA 52722-4100**  
 (319) 355-6344

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 66607-1190**  
 (913) 232-0454

300 Kaufman Building  
**Wichita, KS 67202**  
 (316) 263-3146

### Kentucky

311 West Short Street  
**Lexington, KY 40507**  
 (606) 259-1008

844 South 4th Street  
**Louisville, KY 40203-2186**  
 (502) 583-6546

### Louisiana

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

2055 Wooddale Boulevard  
**Baton Rouge, LA 70806-1519**  
 (504) 926-3010

501 East Main Street  
**Houma, LA 70360**  
 (504) 868-3456

P.O. Box 30297  
**Lafayette, LA 70593-0297**  
 (318) 981-3497

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

141 De Siard Street, Suite 808  
**Monroe, LA 71201-7380**  
 (318) 387-4600, 8421

1539 Jackson Avenue  
**New Orleans, LA 70130-3400**  
 (504) 581-6222

1401 North Market Street  
**Shreveport, LA 71107-6525**  
 (318) 221-8352

### Maine

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

### Maryland

2100 Huntingdon Avenue  
**Baltimore, MD 21211-3215**  
 (301) 347-3990

### Massachusetts

20 Park Plaza, Suite 820  
**Boston, MA 02116-4404**  
 (617) 426-9000

**Framingham, MA**  
**1 (800) 422-2811**  
 (toll free in MA)

78 North Street, Suite 1  
**Hyannis, MA 02601-3808**  
 (508) 771-3022

**Lawrence, MA**  
**1 (800) 422-2811**  
 (toll free in MA)

293 Bridge Street, Suite 320  
**Springfield, MA 01103**  
 (413) 734-3114

P.O. Box 379  
**Worcester, MA 01601**  
 (508) 755-2548

### Michigan

620 Trust Building  
**Grand Rapids, MI 49503**  
 (616) 774-8236

30555 Southfield Road  
 Suite 200  
**Southfield, MI 48076-7751**  
 (313) 644-1012 (inquiries)  
 (313) 644-9136 (complaints)  
 (313) 644-9152 (Auto Line)  
**1 (800) 955-5100**  
 (toll free nationwide auto line)

### Minnesota

2706 Gannon Road  
**St. Paul, MN 55116**  
 (612) 699-1111

### Mississippi

460 Briarwood Drive, Suite 340  
**Jackson, MS 39206-3088**  
 (601) 956-8282  
**1 (800) 274-7222**  
 (toll free in MS)  
 (601) 957-2886  
 (automotive complaints only)

### Missouri

306 East 12th Street,  
 Suite 1024  
**Kansas City, MO 64106-2418**  
 (816) 421-7800

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

205 Park Central East  
 Suite 509  
**Springfield, MO 65806**  
 (417) 862-9231

### Nebraska

719 North 48th Street  
**Lincoln, NE 68504-3491**  
 (402) 467-5261

1613 Farnam Street, Room 417  
**Omaha, NE 68102-2158**  
 (402) 346-3033

### Nevada

1022 E. Sahara Avenue  
**Las Vegas, NV 89104-1515**  
 (702) 735-6900, 1969

P.O. Box 21269  
**Reno, NV 89515-1269**  
 (702) 322-0657

### New Hampshire

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

**New Jersey**

494 Broad Street  
Newark, NJ 07102  
(201) 642-INFO

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

1721 Route 37, East  
Toms River, NJ 08753-8239  
(201) 270-5577

1700 Whitehorse  
Hamilton Square, Suite D-5  
Trenton, NJ 08690  
(609) 588-0808 (Mercer  
County)

P.O. Box 303  
Westmont, NJ 08108-0303  
(609) 854-8467

**New Mexico**

4600-A Montgomery NE  
Suite 200  
Albuquerque, NM 87109  
(505) 884-0500  
1 (800) 445-1461  
(toll free in NM)

308 North Locke  
Farmington, NM 87401  
(505) 326-6501

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

**New York**

346 Delaware Avenue  
Buffalo, NY 14202  
(716) 856-7180

266 Main Street  
Farmingdale, NY 11735  
(516) 420-0500  
1 (800) 955-5100  
(toll free—Auto Line)

257 Park Avenue South  
New York, NY 10010  
(900) 463-6222  
(\$.85 per minute)

1122 Sibley Tower  
Rochester, NY 14604-1084  
(716) 546-6776

847 James Street, Suite 200  
Syracuse, NY 13203  
(315) 479-6635

1211 Route 9  
Wappingers Falls, NY 12590  
(914) 297-6550  
1 (800) 955-5100  
(toll free—Auto Line)

30 Glenn Street  
White Plains, NY 10603  
(914) 428-1230, 1231  
1 (800) 955-5100  
(toll free—Auto Line)

**North Carolina**

801 BB&T Building  
Asheville, NC 28801  
(704) 253-2392

1130 East Third Street  
Suite 400  
Charlotte, NC 28204-2626  
(704) 332-7151

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

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

3120 Foplarwood Court  
Suite 101  
Raleigh, NC 27604-1080  
(919) 872-9240

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

**Ohio**

222 West Market Street  
Akron, OH 44303-2111  
(216) 253-4590

1434 Cleveland Avenue, NW  
Canton, OH 44703  
(216) 454-9401

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

2217 East 9th St., Suite 200  
Cleveland, OH 44115-1299  
(216) 241-7678

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

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

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

130 West 2nd Street  
Mansfield, OH 44902-1915  
(419) 522-1700

425 Jefferson Avenue  
Suite 909  
Toledo, OH 43604-1055  
(419) 241-6276

345 N. Market, Suite 202  
Wooster, OH 44691  
(216) 263-6444

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

**Oklahoma**

17 South Dewey  
Oklahoma City, OK 73102  
(405) 239-6860 (inquiries)  
(405) 239-6081 (inquiries)  
(405) 239-6083 (complaints)  
6711 S. Yale, Suite 230  
Tulsa, OK 74136-3327  
(918) 492-1266

**Oregon**

610 S.W. Alder St., Suite 615  
Portland, OR 97205  
(503) 226-3981  
1 (800) 488-4166  
(toll free in OR)

**Pennsylvania**

528 North New Street  
Bethlehem, PA 18018  
(215) 866-8780

6 Marion Court  
Lancaster, PA 17602  
(717) 291-1151  
(717) 232-2800 (Harrisburg)  
(717) 846-2700 (York County)  
(717) 394-9318 (Auto Line)

P.O. Box 2297  
Philadelphia, PA 19103-0297  
(215) 496-1000

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

P.O. Box 993  
Scranton, PA 18501  
(717) 342-9129, 655-0445

**Puerto Rico**

Condominium Olimpo Plaza  
Suite 208  
1002 Munoz Rivera Avenue  
Rio Piedras, PR 00927  
(809) 756-5400  
(809) 767-0446

**Rhode Island**

Bureau Park  
P.O. Box 1300  
Warwick, RI 02887-1300  
(401) 785-1212 (inquiries)  
(401) 785-1213 (complaints)

**South Carolina**

1830 Bull Street  
Columbia, SC 29201  
(803) 254-2525

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

1310-G Azalea Court  
Myrtle Beach, SC 29577  
(803) 497-8667

**Tennessee**

P.O. Box 1178 TCAS  
Blountville, TN 37617  
(615) 323-6311

1010 Market Street, Suite 200  
Chattanooga, TN 37402-2614  
(615) 266-6144  
(also serves Whitfield and  
Murray counties in GA)  
(615) 479-6096  
(Bradley County only)

900 East Hill Avenue, Suite 165  
Knoxville, TN 37915-2525  
(615) 522-2552

P.O. Box 750704  
Memphis, TN 38175-0704  
(901) 795-8771

Sovran Plaza, Suite 1830  
Nashville, TN 37239  
(615) 254-5872

**Texas**

3300 S. 14th St., Suite 307  
Abilene, TX 79605  
(915) 691-1533

P.O. Box 1905  
Amarillo, TX 79105-1905  
(806) 379-6222

708 Colorado, Suite 720  
Austin, TX 78701-3028  
(512) 476-1616

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

202 Varisco Building  
Bryan, TX 77803  
(409) 823-8148, 8149

4535 S. Padre Island Drive  
Suite 28  
Corpus Christi, TX 78411  
(512) 854-2892

2001 Bryan Street, Suite 850  
Dallas, TX 75201  
(214) 220-2000  
1 (800) 442-1456  
(toll free in TX)

5160 Montana, Lower Level  
El Paso, TX 79903  
(915) 772-2727

512 Main Street, Suite 807  
Fort Worth, TX 76102  
(817) 332-7585

2707 North Loop West  
Suite 900  
Houston, TX 77008  
(713) 868-9500

P.O. Box 1178  
Lubbock, TX 79408-1178  
(806) 763-0459

P.O. Box 60206  
Midland, TX 79711-0206  
(915) 563-1880  
1 (800) 592-4433  
(toll free in 915 area code)

P.O. Box 3366  
**San Angelo, TX 76902-3366**  
(915) 949-2989

1800 Northeast Loop 410  
Suite 400  
**San Antonio, TX 78217**  
(512) 828-9441

P.O. Box 6652  
**Tyler, TX 75711-6652**  
(903) 581-5704

P.O. Box 7203  
**Waco, TX 76714-7203**  
(817) 772-7530

P.O. Box 69  
**Weslaco, TX 78596-0069**  
(512) 968-3678

1106 Brook Street  
**Wichita Falls, TX 76301-5079**  
(817) 723-5526

**Utah**  
1588 South Main Street  
**Salt Lake City, UT 84115**  
(801) 487-4656

**Virginia**  
4022B Plank Road  
**Fredericksburg, VA 22407**  
(703) 786-8397

3608 Tidewater Drive  
**Norfolk, VA 23509-1499**  
(804) 627-5651

701 East Franklin Street  
Suite 712  
**Richmond, VA 23219**  
(804) 648-0016

31 W. Campbell Avenue  
**Roanoke, VA 24011-1301**  
(703) 342-3455

**Washington**  
127 West Canal Drive  
**Kennewick, WA 99336-3819**  
(509) 582-0222

2200 Sixth Avenue, Suite 828  
**Seattle, WA 98121-1857**  
(206) 448-8888  
(206) 448-6222 (24-hour  
business reporting system)

South 176 Stevens  
**Spokane, WA 99204-1393**  
(509) 747-1155

P.O. Box 1274  
**Tacoma, WA 98401-1274**  
(206) 383-5561

P.O. Box 1584  
**Yakima, WA 98907-1584**  
(509) 248-1326

**Wisconsin**  
740 North Plankinton Avenue  
**Milwaukee, WI 53203**  
(414) 273-1600 (inquiries)  
(414) 273-0123 (complaints)

**Wyoming**  
BBB/Idaho Falls  
(serves Teton, Park and Lincoln  
counties in Wyoming)  
545 Shoup Avenue, Suite 210  
**Idaho Falls, ID 83402**  
(208) 523-9754

BBB/Fort Collins  
(serves all other Wyoming  
Counties)  
1730 South College Avenue  
Suite 303  
**Fort Collins, CO 80525**  
**1 (800) 873-3222**  
(toll free in WY)



# Trade Association and Other Resolution Programs

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

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

This list includes the names and addresses of the association and other dispute resolution programs that handle consumer complaints for their members. In some cases, the

national organizations listed here can refer you to dispute resolution programs near you.

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

Remember, before contacting one of these programs, try to resolve the complaint by contacting the company.

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 clothing.

Ms. Donna Silberberg  
Public Relations Director  
**American Arbitration Association**  
140 West 51st Street  
New York, NY 10020-1203  
(212) 484-4006  
Private, non-profit organization with 35 regional offices across the country. Provides consumer information on request. Check local telephone directory for listing. If there is no office in your area, write or call the office listed above.

**American Automobile Association**  
**AUTOSOLVE®**  
1000 AAA Drive, Box 16  
Heathrow, FL 32746-5064  
1 (800) 477-6583 (toll free)  
Nationwide third-party dispute resolution program for Toyota, Lexus, Porsche and Hyundai. AUTOSOLVE® resolves Subaru disputes in selected areas of the United States.

**American Bar Association**  
Standing Committee on Dispute Resolution  
1800 M Street, N.W., Suite 790  
Washington, DC 20036  
(202) 331-2258  
Publishes a directory of state and local alternative dispute resolution programs. Provides consumer information on request.

Mr. John W. Johnson  
Executive Vice President  
**American Collectors Association**  
4040 West 70th Street  
P.O. Box 39106  
Minneapolis, MN 55439-0106  
(612) 928-8547  
Membership: Collection services handling overdue accounts for retail, professional and commercial credit grantors.

Information Department  
**American Council of Life Insurance**  
1001 Pennsylvania Avenue, N.W.  
Washington, DC 20004-2599  
1 (800) 942-4242 (toll free—8 a.m.—8 p.m. EST, M-F)  
Membership: Life insurance companies authorized to do business in the United States.

Ms. Jane Marden, Director  
Consumer Affairs  
Ms. Linda Wood, Associate Director  
Community Affairs  
**American Gas Association**  
1515 Wilson Boulevard  
Arlington, VA 22209  
(703) 841-8583  
Membership: Distributors and transporters of natural gas.

**American Health Care Association**  
1201 L Street, N.W.  
Washington, DC 20005-4014  
(202) 842-4444  
1 (800) 321-0343 (toll free—publications only)  
Membership: State associations of long-term health care facilities.

**American Hotel and Motel Association**  
1201 New York Avenue, N.W., Suite 600  
Washington, DC 20005-3931  
(written inquiries only)  
Membership: State and regional hotel associations.

Mr. Herbert A. Finkston, Director  
Professional Ethics Division  
**American Institute of Certified Public Accountants**  
1211 Avenue of the Americas  
New York, NY 10036-8775  
(212) 575-6209  
Membership: Professional society of accountants certified by the states and territories.

**American Newspaper Publishers Assn. Credit Bureau Inc.**  
P.O. Box 17022  
Dulles International Airport  
Washington, D.C. 20041  
(703) 648-1038  
Investigates fraudulent advertising published in newspapers.

**American Orthotic and Prosthetic Association**  
1650 King Street, Suite 500  
Alexandria, VA 22314-1885  
(703) 836-7116  
Represents member companies that custom fit or manufacture components for patients with prostheses or orthoses.

Mr. Ray Greenly, Vice President  
Consumer Affairs  
**American Society of Travel Agents, Inc.**  
P.O. Box 23992  
Washington, DC 20026-3992  
(703) 739-2782  
Membership: Travel agents.

Mr. James A. Morrissay, Director  
Communications Division  
**American Textile Manufacturers Institute**  
1801 K Street, N.W., Suite 900  
Washington, DC 20006  
(202) 862-0552  
Membership: Textile mills which produce a variety of textile products, e.g., clothing, using natural and man-made fibers.

Manager, Consumer Affairs  
**Automotive Consumer Action Program (AUTOCAP)**  
8400 Westpark Drive  
McLean, VA 22102  
(703) 821-7144  
Third-party dispute resolution program administered through the National Automobile Dealers Association. Consumer information available on request.

**BBB AUTO LINE**

Council of Better Business Bureaus, Inc.  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1804  
(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.

**Better Hearing Institute**

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

Consumer Affairs

**Blue Cross and Blue Shield Association**

Metro Square—Phase II  
655 15th Street, N.W., Suite 350F  
Washington, DC 20005  
(202) 626-4780  
Membership: Local Blue Cross and Blue Shield plans in the United States, Canada and Jamaica.

Ms. Caroline C. Ortado  
Administrator, Consumer Protection Bureau

**Boat Owners Association of the United States (BOAT/U.S.)**

880 South Pickett Street  
Alexandria, VA 22304-0730  
(703) 823-9550  
Consumer Protection Bureau serves as a mediator in disputes between boat owners and the marine industry. BOAT/U.S. also works closely with the U.S. Coast Guard to monitor safety defect problems.

Mr. Richard N. "Ned" Hopper  
Director of Governmental Affairs  
**Carpet and Rug Institute**

1155 Connecticut Avenue, N.W., Suite 500  
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  
Industry-sponsored dispute resolution program. Other consumer information about cemetery practices and rules available on request.

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

Council of Better Business Bureaus, Inc.  
845 Third Avenue  
New York, NY 10022  
(212) 754-1354  
Handles consumer complaints about fraudulent and deceptive advertising related to children.

**Chrysler Motors Customer Relations**

National Office  
26311 Lawrence Avenue  
Center Line, MI 48288  
1 (800) 992-1997 (toll free)

**Department of Defense**

Office of National Ombudsman  
National Committee for Employer Support of the Guard and Reserve  
1555 Wilson Boulevard, Suite 200  
Arlington, VA 22209-2405  
(703) 696-1391  
1 (800) 336-4590 (toll free outside DC)  
Provides assistance with employer/employee problems for members of the Guard and Reserve and their employers.

Ms. Lorna Christie, Director  
Ethics and Consumer Affairs

**Direct Marketing Association (DMA)**

6 East 43rd Street  
New York, NY 10017-4646  
(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.

DMA operates the Mail Order Action Line, Mail Preference Service and Telephone Preference Service.

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

To remove your name from a direct mail list, write:  
**Mail Preference Service**  
P.O. Box 3861  
Grand Central Station  
New York, NY 10163

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

Mr. William Rogal  
Code Administrator  
**Direct Selling Association**

1776 K Street, N.W., Suite 600  
Washington, DC 20006-2387  
(202) 293-5760  
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Ms. Sally Browne, Executive Director  
Consumer Affairs

**Electronic Industries Association**

2001 Pennsylvania Avenue, N.W.  
10th Floor  
Washington, DC 20006  
(202) 457-4977  
Complaint assistance program, consumer education, etc. concerning televisions, video cassette recorders and other video systems, audio products, personal computers and communication electronic products.

**Ford Consumer Appeals Board**

P.O. Box 5120  
Southfield, MI 48086-5120  
1 (800) 392-3673 (toll free)

**Funeral Service Consumer Arbitration Program (FSCAP)**

1614 Central Street  
Evanston, IL 60201  
1 (800) 662-7666 (toll free)  
Third-party dispute resolution program sponsored by the National Funeral Directors Association.

Ms. Carole M. Rogin, President  
Market Development

**Hearing Industries Association**

1255 23rd Street, N.W.  
Washington, DC 20037-1174  
(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 Corporation (HOW) Operation Center**

P.O. Box 152087  
Irving, TX 75015-2087  
1 (800) 433-7657 (toll free)  
Third-party dispute resolution program for new homes built by HOW-member home builders.

Ms. Jill A. Wolper, Manager  
Consumer Affairs and Education  
**Insurance Information Institute**

110 William Street  
New York, NY 10038  
1 (800) 942-4242 (toll free)  
National Insurance Consumer Helpline is a resource for consumers with automobile and home insurance questions. The Helpline is open Monday through Friday from 8 am to 8 pm.

National Headquarters  
**International Association for Financial Planning**  
 2 Concourse Parkway, Suite 800  
 Atlanta, GA 30328  
 (404) 395-1605  
 Membership: Individuals involved in financial planning.

**Major Appliance Consumer Action Panel (MACAP)**  
 20 North Wacker Drive  
 Chicago, IL 60606  
 (312) 984-5858  
 1 (800) 621-0477 (toll free)  
 Third-party dispute resolution program of the major appliance industry.

Mr. John E. Dianis  
 Executive Vice President  
**Monument Builders of North America**  
 1740 Ridge Avenue  
 Evanston, IL 60201  
 (708) 869-2031  
 Membership: Cemetery monument retailers, manufacturers and wholesalers; bronze manufacturers and suppliers.  
 Consumer brochures available on request.

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

**National Advertising Division (NAD)**  
 A Division of the Council of Better Business Bureaus, Inc.  
 845 Third Avenue  
 New York, NY 10022  
 (212) 754-1320  
 Program: Handles consumer complaints about the truth and accuracy of national 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 D.C.)  
 Membership: Single and multi-family home builders, commercial builders and others associated with the building industry.

**National Association of Personnel Consultants**  
 3133 Mt. Vernon Avenue  
 Alexandria, VA 22305  
 (703) 684-0180  
 Membership: Private employment agencies.

Consumer Arbitration Center  
**National Association of Securities Dealers, Inc.**  
 33 Whitehall Street, 10th Floor  
 New York, NY 10004  
 (212) 858-4000  
 Third-party dispute resolution for complaints about over-the-counter stocks and corporate bonds.

Accrediting Commission  
**National Association of Trade and Technical Schools**  
 2251 Wisconsin Avenue, N.W.  
 Washington, DC 20007-4181  
 (202) 333-1021  
 (written inquiries only)  
 Membership: Private schools providing job training.

Mrs. Juanita Duggan  
 Government Affairs  
**National Food Processors Association**  
 1401 New York Avenue, N.W.  
 Washington, DC 20005  
 (202) 639-5939  
 Membership: Commercial packers of such food products as fruit, vegetables, meat, poultry, seafood, and canned, frozen, dehydrated, pickled and other preserved food items.

Ms. Deb Deutsch  
 Manager, Compliance  
**National Futures Association**  
 200 West Madison Street  
 Chicago, IL 60606-3447  
 (312) 781-1410  
 1 (800) 621-3570 (toll free outside IL)  
 Membership: Futures commission merchants; commodity trading advisers; commodity pool operators; introducing brokers; and brokers and associated individuals.

Ms. Cindy Donahue  
 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 Readers Association**  
 1250 Eye Street, N.W., Suite 400  
 Washington, DC 20005  
 (202) 789-2300  
 1 (800) 878-8372 (toll free)  
 Membership: Independent tire dealers and rereaders.

Department of Consumer Affairs  
**National Turkey Federation**  
 11319 Sunset Hills Road  
 Reston, VA 22090-5205  
 (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  
**Photo Marketing Association**  
 3000 Picture Place  
 Jackson, MI 49201  
 (written complaints only)  
 Membership: Retailers of photo equipment, film and supplies; firms developing and printing film.

Mrs. Jane Meyer  
 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.

**Tele-Consumer Hotline**  
 1910 K Street, N.W., Suite 610  
 Washington, D.C. 20006  
 (202) 223-4371 (voice/TDD)  
 Provides information on special telephone products and services for persons with disabilities, selecting a long distance company, money saving tips for people on low income, reducing unsolicited phone calls, telemarketing fraud, dealing with the phone company and other issues. All telephone assistance and publications are free of charge, and Spanish-speaking counselors are available.

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 providers of travel services.

# State, County and City Government Consumer Protection Offices

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

If you have a consumer problem with a business outside the state where you live, you should contact the consumer

office in the state where you made the purchase. When you contact any local or state consumer office, be sure to have handy copies of your sales receipts, other sales documents and all correspondence with the company.

To save time, try to contact the office by telephone before sending a written complaint. Most consumer affairs offices that handle complaints have special forms or other requirements for filing complaints.

This list is arranged in alphabetical order by state name. The state name, city name, and any toll-free "800" and TDD numbers are printed in bold type.

## Alabama

### State Office

Mr. Dennis Wright, Director  
Consumer Protection Division  
Office of Attorney General  
11 South Union Street  
Montgomery, AL 36130  
(205) 242-7334  
**1 (800) 392-5658** (toll free in AL)

## Alaska

The Consumer Protection Section in the Office of the Attorney General has been closed. Consumers with complaints are being referred to the Better Business Bureau (see page 45), small claims court and private attorneys.

## American Samoa

Mr. Tauivi Tuinei  
Assistant Attorney General  
Consumer Protection Bureau  
P.O. Box 7  
Pago Pago, AS 96799  
011 (684) 633-4163  
011 (684) 633-4164

## Arizona

### State Offices

Ms. H. Leslie Hall, Chief Counsel  
Consumer Protection  
Office of the Attorney General  
1275 West Washington Street, Room 259  
Phoenix, AZ 85007  
(602) 542-3702  
(602) 542-5763  
(consumer information and complaints)  
**1 (800) 352-8431** (toll free in AZ)

Ms. Noreen Matts  
Assistant Attorney General  
Consumer Protection  
Office of the Attorney General  
402 West Congress Street, Suite 315  
Tucson, AZ 85701  
(602) 628-6504

### County Offices

Mr. Stephen Udall, County Attorney  
Apache County Attorney's Office  
P.O. Box 637  
St. Johns, AZ 85936  
(602) 337-4364, ext. 240

Mr. Alan Polley, County Attorney  
Cochise County Attorney's Office  
P.O. Drawer CA  
Bisbee, AZ 85603  
(602) 432-9377

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

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

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

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

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

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

Mr. Melvin Bowers, County Attorney  
Navajo County Attorney's Office  
Governmental Complex  
Holbrook, AZ 86025  
(602) 524-6161

Mr. Stephen D. Neely, County Attorney  
Pima County Attorney's Office  
1400 Great American Tower  
32 North Stone  
Tucson, AZ 85701  
(602) 740-5733

Mr. Roy Mendoza, County Attorney  
Pinal County Attorney's Office  
P.O. Box 887  
Florence, AZ 85232  
(602) 868-5801

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

Mr. Charles Hastings, County Attorney  
Yavapai County Attorney's Office  
Yavapai County Courthouse  
Prescott, AZ 86301  
(602) 771-3344

Mr. David S. Ellsworth, County Attorney  
Yuma County Attorney's Office  
168 South Second Avenue  
Yuma, AZ 85364  
(602) 329-2270

### City Office

Mr. Ronald M. Detrick  
Supervising Attorney  
Consumer Affairs Division  
Tucson City Attorney's Office  
110 East Pennington Street, 2nd Floor  
P.O. Box 27210  
Tucson, AZ 85726-7210  
(602) 791-4886

## Arkansas

### State Office

Mr. Royce Griffin, Director  
Consumer Protection Division  
Office of Attorney General  
200 Tower Building  
323 Center Street  
Little Rock, AR 72201  
(501) 682-2341 (voice/TDD)  
**1 (800) 482-8982**  
(toll free voice/TDD in AR)

## California

### State Offices

Mr. James Conran, Director  
California Department of Consumer Affairs  
400 R Street, Suite 1040  
Sacramento, CA 95814  
(916) 445-0660 (complaint assistance)  
(916) 445-1254 (consumer information)  
(916) 522-1700 (TDD)  
**1 (800) 344-9940** (toll free in CA)



STATE, COUNTY AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES

Office of Attorney General  
Public Inquiry Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550  
(916) 322-3360  
1 (800) 952-5225 (toll free in CA)  
1 (800) 952-5548 (toll free TDD in CA)

Bureau of Automotive Repair  
California Department of Consumer Affairs  
10240 Systems Parkway  
Sacramento, CA 95827  
(916) 366-5100  
1 (800) 952-5210  
(toll free in CA-- auto repair only)

County Offices  
Ms. Lorraine K. Provost  
Coordinator  
Alameda County Consumer Affairs  
Commission  
4400 MacArthur Boulevard  
Oakland, CA 94619  
(415) 530-8682

Mr. Gary Yancey, District Attorney  
Contra Costa County  
District Attorney's Office  
725 Court Street, 4th Floor  
P.O. Box 670  
Martinez, CA 94553  
(415) 646-4500

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 Truxtun Avenue  
Bakersfield, CA 93301  
(805) 861-2421

Mr. Pastor Herrera, Jr., 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 412  
San Rafael, CA 94903  
(415) 499-6190

Mr. Jerry Herman, District Attorney  
Marin County District Attorney's Office  
Marin County Civic Center, Room 155  
San Rafael, CA 94903  
(415) 499-6482

Mr. Robert Nichols  
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) 755-5073

Mr. Daryl A. Roberts  
Deputy District Attorney  
Consumer Affairs Division  
Napa County District Attorney's Office  
931 Parkway Mall  
P.O. Box 720  
Napa, CA 94559  
(707) 253-4059

Mr. Guy Ormes  
Deputy District Attorney in Charge  
Major Fraud Unit  
Orange County District Attorney's Office  
801 Civic Center Drive West, Suite 120  
Santa Ana, CA 92701  
(714) 541-7600

Mr. Christopher P. Kralick  
Deputy District Attorney in Charge  
Consumer and Environmental  
Protection Unit  
Orange County District Attorney's Office  
801 Civic Center Drive West, Suite 120  
Santa Ana, CA 92702-0808  
(714) 541-7600

Mr. Paul Zellerbach  
Deputy District Attorney  
Economic Crime Division  
Riverside County District Attorney's Office  
4075 Main Street  
Riverside, CA 92501  
(714) 275-5400

Mr. M. Scott Prentice  
Supervising Deputy District Attorney  
Consumer and Environmental  
Protection Division  
Sacramento County District Attorney's Office  
P.O. Box 749  
Sacramento, CA 95812-0749  
(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) 531-3507 (fraud complaint line)  
(8:30 a.m.-11:30 a.m.; leave message at  
other times)

Mr. Robert H. Perez, Attorney  
Consumer and Environmental  
Protection Unit  
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Consumer Protection Division  
Office of Attorney General  
1019 Congress Street, Suite 1550  
Houston, TX 77002-1702  
(713) 223-5886

Mr. Robert E. Reyna  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
1208 14th Street, Suite 900  
Lubbock, TX 79401-3997  
(806) 747-5238

Mr. Thomas M. Bernstein  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
3600 North 23rd Street, Suite 305  
McAllen, TX 78501-1685  
(512) 682-4547

Mr. Aaron Valenzuela  
Assistant Attorney General  
Consumer Protection Division  
Office of Attorney General  
115 East Travis Street, Suite 925  
San Antonio, TX 78205-1507  
(512) 225-4191

Office of Consumer Protection  
State Board of Insurance  
816 Congress Avenue, Suite 1400  
Austin, TX 78701-2430  
(512) 322-4143

**County Offices**

Mr. Ted Steinke  
Assistant District Attorney and Chief  
of Dallas County District Attorney's Office  
Specialized Crime Division  
133 North Industrial Boulevard, LB 19  
Dallas, TX 75207-4313  
(214) 653-3820

Mr. Russel Turbeville  
Assistant District Attorney and Chief  
Harris County Consumer Fraud Division  
Office of District Attorney  
201 Fannin, Suite 200  
Houston, TX 77002-1901  
(713) 221-5836

**City Office**

Ms. Adela Gonzalez, Director  
Dallas Consumer Protection Division  
Health and Human Services Department  
320 East Jefferson Boulevard, Suite 312  
Dallas, TX 75203  
(214) 948-4400

**Utah****State Offices**

Mr. Gary R. Hansen, Director  
Division of Consumer Protection  
Department of Commerce  
160 East 3rd South  
P.O. Box 45802  
Salt Lake City, UT 84145-0802  
(801) 530-6601

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

**Vermont****State Offices**

Mr. J. Wallace Malley  
Assistant Attorney General and  
Chief, Public Protection Division  
Office of Attorney General  
109 State Street  
Montpelier, VT 05609-1001  
(802) 828-3171

Mr. Bruce Martell, Supervisor  
Consumer Assurance Section  
Department of Agriculture, Food  
and Market  
120 State Street  
Montpelier, VT 05620-2901  
(802) 828-2436

**Virgin Islands**

Mr. Clement Magras, Commissioner  
Department of Licensing and  
Consumer Affairs  
Property and Procurement Building  
Subbase #1, Room 205  
St. Thomas, VI 00802  
(809) 774-3130

**Virginia****State Offices**

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

Ms. Betty Blakemore, Director  
Division of Consumer Affairs  
Department of Agriculture and  
Consumer Services  
Room 101, Washington Building  
1100 Bank Street  
P.O. Box 1163  
Richmond, VA 23219  
(804) 786-2042

**County Offices**

Ms. Diane Jemmott, Section Chief  
Office of Citizen and Consumer Affairs  
#1 Court House Plaza, Suite 314  
2100 Clarendon Boulevard  
Arlington, VA 22201  
(703) 358-3260

Mr. Ronald B. Mallard, Director  
Fairfax County Department of  
Consumer Affairs  
12000 Government Center Parkway,  
Suite 433  
Fairfax, VA 22030-6093  
(Mail Complaints Only)

Mr. Hubert King, Administrator  
Prince William County Citizen and  
Consumer Assistance  
15941 Cardinal Drive  
Suite FE850  
Prince William, VA 22191  
(703) 792-7370

**City Offices**

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

Mr. Robert L. Gill, Coordinator  
Division of Consumer Affairs  
City Hall  
Norfolk, VA 23501  
(804) 441-2821  
(804) 441-2000 (TDD)



**Ms. Dolores 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. McClanan**  
Director, Consumer Affairs Division  
Office of the Commonwealth's Attorney  
3500 Virginia Beach Boulevard, Suite 304  
Virginia Beach, VA 23452  
(804) 431-4610

## Washington

### State Offices

**Ms. Renee Olbricht**, Investigator  
Consumer and Business  
Fair Practices Division  
Office of the Attorney General  
111 Olympia Avenue, NE  
Olympia, WA 98501  
(206) 753-6210

**Ms. Sally Sterling**  
Director of Consumer Services  
Consumer and Business  
Fair Practices Division  
Office of the Attorney General  
900 Fourth Avenue, Suite 2000  
Seattle, WA 98164  
(206) 464-6431  
1 (800) 551-4636 (toll free in WA)

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

**Ms. Cynthia Lanphear**, Contact Person  
Consumer and Business  
Fair Practices Division  
Office of the Attorney General  
1019 Pacific Avenue, 3rd Floor  
Tacoma, WA 98402-4411  
(206) 593-2904

### City Offices

**Ms. Kristie Anderson**, Director  
Department of Weights and Measures  
3200 Cedar Street  
Everett, WA 98201  
(206) 259-8810

**Mr. C. Patrick Sainsbury**  
Chief Deputy Prosecuting Attorney  
Fraud Division  
1002 Bank of California  
900 4th Avenue  
Seattle, WA 98164  
(206) 296-9010

**Mr. Dale H. Tiffany**, Director  
Seattle Department of Licenses  
and Consumer Affairs  
600 4th Avenue, #102  
Seattle, WA 98104-1893  
(206) 684-8444

**Mr. Mike Mar**  
Weights & Measures Supervisor  
Seattle Department of  
Licenses & Consumer Affairs  
805 S. Dearborn Street  
Seattle, WA 98134  
(206) 386-1298

**Mr. Ed Gonzaga**  
Consumer Affairs Inspector  
Seattle Department of  
Licenses & Consumer Affairs  
600 4th Avenue, #102  
Seattle, WA 98104-1893  
(206) 684-8405

## West Virginia

### State Offices

**Mr. Robert J. Lamont**, 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 WV)

**Mr. Stephen Casto**, Director  
Division of Weights and Measures  
Department of Labor  
1800 Washington Street, East  
Bldg. #3, Room 319  
Charleston, WV 25305  
(304) 348-7890

### City Office

**Mrs. Carolyn Lawler**, Director  
Department of Consumer Protection  
P.O. Box 2749  
Charleston, WV 25330  
(304) 348-8172

## Wisconsin

### State Offices

**Mr. John Alberts**, 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) 422-7128 (toll free in WI)

**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  
1 (800) 422-7128 (toll free in WI)

**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) 448-5111  
1 (800) 422-7128 (toll free in WI)

Regional Supervisor  
Consumer Protection Regional Office  
Department of Agriculture, Trade  
and Consumer Protection  
3333 N. Mayfair Rd., Suite 114  
Milwaukee, WI 53222-3288  
(414) 257-8956

**Mr. James D. Jeffries**  
Assistant Attorney General  
Office of Consumer Protection and  
Citizen Advocacy  
Department of Justice  
P.O. Box 7856  
Madison, WI 53707-7856  
(608) 266-1852  
1 (800) 362-8189 (toll free)

**Mr. Nadim Sahar**  
Assistant Attorney General  
Office of Consumer Protection  
Department of Justice  
Milwaukee State Office Building  
819 North 6th Street, Room 520  
Milwaukee, WI 53203-1678  
(414) 227-4948  
1 (800) 362-8189 (toll free)

### County Offices

**Mr. Gregory Grau**, District Attorney  
Marathon County District Attorney's Office  
Marathon County Courthouse  
Wausau, WI 54401  
(715) 847-5555

**Mr. Darryl Nevers**  
Assistant District Attorney  
Milwaukee County District Attorney's Office  
Consumer Fraud Unit  
821 West State Street, Room 412  
Milwaukee, WI 53233-1485  
(414) 278-4792

**Mr. James A. Dehne**  
Consumer Fraud Investigator  
Racine County Sheriffs Department  
717 Wisconsin Avenue  
Racine, WI 53403  
(414) 636-3125

## Wyoming

### State Office

**Mr. Mark Moran**, Assistant Attorney General  
Office of Attorney General  
123 State Capitol Building  
Cheyenne, WY 82002  
(307) 777-7874

# State Agencies on Aging

The offices listed in this section coordinate services for older Americans. They provide information on services, programs and opportunities for these consumers. This list is printed in larger type for the benefit of older consumers.

## Alabama

Dr. Oscar D. Tucker  
Executive Director  
Commission on Aging  
136 Catoma Street  
Montgomery, AL 36130  
(205) 242-5743  
1 (800) 243-5463  
(toll free in AL)

## Alaska

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

## American Samoa

Mr. Luavasa Tauala, Director  
Territorial Administration on Aging  
Government of American Samoa  
Pago Pago, AS 96799  
011 (684) 633-1251

## Arizona

Mr. Richard Littler, Administrator  
Aging and Adult Administration  
1400 West Washington, 950A  
Phoenix, AZ 85007  
(602) 542-4446

## Arkansas

Mr. Herb Sanderson, Director  
Office of Aging and Adult Services  
Department of Human Services  
P.O. Box 1437  
Little Rock, AR 72203-1437  
(501) 682-2441  
1 (800) 482-8049  
(toll free in AR)

## California

Ms. Chris Arnold, Director  
Department of Aging  
1600 K Street  
Sacramento, CA 95814  
(916) 322-5290  
(916) 323-8913 (TDD)  
1 (800) 231-4024  
(toll free in CA)

## Colorado

Ms. Irene M. Ibarra  
Executive Director  
Colorado Department of  
Social Services  
1575 Sherman Street  
Denver, CO 80203-1714  
(303) 866-5700

## Connecticut

Ms. Edith Prague, Commissioner  
Department on Aging  
175 Main Street  
Hartford, CT 06106  
(203) 566-3238  
1 (800) 443-9946  
(toll free voice/TDD in CT)

## Delaware

Ms. Eleanor L. Cain, Director  
Department of Health and  
Social Services  
Division of Aging  
1901 North DuPont Highway  
New Castle, DE 19720  
(302) 421-6791  
1 (800) 223-9074  
(toll free in DE)

## District of Columbia

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

## Florida

Dr. Larry Polivka  
Assistant Secretary  
Aging and Adult Services  
1321 Winewood Boulevard  
Room 323  
Tallahassee, FL 32399-0700  
(904) 488-8922

## Georgia

Mr. Fred McGinnis, Director  
Office of Aging  
878 Peachtree Street, N.E.  
Suite 632  
Atlanta, GA 30309  
(404) 894-5333

## Guam

Mr. Robert Kelley  
Acting Administrator  
Office of Aging  
Government of Guam  
P.O. Box 2816  
Agana, GU 96910  
011 (671) 734-2942

## Hawaii

Ms. Jeanette Takamura, Director  
Executive Office on Aging  
335 Merchant Street, Room 241  
Honolulu, HI 96813  
(808) 548-2593  
1 (800) 468-4644  
(toll free in HI)

## Idaho

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

## Illinois

Mr. Victor L. Wirth, Director  
Department on Aging  
421 East Capitol Avenue  
Springfield, IL 62701  
(217) 785-2870  
1 (800) 252-8966  
(toll free voice/TDD)

## Indiana

Ms. Geneva Shedd, Director  
Aging/In-Home Care  
Services Division  
Department of Human Services  
P.O. Box 7083  
Indianapolis, IN 46207-7083  
(317) 232-7020  
1 (800) 622-4972  
(toll free in IN)

## Iowa

Ms. Betty Grandquist  
Executive Director  
Department of Elder Affairs  
914 Grand Avenue, Suite 236  
Des Moines, IA 50319  
(515) 281-5187  
1 (800) 532-3213  
(toll free in IA)

**Kansas**

Ms. Joanne Hurst, Secretary  
 Department on Aging  
 Docking State Office Building  
 Room 122 South  
 915 Southwest Harrison Street  
**Topeka, KS 66612-1500**  
 (913) 296-4986  
 1 (800) 432-3535  
 (toll free in KS)

**Kentucky**

Ms. Sue N. Tuttle, Director  
 Division for Aging Services  
 Department for Social Services  
 275 East Main Street  
 6th Floor West  
**Frankfort, KY 40621**  
 (502) 564-6930  
 (502) 564-5497 (TDD)  
 1 (800) 372-2991  
 (toll free in KY)  
 1 (800) 372-2973  
 (toll free TDD in KY)

**Louisiana**

Ms. Vicky Hunt, Director  
 Governors Office of Elder Affairs  
 P.O. Box 80374  
**Baton Rouge, LA 70898**  
 (504) 925-1700

**Maine**

Ms. Christine Gianopoulos  
 Director  
 Bureau of Elder and Adult Service  
 35 Anthony Avenue  
 Statehouse, Station 11  
**Augusta, ME 04333-0011**  
 (207) 626-5335

**Maryland**

Ms. Rosalie S. Abrams, Director  
 Office on Aging  
 301 West Preston Street  
 10th Floor  
**Baltimore, MD 21201**  
 (301) 225-1100  
 (301) 383-7555 (TDD)  
 1 (800) 243-3425  
 (toll free in MD)

**Massachusetts**

Mr. Franklin P. Ollivierre, Secretary  
 Executive Office of Elder Affairs  
 38 Chauncy Street  
**Boston, MA 02111**  
 (617) 727-7750  
 1 (800) 882-2003  
 (toll free in MA)  
 1 (800) 872-0166  
 (toll free TDD in MA)  
 1 (800) 922-2275  
 (toll free voice/TDD in MA—  
 Elder Abuse Hotline)

**Michigan**

Ms. Nancy Crandall, Director  
 Office of Services to the Aging  
 P.O. Box 30026  
**Lansing, MI 48909**  
 (517) 373-8230

**Minnesota**

Mr. Gerald Bloedow  
 Executive Secretary  
 Minnesota Board on Aging  
 444 Lafayette Road  
**St. Paul, MN 55155-3843**  
 (612) 296-2544  
 1 (800) 652-9747  
 (toll free in MN)

**Mississippi**

Ms. Billie J. Marshall, LSW  
 Director, Council on Aging  
 Division of Aging and  
 Adult Services  
 421 West Pascagoula Street  
**Jackson, MS 39203**  
 (601) 949-2070  
 1 (800) 345-6347  
 (toll free in MS)

**Missouri**

Mr. Edwin L. Walker  
 Director, Division of Aging  
 P.O. Box 1337  
**Jefferson City, MO 65102**  
 (314) 751-8535  
 1 (800) 392-0210  
 (toll free in MO)

**Montana**

Mr. Hank Hudson  
 Coordinator of Aging Services  
 Governor's Office  
 State Capitol  
**Helena, MT 59620**  
 (406) 444-4204  
 1 (800) 332-2272  
 (toll free in MT)

**Nebraska**

Ms. Connie Bratka  
 Acting Director  
 Nebraska Department on Aging  
 State Office Building  
 P.O. Box 95044  
**Lincoln, NE 68509**  
 (402) 471-2306

**Nevada**

Ms. Suzanne Ernst, Administrator  
 Division for Aging Services  
 Department of Human Resources  
 340 North 11th Street  
**Las Vegas, NV 89158**  
 (702) 486-3545

**New Hampshire**

Mr. Richard A. Chevrefils, Director  
 Division of Elderly and  
 Adult Services  
 6 Hazen Drive  
**Concord, NH 03301**  
 (603) 271-4680  
 1 (800) 351-1888  
 (toll free in NH)

**New Jersey**

Ms. Lois Hull, Director  
 Division on Aging  
 Department of Community Affairs  
 101 South Broad Street, CN 807  
**Trenton, NJ 08625**  
 (609) 292-4833  
 1 (800) 792-8820  
 (toll free in NJ)

**New Mexico**

Ms. Michelle Lujan Grisham  
 Director, State Agency on Aging  
 224 East Palace Avenue  
 4th Floor  
**Santa Fe, NM 87501**  
 (505) 827-7640 (voice/TDD)  
 1 (800) 432-2080  
 (toll free in NM)

**New York**

Ms. Jane Gould, Director  
 New York State Office  
 for the Aging  
 Agency Building 2, ESP  
**Albany, NY 12223**  
 (518) 474-5731  
 1 (800) 342-9871  
 (toll free in NY)

**North Carolina**

Ms. Bonnie M. Cramer, Director  
 Division of Aging  
 Department of Human Resources  
 Caller Box No. 2953  
 693 Palmer Drive  
**Raleigh, NC 27626-0531**  
 (919) 733-3983  
**1 (800) 662-7030**  
 (toll free voice/TDD in NC)

**North Dakota**

Mr. Larry Brewster, Administrator  
 Aging Services  
 Department of Human Service  
 600 East Boulevard  
**Bismarck, ND 58505**  
 (701) 224-2310  
**1 (800) 472-2622**  
 (toll free in ND)

**Ohio**

Ms. Judith Y. Brachman, Director  
 Ohio Department of Aging  
 50 West Broad Street, 9th Floor  
**Columbus, OH 43266-0501**  
 (614) 466-5500  
**(614) 466-6191 (TDD)**  
**1 (800) 282-1206**  
 (toll free in OH—nursing home  
 information)

**Oklahoma**

Mr. Roy R. Keen  
 Division Administrator  
 Special Unit on Aging  
 P.O. Box 25352  
**Oklahoma City, OK 73125**  
 (405) 521-2281  
**(405) 521-2827 (TDD)**

**Oregon**

Mr. Richard Ladd, Administrator  
 Senior Services Division  
 Department of Human Resources  
 State of Oregon  
 313 Public Service Building  
**Salem, OR 97310**  
 (503) 378-4728  
**1 (800) 232-3020**  
 (toll free voice/TDD in OR)

**Pennsylvania**

Ms. Linda M. Rhodes, Secretary  
 Department of Aging  
 231 State Street  
**Harrisburg, PA 17101**  
 (717) 783-1549

**Puerto Rico**

Dr. Celia Cintron  
 Executive Director  
 Office of Elder Affairs  
 Call Box 563  
**Old San Juan  
 Station, PR 00902**  
 (809) 721-4560

**Rhode Island**

Ms. Maureen Maigret, Director  
 Department of Elderly Affairs  
 160 Pine Street  
**Providence, RI 02903**  
**(401) 277-2880 (voice/TDD)**  
**1 (800) 322-2880**  
 (toll free in RI)

**South Carolina**

Ms. Ruth Q. Seigler  
 Executive Director  
 South Carolina Commission  
 on Aging  
 400 Arbor Lake Drive  
 Suite B-500  
**Columbia, SC 29223**  
 (803) 735-0210  
**1 (800) 868-9095 (toll free)**

**South Dakota**

Ms. Gail Ferris, 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 37243-0860**  
 (615) 741-2056

**Texas**

Ms. Polly S. Owell  
 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 TX)

**Utah**

Mr. Percy Devine, III, Director  
 Division of Aging and  
 Adult Services  
 P.O. Box 45500  
**Salt Lake City, UT 84145-0500**  
 (801) 538-3910

**Vermont**

Mr. Lawrence G. Crist, Commissioner  
 Department of Aging  
 and Disabilities  
 103 South Main Street  
**Waterbury, VT 05671-2301**  
**(802) 241-2400 (voice/TDD)**

**Virgin Islands**

Ms. Juel C. Rhymer Molloy  
 Commissioner  
 Department of Human Services  
 Barbel Plaza South  
 Charlotte Amalie  
**St. Thomas, VI 00802**  
 (809) 774-0930

**Virginia**

Ms. Thelma E. Bland, Commissioner  
 Department for the Aging  
 700 East Franklin Street  
 10th Floor  
**Richmond, VA 23219**  
**(804) 225-2271 (voice/TDD)**  
**1 (800) 552-4464**  
 (toll free in VA)  
**1 (800) 552-3402**  
 (toll free in VA—Ombudsman Hotline)

**Washington**

Mr. Charles Reed  
 Assistant Secretary  
 Aging and Adult Services  
 Administration  
 OB-44A  
**Olympia, WA 98504**  
 (206) 493-2509  
**1 (800) 422-3263**  
 (toll free in WA)

**West Virginia**

Dr. David K. Brown  
 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

**Wyoming**

Mr. E. Scott Sessions, Director  
 Division on Aging  
 139 Hathaway Building  
**Cheyenne, WY 82002-0480**  
 (307) 777-7986  
**1 (800) 442-2766**  
 (toll free in WY)

# State Banking Authorities

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Some also answer general questions about banking and

consumer credit. If you are dealing with a federally chartered bank, check the listing of "Selected Federal Agencies," beginning on page 82.

## Alabama

Mr. Zack Thompson  
Superintendent of Banks  
101 South Union Street  
Montgomery, AL 36130  
(205) 242-3452

## Alaska

Mr. Willis F. Kirkpatrick  
Director of Banking,  
Securities and Corporations  
P.O. Box D  
Juneau, AK 99811-0800  
(907) 465-2521

## Arizona

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

## Arkansas

Mr. Bill J. Ford  
Bank Commissioner  
Tower Building  
323 Center Street, Suite 500  
Little Rock, AR 72201-2613  
(501) 324-9019

## California

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

## Colorado

Ms. Barbara M.A. Walker  
State Bank Commissioner  
Division of Banking  
First West Plaza, Suite 650  
303 West Colfax  
Denver, CO 80204  
(303) 866-6440

## Connecticut

Mr. Ralph Shulansky  
Banking Commissioner  
44 Capitol Avenue  
Hartford, CT 06106  
(203) 566-4560  
1 (800) 842-2220  
(toll free in CT)

## Delaware

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

## District of Columbia

Ms. Fe Morales Marks  
Acting Superintendent of  
Banking and Financial  
Institutions  
1250 I Street, N.W.  
Suite 1003  
Washington, DC 20005  
(202) 727-1563

## Florida

Mr. Gerald Lewis  
State Comptroller  
State Capitol Building  
Tallahassee, FL 32399-0350  
(904) 488-0286  
1 (800) 848-3792  
(toll free in FL)

## Georgia

Mr. Edward D. Dunn  
Commissioner  
Banking and Finance  
2990 Brandywine Road  
Suite 200  
Atlanta, GA 30341-5565  
(404) 986-1633  
1 (800) 932-6246  
(toll free in GA)

## Guam

Mr. Joaquin Blaz  
Director  
Department of Revenue and  
Taxation  
P.O. Box 2796  
Agana, GU 96910  
011 (671) 734-2942

## Hawaii

Mr. Clifford Higa  
Commissioner  
Financial Institutions  
P.O. Box 2054  
Honolulu, HI 96805  
(808) 586-2820

## Idaho

Mr. Belton J. Patty  
Director  
Department of Finance  
700 West State Street  
2nd Floor  
Boise, ID 83720-2700  
(208) 334-3319

## Illinois

Mr. Bob Piel  
Commissioner of Banks  
and Trust Companies  
117 South Fifth Street  
Room 100  
Springfield, IL 62701  
(217) 785-2837  
1 (800) 634-5452  
(toll free in IL)  
(credit card rate  
information only)

## Indiana

Mr. Charles W. Phillips  
Director  
Department of Financial  
Institutions  
Indiana State Office Building  
Room 1024  
Indianapolis, IN 46204-2294  
(317) 232-3955  
1 (400) 382-4880  
(toll free in IN)

## Iowa

Mr. Robert R. Rigler  
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200 East Grand, Suite 300  
Des Moines, IA 50309  
(515) 281-4014

## Kansas

Mr. Frank D. Dunnick  
State Bank Commissioner  
700 Jackson Street, Suite 300  
Topeka, KS 66603-3714  
(913) 296-2266

## Kentucky

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

## Louisiana

Mr. A. Bridger Eglin  
Commissioner  
Financial Institutions  
P.O. Box 94095  
Baton Rouge, LA 70804  
(504) 925-4660

## Maine

Mr. H. Donald DeMatteis  
Superintendent of Banking  
State House Station #36  
Augusta, ME 04333-0036  
(207) 582-8713

## Maryland

Ms. Margie H. Muller  
Bank Commissioner  
501 St. Paul Place  
13th Floor  
Baltimore, MD 21202  
(301) 333-6262  
1 (800) 492-7521  
(toll free in MD)

## Massachusetts

Mr. Michael C. Hanson  
Commissioner of Banks  
100 Cambridge Street  
Boston, MA 02202  
(617) 727-3120

## Michigan

Mr. Russell Kropschot  
Acting Commissioner  
Financial Institutions Bureau  
P.O. Box 30224  
Lansing, MI 48909  
(517) 373-3460

## Minnesota

Mr. James G. Miller  
Deputy Commissioner of  
Commerce  
133 East 7th Street  
St. Paul, MN 55101  
(612) 296-2135

## Mississippi

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

## Missouri

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

## Montana

Mr. Donald W. Hutchinson  
Commissioner  
Financial Institutions  
1520 East Sixth Avenue  
Room 50  
Helena, MT 59620-0542  
(406) 444-2091

## Nebraska

Mr. James A. Hansen  
Director of Banking  
and Finance  
301 Centennial Mall, South  
Lincoln, NE 68509  
(402) 471-2171

## Nevada

Mr. L. Scott Walshaw  
Commissioner  
Financial Institutions  
406 East Second Street  
Carson City, NV 89710  
(702) 687-4260

## New Hampshire

Mr. A. Roland Roberge  
Bank Commissioner  
169 Manchester Street  
Concord, NH 03301  
(603) 271-3561



**New Jersey**

Mr. Jeff Connor  
Commissioner of Banking  
20 West State Street CN-040  
Trenton, NJ 08625  
(609) 292-3421

**New Mexico**

Mr. Kenneth J. Carson, Jr.  
Director  
Financial Institutions Division  
P.O. Box 25101  
Santa Fe, NM 87504  
(505) 787-7100

**New York**

Ms. Jill M. Considine  
Superintendent of Banks  
Two Rector Street  
New York, NY 10006-1894  
(212) 618-6642  
1 (800) 522-3330  
(toll free in NY—general  
consumer information)  
1 (800) 832-1838  
(toll free in NY—Community  
Reinvestment Unit)

**North Carolina**

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

**North Dakota**

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

**Ohio**

Mr. John L. Burns  
Acting Superintendent of Banks  
77 South High Street  
21st Floor  
Columbus, OH 43266-0549  
(614) 466-2932

**Oklahoma**

Mr. Wayne Osborn  
Bank Commissioner  
4100 North Lincoln Boulevard  
2nd Floor  
Oklahoma City, OK 73105  
(405) 521-2783

**Oregon**

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

**Pennsylvania**

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

**Puerto Rico**

Mr. Angel L. Rosas  
Commissioner of Banking  
G.P.O. Box 70324  
San Juan, PR 00936  
(809) 781-0545

**Rhode Island**

Mr. Edward D. Pare Jr.  
Acting Associate Director  
and Superintendent of Banking  
and Securities  
233 Richmond Street  
Suite 231  
Providence, RI 02903-4231  
(401) 277-2405  
(401) 277-2223 (TDD)

**South Carolina**

Mr. Robert C. Cleveland  
Commissioner of Banking  
1015 Sumter Street, Room 309  
Columbia, SC 29201  
(803) 734-2001

**South Dakota**

Mr. Richard A. Duncan  
Director of Banking  
State Capitol Building  
500 East Capitol Avenue  
Pierre, SD 57501-5070  
(605) 773-3421

**Tennessee**

Mr. Talmadge Gilley  
Commissioner  
Financial Institutions  
John Sevier Building  
4th Floor  
Nashville, TN 37243-0705  
(615) 741-2236

**Texas**

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

**Utah**

Mr. George Sutton  
Commissioner  
Financial Institutions  
P.O. Box 89  
Salt Lake City, UT 84110  
(801) 538-8830

**Vermont**

Mr. Jeffrey Johnson  
Commissioner  
Banking and Insurance  
120 State Street  
Montpelier, VT 05620-3101  
(802) 828-3301

**Virgin Islands**

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

**Virginia**

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

**Washington**

Mr. Thomas H. Oldfield  
Supervisor of Banking  
P.O. Box 9032  
Olympia, WA 98504  
(206) 753-6520

**West Virginia**

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

**Wisconsin**

Mr. Toby Sherry  
Commissioner of Banking  
131 West Wilson, 8th Floor  
Madison, WI 53703  
(608) 266-1621  
1 (800) 452-3328  
(toll free in WI—complaints  
only)

**Wyoming**

Ms. Sue E. Mecca  
Manager  
Division of Banking  
Herschler Building  
3rd Floor East  
Cheyenne, WY 82002  
(307) 777-6600

# State Insurance Regulators

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

have information that can help you compare insurance companies before making a purchase.

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

## Alabama

Mr. Mike Weaver  
Insurance Commissioner  
135 South Union Street #181  
Montgomery, AL 36130  
(205) 269-3550

## Alaska

The Honorable David J. Walsh  
Director of Insurance  
P.O. Box D  
Juneau, AK 99811  
(907) 465-2515

## American Samoa

Insurance Commissioner  
Office of the Governor  
Pago Pago, AS 96799

## Arizona

Ms. Susan Gallinger  
Director of Insurance  
3030 North Third Street  
Suite 1100  
Phoenix, AZ 85012  
(602) 255-5400

## Arkansas

Mr. Lee Douglass  
Insurance Commissioner  
400 University Tower Building  
Little Rock, AR 72204-1699  
(501) 686-2900

## California

Mr. John Garamendi  
Commissioner of Insurance  
100 Van Ness Avenue  
San Francisco, CA 94102  
(415) 557-3245 (San Francisco)  
(213) 736-2551 (Los Angeles)  
1 (800) 232-9045  
(toll free in CA—complaints)  
1 (800) 927-HELP  
(toll free in CA—complaints)

## Colorado

Mr. John Kezer  
Commissioner of Insurance  
303 West Colfax Avenue  
Suite 500  
Denver, CO 80204  
(303) 866-6400

## Connecticut

Mr. Robert R. Googins  
Insurance Commissioner  
P.O. Box 816  
Hartford, CT 06142-0816  
(203) 297-3800

## Delaware

Mr. David N. Levinson  
Insurance Commissioner  
841 Silver Lake Boulevard  
Dover, DE 19901  
(302) 739-4251  
1 (800) 282-8611  
(toll free in DE)

## District of Columbia

Mr. Patrick E. Kelly  
Acting Superintendent of Insurance  
614 H Street, N.W.  
North Potomac Building  
Suite 516  
Washington, DC 20001  
(202) 727-7424

## Florida

Mr. Tom Gallagher  
Insurance Commissioner  
Plaza Level Eleven—The Capitol  
Tallahassee, FL 32399-0300  
(904) 488-3440  
1 (800) 342-2762  
(toll free in FL)

## Georgia

Mr. Tim Ryles  
Insurance Commissioner  
2 Martin L. King, Jr. Drive  
Atlanta, GA 30334  
(404) 656-2056

## Guam

Mr. Joaquin Blaz  
Insurance Commissioner  
P.O. Box 2796  
Agaña, GU 96910

## Hawaii

Mr. Robin Campaniano  
Insurance Commissioner  
P.O. Box 3614  
Honolulu, HI 96811  
(808) 586-2790

## Idaho

Mr. George Neumayer  
Acting Director of Insurance  
500 South 10th Street  
Boise, ID 83720  
(208) 334-2250

## Illinois

Mr. James W. Schacht  
Acting Director of Insurance  
320 West Washington Street  
Springfield, IL 62757  
(217) 782-4515  
(217) 524-4872 (TDD)

## Indiana

Mr. John J. Dillon III  
Commissioner of Insurance  
311 West Washington Street  
Suite 300  
Indianapolis, IN 46204-2787  
(317) 232-2385  
1 (800) 622-4461  
(toll free in IN—complaints)

## Iowa

Mr. David Lyons  
Insurance Commissioner  
Lucas State Office Building  
6th Floor  
Des Moines, IA 50319  
(515) 281-5705

## Kansas

Mr. Ron Todd  
Commissioner of Insurance  
420 S.W. 9th Street  
Topeka, KS 66612  
(913) 296-7801  
1 (800) 432-2484  
(toll free in KS)

## Kentucky

Ms. Elizabeth Wright  
Insurance Commissioner  
229 West Main Street  
P.O. Box 517  
Frankfort, KY 40602  
(502) 564-3630

## Louisiana

Mr. Hunter O. Wagner  
Acting Commissioner of Insurance  
P.O. Box 94214  
Baton Rouge, LA 70804-9214  
(504) 342-5900

## Maine

Mr. Joseph A. Edwards  
Superintendent of Insurance  
State House Station 34  
Augusta, ME 04333-0034  
(207) 582-8707

## Maryland

Mr. John A. Donohue  
Insurance Commissioner  
501 St. Paul Place  
7th Floor South  
Baltimore, MD 21202  
(301) 333-2520  
(301) 383-7555 (TDD)  
1 (800) 492-7521  
(toll free in MD)

## Massachusetts

Ms. Susan Scott  
Acting Commissioner of Insurance  
280 Friend Street  
Boston, MA 02114  
(617) 727-7189, ext. 300

## Michigan

Mr. David Dykhous  
Commissioner of Insurance  
Insurance Bureau  
P.O. Box 30220  
Lansing, MI 48909  
(517) 373-9273

## Minnesota

Mr. Bert J. McKasy  
Commissioner of Commerce  
133 East 7th Street  
St. Paul, MN 55101  
(612) 296-2594

## Mississippi

Mr. George Dale  
Commissioner of Insurance  
1804 Walter Sillers Building  
Jackson, MS 39201  
(601) 359-3569  
1 (800) 562-2957  
(toll free in MS—claims only)

## Missouri

Mr. Lewis E. Melahn  
Director of Insurance  
301 West High Street  
Room 630  
P.O. Box 690  
Jefferson City, MO 65102  
(314) 751-4126  
1 (800) 726-7390  
(toll free in MO)

## Montana

Ms. Andy Bennett  
Commissioner of Insurance  
P.O. Box 4009  
Helena, MT 59604-4009  
(406) 444-2040  
1 (800) 332-6148  
(toll free in MT)

## Nebraska

Mr. William H. McCartney  
Director of Insurance  
941 "O" Street, Suite 400  
Lincoln, NE 68508  
(402) 471-2201

## Nevada

Ms. Theresa Rankin  
Acting Commissioner of Insurance  
1665 Hot Springs Road  
Capitol Complex 152  
Carson City, NV 89710  
(702) 687-4270  
1 (800) 992-0900  
(toll free in NV)

## New Hampshire

Mr. Louis E. Bergeron  
Insurance Commissioner  
169 Manchester Street  
Concord, NH 03301  
(603) 271-2261  
1 (800) 852-3416  
(toll free in NH—consumer services)

**New Jersey**

Mr. Samuel F. Fortunato  
Commissioner  
Department of Insurance  
20 West State Street  
CN325  
Trenton, NJ 08625  
(609) 292-5363

**New Mexico**

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

**New York**

Mr. Salvatore R. Curiale  
Superintendent of Insurance  
160 West Broadway  
New York, NY 10013-3393  
(212) 602-0429  
1 (800) 342-3736  
(toll free in NY—consumer services)

**North Carolina**

Mr. James E. Long  
Commissioner of Insurance  
Dobbs Building  
P.O. Box 26387  
Raleigh, NC 27611  
(919) 733-7343  
1 (800) 662-7777  
(toll free in NC)

**North Dakota**

Mr. Earl R. Pomeroy  
Commissioner of Insurance  
Capitol Building, 5th Floor  
600 East Boulevard Avenue  
Bismarck, ND 58505-0320  
(701) 224-2440  
1 (800) 247-0560  
(toll free in ND)

**Ohio**

Mr. Harold T. Duryee  
Director of Insurance  
2100 Stella Court  
Columbus, OH 43266-0566  
(614) 644-2651

Consumer Services  
(614) 644-2673  
1 (800) 686-1526  
(toll free in OH)

Fraud Division  
(614) 644-2671  
1 (800) 686-1527  
(toll free in OH)

**Oklahoma**

Mr. Gerald Grimes  
Insurance Commissioner  
P.O. Box 53408  
Oklahoma City, OK 73152  
(405) 521-2828  
1 (800) 522-0071  
(toll free in OK)

**Oregon**

Mr. Gary K. Weeks  
Insurance Commissioner  
21 Labor and Industries Bldg.  
Salem, OR 97310-0765  
(503) 378-4271

**Pennsylvania**

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

**Puerto Rico**

Mr. Billafane Nerix  
Commissioner of Insurance  
Fernandez Juncos Station  
P.O. Box 8330  
Sanurce, PR 00910  
(809) 722-8686

**Rhode Island**

Mr. Maurice C. Paradis  
Insurance Commissioner  
233 Richmond Street  
Providence, RI 02903  
(401) 277-2246

**South Carolina**

Mr. John G. Richards V  
Chief Insurance Commissioner  
P.O. Box 100105  
Columbia, SC 29202-3105  
(803) 737-6117  
1 (800) 768-3467  
(toll free in SC—consumer department)

**South Dakota**

Ms. Mary Jane Cleary  
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Insurance Building  
910 East Sioux Avenue  
Pierre, SD 57501-3940  
(605) 773-3563

**Tennessee**

Ms. Elaine A. McReynolds  
Commissioner of Insurance  
500 James Robertson Parkway  
Nashville, TN 37243-0565  
(615) 741-2241  
1 (800) 342-4029  
(toll free in TN)

**Texas**

Mr. Ray Marek  
Director  
Claims and Compliance  
Division  
State Board of Insurance  
P.O. Box 149091  
Austin, TX 78714-9091  
(512) 463-6501  
1 (800) 252-3439  
(toll free in TX—complaints)

**Utah**

Mr. Harold C. Yancey  
Commissioner of Insurance  
3110 State Office Building  
Salt Lake City, UT 84114  
(801) 530-6400

**Vermont**

Mr. Jeffrey Johnson  
Commissioner of Banking  
and Insurance  
120 State Street  
Montpelier, VT 05620-3101  
(802) 828-3301

**Virgin Islands**

Mr. Derek M. Hodge  
Commissioner of Insurance  
Kongens Garde 18  
St. Thomas, VI 00802  
(809) 774-2991

**Virginia**

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

**Washington**

Mr. Richard G. Marquardt  
Insurance Commissioner  
Insurance Building AQ21  
Olympia, WA 98504-0321  
(206) 753-7301  
1 (800) 562-6900  
(toll free in WA)

**West Virginia**

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

**Wisconsin**

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

**Wyoming**

Mr. Kenneth Erickson  
Commissioner of Insurance  
Herschler Building  
122 West 25th Street  
Cheyenne, WY 82002-0440  
(307) 777-7401  
1 (800) 442-4333  
(toll free in WY)

# State Utility Commissions

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

Many utility commissions handle consumer complaints. Sometimes, if a number of complaints are received about the same utility matter, they will conduct investigations.

If you have a consumer question or complaint about a utility matter, write or call the commission in your state.

## Alabama

Mr. James Sullivan  
President  
Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991  
(205) 242-5207  
1 (800) 392-8050  
(toll free in AL)

## Alaska

Mr. Don Schroer  
Commissioner  
Public Utilities Commission  
1016 West 6th  
Anchorage, AK 99501  
(907) 276-6122

## Arizona

Mr. Renz Jennings  
Chairman  
Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007  
(602) 542-3935  
(602) 255-2105 (TDD)  
1 (800) 222-7000  
(toll free in AZ)

## Arkansas

Mr. Sam I. Bratton, Jr.  
Chairman  
Public Service Commission  
P.O. Box 400  
Little Rock, AR 72203-0400  
(501) 682-1453  
1 (800) 482-1164  
(toll free in AR—complaints)

## California

Ms. Patricia Eckert  
President  
Public Utilities Commission  
505 Van Ness Avenue  
Room 5207  
San Francisco, CA 94102  
(415) 557-3700  
(415) 557-0798 (TDD)  
1 (800) 548-9919  
(toll free in Northern CA—  
complaints)  
1 (800) 648-8967  
(toll free in Southern CA—  
complaints)

## Colorado

Mr. Arnold H. Cook  
Chairman  
Public Utilities Commission  
1580 Logan Street  
Logan Tower—Office Level 2  
Denver, CO 80203  
(303) 894-2021  
1 (800) 888-0170  
(toll free in CO)

## Connecticut

Mr. Clifton Leonhardt  
Chairperson  
Department of Public Utility  
Control  
1 Central Park Plaza  
New Britain, CT 06051  
(203) 827-1553  
1 (800) 382-4586  
(toll free in CT)

## Delaware

Ms. Nancy M. Norling  
Chairman  
Public Service Commission  
1560 South DuPont Highway  
P.O. Box 457  
Dover, DE 19903  
(302) 739-4247  
1 (800) 282-8574  
(toll free in DE)

## District of Columbia

Mr. Edward M. Meyers  
Acting Chairperson  
Public Service Commission  
450 Fifth Street, N.W.  
Washington, DC 20001  
(202) 626-5110

## Florida

Mr. Thomas M. Beard  
Chairman  
Public Service Commission  
101 East Gaines Street  
Tallahassee, FL 32399-0850  
(904) 488-7001  
1 (800) 342-3552  
(toll free in FL)

## Georgia

Mr. Bob Durden  
Commissioner  
Public Service Commission  
244 Washington Street, S.W.  
Atlanta, GA 30334  
(404) 656-4512  
1 (800) 282-5813  
(toll free in GA)

## Hawaii

Mr. Wukio Naito  
Chairman  
Public Utilities Commission  
465 South King Street  
Room 103  
Honolulu, HI 96813  
(808) 548-3990

## Idaho

Mr. Dean J. (Joe) Miller  
President  
Public Utilities Commission  
State House  
Boise, ID 83720  
(208) 334-3427

## Illinois

Mr. Terrence L. Barnich  
Chairman  
Commerce Commission  
527 East Capitol Avenue  
P.O. Box 19280  
Springfield, IL 62794  
(217) 782-7295  
(217) 782-7434 (TDD)

## Indiana

Mr. James Monk  
Chairman  
Utility Regulatory Commission  
913 State Office Building  
Indianapolis, IN 46204  
(317) 232-2701

## Iowa

Mr. Dennis J. Nagel  
Chairman  
Iowa Utilities Board  
Lucas State Office Bldg.  
5th Floor  
Des Moines, IA 50319  
(515) 281-5979

## Kansas

Mr. Jim Robinson  
Chairman  
State Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027  
(913) 271-3100  
1 (800) 662-0027  
(toll free in KS)

## Kentucky

Mr. George E. Overby, Jr.  
Chairman  
Public Service Commission  
730 Schenkel Lane  
P.O. Box 815  
Frankfort, KY 40602  
(502) 564-3940

## Louisiana

Mr. Louis J. Lambert, Jr.  
Chairman  
Public Service Commission  
P.O. Box 1026  
Gonzales, LA 70707  
(504) 342-4404  
1 (800) 256-2413  
(toll free in LA)

## Maine

Mr. Kenneth Gordon  
Chairman  
Public Utilities Commission  
State House Station 18  
Augusta, ME 04333  
(207) 289-3831  
1 (800) 452-4699  
(toll free in ME)

## Maryland

Mr. Frank O. Heintz, Jr.  
Chairman  
Public Service Commission  
231 East Baltimore Street  
Baltimore, MD 21202  
(301) 333-6000  
1 (800) 492-0474  
(toll free in MD)

## Massachusetts

Mr. Robert Yargler Jr.  
Chairman  
Department of Public Utilities  
100 Cambridge Street  
12th Floor  
Boston, MA 02202  
(617) 727-3500

## Michigan

Mr. Steven Fetter  
Chairperson  
Public Service Commission  
6545 Mercantile Way  
P.O. Box 30221  
Lansing, MI 48909  
(517) 334-6445  
1 (800) 292-9555  
(toll free in MI)  
1 (800) 443-8926  
(toll free TDD in MI)

## Minnesota

Mr. Darrel L. Peterson  
Chairman  
Public Utilities Commission  
780 American Center Building  
160 East Kellogg Boulevard  
St. Paul, MN 55101-1471  
(612) 296-7124  
(612) 297-1200 (TDD)  
1 (800) 652-9747  
(toll free in MN)

**Mississippi**

Mr. Neilson Cochran  
Chairman  
Public Service Commission  
P.O. Box 1174  
Jackson, MS 39215  
(601) 961-5400  
Northern District  
1 (800) 356-6428  
(toll free in MS)  
Central District  
1 (800) 356-6430  
(toll free in MS)  
Southern District  
1 (800) 356-6429  
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1 (800) 342-3355  
(toll free in NY—emergency  
service cutoff  
7:30 a.m.—7:30 p.m.  
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**Wyoming**

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# State Vocational and Rehabilitation Agencies

State vocational and rehabilitation agencies coordinate and provide a number of services for disabled persons. These services can include counseling, evaluation, training and job

placement. There are also services for the sight and hearing impaired. For more information, call or write the office nearest you.

## Alabama

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(907) 465-2440 (TDD)

## American Samoa

Mr. Peter Galeai  
Director  
Vocational Rehabilitation  
Department of Manpower  
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011 (684) 633-2336

## Arizona

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Rehabilitation Services  
Administration  
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Department of Human Services  
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 1 (800) 392-6450  
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1 (800) 735-2988 (voice)  
1 (800) 735-2989 (TDD)  
1 (800) 628-5115  
(toll free in TX)

Mr. Pat D. Westbrook  
Executive Director  
Commission for the Blind  
P.O. Box 12866 Capitol Station  
Austin, TX 78711  
(512) 459-2500  
(512) 459-2608 (voice/TDD)  
1 (800) 252-5204  
(toll free in TX)

**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) 538-7530 (voice/TDD)

Mr. William G. Gibson  
Director  
Services for the Visually  
Handicapped  
State Office of Rehabilitation  
309 East First South  
Salt Lake City, UT 84111  
(801) 538-9393  
1 (800) 284-1823

**Vermont**

Ms. Diane Dalmasse, Director  
Vocational Rehabilitation Division  
103 South Main Street  
Waterbury, VT 05671-2303  
(802) 241-2189 (voice/TDD)

Mr. David Mentasti  
Director  
Division for the Blind and  
Visually Impaired  
103 South Main Street  
Waterbury, VT 05676  
(802) 241-2211

**Virgin Islands**

Ms. Sedonie Halbert  
 Administrator  
 Division for Disabilities and  
 Rehabilitation Services  
 Virgin Islands Department of  
 Human Services  
 Barbel Plaza South  
 St. Thomas, VI 00802  
 (809) 774-0930

**Virginia**

Ms. Susan Urofsky  
 Commissioner  
 Department of Rehabilitative  
 Services  
 4901 Fitzhugh Avenue  
 P.O. Box 11045  
 Richmond, VA 23230  
 (804) 367-0316  
 (804) 367-0315 (voice/TDD)  
 1 (800) 552-5019  
 (toll free in VA)

Mr. Donald Cox, Commissioner  
 Department for the Visually  
 Handicapped  
 397 Azalea Avenue  
 Richmond, VA 23227  
 (804) 371-3140 (voice/TDD)  
 1 (800) 622-2155  
 (toll free in VA)

**Washington**

Ms. Jeanne Munro  
 Director  
 Division of Vocational  
 Rehabilitation  
 Department of Social and  
 Health Services  
 OB 21-C  
 Olympia, WA 98504  
 (206) 753-0293  
 (206) 753-5473 (voice/TDD)  
 1 (800) 637-5627  
 (toll free in WA)

Ms. Shirley Smith  
 Director  
 Department of Services  
 for the Blind  
 521 East Legion Way  
 Olympia, WA 98501  
 (206) 586-1224  
 (206) 721-6437 (TDD)

**West Virginia**

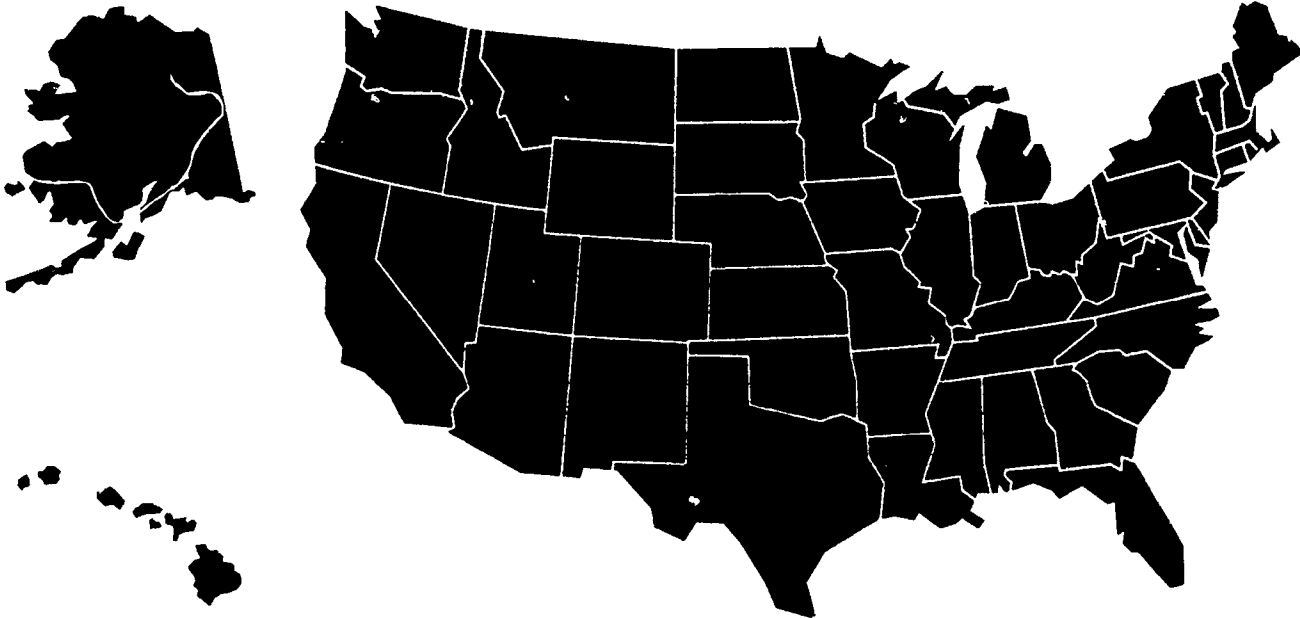
Mr. John Panza  
 Director  
 Division of Rehabilitation  
 Services  
 State Board of Rehabilitation  
 State Capitol  
 Charleston, WV 25305  
 (304) 766-4600  
 (304) 766-4970 (voice/TDD)  
 1 (800) 642-3021  
 (toll free in WV)

**Wisconsin**

Ms. Judy R. Norman-  
 Nunnery, Ph.D.  
 Administrator  
 Division of Vocational  
 Rehabilitation  
 Department of Health and  
 Social Services  
 1 West Wilson, 8th Floor  
 Madison, WI 53707-7852  
 (608) 266-5466  
 (608) 266-9599 (voice/TDD)  
 1 (800) 362-7433  
 (toll free in WI)

**Wyoming**

Ms. Joan B. Watson  
 Administrator  
 Division of Vocational  
 Rehabilitation  
 Department of Employment  
 1 East Herschler Building  
 Cheyenne, WY 82002  
 (307) 777-7385  
 (307) 777-7389 (voice/TDD)



# State Weights and Measures Offices

State Weights and Measures offices enforce laws and regulations about the weights of such packaged items as food and household products. These offices also check the accuracy of weighing and measuring devices, for example, supermarket scales, gasoline pumps, taxicab meters and

rental car odometers.

Contact the Weights and Measure office nearest you if you think you have purchased a product that weighed less than it should or you think a scale or meter is inaccurate.

## Alabama

Mr. Donald E. Stagg  
Director  
Weights and Measures Division  
Department of Agriculture  
P.O. Box 3336  
Montgomery, AL 36109-0336  
(205) 242-2613  
1 (800) 321-0018  
(toll free in AL)

## Alaska

Mr. Edward Moses  
Director  
Mr. Aves D. Thompson  
Chief Inspector  
Weights and Measures  
Department of Commerce and  
Economic Development  
Division of Measurement  
Standards  
12050 Industry Way  
Huffman Business Park  
Building O  
Anchorage, AK 99515  
(907) 345-7750  
1 (800) 478-7636  
(toll free in AK)

## Arizona

Mr. Raymond Helmick  
Director  
Weights and Measures Division  
Department of Administration  
1951 West North Lane  
Phoenix, AZ 85021  
(602) 255-5211

## Arkansas

Mr. Sam F. Hindsman  
Director  
Bureau of Standards  
4608 West 61st Street  
Little Rock, AR 72209  
(501) 324-9681

## 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 Street  
Denver, CO 80211  
(303) 866-2845

## Connecticut

Mr. Allan M. Nelson  
Director  
Weights and Measures Division  
Department of Consumer  
Protection  
State Office Building  
Room G-17  
165 Capitol Avenue  
Hartford, CT 06106  
(203) 566-5230

## Delaware

Supervisor  
Office of Weights and  
Measures  
Department of Agriculture  
2320 South DuPont Highway  
Dover, DE 19901-9999  
(302) 739-4811

## District of Columbia

Acting Chief  
Weights and Measures  
Market Branch  
Department of Consumer and  
Regulatory Affairs  
1110 U Street, S.E.  
Washington, DC 20020  
(202) 767-7923

## Florida

Mr. Max Gray  
Chief  
Bureau of Weights and  
Measures  
Department of Agriculture and  
Consumer Services  
3125 Conner Boulevard  
Building #2  
Tallahassee, FL 32399-1650  
(904) 488-9140

## Georgia

Mr. Bill Truby  
Assistant Commissioner  
Division of Weights and  
Measures  
Department of Agriculture  
Agriculture Building  
Atlanta, GA 30334  
(404) 656-3605

## Hawaii

Mr. James E. Maka  
Administrator  
Measurement Standards  
Department of Agriculture  
725 Ilalo Street  
Honolulu, HI 96813-5524  
(808) 548-7152

## Idaho

Mr. Glen H. Jex  
Chief  
Bureau of Weights and  
Measures  
Department of Agriculture  
2216 Kellogg Lane  
Boise, ID 83712  
(208) 334-2345

## Illinois

Mr. Sidney A. Colbrook  
Manager  
Weights and Measures  
Program  
Department of Agriculture  
801 East Sangamon Avenue  
P.O. Box 19281  
Springfield, IL 62794-9281  
(217) 782-3817

## Indiana

Ms. Sharon S. Rhoades  
Program Administrator  
Weights and Measures  
State Board of Health  
1330 West Michigan Street  
Indianapolis, IN 46206-1964  
(317) 633-0350

## Iowa

Mr. Jerry L. Bane  
Bureau Chief  
Weights and Measures  
Department of Agriculture and  
Land Stewardship  
H.A. Building  
Des Moines, IA 50319  
(515) 281-5716

## Kansas

Mr. DeVern H. Phillips  
State Sealer  
Weights and Measures Division  
State Board of Agriculture  
2016 South West 37th Street  
Topeka, KS 66611-2570  
(913) 267-4641

## Kentucky

Mr. Charles Prebble  
Director  
Division of Weights and  
Measures  
Department of Agriculture  
106 West Second Street  
Frankfort, KY 40601-2882  
(502) 564-4870

## Louisiana

Mr. Ronald Harrell  
Director  
Weights and Measures  
Department of Agriculture  
P.O. Box 3098  
Baton Rouge, LA 70821-3098  
(504) 925-3780

## Maine

Mr. Clayton F. Davis  
Director  
Division of Regulations  
State House Station 28  
Augusta, ME 04333  
(207) 289-3841  
(207) 289-4470 (TDD)

## Maryland

Mr. Kenneth S. Butcher  
Chief  
Weights and Measures Section  
Maryland Department of  
Agriculture  
50 Harry S. Truman Parkway  
Annapolis, MD 21401  
(301) 841-5790

## Massachusetts

Mr. Charles H. Carroll  
Assistant Director of Standards  
Division of Standards  
One Ashburton Place  
McCormick Building  
Room 1115  
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. Michael F. Blacik  
Director  
Division of Weights and  
Measures  
Department of Public Service  
2277 Highway 36  
St. Paul, MN 55113  
(612) 341-7200



**Mississippi**

Mr. William P. Eldridge  
Director  
Weights and Measures Division  
Department of Agriculture  
500 Greymont Avenue  
Jackson, MS 39215-1609  
(601) 354-7077

**Missouri**

Mr. Lester Barrows  
Director  
Weights and Measures Division  
Department of Agriculture  
P.O. Box 630  
Jefferson City, MO 65102-0630  
(314) 751-4278

**Montana**

Mr. W. James Kembel  
Bureau Chief  
Bureau of Weights and Measures  
Department of Commerce  
Capitol Station  
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. William H. McCrea  
State Supervisor  
Department of Agriculture  
Weights and Measures  
P.O. Box 11100  
Reno, NV 89510-1100  
(702) 688-1166

**New Hampshire**

Mr. Stephen Taylor  
Commissioner  
Department of Agriculture  
Bureau of Weights and Measures  
Caller Box 2042  
Concord, NH 03302-2042  
(603) 271-3700

**New Jersey**

Mr. William J. Wolfe  
State Superintendent  
State Office of Weights and Measures  
1261 Routes 1 and 9 South  
Avenel, NJ 07001  
(201) 815-4840

**New Mexico**

Mr. Fred A. Gerk  
Director  
Division of Standards and Consumer Services  
Department of Agriculture  
P.O. Box 30005, Dept. 3170  
Las Cruces, NM 88003-0005  
(505) 646-1616  
1 (800) 458-0179  
(toll free in NM)

**New York**

Mr. John J. Bartfai  
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, Standards Division  
Department of Agriculture  
P.O. Box 27647-Dept. SD  
Raleigh, NC 27611  
(919) 733-3313

**North Dakota**

Mr. Curtis Roberts  
Director  
Division of Weights and Measures  
State Capitol  
Bismarck, ND 58505-0480  
(701) 224-2400  
1 (800) 932-2400  
(toll free in ND)

**Ohio**

Chief  
Division of Weights and Measures  
Department of Agriculture  
8995 East Main Street, Bldg. 5  
Reynoldsburg, OH 43068  
(614) 866-6361

**Oklahoma**

Mr. O. Ray Elliott  
Director  
Agricultural Products Division  
Department of Agriculture  
2800 North Lincoln Boulevard  
Oklahoma City, OK 73105  
(405) 521-3864, ext. 301

**Oregon**

Mr. Kendrick J. Simila  
Administrator  
Measurement Standards  
Department of Agriculture  
635 Capitol Street, N. E.  
Salem, OR 97310-0110  
(503) 378-3792

**Pennsylvania**

Mr. Neil E. Cashman Jr.  
Director  
Bureau of Weights and Measures  
Department of Agriculture  
2301 North Cameron Street  
Harrisburg, PA 17110  
(717) 787-6772

**Puerto Rico**

Mr. Hector Nieves  
Auxiliary Secretary for Complaints  
Department of Consumer Affairs  
P.O. Box 41059  
Minillas Station  
Sanjurjo, PR 00940  
(809) 722-7555

**Rhode Island**

Ms. Lynda L. Maurer  
Supervising Metrologist  
Mercantile Division  
Department of Labor  
220 Elmwood Avenue  
Providence, RI 02907  
(401) 457-1867  
(401) 457-1888 (TDD)

**South Carolina**

Mr. Carol P. Fulmer  
Assistant Commissioner  
of Consumer Services Division  
Department of Agriculture  
P.O. Box 11280  
Columbia, SC 29211-1280  
(803) 737-2080

**South Dakota**

Mr. James Melgaard  
Director  
Division of Commercial Inspection and Regulation  
118 West Capitol  
Pierre, SD 57501-2036  
(605) 773-3697

**Tennessee**

Mr. Robert Williams  
Standards Administrator  
Weights and Measures  
Department of Agriculture  
P.O. Box 40627  
Melrose Station  
Nashville, TN 37204  
(615) 360-0109

**Texas**

Mr. Ed Price  
Administrator  
Weights and Measures Program  
Department of Agriculture  
P.O. Box 12847  
Austin, TX 78711  
(512) 463-7602  
1 (800) 835-5832  
(toll free in TX)

**Utah**

Mr. Robert Smoot  
Director  
Division of Weights and Measures  
State Department of Agriculture  
350 North Redwood Road  
Salt Lake City, UT 84116  
(801) 538-7159

**Vermont**

Mr. Phil Benedict  
Director  
Consumer Assurance Section  
Department of Agriculture  
116 State Street  
State Office Building  
Montpelier, VT 05620  
(802) 828-2436

**Virgin Islands**

Ms. Joycelyn Encarnacion  
Director  
Weights and Measures Division  
Dept. of Licensing and Consumer Affairs  
Golden Rock Shopping Center  
Christiansted  
St. Croix, VI 00820  
(809) 773-2226

**Virginia**

Mr. J. Alan Rogers  
Program Manager  
Office of Weights and Measures  
Department of Agriculture and Consumer Services  
P.O. Box 1163, Room 403  
Richmond, VA 23209-1163  
(804) 786-2476

**Washington**

Ms. Dannie McQueen  
Acting Program Manager  
Weights and Measures  
Department of Agriculture  
406 General Administration Bldg.  
Olympia, WA 98504-0641  
(206) 753-5042

**West Virginia**

Mr. Stephen L. Casto  
Director  
Division of Weights and Measures  
Department of Labor  
1800 Washington Street, East  
Building 3, Room 319  
Charleston, WV 25305  
(304) 348-7890

**Wisconsin**

Ms. Merry Fran Tryon  
Director  
Bureau of Weights and Measures  
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 WI)

**Wyoming**

Mr. Jim Bigelow  
Technical Services Manager  
Consumer/Compliance Division  
Department of Agriculture  
2219 Carey Avenue  
Cheyenne, WY 82002-0100  
(307) 777-6591

# Military Commissary and Exchange Contacts

Consumers who shop at military commissaries and exchanges and who have a question or problem should contact the local manager before contacting the regional offices in this section. If your problem is not resolved at the local level, then

write or call the regional office nearest you. Be sure to discuss the problem with the local and regional offices before contacting the national headquarters of a commissary or exchange.

## Defense Commissary Agency

Northwest/Pacific Region  
Commander  
Defense Commissary Agency  
Northwest Pacific Region  
Fort Lewis, WA 98433-7300  
(206) 967-4222

Southwest Region  
Director  
Defense Commissary Agency  
Southwest Region  
Building 329  
MCAS El Toro  
Santa Ana, CA 92709-5002  
(714) 726-4276

Midwest Region  
Commander  
Defense Commissary Agency  
Midwest Region  
Building 3030  
Kelly AFB, TX 78241-6290  
(512) 925-3948

Central Region  
Director  
Defense Commissary Agency  
Central Region  
Building 3345  
NAB Little Creek  
Norfolk, VA 23521-5330  
(804) 460-3779

Southern Region  
Director  
Defense Commissary Agency  
Southern Region  
Building 678  
Maxwell AFB, AL 36112  
(205) 953-2026

Northeast Region  
Director  
Defense Commissary Agency  
Northeast Region  
Building 2257  
Fort Meade, MD 20755-5220  
(301) 677-4932

European Region  
Director  
Defense Commissary Agency  
European Region  
Ramstein AB, Germany  
APO New York 09094-5001  
(011) 49 6371 42896

DeCA Headquarters  
Director  
Defense Commissary Agency  
38th and E Streets  
Building P11200  
Fort Lee, VA 23801-6300  
(804) 734-2227

## Army and Air Force Exchange Service

AAFES Operations Centers  
Central Operations  
AAFES  
P.O. Box 650455  
Dallas, TX 75265-0455  
(214) 280-7100

Eastern Operations  
AAFES  
P.O. Box 650454  
Dallas, TX 75265-0454  
(214) 280-7200

Southern Operations  
AAFES  
P.O. Box 650447  
Dallas, TX 75265-0447  
(214) 280-7300

Western Operations  
AAFES  
P.O. Box 650429  
Dallas, TX 75265-0429  
(214) 280-7400

U.S. Headquarters  
Army and Air Force Exchange  
Service Headquarters  
Customer Relations (PA-R)  
P.O. Box 660202  
Dallas, TX 75266-0202  
(214) 780-3531

## Marine Corps Exchange Service

Regional Headquarters  
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  
(714) 256-8971

Marine Corps Exchange  
Marine Corps Base  
Camp Lejeune, NC 28547  
(919) 451-2481

Marine Corps Exchange  
Marine Corps Base  
Camp Pendleton, CA 92055  
(619) 725-6233

Marine Corps Exchange  
Marine Corps Air Station  
Cherry Point, NC 28533  
(919) 447-7041

Marine Corps Exchange  
Marine Corps Air Station  
Kaneohe Bay, HI 96863  
(808) 254-5871

Marine Corps Exchange  
Camp Elmore  
U.S. Marine Corps  
Norfolk, VA 23511  
(804) 423-1187

Marine Corps Exchange  
Marine Corps Recruit Depot  
Parris Island, SC 29905  
(803) 525-3301

Marine Corps Exchange  
Marine Corps Development  
and Education Command  
Quantico, VA 22134  
(703) 640-7171

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) 726-3340

Marine Corps Exchange  
Marine Corps Air/Ground  
Combat Center  
Building 1533  
Twentynine Palms, CA 92278  
(619) 368-6163

Marine Corps Exchange  
Marine Corps Air Station  
Yuma, AZ 85364  
(602) 726-2363

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 98001-7499  
(201) 931-7665

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 13—Naval Air Station  
Jacksonville, FL 32212-0013  
(904) 777-7075

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 15037  
Norfolk, VA 23511-0799  
(804) 440-2399

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 23330  
Oakland, CA 94623  
(415) 466-7020

Officer in Charge  
Navy Resale Activity  
Naval Base  
Pearl Harbor, HI 96860-6000  
(808) 471-0263

Executive Officer  
NAVRESSO  
Field Support Office  
P.O. Box 150—Naval Station  
San Diego, CA 92136-5150  
(619) 237-5601

U.S. Headquarters  
Customer Service  
Representative  
Navy Resale and Services  
Support Office  
Naval Station, New York  
Staten Island, NY 10305-5097  
(718) 390-3868

# Federal Information Center

The Federal Information Center (FIC), administered by the General Services Administration, can help you find information about Federal government services, programs and regulations. The FIC also can tell you which Federal agency to contact for help with problems.

Simply call the telephone number listed below for your metropolitan area or state. All the "800" numbers on this list are toll free. These "800" numbers can be called only from

within the states and cities listed. If your area is not listed, please call (301) 722-9098. If you would prefer to write, please mail your inquiry to the Federal Information Center, P.O. Box 600, Cumberland, MD 21502.

Users of Telecommunications Devices for the Deaf (TDD/TTY) may call toll-free from any point in the United States by dialing 1 (800) 326-2996.

## Alabama

Birmingham, Mobile  
1 (800) 366-2998

## Alaska

Anchorage  
1 (800) 729-8003

## Arizona

Phoenix  
1 (800) 359-3997

## Arkansas

Little Rock  
1 (800) 366-2998

## California

Los Angeles, San Diego,  
San Francisco, Santa Ana  
1 (800) 726-4995  
Sacramento  
(916) 973-1695

## Colorado

Colorado Springs, Denver,  
Pueblo  
1 (800) 359-3997

## Connecticut

Hartford, New Haven  
1 (800) 347-1997

## Florida

Ft. Lauderdale, Jacksonville,  
Miami, Orlando, St. Petersburg,  
Tampa, West Palm Beach  
1 (800) 347-1997

## Georgia

Atlanta  
1 (800) 357-1997

## Hawaii

Honolulu  
1 (800) 733-5996

## Illinois

Chicago  
1 (800) 366-2998

## Indiana

Gary  
1 (800) 366-2998  
Indianapolis  
1 (800) 347-1997

## Iowa

All locations  
1 (800) 735-8004

## Kansas

All locations  
1 (800) 735-8004

## Kentucky

Louisville  
1 (800) 347-1997

## Louisiana

New Orleans  
1 (800) 366-2998

## Maryland

Baltimore  
1 (800) 347-1997

## Massachusetts

Boston  
1 (800) 347-1997

## Michigan

Detroit, Grand Rapids  
1 (800) 347-1997

## Minnesota

Minneapolis  
1 (800) 366-2998

## Missouri

St. Louis,  
1 (800) 366-2998  
All other locations  
1 (800) 735-8004

## Nebraska

Omaha  
1 (800) 366-2998  
All other locations  
1 (800) 735-8004

## New Jersey

Newark, Trenton  
1 (800) 347-1997

## New Mexico

Albuquerque  
1 (800) 359-3997

## New York

Albany, Buffalo, New York  
Rochester, Syracuse  
1 (800) 347-1997

## North Carolina

Charlotte  
1 (800) 347-1997

## Ohio

Akron, Cincinnati, Cleveland,  
Columbus, Dayton, Toledo  
1 (800) 347-1997

## Oklahoma

Oklahoma City, Tulsa  
1 (800) 366-2998

## Oregon

Portland  
1 (800) 726-4995

## Pennsylvania

Philadelphia, Pittsburgh  
1 (800) 347-1997

## Rhode Island

Providence  
1 (800) 347-1997

## Tennessee

Chattanooga  
1 (800) 347-1997  
Memphis, Nashville  
1 (800) 366-2998

## Texas

Austin, Dallas, Fort Worth  
Houston, San Antonio  
1 (800) 366-2998

## Utah

Salt Lake City  
1 (800) 359-3997

## Virginia

Norfolk, Richmond, Roanoke  
1 (800) 347-1997

## Washington

Seattle, Tacoma  
1 (800) 726-4995

## Wisconsin

Milwaukee  
1 (800) 366-2998

# Selected Federal Agencies

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

Agencies also have fact sheets, booklets and other information which might be helpful in making purchase

decisions and dealing with consumer problems. If you need help in deciding where to go with your consumer problem, check the index at the end of this book or call the nearest Federal Information Center listed on page 81. The Federal agencies listed below respond to consumer complaints and inquiries.

## Architectural and Transportation Barriers Compliance Board

1331 F Street, N.W., Suite 1000  
Washington, DC 20004-1111  
(202) 653-7834  
1 (800) 872-2253 (toll free)

## Commission on Civil Rights

Look in your telephone directory under "U.S. Government, Civil Rights Commission." If it does not appear, call the appropriate FIC number (see page 81), or contact:

**Commission on Civil Rights**  
1121 Vermont Avenue, N.W.  
Suite 800

Washington, DC 20425  
1 (800) 552-6843  
(toll free—complaint referral outside DC)  
(202) 376-8513  
(complaint referral in DC)  
(202) 376-8116  
(TDD—nationwide complaint referral)  
(202) 376-8105 (publications)  
(202) 376-8312 (public affairs)

## Commodity Futures Trading Commission (CFTC)

2033 K Street, N.W.  
Washington, DC 20581  
(202) 254-3067  
(complaints only)  
(202) 254-8630 (information)

## Consumer Information Center (CIC)

Pueblo, CO 81009  
You can obtain a free *Consumer Information Catalog* by writing to the above address or by calling (719) 948-4000.

## Department of Agriculture (USDA)

**Agricultural Marketing Service**  
Department of Agriculture  
Washington, DC 20250  
(202) 720-7047

**Animal and Plant Health Inspection Service**  
Public Information  
Department of Agriculture  
Federal Building, Room 613  
6505 Belcrest Road  
Hyattsville, MD 20782  
(301) 436-7799

**Cooperative Extension Service**  
Department of Agriculture  
Washington, DC 20250  
(202) 720-0987  
Or consult 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) 720-4323

**Food and Nutrition Service**  
Department of Agriculture  
3101 Park Center Drive  
Alexandria, VA 22302  
(703) 305-2276

**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) 690-1622  
1 (800) 424-9121 (toll free)

**Meat and Poultry Hotline**  
**Food Safety and Inspection Service**  
Department of Agriculture  
Washington, DC 20250  
(202) 720-3333  
(voice/TDD)  
1 (800) 535-4555  
(toll free voice/TDD outside DC)

**Office of the Consumer Advisor**  
Department of Agriculture  
Washington, DC 20250  
(202) 720-9681

**Office of Public Affairs**  
Visitor Information Center  
Department of Agriculture  
Washington, DC 20250

## Department of Commerce

**Bureau of the Census**  
Customer Services  
Data User Services Division  
Washington, DC 20233  
(301) 763-4100

**Office of Consumer Affairs**  
Department of Commerce  
Room 5718  
Washington, DC 20230  
(202) 377-5001

**National Institute of Standards and Technology**  
Office of Weights and Measures  
(301) 975-4004

**National Marine Fisheries Service**  
Office of Trade and Industry Services  
Department of Commerce  
1335 East-West Highway  
Silver Spring, MD 20910  
(301) 713-2334  
(inspection and safety)

**Constituent Affairs**  
**National Weather Service**  
Department of Commerce  
Washington, DC 20901  
(301) 713-0258

**Metric Program Office**  
Department of Commerce  
Room H4845  
Washington, DC 20230  
(202) 535-1939

**Patent and Trademark Office**  
Department of Commerce  
Washington, DC 20231  
(703) 557-3631

## Department of Defense

**Office of National Ombudsman**  
National Committee for Employer Support of the Guard and Reserve  
1555 Wilson Boulevard  
Suite 200  
Arlington, VA 22209-2405  
(703) 696-1400  
1 (800) 336-4590  
(toll free outside DC metropolitan area)  
Provides assistance with employer/employee problems for members of the Guard and Reserve and their employers.

## Department of Education

**Clearinghouse on Disability Information**  
Department of Education  
C Street, S.W., Room 3132  
Washington, DC 20202-2524  
(202) 205-8241  
(202) 205-5465 (TDD)

**Consumer Affairs Staff**  
OIA  
Department of Education  
Room 3061  
Washington, DC 20202  
(202) 401-3679

**Federal Student Financial Aid Program**  
Department of Education  
400 Maryland Avenue, S.W.  
P.O. Box 3, Room 4624  
Washington, DC 20202  
(202) 708-8391

**National Clearinghouse on Bilingual Education Hotline**  
Department of Education  
1118 22nd Street, N.W.  
Washington, DC 20037  
(202) 467-0667  
1 (800) 321-NCBE (toll free outside DC)

**Office of Public Affairs**  
Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 20202  
(202) 401-3020



**Center for Choice in Education**  
 400 Maryland Avenue, S.W.  
 Room 3053  
 Washington, DC 20202  
 1 (800) 442-PICK (toll free)

**Department of Energy**

For information about conservation and renewable energy:

**National Appropriate Technology Assistance Service**

Department of Energy  
 P.O. Box 2525  
 Butte, MT 59702-2525  
 1 (800) 428-1718 (toll free in MT)  
 1 (800) 428-2525 (toll free outside MT)

**Conservation and Renewable Energy Inquiry and Referral Service**

Department of Energy  
 P.O. Box 8900  
 Silver Spring, MD 20907  
 1 (800) 523-2929 (toll free)

**Office of Scientific and Technical Information**

Department of Energy  
 P.O. Box 62  
 Oak Ridge, TN 37831  
 (written inquiries only)

**Office of Consumer and Public Liaison**

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 (HHS)**

**AIDS Hotline**  
**Acquired Immune Deficiency Syndrome**  
 1 (800) 342-AIDS (toll free)  
 1 (800) 344-7432 (toll free for Spanish speaking)  
 1 (800) 243-7889 (toll free Spanish TDD)

**Cancer Hotline**  
 1 (800) 4-CANCER (toll free)  
 During daytime hours, callers in California, Florida, Georgia, Illinois, Northern New Jersey, New York and Texas may ask for Spanish speaking staff members.

**Food and Drug Administration (FDA)**  
 Look in your telephone directory under "U.S. Government, Health and Human Services Department, Food and Drug Administration."

If it does not appear, call the appropriate FIC number (see page 81) or contact:  
**Consumer Affairs and Information Staff**  
 Food and Drug Administration (HFE-88)  
 Department of Health and Human Services  
 5600 Fishers Lane  
 Room 16-85  
 Rockville, MD 20857  
 (301) 443-3170

**Division of Beneficiary Services**

**Health Care Financing Administration (HCFA)**  
 Department of Health and Human Services  
 6325 Security Boulevard  
 Baltimore, MD 21207  
 1 (800) 638-6833 (toll free)  
 (This is a taped answering service; a specialist will return your call.)

**Hill-Burton Free Hospital Care Hotline**

1 (800) 492-0359 (toll free in MD)  
 1 (800) 638-0742 (toll free outside MD)

**Inspector General's Hotline HHS/OIG/Hotline**

P.O. Box 17303  
 Baltimore, MD 21203-7303  
 1 (800) 368-5779 (toll free)

**National Center on Child Abuse and Neglect**

Department of Health and Human Services  
 330 C Street, S.W.  
 Washington, DC 20201  
 (202) 205-8586

**National Health Information Center**

Department of Health and Human Services  
 P.O. Box 1133  
 Washington, DC 20013-1133  
 (301) 585-4167  
 (Washington Metro Area)  
 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 20447  
 (202) 401-9373

**Office for Civil Rights**  
 Department of Health and Human Services  
 Washington, DC 20201  
 (202) 619-0403  
 1 (800) 368-1019 (toll free outside DC)  
 1 (800) 537-7697 (toll free TDD)

**Office of Prepaid Health Care Operations and Oversight HCFA**  
 Department of Health and Human Services  
 200 Independence Ave., S.W.  
 Room 423 HHH  
 Washington, DC 20201  
 (202) 619-3555

**President's Council on Physical Fitness and Sports**  
 Department of Health and Human Services  
 701 Pennsylvania Ave., N.W.  
 Suite 250  
 Washington, DC 20004  
 (202) 272-3421

**Second Surgical Opinion Program**  
 Department of Health and Human Services  
 Washington, DC 20201  
 (202) 690-8056

**Social Security Administration**  
 1 (800) SSA-1213 (toll free)

**Department of Housing and Urban Development (HUD)**

**HUD Fraud Hotline**  
 (202) 708-4200  
 1 (800) 347-3735 (toll free outside DC)

**Interstate Land Sales Registration Division**  
 Department of Housing and Urban Development  
 Room 6278  
 Washington, DC 20410  
 (202) 708-0502

**Manufactured Housing and Construction Standards Division**  
 Department of Housing and Urban Development  
 Room 9152  
 Washington, DC 20410  
 (202) 708-2210

**Office of Fair Housing and Equal Opportunity**  
 Department of Housing and Urban Development  
 Room 5100  
 Washington, DC 20410  
 (202) 708-4252  
 1 (800) 424-8590 (toll free outside DC)  
**Office of Single**

**Family Housing**  
 Department of Housing and Urban Development  
 Room 9282  
 Washington, DC 20410  
 (202) 708-3175

**Office of Affordable Housing Program**  
 Department of Housing and Urban Development  
 Room 7168  
 Washington, DC 20410  
 (202) 708-2685

**Title I Insurance Division**  
 Department of Housing and Urban Development  
 Room 9160  
 Washington, DC 20410  
 (202) 708-2680

**Department of the Interior**

**Bureau of Indian Affairs**  
 Department of the Interior  
 Washington, DC 20240  
 (202) 208-4190

**Bureau of Land Management**  
 Department of the Interior  
 Washington, DC 20240  
 (202) 208-5717

**Consumer Affairs Administrator**  
 Office of the Secretary  
 Department of the Interior  
 Washington, DC 20240  
 (202) 208-5521

**National Park Service**  
 Department of the Interior  
 Washington, DC 20240  
 (202) 208-4917

**United States Fish and Wildlife Service**  
 Department of the Interior  
 Washington, DC 20240  
 (202) 208-5634

**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) 514-2401



**Civil Rights Division**  
Look in your telephone directory under "U.S. Government, Justice Department, Civil Rights Division." If it does not appear, call the appropriate FIC number (see page 81) or contact:

**Civil Rights Division**  
Department of Justice  
Washington, DC 20530  
(202) 514-2151  
(202) 514-0716 (TDD)

**Drug Enforcement Administration (DEA)**  
Look in your telephone directory under "U.S. Government, Justice Department, Drug Enforcement Administration." If it does not appear, call the appropriate FIC number (see page 81) or contact:

**Drug Enforcement Administration**  
Department of Justice  
Washington, DC 20537  
(202) 307-8000

**Federal Bureau of Investigation (FBI)**  
Look inside the front cover of your telephone directory for the number of the nearest FBI office. If it does not appear, look under "U.S. Government, Justice Department, Federal Bureau of Investigation." You may also contact:

**Federal Bureau of Investigation**  
Department of Justice  
Washington, DC 20535  
(202) 324-3000

**Immigration and Naturalization Service (INS)**  
Look in your telephone directory under "U.S. Government, Justice Department, Immigration and Naturalization Service." If it does not appear, call the appropriate FIC number (see page 81) or contact:  
**Immigration and Naturalization Service**  
Department of Justice  
425 I Street, N.W.  
Washington, DC 20536  
(202) 514-4316

**Department of Labor**  
1 (800) 326-2577 (toll free, 24-hour TDD)

**Bureau of Labor-Management Relations and Cooperative Programs**  
Department of Labor  
Washington, DC 20210  
(202) 523-6096

**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 appropriate FIC number (see page 81) 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 Public 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 (OSHA)**  
Look in your telephone directory under "U.S. Government, Labor Department, Occupational Safety and Health Administration." If it does not appear, call the appropriate FIC number (see page 81) 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  
1 (800) 442-2VET  
(toll free—Veterans' Job Rights Hotline)

**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) 523-8776

**Women's Bureau**  
**The Work and Family Clearinghouse**  
Department of Labor  
Washington, DC 20210  
(202) 523-0525  
1 (800) 827-5335 (toll free)  
Employers may contact this office for information about dependent care (child and/or elder care) policies.

**Women's Bureau**  
**The Workforce Quality Clearinghouse**  
Department of Labor  
Washington, DC 20210  
(202) 523-8913  
1 (800) 523-0525  
(toll free outside DC)  
Employers may contact this office for information about workplace quality resources, e.g., employee training and skills development.

**Department of State**

**Overseas Citizen Services**  
Department of State  
Washington, DC 20520  
(202) 647-3666  
(non-emergencies)  
(202) 647-5225  
(emergencies)

**Passport Services**  
**Washington Passport Agency**  
1425 K Street, N.W.  
Washington, DC 20524  
(202) 647-0518

**Visa Services**  
Department of State  
Washington, DC 20520  
(202) 633-1225

**Department of Transportation (DOT)**

**Air Safety:**  
**Federal Aviation Administration (FAA)**  
Community and Consumer Liaison Division  
FAA (APA-200)  
Washington, DC 20591  
(202) 267-3479, 8592  
1 (800) FAA-SURE  
(toll free outside DC)

**Airline Service Complaints:**  
**Office of Intergovernmental and Consumer Affairs (I-25)**  
Department of Transportation  
Washington, DC 20590  
(202) 366-2220

**Auto Safety Hotline:**  
**National Highway Traffic Safety Administration (NHTSA)**  
(NEF-11)  
Department of Transportation  
Washington, DC 20590  
(202) 366-0123  
(202) 755-8919 (TDD)  
1 (800) 424-9393  
(toll free outside DC)  
1 (800) 424-9153  
(toll free TDD outside DC)

**Boating Safety Classes:**  
**United States Coast Guard Office of Boating, Public and Consumer Affairs (G-NAB-5)**  
Department of Transportation  
Washington, DC 20593  
1 (800) 336-2628 (toll free)

**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 outside DC)

**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 appropriate FIC number (see page 81) or contact:  
**Bureau of Alcohol, Tobacco and Firearms**  
Department of the Treasury  
Room 5500  
650 Massachusetts Avenue, N.W.  
Washington, DC 20226  
(202) 927-8500

To report lost or stolen explosives, or to report explosive incidents or bombings, call:  
(202) 586-7777  
1 (800) 287-4867  
(toll free outside DC)  
(202) 789-3000

**Bureau of Engraving and Printing**  
Congressional and Media Affairs Division  
Department of the Treasury  
14th and C Streets, S.W.  
Room 533M  
Washington, DC 20228  
(202) 874-2778

**Bureau of the Public Debt**  
Public Affairs Officer  
Office of the Commissioner  
Department of the Treasury  
999 E Street, N.W., Room 553  
Washington, DC 20239-0001  
(202) 219-3302

**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 "N.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 appropriate FIC number (see page 81) or contact:  
**Comptroller of the Currency**  
Compliance Management  
Mail Stop 7-5  
Washington, DC 20219  
(202) 874-4820

**Financial Management Service**  
Office of Legislative and Public Affairs  
Department of the Treasury  
401 14th Street, S.W.  
Room 555  
Washington, DC 20227  
(202) 874-6740

**Internal Revenue Service (IRS)**  
Look in your telephone directory under "U.S. Government, Treasury Department, Internal Revenue Service." If it does not appear, call the appropriate FIC number (see page 81).

**Office of Thrift Supervision**  
(formerly Federal Home Loan Bank Board)  
The Office of Thrift Supervision handles complaints about savings and loan associations and savings banks. For assistance contact:  
**Office of Thrift Supervision**  
Consumer Affairs  
1700 G Street, N.W.  
Washington, DC 20552  
(202) 908-6000  
1 (800) 842-6929  
(toll free outside DC)

**United States Customs Service**  
Look in your telephone directory under "U.S. Government, Treasury Department, U.S. Customs Service." If it does not appear, call the appropriate FIC number (see page 81).

To report fraudulent import practices, call U.S. Customs Service's **Fraud Hotline**:  
1 (800) ITS-FAKE (toll free)

To report drug smuggling activity, call U.S. Customs Service's **Narcotics Hotline**:  
1 (800) BE-ALERT (toll free)

**United States Mint**  
Customer Relations 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  
Washington, DC 20220  
(202) 377-7715  
1 (800) US-BONDS  
(toll free recording)

### Department of Veterans Affairs (VA)

For information about VA medical care or benefits, write, call or visit your nearest VA facility. Your telephone directory will list a VA medical center or regional office under "U.S. Government, Department of Veterans Affairs," or under "U.S. Government, Veterans Administration." You may also contact the offices listed below.

For information about benefits:  
**Veterans Benefits Administration (27)**  
Department of Veterans Affairs  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
(202) 233-2567

For information about medical care:  
**Veterans Health Administration (184C)**  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
(202) 535-7208

For information about burials, headstones or markers, and presidential memorial certificates:  
**National Cemetery System (40H)**  
Department of Veterans Affairs  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
(202) 535-7855

For consumer information or general assistance:  
**Consumer Affairs Service**  
Department of Veterans Affairs  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
(202) 535-8962

### Environmental Protection Agency (EPA)

**Asbestos Action Program**  
(202) 260-3949

**Emergency Planning and Community Right-to-Know Information Hotline**  
Environmental Protection Agency  
Washington, DC 20460  
(703) 920-9810  
1 (800) 535-0202  
(toll free outside AK and DC)

**Inspector General's Whistle Blower Hotline**  
(202) 260-4111  
1 (800) 424-4000  
(toll free outside DC)

**National Pesticides Telecommunications Network (NPTN)**  
1 (800) 858-7378 (toll free)  
1 (800) 858-PEST  
(toll free outside TX)

**Office of External Relations**  
Environmental Protection Agency  
Washington, DC 20460  
(202) 260-4454

**Public Information Center**  
PIC (PM-211B)  
Environmental Protection Agency  
Washington, DC 20460  
(202) 260-2080  
(general information)

**Resource Conservation and Recovery Act**  
RCRA/Superfund Hotline  
Environmental Protection Agency  
Washington, DC 20460  
(703) 920-9810  
1 (800) 424-9346  
(toll free outside DC)

**Safe Drinking Water Hotline**  
(202) 382-5533  
1 (800) 426-4791  
(toll free outside DC)

**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 appropriate FIC number (see page 81) or contact:  
**Office of Communications and Legislative Affairs**  
Equal Employment Opportunity Commission  
1801 L Street, N.W.  
Washington, DC 20507  
(202) 663-4900  
1 (800) USA-EEOC (toll free)  
1 (800) 800-3302  
(toll free TDD)

### Federal Communications Commission (FCC)

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) 634-1855 (TDD)

General Information:  
**Consumer Assistance and Small Business Office**  
Federal Communications Commission  
1919 M Street, N.W.  
Room 254  
Washington, DC 20554  
(202) 632-7000  
(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

**BEST COPY AVAILABLE**

**Federal Deposit Insurance Corporation (FDIC)**

FDIC handles questions about deposit insurance coverage and complaints about FDIC-insured state 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 appropriate FIC number (see page 81) or contact:

**Office of Consumer Affairs**  
Federal Deposit Insurance Corporation  
550 17th Street, N.W.  
Washington, DC 20429  
(202) 898-3536  
1 (800) 925-4618 (voice/TDD)  
1 (800) 934-3342  
(toll free outside DC)

**Federal Emergency Management Agency**

Look in your telephone directory under "U.S. Government, Federal Emergency Management Agency." If it does not appear, call the appropriate FIC number (see page 81) 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  
500 C Street, S.W.  
Room 705  
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 Maritime Commission**

**Office of Informal Inquiries and Complaints**  
800 N. Capitol St., N.W.  
Washington, DC 20573  
(202) 523-5807

**Federal Reserve System**

The Board of Governors handles consumer complaints about state-chartered 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 appropriate FIC number (see page 81) or contact:

**Board of Governors of the Federal Reserve System**  
Division of Consumer and Community Affairs  
Washington, DC 20551  
(202) 452-3946  
(202) 452-3544 (TDD)

**Federal Trade Commission (FTC)**

Look in your telephone directory under "U.S. Government, Federal Trade Commission." If it does not appear, call the appropriate FIC number (see page 81) or contact:  
**Correspondence Branch**  
Federal Trade Commission  
Washington, DC 20580  
(written complaints only)

**Public Reference Section**  
Federal Trade Commission  
6th & Pennsylvania Ave., N.W.  
Room 130  
Washington, DC 20580  
(202) 326-2222 (publications)

**General Services Administration (GSA)**

**Business Service Centers**  
Look in your telephone directory under "U.S. Government, General Services Administration." If this does not appear, call the appropriate FIC number (see page 81).

**Federal Information Center (see page 81)**

**Federal Information Relay Service**  
7th & D Streets, S.W.  
Room 6040  
Washington, DC 20407  
(202) 706-9300 (TDD)  
1 (800) 877-8339  
(toll free voice/TDD outside DC)

**Surplus Federal Property Sales**  
Look in your telephone directory under "U.S. Government, General Services Administration." If it does not appear, call the appropriate FIC number (see page 81).

**Government Printing Office (GPO)**

Government Publications:  
**Publications Service Section**  
Government Printing Office  
Washington, DC 20402  
(202) 512-2457

Subscriptions to Government Periodicals:  
**Subscription Research Section**  
Government Printing Office  
Washington, DC 20402  
(202) 512-2303

**Interstate Commerce Commission (ICC)**

**Office of Compliance and Consumer Assistance**  
Washington, DC 20423  
(202) 927-5500

**National Archives and Records Administration**

**Reference Services Branch**  
National Archives and Records Administration  
Washington, DC 20408  
(202) 501-5400  
(202) 501-5404 (TDD)

**Federal Register**  
National Archives and Records Administration  
Washington, DC 20408  
(202) 523-5240  
(202) 523-5229 (TDD)

**Publications Services**  
National Archives and Records Administration  
Washington, DC 20408  
(202) 501-5240  
(202) 501-5404 (TDD)

**National Credit Union Administration**

The National Credit Union Share Insurance Fund provides federal insurance for nearly 13,000 credit unions. Look in your telephone directory under "U.S. Government, National Credit Union Administration." If it does not appear, call the appropriate FIC number (see page 81) or contact:  
**National Credit Union Administration**  
1776 G Street, N.W.  
Washington, DC 20456  
(202) 682-9600

**National Labor Relations Board**

**Office of the Executive Secretary**  
1717 Pennsylvania Ave., N.W.  
Room 701  
Washington, DC 20570  
(202) 254-9430

**Nuclear Regulatory Commission (NRC)**

**Office of Governmental and Public Affairs**  
Washington, DC 20555  
(301) 492-7000 (24-hour)  
(301) 492-4626 (TDD)

**Pension Benefit Guaranty Corporation**  
2020 K Street, N.W.  
Washington, DC 20006-1860  
(202) 778-8800  
(202) 778-8859 (TDD)

**Postal Rate Commission**

**Office of the Consumer Advocate**  
Postal Rate Commission  
1333 F Street, N.W.  
Suite 300  
Washington, DC 20268  
(202) 789-6830

**President's Committee on Employment of People with Disabilities**

1331 F Street, N.W.  
Suite 300  
Washington, DC 20004-1107  
(202) 376-6200  
(202) 376-6205 (TDD)

**Railroad Retirement Board**

844 Rush Street  
Chicago, IL 60611-2092  
(312) 751-4500

**Securities and Exchange Commission (SEC)**

**Office of Filings, Information and Consumer Services**  
 450 5th Street, N.W.  
 (Mail Stop 2-6)  
 Washington, DC 20549  
 (202) 272-7440  
 (investor complaints)  
 (202) 272-7450  
 (filings by corporations and other regulated entities)  
 (202) 272-5124  
 (SEC Information Line—general topics and sources of assistance)

**Small Business Administration (SBA)**

**Office of Consumer Affairs**  
 409 Third Street, S.W.  
 Washington, DC 20416  
 (202) 205-6931  
 (complaints only)  
 1 (800) U-ASK-SBA  
 (toll free—information)

**Tennessee Valley Authority (TVA)**

**Regional Communications**  
 400 West Summit Hill Drive  
 Knoxville, TN 37902  
 (615) 632-7196  
 (615) 751-8500 (TDD)

**U.S. Consumer Product Safety Commission (CPSC)**

To report a hazardous product or a product-related injury, or to inquire about product recalls, call or write:

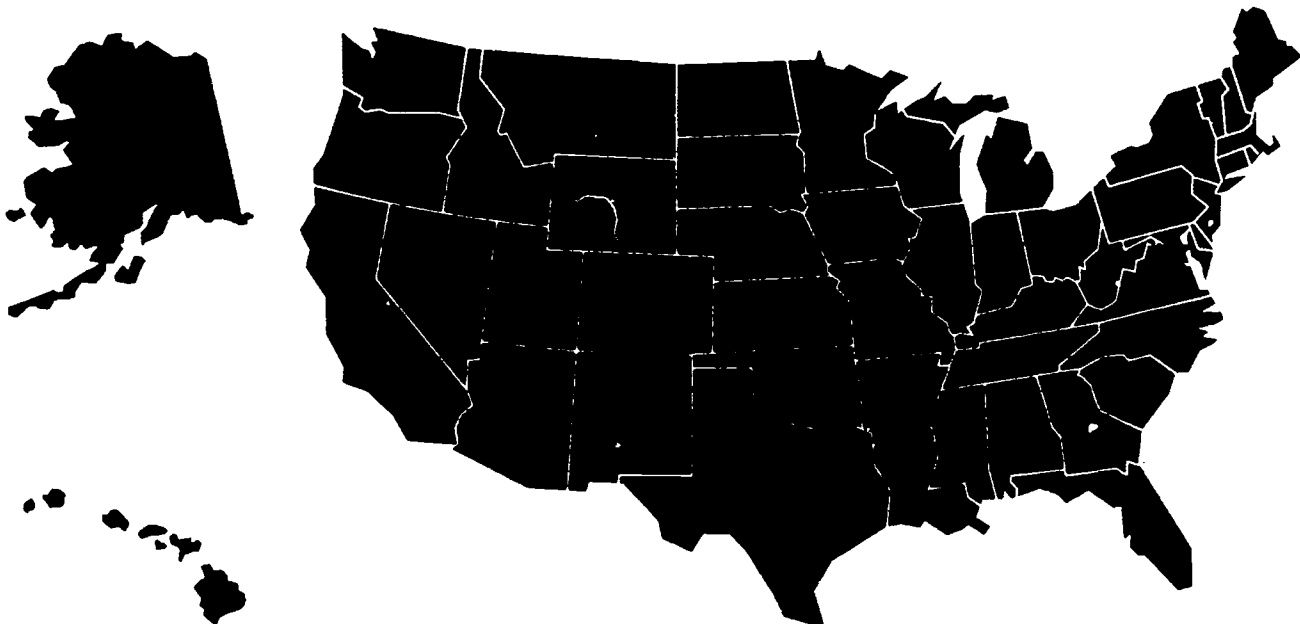
**Product Safety Hotline**  
 U.S. Consumer Product Safety Commission  
 Washington, DC 20207  
 1 (800) 638-CPSC (toll free)  
 1 (800) 638-8270  
 (toll free TDD outside MD)  
 1 (800) 492-8104  
 (toll free TDD in MD)

**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) 268-4298 or  
 (202) 268-4299

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  
 (202) 268-2310 (TDD)





# Federal TDD Directory

This section lists Federal government offices that have Telecommunications Devices for the Deaf (TDDs). These offices can respond to questions and complaints from persons with speech and hearing impairments. If you are a voice user, the Federal Information Relay Service (FIRS) will relay the call

for you. Call FIRS on 1 (800) 877-8339 (toll free) or (202) 708-9300 in Washington, DC, and a relay operator will come on the line. Additional TDD numbers are published in the *U.S. Government TDD Directory*, available free by writing the Consumer Information Center, Item 573X, Pueblo, CO 81009.

## Architectural and Transportation Barriers Compliance Board

1331 F Street, N.W.  
Suite 1000  
Washington, DC 20004-1111  
(202) 272-5434 (voice/TDD)  
(202) 272-5449 (TDD)

## Central Intelligence Agency

Handicapped Program Office  
Washington, DC 20505  
(703) 874-4457 (TDD)

## Commission on Civil Rights

1121 Vermont Avenue, N.W.  
Washington, DC 20425  
(202) 376-8116 (voice/TDD)

## Congressional TDD Numbers

United States House of Representatives  
Congressional Telecommunications for the Deaf (TDD message relay service—to leave messages for Representatives)  
(202) 225-1904 (TDD)

Subcommittee on Select Education  
Majority Office, Rep. Owens  
(202) 226-7532 (voice/TDD)

United States Senate  
Senate Special Services  
(202) 224-4049 (TDD)

Senate Human Resources  
(202) 224-7806 (TDD)

Committee on Labor and Human Resources  
(202) 224-1975 (voice/TDD)

Subcommittee on the Handicapped  
Majority Office  
Sen. Harkin  
(202) 224-3457 (TDD)

Minority Office  
Sen. Durenberger  
(202) 224-9522 (voice/TDD)

United States Capitol Switchboard  
(202) 224-3091 (TDD)

## U.S. Consumer Product Safety Commission

5401 Westbard Avenue  
Bethesda, MD 20207  
1 (800) 638-8270 (TDD)

## Department of Agriculture

14th Street and Independence Avenue, S.W.  
Washington, DC 20250

Central Employment and Selective Placement Office  
(202) 720-2436 (voice/TDD)

Meat and Poultry Hotline  
1 (800) 535-4555  
(toll free voice/TDD)

## Department of the Army

Civilian Personnel Office  
Arlington, VA 22212  
(703) 697-3887 (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 #3  
Room 2375  
Suitland, MD 20233  
(301) 763-5020 (voice/TDD)

International Trade Administration  
Office of Commercial Information Management  
Herbert C. Hoover Building  
Room 1848  
Washington, DC 20230  
(202) 377-1669 (TDD)

National Institute of Standards and Technology (NIST)  
Office of Information Services  
Room E106  
Gaithersburg, MD 20899  
(301) 975-2812 (TDD)

NIST Personnel Office  
Administration Building  
Room A123  
Gaithersburg, MD 20899  
(301) 975-3007 (voice/TDD)

National Weather Service  
National Meteorological Center  
World Weather Building  
Room 307  
Washington, DC 20233  
(301) 443-8910 (voice/TDD)  
(official business—no forecasts)

Office of the Secretary  
Office of Civil Rights Programs, Planning and Systems Division  
Herbert C. Hoover Building  
Room 6010  
Washington, DC 20230  
(202) 377-5691 (voice/TDD)

## Department of Education

330 C Street, S.W.  
Washington, DC 20202

Captioning and Media Services  
330 C Street, S.W.  
Washington, DC 20202  
(202) 205-9172 (voice)  
(202) 205-8170 (TDD)

National Institute on Disability and Rehabilitation Research  
330 C Street, S.W.  
Washington, DC 20202  
(202) 205-8198 (TDD)

Office of Civil Rights  
330 C Street, S.W.  
Washington, DC 20202  
(202) 205-8663 (TDD)

Office of Deafness and Communicative Disorders  
330 C Street, S.W.  
Washington, DC 20202  
(202) 205-8848 (TDD)

Rehabilitation Services Administration  
330 C Street, S.W.  
Washington, DC 20202  
(202) 205-8848 (TDD)

## Department of Health and Human Services

Handicapped Employment Program  
200 Independence Ave., S.W.  
Washington, DC 20201  
(202) 475-0073 (TDD)

Food and Drug Administration  
5600 Fishers Lane  
Parklawn Building  
Rockville, MD 20857  
Personnel  
(301) 443-1970 (voice/TDD)

Equal Employment Opportunity Office  
(301) 443-1818 (TDD)

Office of the Secretary  
Personnel Office  
(202) 619-3540 (voice/TDD)

Office for Civil Rights  
200 Independence Ave., S.W.  
Washington, DC 20201  
(202) 863-0101 (TDD)  
1 (800) 537-7697  
(toll free TDD)

Social Security Administration  
6401 Security Boulevard  
Baltimore, MD 21235  
(301) 965-4404 (TDD)

## Department of Housing and Urban Development

451 Seventh Street, S.W.  
Washington, DC 20410  
(202) 708-1455 (TDD)  
1 (800) 927-9275  
(toll free TDD)

## Department of the Interior

18th and C Streets, N.W.  
Washington, DC 20240

Personnel Office  
(202) 208-4817 (TDD)

## Department of Justice

10th Street and Constitution Avenue, N.W.  
Washington, DC 20530

Immigration and Naturalization  
(202) 514-4301 (voice)  
(202) 514-0139 (TDD)

Civil Rights Division  
(202) 835-2094 (voice)  
(202) 653-0213 (TDD)



**FBI Tours**  
(202) 324-1016 (TDD)

**FBI Identification Division**  
(202) 324-2334 (voice/TDD)

**Department of Labor**  
200 Constitution Avenue, N.W.  
Washington, DC 20210  
1 (800) 326-2577 (toll free,  
24-hour TDD)

**Office of Civil Rights**  
(202) 523-7090 (voice/TDD)

**Department of the Navy**

**Civilian Personnel Office**  
Washington, DC 20376  
(202) 697-6182 (TDD)

**Department of State**  
2201 C Street, N.W.  
Washington, DC 20520

**Personnel Office**  
(202) 647-7256 (voice/TDD)

**Department of  
Transportation**

**National Highway Traffic  
Safety Administration**  
400 7th Street, S.W.  
Washington, DC 20590  
(202) 366-2602 (voice/TDD)

**Department of  
the Treasury**

**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  
(202) 708-9300 (TDD)

**Department of Veterans  
Affairs**  
810 Vermont Avenue, N.W.  
Washington, DC 20420  
(202) 233-2459 (voice/TDD) or  
(202) 233-6276 (Handicapped  
Services)

**Environmental  
Protection Agency**  
401 M Street, S.W.  
Washington, DC 20460  
(202) 260-2090 (voice)  
(202) 260-3656 (TDD)

**Equal Employment  
Opportunity  
Commission**

2401 E Street, N.W.  
Washington, DC 20507  
(202) 663-4494 (TDD)  
1 (800) 800-3302 (toll free  
TDD)

**Executive Office  
of the President**

The White House  
1600 Pennsylvania Ave., N.W.  
Washington, DC 20500  
(202) 456-6213 (TDD)

**Federal  
Communications  
Commission**

1919 M Street, N.W.  
Washington, DC 20554  
(202) 632-7000 (voice)  
(202) 632-6999 (TDD)

**Federal Deposit  
Insurance Corporation**

1776 F Street, N.W.  
Washington, DC 20429  
1 (800) 925-4618  
(toll free voice/TDD)

**Federal Reserve Board**

20th and C Streets, N.W.  
Washington, DC 20551  
(202) 452-3544 (voice/TDD)

**General Services  
Administration**

18th & F Streets, N.W.  
Washington, DC 20405

**Clearinghouse on Computer  
Accommodation**  
(202) 501-4906 (voice/TDD)

**Council on Accessible  
Technology (COAT)**  
(202) 501-2010 (TDD)

**Federal Information Relay  
Service**  
(202) 708-9300 (TDD)  
1 (800) 877-8339  
(toll free voice/TDD outside DC)

**Interstate Commerce  
Commission**

Constitution Avenue and  
12th Street, N.W.  
Washington, DC 20011  
(202) 275-1721 (TDD)

**Library of Congress**  
1291 Taylor St., N.W.  
Washington, DC 20542  
(202) 707-6200 (TDD)

**Merit Systems  
Protection Board**

1120 Vermont Avenue, N.W.  
Washington, DC 20419  
(202) 653-8898 (voice)  
(202) 653-8896 (TDD)

**National Aeronautics  
and Space  
Administration**

400 Maryland Avenue, S.W.  
Washington, DC 20546

**Personnel Office**  
(202) 426-1436 (voice/TDD)

**Greenbelt Personnel Office**  
(301) 286-3729 (voice/TDD)

**National Archives and  
Records Service**

8th and Pennsylvania Ave.,  
N.W.  
Washington, DC 20408  
(202) 501-5404 (voice/TDD)

**National Council  
on Disability**  
800 Independence Ave., S.W.  
Suite 814  
Washington, DC 20591  
(202) 267-3232 (voice/TDD)

**National Endowment  
for the Arts**

1100 Pennsylvania Ave., N.W.  
Washington, DC 20506  
(202) 682-5496 (voice/TDD)

**National Science  
Foundation**  
1800 G Street, N.W., Room 212  
Washington, DC 20550  
(202) 357-7492 (voice/TDD)

**Nuclear Regulatory  
Commission**  
Washington, DC 20555  
(301) 492-4626 (voice/TDD)

**Office of Personnel  
Management**  
1900 E Street, N.W.  
Washington, DC 20415

**Equal Employment  
Opportunity Division**  
(202) 606-2460 (voice/TDD)

**Job Information Center**  
(202) 606-0591 (TDD)

**President's Committee  
on Employment of  
People with Disabilities**

1331 F St., N.W., Suite 300  
Washington, DC 20004  
(202) 376-6205 (TDD)

**Securities and  
Exchange Commission**

450 Fifth Street, N.W.  
Washington, DC 20549  
(202) 272-2552 (voice/TDD)

**Small Business  
Administration**

409 Third Street, S.W.  
Washington, DC 20416  
(202) 205-7333 (TDD)

**Smithsonian Institution**

Special Education Program  
Washington, DC 20560  
(202) 786-2414 (TDD)  
(202) 357-1729 (voice/TDD)  
Visitor Information Line

**Tennessee Valley  
Authority**

400 West Summit Hill Drive  
Knoxville, TN 37902  
(615) 751-8500 (TDD)

**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) 619-5157 (voice/TDD)

**United States  
Postal Service**

475 L'Enfant Plaza West, S.W.  
Washington, DC 20260  
(202) 268-2310 (voice/TDD)

**United States Senate**  
Washington, DC 20510  
(202) 224-4049, 4075 (TDD)

### **TDD Operator Services**

Hearing or speech impaired individuals who use a Telecommunications Device for the Deaf (TDD or TTY) can get assistance with calls made to and from a telecommunications device by calling:

TDD/TTY Operator Services  
**1 (800) 855-1155** (toll free) or  
**(202) 708-9300** (D.C. Metro Area)

If you need assistance and you have TDD equipment, the TDD Operator can help you 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; and
- calls from a pay phone (only credit card, collect or third party calls).

#### **Federal Information Relay Service**

- If you use a TDD and need to reach a Federal agency or program that does not have a TDD,
- If you are a Federal employee who uses a TDD and your job requires you to contact an office that does not have a TDD, or
- If you do not have a TDD, but need to get in touch with a Federal employee who uses a TDD,

Call the Federal Information Relay Service (FIRS) on **1 (800) 877-8339** (toll free) or **(202) 708-9300** (D.C. Metropolitan Area)

### **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 158 cooperating libraries. Anyone who is medically certified as unable to hold a book, or who is unable to read ordinary print because of a visual handicap, may borrow and return these materials, postage-free. For more information, send name and address to:

National Library Service for the  
Blind and Physically Handicapped  
The Library of Congress  
Washington, DC 20542

Recording for the Blind (RFB) is a national, non-profit organization providing recorded textbooks, library services and other educational resources to people who cannot read standard print because of a visual, physical or perceptual disability.

RFB's educational library has more than 78,000 titles. Reference assistance is available, along with individually tailored subject bibliographies. RFB also provides an "on-demand" recording service through which new recordings are produced from books sent to RFB by the people they serve.

Anyone with a documented print disability (blindness, low vision, learning disabilities or other physical impairment that affects reading) is eligible for RFB services.

An application for service form must be completed. RFB does charge a one-time registration fee of \$25. For more information or to request an application, call or write:

Recording for the Blind  
20 Roszel Road  
Princeton, NJ 08540  
**(609) 452-0606**  
**1 (800) 221-4792** (toll free)

# Index

This alphabetical index will help you find the right organization to contact about your complaint. First, look for the specific topic, for example, Cars. Under this topic heading, there 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 might be related to your problem and help you locate the right contact. This index also lists all sections in the *Handbook*.

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