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

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

Advertising Self-Regulation Council (ASRC)
70 W. 36th St., 13th Floor
New York, NY 10018
Toll-free: 1-866-334-6272
www.narcpartners.org
www.asrcreviews.org
ASRC fosters truth and accuracy in national advertising through voluntary self-regulation. As an effort between the advertising industry and the Council of Better Business Bureaus, ASRC helps solve disputes over advertising claims.

America's Health Insurance Plans (AHIP)
601 Pennsylvania Ave., NW, South Bldg., Suite 500
Washington, DC 20004
202-778-3200
✉: ahip@ahip.org
www.ahip.org
America's Health Insurance Plans (AHIP) is the national association representing companies that provide health insurance coverage to more than 200 million Americans. Member companies offer medical, long-term care, disability income, dental, supplemental, stop-loss insurance and reinsurance to consumers, employers and public purchasers.

American Financial Services Association (AFSA) Education Foundation ♦
919 18th St., NW, Suite 300
Washington, DC 20006-5517
202-466-8611
✉: info@afsaef.org
www.afsaef.org
The AFSAEF mission is to educate consumers on personal finance concepts and to help consumers realize the benefits of responsible money management and understand the credit process. Their MoneySKILL® program educates young adults on personal finance concepts in the areas of income, expenses, assets, liabilities and risk management.

American Arbitration Association
1633 Broadway, 10th Floor
New York, NY 10019
Toll-free: 1-800-778-7879
www.adr.org
This association is a not-for-profit public service organization committed to the resolution of disputes through arbitration, mediation, conciliation and other voluntary procedures.

American Bankers Association (ABA)
1120 Connecticut Ave., NW
Washington, DC 20036
Toll-free: 1-800-226-5377
www.aba.com
ABA represents the concerns of banks and their employees. The ABA's Education Foundation offers personal finance resources to help consumers understand their financial choices.

American Bar Association
321 N. Clark St.
Chicago, IL 60654
312-988-5000
✉: askaba@abanet.org
www.americanbar.org
The Bar Association is an association of lawyers. The ABA accredits law schools, and provides the public with information about the law, courts and guides for legal issues.

American Cleaning Institute® (ACI) ♦
1331 L St., NW, Suite 650
Washington, DC 20005
202-347-2900
✉: info@cleaninginstitute.org
www.cleaninginstitute.org
ACI is the consumer source for free/low cost educational materials, designated to help individuals, families and communities stay clean, safe and healthy at home, work and school.

American Council of Life Insurers
101 Constitution Ave., NW, Suite 700
Washington, DC 20001-2133
202-624-2000
✉: contact@acli.com
www.acli.com
The American Council of Life Insurers is a trade association of over 500 insurance companies that provide life insurance, pensions and annuities, long-term care, and disability income insurance.

American Health Care Association (AHCA)
1201 L St., NW
Washington, DC 20005
202-842-4444
www.ahcancal.org
This federation of affiliated state health organizations advocates for quality care and services for frail, elderly and disabled Americans.

♦ Provided financial support for the publication of the Consumer Action Handbook.

American Institute of Certified Public Accountants (AICPA)
220 Leigh Farm Rd.
Durham, NC 27707
919-402-4500
Toll-free: 1-888-777-7077 (Ethics Hotline)
www.aicpa.org
AICPA works to ensures that the public remains confident in the integrity, competence and professionalism of CPAs.

American Moving and Storage Association (AMSA)
1611 Duke St.
Alexandria, VA 22314
703-683-7410
Toll-free: 1-888-849-2672
www.moving.org
AMSA offers a wealth of information on its consumer website, including a Mover Referral Service. It also sponsors a dispute settlement program to help consumers resolve loss and damage claims on interstate moves.

American Pharmacists Association (APhA)
2215 Constitution Ave., NW
Washington, DC 20037
202-628-4410
Toll-free: 1-800-237-2742
www.pharmacist.com
The APhA empowers its members to improve medication use and advance patient care through information, education, and advocacy.

American Society of Travel Agents, Inc. (ASTA)
1101 King St., Suite 200
Alexandria, VA 22314
703-739-2782
✉: consumeraffairs@asta.org
www.astanet.com
ASTA is an association of travel industry professionals. It provides training and education to professionals. They offer travel tips for consumers and accept consumer complaints about poor travel service.

Assisted Living Federation of America (ALFA)
1650 King St., Suite 602
Alexandria, VA 22314
703-894-1805
www.alfa.org
ALFA sets best practices for senior living. They also provide a directory of senior living communities and other materials to help consumers determine their assisted living needs.

Association of Credit and Collection Professionals (ACA International)
PO Box 390106
Minneapolis, MN 55439
952-926-6547
✉: aca@acainternational.org
www.askdoctordebt.com
ACA International's sets ethical standards for companies in the debt collection industry. They also use their website, askdoctordebt.org, to educate consumers about their rights.

Association of Independent Consumer Credit Counseling Agencies (AICCCA)
11350 Random Hills Rd., Suite 800
Fairfax, VA 22030
Toll-free: 1-866-703-8787
www.aiccca.org
AICCCA represents non-profit credit counseling companies. AICCCA sets industry standards to ensure that member companies provide quality service to consumers. The organization also provides information directly to consumers (budgeting tips and a searchable database to locate a credit counseling company) on their website.

Automotive Recyclers Association (ARA)
9113 Church St.
Manassas, VA 20110
571-208-0428
Toll-free: 1-888-385-1005
www.a-r-a.org
ARA member companies are dedicated to the efficient removal and reuse of automotive parts, and the safe disposal of inoperable motor vehicles.

Cellular Telecommunications and Internet Association (CTIA)
1400 16th St., NW, Suite 600
Washington, DC 20036
202-736-3200
www.ctia.org
CTIA oversees certification programs to ensure a high standard of quality for consumers of wireless devices.

Certified Financial Planner Board of Standards
1425 K St., NW, Suite 500
Washington, DC 20005
202-379-2200
Toll-free: 1-800-487-1497
✉: mail@cfpboard.org
www.cfp.net
The CFP Board works to ensure that the public benefits from competent financial planning. The CFP Board certifies financial planners who meet its requirements by granting use of their trademarks.

Commission on the Accreditation of Rehabilitation Facilities (CARF)
6951 E. Southpoint Rd.
Tucson, AZ 85756
Toll-free: 1-888-281-6531
www.carf.org
CARF is an independent accrediting body of rehabilitation, addiction, substance abuse, and retirement living services. The organization provides an online search tool to find services that match your rehabilitiation needs, as well as links to consumer resources.

Consumer Electronics Association (CEA)
1919 S. Eads St.
Arlington, VA 22202
703-907-7600
Toll-free: 1-866-858-1555
✉: cea@ce.org
www.ce.org
CEA represents corporations involved in the design, development, manufacture and distribution consumer electronics. They offer free guides for buying electronics to consumers.

Credit Union National Association (CUNA)
5710 Mineral Point Rd.
Madison, WI 53705-0431
Toll-free: 1-800-356-9655
www.cuna.org
CUNA serves more than 90% of credit unions through credit union leagues throughout the nation.

Direct Marketing Association DMA)
1120 Avenue of the Americas
New York, NY 10036-6700
212-768-7277 ext. 1888
✉: consumer@the-dma.org
www.dmachoice.org
The DMA is the trade association for organizations involved in direct marketing. via direct mail, catalogs, the Internet, telemarketing, magazines, newspaper and TV ads. DMAs consumer website offers consumers options (free of charge) to better manage their mail.

Direct Selling Association (DSA)
1667 K St., NW, Suite 1100
Washington, DC 20006
202-452-8866
✉: info@dsa.org
www.dsa.org
DSA is the trade association of firms that manufacture and distribute goods and services sold directly to consumers.

Distance Education and Training Council (DETC)
1601 18th St., NW, Suite 2
Washington, DC 20009
202-234-5100
www.detc.org
The DETC is a voluntary, non-governmental, educational organization that accredits distance education institutions.

Financial Industry Regulatory Authority (FINRA) ♦
1736 K St., NW
Washington, DC 20006
301-590-6500 (Call Center)
Toll-free: 1-800-289-9999 (Broker Check Hotline)
www.finra.org
FINRA is the largest independent regulator for all securities firms doing business in the US. The organization operates the largest dispute resolution forum in the securities industry for disputes between investors and securities firms. Consumers may check the background of individual investment professionals and firms using the BrokerCheck tool on the FINRA website.

Financial Planning Association (FPA)
7535 E. Hampden Ave., Suite 600
Denver, CO 80231
Toll-free: 1-800-322-4237
✉: fpa@fpanet.org
www.fpanet.org
The Financial Planning Association is a leadership and advocacy organization connecting those who provide the services with consumers they serve. This organization is a resource for the public to find educational resources and a financial planner who will deliver advice using an ethical, objective, client-centered process.

Food Marketing Institute (FMI)
2345 Crystal Dr., Suite 800
Arlington, VA 22202
202-452-8444
www.fmi.org
FMI conducts programs in research, education, industry relations and public affairs on behalf of grocery retailers and wholesalers.

Grocery Manufacturers Association (GMA)
1350 I St. NW, Suite 300
Washington, DC 20005
202-639-5900
Toll-free: 1-800-355-0983
www.gmaonline.org
GMA represents food, beverage, and consumer products companies. The Association helps to ensure the safety and security of consumer packaged goods.

Insurance Information Institute (III)
110 William St.
New York, NY 10038
212-346-5500
✉: info@iii.org
www.iii.org
The III is a nonprofit, communications organization supported by the property/casualty insurance industry that works to improve public understanding of insurance.

International Association of Movers (IAM)
5904 Richmond Hwy., Suite 404
Alexandria, VA 22303
703-317-9950
✉: info@iamovers.org
www.iamovers.org
IAM is a global association of movers and forwarders committed to providing customers with the highest level of service available. IAM offers consumer tips for moving, domestically or internationally, on their website.

♦ Provided financial support for the publication of the Consumer Action Handbook.

International Cemetery, Cremation and Funeral Association (ICCFA)
107 Carpenter Dr., Suite 100
Sterling, VA 20164
703-391-8400
Toll-free: 1-800-645-7700
www.iccfa.com
ICCFA is the trade association dedicated to funerals, and final resting places. They provide management guidance to members and advocate for consumer choice and dispute resolution in circumstances surrounding final arrangements.

Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
630-792-5000
www.jointcommission.org
The Joint Commission accredits and certifies healthcare organizations and Programs.

LeadingAge
2519 Connecticut Ave., NW
Washington, DC 20008
202-783-2242
✉: info@leadingage.org
www.leadingage.org
LeadingAge represents not-for-profit nursing homes, continuing care retirement communities, assisted living and senior housing facilities, and community service organizations. Consumers may search LeadingAge's online database for providers and facilities that fit their needs.

Mortgage Bankers Association of America (MBA)
1717 Rhode Island Ave., NW, Suite 400
Washington, DC 20036
202-557-2700
www.mortgagebankers.org
The MBA is the national association representing the real estate finance industry, including mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

Mystery Shopping Providers Association (MSPA)
455 S. 4th St., Suite 650
Louisville, KY 40202
www.mysteryshop.org
The MSPA is dedicated to improving service quality using anonymous shoppers. MSPA does not hire mystery shoppers, but they do provide a voluntary certification program for mystery shoppers.

National Association of Attorneys General (NAAG)
2030 M St., NW, 8th Floor
Washington, DC 20036
202-326-6000
www.naag.org
NAAG facilitates communication among attorneys general, who are responsible for enforcing civil laws in their respective states. The AG offices often oversee state government regulation agencies and represent the public interest.

National Association of Home Builders (NAHB)
1201 15th St., NW
Washington, DC 20005
202-266-8200
Toll-free: 1-800-368-5242
www.nahb.org
NAHB works so that consumers have access to safe, decent, and affordable housing.

National Association of Insurance Commissioners (NAIC)
1100 Walnut St., Suite 1500
Kansas City, MO 64106-2197
816-842-3600
Toll-free: 1-866-470-6242
✉: webpost@naic.org
www.InsureUonline.org
www.naic.org
NAIC is a national organization of insurance regulators. The organization helps insurance regulators facilitate the fair and equitable treatment of insurance consumers and promote competitive markets.

National Association of Professional Insurance Agents (PIA)
400 N. Washington St.
Alexandria, VA 22314
703-836-9340
✉: piainfo@pianet.org
www.pianet.com
This association represents the interests and needs of insurance agents.

National Association of Realtors (NAR)
430 N. Michigan Ave.
Chicago, IL 60611-4087
312-329-8200
Toll-free: 1-800-874-6500
www.realtor.org
NAR is the organization of real estate agents. It develops standards for effective and ethical real estate business practices.

National Foundation for Credit Counseling (NFCC)
2000 M St., NW, Suite 505
Washington, DC 20036
Toll-free: 1-800-388-2227
www.nfcc.org
The NFCC promotes the national agenda for financially responsible behavior and builds capacity for its members to deliver the highest quality financial education and counseling services. Contact NFCC to locate an affiliated financial counseling agency in your area.

National Funeral Directors Association (NFDA)
13625 Bishops Dr.
Brookfield, WI 53005-6607
262-789-1880
Toll-free: 1-800-228-6332
✉: nfda@nfda.org
www.nfda.org
NFDA helps consumers make informed decisions about funeral services and offers a third party dispute resolution program for complaints regarding funeral homes.

National Futures Association (NFA) ♦
300 S. Riverside Plaza, Suite 1800
Chicago, IL 60606-6615
312-781-1300
✉: information@nfa.futures.org
www.nfa.futures.org
NFA is the industry-wide self-regulatory organization for the U.S. futures industry. NFA provides innovative and efficient regulatory programs and services that safeguard the integrity of the derivatives markets. Consumers should contact NFA regarding any firm or individual who solicits them for investments in futures, options on futures and foreign currency.

National Institute for Automotive Service Excellence (ASE)
101 Blue Seal Dr. SE, Suite 101
Leesburg, VA 20175
703-669-6600
Toll-free: 1-888-273-8378
✉: webmaster@ase.com
www.ase.com
ASE is an independent organization that works to improve the quality of automotive service and repair through the voluntary testing and certification of automotive repair professionals.

Network Branded Prepaid Card Association (NBPCA)
110 Chestnut Ridge Rd., Suite 111
Montvale, NJ 07645-1706
www.nbpca.com
NBPCA represents all companies involved in providing prepaid cards that carry a brand network logo (American Express, Discover, Mastercard, or Visa) that can be used at numerous retailers. You can contact the association to get tips on how to use and maintain your card, or ask experts your questions about your prepaid cards.

North American Consumer Protection Investigators
✉: webmaster@nacpi.org
www.nacpi.org
NACPI provides training and support for consumer protection investigators in government agencies at all levels. NACPI does not investigate individual consumer complaints, but helps investigators share information of mutual concern.

North American Securities Administrators Association, Inc. (NASAA)
750 1st St., NE, Suite 1140
Washington, DC 20002
202-737-0900
✉: info@nasaa.org
www.nasaa.org
NASAA is an international organization devoted to investor protection. NASAA is the voice of the 50 state securities agencies responsible for grass-roots investor protection, investor education and efficient capital formation.

Society of Consumer Affairs Professionals International (SOCAP) ♦
625 N. Washington St., Suite 304
Alexandria, VA 22314
703-519-3700
✉: socap@socap.org
www.socap.org
SOCAP provides training, conferences and publications to encourage and promote effective communication and understanding among business, government and consumers; and to define and advance the consumer affairs profession.

Tire Industry Association (TIA)
1532 Pointer Ridge Pl., Suite G
Bowie, MD 20716-1883
301-430-7280
Toll-free: 1-800-876-8372
✉: info@tireindustry.org
www.tireindustry.org
TIA represents all members of the tire industry, including companies that manufacture, sell, recycle, retread tires, along with their suppliers.

Toy Industry Association, Inc. (TIA)
1115 Broadway, Suite 400
New York, NY 10010
212-675-1141
✉: info@toyassociation.org
www.toyinfo.org
www.toy-tia.org
TIA is the not-for-profit trade association for producers and importers of toys and youth entertainment products sold in North America.

United States Tour Operators Association (USTOA)
345 7th Ave., Suite 1801
New York, NY 10001
212-599-6599
✉: information@ustoa.com
www.ustoa.com
USTOA is composed of companies whose tours and packages encompass the entire globe and who conduct business in the U.S.