

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.

AFSA Education Foundation (AFSAEF) ♦

919 18th St., NW Suite 300
Washington, DC 20006-5517
202-466-8611

Toll free: 1-888-400-7577

✉: info@afsaeef.org

www.afsaeef.org

The AFSAEF mission is to educate all consumers about the benefits of responsible money management so they can make informed financial decisions, understand the credit process, and seek help if credit problems occur. Its MoneySKILL® program educates young adults on personal finance concepts in the areas of income, expenses, assets, liabilities, and risk management to empower them to make sound financial decisions.

American Arbitration Association

1633 Broadway, 10th Floor
New York, NY 10019

Toll free: 1-800-778-7879

www.adr.org

This 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. It provides consumer education materials on request.

American Bar Association

321 N. Clark St.
Chicago, IL 60654-7598
312-988-5000

✉: askaba@abanet.org

www.abanet.org

The Bar Association publishes a directory of state and local alternative dispute resolution programs and provides consumer information on request.

American Cleaning Institute® (ACI) ♦

1331 L St., NW, Suite 650
Washington, DC 20005
202-347-2900

✉: info@cleaninginstitute.org

www.cleaninginstitute.org

The American Cleaning Institute® (formerly the Soap and Detergent Association) has been providing consumers with accurate information about cleaning products since 1926. 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

www.acli.com

This association represents the interests of over 500 insurance companies that provide life insurance, pensions and annuities, long-term care, and disability income insurance.

American Health Care Association

1201 L St., NW
Washington, DC 20005
202-842-4444

www.ahca.org

This federation of affiliated state health organizations advocates for quality care and services for frail, elderly, and disabled Americans.

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)

✉: service@aicpa.org

www.aicpa.org

AICPA ensures that accountancy gains respect as a profession and is practiced by ethical, competent professionals.

American Moving and Storage Association (AMSA)

1611 Duke St.
Alexandria, VA 22314
703-683-7410

Toll free: 1-888-849-2672

✉: info@moving.org

www.moving.org

AMSA is a national trade association offering 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)

Consumer Affairs
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 and travel tips for consumers.

America's Health Insurance Plans (AHIP)

601 Pennsylvania Ave., NW
South Bldg., Suite 500
Washington, DC 20004
202-778-3200
www.ahip.org

AHIP is the national association representing nearly 1,300 member companies providing 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.

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)

PO Box 390106
Minneapolis, MN 55439-0106
952-926-6547
✉: aca@acainternational.org
www.acainternational.org
www.askdoctordebt.org

ACA International is the leading trade association for credit and collection companies. The Education Foundation arm of ACA educates consumers challenged by debt. It works to inform consumer of their rights when contacted by creditors

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
www.credithelp4u.org

AICCCA represents non-profit credit counseling companies. AICCA 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 is dedicated to the efficient removal and reuse of automotive parts, and the safe disposal of inoperable motor vehicles.

Better Hearing Institute (BHI)

1441 I St. NW, Suite 700
Washington, DC 20005
202-449-1100
Toll free: 1-800-327-9355
✉: mail@betterhearing.org

www.betterhearing.org
BHI is a not-for-profit corporation that educates the public about hearing loss and what can be done about it.

Blue Cross and Blue Shield Association

Consumer Affairs
1310 G St., NW
Washington, DC 20005
202-626-4780
www.bluecares.com

BCBSA is a national federation of 39 independent, community-based and locally operated Blue Cross and Blue Shield companies.

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 wireless consumers.

Certified Financial Planner Board of Standards, Inc. (CFP)

1425 K St., NW, Suite 500
Washington, DC 20005
202-379-2200
Toll free: 1-888-487-1497
✉: mail@cfpboard.org

www.cfp.net
Certified Financial Planner Board of Standards is a regulatory organization that fosters professional standards in personal financial planning. 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 its trademarks.

Children's Advertising Review Unit (CARU)

70 W. 36th St., 12th Floor
New York, NY 10018
212-947-5137
Toll free: 1-866-334-6272, ext. 111
✉: caru@caru.bbb.org

www.caru.org
CARU handles consumer complaints about truth and accuracy of advertising directed to children under 12 years of age.

Commission on 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 tools to find services that match your rehabilitation 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, manufacturing, and distribution of consumer electronics.

Credit Union National Association (CUNA)

5710 Mineral Point Rd.
Madison, WI 53705-0431
Toll free: 1-800-356-9655

www.cuna.org

CUNA provides representation, information, and public relations for more than 90% of credit unions through credit union leagues throughout the nation.

Direct Marketing Association (DMA)

Department of Corporate Responsibility
1615 L St., NW, Suite 1100
Washington, DC 20036
202-955-5030

✉: 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, and newspaper and TV ads. DMA's 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) ♦

Office of Dispute Resolution
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 U.S. The organization operates the largest dispute resolution forum in the securities industry for disputes between investors and securities firms.

Financial Planning Association (FPA)

4100 E. Mississippi Ave., Suite 400
Denver, CO 80246-3053
Toll free: 1-800-322-4237

✉: fpa@fpanet.org

www.fpanet.org

The FPA is a leadership and advocacy organization connecting those who provide services with the consumers they serve. This organization is a resource for the public to find educational resources and financial planners to 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

www.makingfoodbetter.com

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)

Consumer Affairs
110 William St.
New York, NY 10038
212-346-5500

✉: info@iii.org

www.iii.org

III is a non-profit, communications organization supported by the property/casualty insurance industry that works to improve public understanding of insurance.

International Association of Movers (IAM)

5904 Richmond Highway
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.

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. It provides management guidance to members and advocates 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 20008-1520
202-783-2242

✉: info@aahsa.org

www.leadingage.org

LeadingAge is committed to advancing the vision of healthy, affordable, ethical aging services for America. The association represents not-for-profit nursing homes, continuing care retirement communities, assisted-living and senior housing facilities, and community service organizations.

Mortgage Bankers Association of America (MBA)

1717 Rhode Island Ave., NW
Suite 400
Washington, DC 20036
202-557-2700

www.mbaa.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)

4230 LBJ Freeway, Suite 414
Dallas, TX 75244

www.mysteryshop.org

The MSPA is the largest professional trade association dedicated to improving service quality using anonymous resources.

National Advertising Review Council (NARC)

National Advertising Division
70 W. 36th St., 13th Floor
New York, NY 10018
Toll free: 1-866-334-6272

www.narcpartners.org

www.nadreview.org

NARC fosters truth and accuracy in national advertising through voluntary self-regulation.

National Association of Attorneys General (NAAG)

2030 M St., NW, 8th Floor
Washington, DC 20036
202-326-6000

www.naag.org

This organization 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

✉: info@nahb.com

www.nahb.org

NAHB's mission is to enhance the climate for housing and the building industry.

National Association of Insurance Commissioners (NAIC)

Executive Headquarters
2301 McGee St., #800
Kansas City, MO 64108
816-842-3600

Toll free: 1-866-470-6242

✉: webpost@naic.org

www.naic.org

www.insureUonline.org

(consumer insurance information) 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 provides practical advice about purchasing personal insurance through its national outreach program.

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, organization of real estate agents, develops standards for effective and ethical real estate business practices.

National Foundation for Credit Counseling (NFCC)

2000 M Street, 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.

National Funeral Directors Association (NFDA)

13625 Bishop's 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

Toll free: 1-800-621-3570

✉: 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, or 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. ASE publishes several consumer publications about auto maintenance and repair.

North American Consumer Protection Investigators (NACPI)

✉: 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 grassroots investor protection, investor education, and efficient capital formation.

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, or 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.toy-tia.org

www.toyinfo.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)

275 Madison Ave., Suite 2014
New York, NY 10016
212-599-6599

✉: information@ustoa.com

www.ustoa.com

USTOA is comprised of companies that conduct business in the U.S. and offer tours and packages throughout the world.