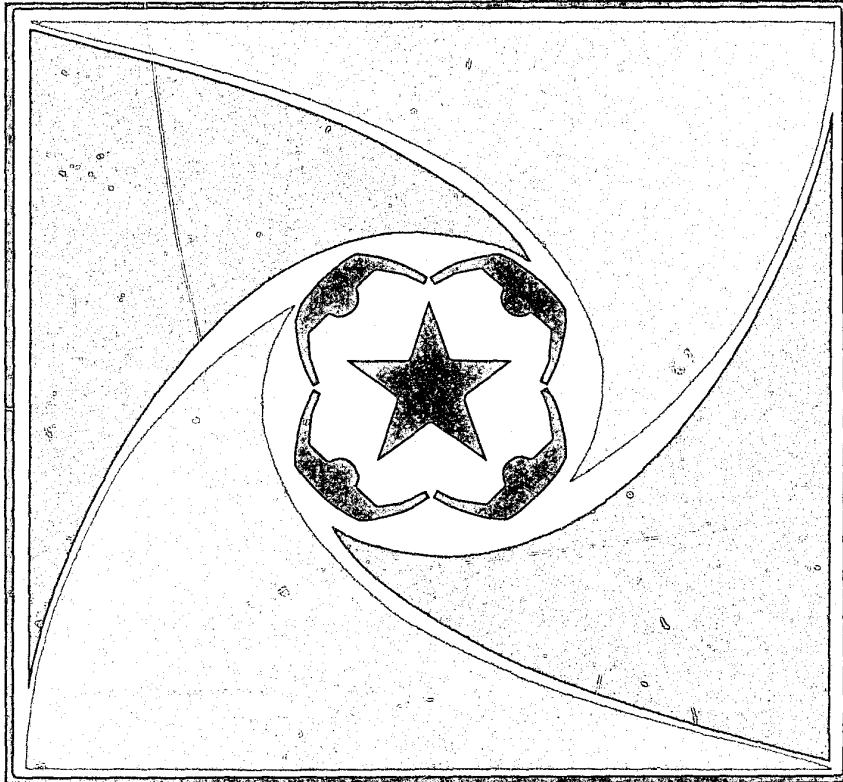


# CONSUMER'S RESOURCE HANDBOOK

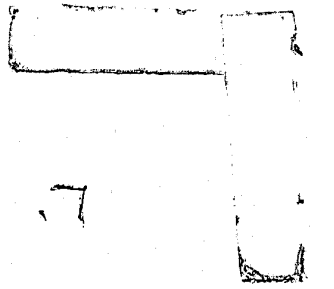
A What-to-do, Where-to-go Manual for Resolving Consumer Problems

**CONSUMERS**  
**EDUCATORS**  
**OVERNMENT**



from the Special Assistant to the President and the  
U.S. Office of Consumer Affairs  
The White House, Washington, D.C.

85737





*Honest transactions in a free market between buyers and sellers are at the core of individual, community, and national economic growth.*

*In the final analysis, an effective and efficient system of commerce depends on an informed and educated public.*

An excerpt from President Reagan's Proclamation of National Consumers Week, April 25—May 1, 1982.

U.S. Department of Justice  
National Institute of Justice

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# Consumer's Resource Handbook

Published by  
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Special Assistant to the President  
and  
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U.S. Office of Consumer Affairs

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September 1982

Additional free single copies of the *Consumer's Resource Handbook* may be obtained by writing to Handbook, Consumer Information Center, Pueblo, Colorado 81009.

THE WHITE HOUSE  
WASHINGTON

Dear Consumer:

Shopping in America can be an exciting and rewarding experience. The wide choices open to us as buyers excite the eye, show how productive we are as a nation, and serve as testimony to the improvements that have taken place in our marketplace.

We expect all our marketplace transactions to meet our expectations—and most of the time they do. However, there are occasions when they do not because of anything from faulty design to poor quality to inadequate packaging to nondelivery. Quite naturally, we want to be spared from as many of these disappointing experiences as possible: they take time, they waste money, and they certainly are inconvenient.

The best consumer strategy is to shop carefully. By shopping wisely we prevent problems from occurring. One preventive measure is to buy from a reputable seller. Sometimes this is relatively simple: we know the local merchant or mechanic; he or she has a good reputation. The same holds true with regional and national dealers. Thus, we know one key to defensive buying—reputation—and we know another—the warranty. We should always remember: the better the warranty (from a reputable dealer), the better the consumer protection.

But when something goes wrong, we should show patience and understanding, even though our tempers may motivate us in another direction. I know from years of experience that calm voices generally solve problems more effectively than loud ones. So, the first thing we should do is go back to the point of purchase and calmly discuss the matter. Generally, this is the only step we have to take. Still, there will be times when this first step does not solve the problem, and we will have to turn to other alternatives. That's what the *Consumer's Resource Handbook* is all about—it shows you private, state, and Federal resources available to solve problems when direct attempts



to the local dealer have failed. All of these organizations have complaint-handling systems and the *Handbook* directs you to sources of help for your individual problem.

In many ways, America's marketplace improves each year. Better public and private complaint systems are part of that improvement. They demonstrate that business and consumers can work together to remedy problems and by continuing to do so we will have an even better marketplace tomorrow.

Sincerely,

A handwritten signature in cursive script that reads "Virginia Knauer".

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

## Table of Contents

	Page
How to Use This Handbook .....	iv
<b>Section I: Complaint Handling Primer</b> .....	<b>1</b>
Sample "Complaint Letter" .....	2
Sources of Help .....	3
<b>Section II: Consumer Assistance Directory</b> .....	<b>7</b>
Listing of Federal Offices and Trade Associations by Topic .....	9
Federal Agencies and their Regional Offices .....	21
Federal Information Centers .....	31
Services for Handicapped Persons .....	33
State and Local Consumer Protection Offices .....	37
State Commissions and Offices on Aging .....	55
State Banking Authorities .....	59
State Insurance Regulators .....	61
State Utility Commissions .....	63
State Weights and Measures Offices .....	65
Better Business Bureaus .....	69
Corporate Consumer Contacts .....	73
Automobile Manufacturers Consumer Contacts .....	85

**Note:** The names, addresses, phone numbers and office descriptions presented in this publication have been thoroughly checked. However, because of new legislation or reorganizations implemented after this printing, it is possible that some information may no longer be current. We regret any inconvenience this may cause.

## How To Use This Handbook

The *Consumer's Resource Handbook* has been designed to guide consumers, and those to whom consumers turn for assistance, to the best non-government and government sources for information or help with consumer problems. By following the procedure below, you should be able to locate the help or information you may need.

- (1) Check the consumer tips on the inside back cover on how to get the most for your money to help make sure you will be satisfied with the products and services you buy.
- (2) If a problem develops with a product or service you buy, read through the "Complaint Handling Primer" beginning on page 1 to familiarize yourself with the many business organizations, services, government offices, corporations, and groups that provide assistance. You should be able to "pinpoint" the most helpful source of assistance with your particular problem.

- (3) If you have a hearing or speech impairment and have access to telecommunications devices (TDD or TTY), use the "Directory of Federal TDD/TTY Numbers" beginning on page 33 to find out which agencies have TDD/TTY facilities.

- (4) Use the "Consumer Assistance Directory" beginning on page 7 to find out where and how to contact the Federal agency, trade association, state or local government office, or company that can help you. Check the "Table of Contents" on the preceding page for a breakdown of listings contained in the "Consumer Assistance Directory."

## Section I

### Complaint Handling Primer

As consumers in the marketplace today, we should be aware of two factors: 1) customers need realistic expectations from the products and services they purchase and 2) businesses usually do their best to satisfy these needs. When these expectations are not met, we recommend the following action be taken:

- Identify the problem and what you believe would be a fair settlement (e.g. getting your money back, having the product repaired, or receiving an exchange). Have documentation available to substantiate your complaint such as a sales receipt, repair order, warranty, or cancelled check.

- Contact the person who sold you the item or performed the service and calmly state the problem and what action you would like taken. If this person is not helpful, ask for the supervisor or manager. Repeat the complaint. Approximately 88 percent of all consumer problems are resolved at this level; chances are yours will be too.

- If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, write a letter to the consumer official of the company. A listing of many of these companies begins on page 73. If you cannot identify a consumer official, direct your letter to the company president.

## Sample "Complaint" Letter

### Need the President's Name and Address of the Firm?

• First check to see if the company has a local office. If it does, call and ask for the name and address of its national president. If there is no local listing, *Standard & Poor's Register of Corporations, Directors and Executives* is a good reference source which lists over 37,000 American business firms. The book can be found in most libraries.

**Need the Consumer Representative's Name and Address? See page 73 for a listing of many corporate consumer contacts.**

### Have the Name of Product But Need to Know the Manufacturer?

• The *Thomas Registry* lists thousands of products and their manufacturers. This book can also be found in many public libraries.

State Your Purchase  
Name Product and Serial or Model Number or Service

Include Date and Location of Purchase: Other Details

State Problem

Give History of the Problem

Ask for Satisfaction

Enclose Copies of All Documents

Ask for Action Within Reasonable Time

Include Your Address, Work and Home Phone Numbers

**Keep Copies of Your Letter and All Related Documents and Information**

Your Address  
Your City, State, Zip Code  
Date

Appropriate Person  
Company Name  
Street Address  
City, State, Zip Code

Dear (Appropriate Name) :

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

Unfortunately, your product (or service) has not performed satisfactorily (or the service was inadequate) because \_\_\_\_\_.

Therefore, to solve the problem, I would appreciate your (here state the specific action you want).

Enclosed are copies (copies—**NOT** originals) of my records (receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents).

I am looking forward to your reply and resolution of my problem, and will wait three weeks before seeking third-party assistance. Contact me at the above address or by phone at (home and office numbers here).

Sincerely,

Your Name

### Your Letter

- Include your name, address and home and work phone numbers.
- Type your letter, if possible. If it is handwritten, make sure it is neat and legible.
- Make it brief and to the point. Include all pertinent facts (i.e., date of transaction, item involved, store) and what you believe would be a fair and just settlement of the problem. Attach

documentation to support your case; be sure to send **COPIES**, not originals.

- Remember, the person reading your letter is not personally responsible for your problem, but may be responsible for resolving it. Therefore, avoid writing a sarcastic, threatening, or angry letter; it may lessen your chances of getting the complaint resolved.

- Keep a copy of the letter for your records.

## Sources of Help

If you are not satisfied with the company's response or never receive a response, you may now wish to contact other sources for help.

### State, County, and City Consumer Offices

#### What They Are and What They Do:

If you are not satisfied with a company's response to your complaint (or if a response is never received), a local consumer office, if there is one in your area, is a good place to go with your inquiry or complaint. Local consumer offices can be particularly helpful since they can be contacted easily by phone or sometimes in person, and are familiar with local businesses and laws. Be sure to have copies of your sales slips, other sales documents, and all correspondence with the retailer and manufacturer when you contact your local agency.

If there is no local consumer office in your area, contact a state consumer office. State consumer offices are set up differently from state to state. Some states have a separate Department of Consumer Affairs while others have a consumer affairs office as a part of the Governor's office or Attorney General's office, or both. These offices will either help you directly or refer you to the proper agency for assistance.

If you have a consumer problem with a business transaction occurring in a state other than where you reside, you should contact the state where you conducted your business, if possible. Many state and local consumer offices have a large selection of information and educational materials available. In addition, many states, counties and cities have a wide variety of other helpful community services, including social, family, youth, handicapped, day care, mental health, elderly, general health, recreation, family planning, alcoholism, nutrition, income maintenance, child support, food stamps and libraries. A listing of state and local consumer and other government offices begins on page 37 of this Handbook.

### Better Business Bureaus

#### What They Are:

Better Business Bureaus (BBBs) are non-profit organizations sponsored by private businesses. There are some 150 BBBs in the U.S. today, sponsored by local and national businesses. See page 69 for a list of these BBBs. BBBs vary from place to place, and offer a variety of services. These include: general information on products or services, reliability reports, background information on local businesses and organizations, and records of companies' complaint handling performances. Depending on the policy of the individual BBB, it may or may not tell you the nature of the complaint registered 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. The BBB does not judge or rate individual products or brands, handle complaints concerning the prices of goods or services or give legal advice.

Approximately 120 of the 151 BBBs offer binding arbitration to those who ask for it. The Council of Better Business Bureaus, the national headquarters of the organization, also offers consumer education programs and reports on charitable organizations. The national Council is located at 1515 Wilson Blvd., Arlington, Virginia, 22201.

#### Federal Assistance

Many Federal agencies have enforcement responsibilities for specific consumer products and services. Agencies with this kind of authority are listed in Section II beginning on page 9.

There are many Federal agencies but not every agency can handle individual complaints. Some will only offer help if a number of persons have the same problem. Many communities now have federal information operators who can tell you whom to call. See page 31 of this book, or your local telephone directory White Pages under United States Government.

Many Federal agencies suggest that for more efficient service you should contact their regional offices. Listings of Federal regional offices begin on page 21.

## Media Programs

### What They Are and What They Do:

More than 100 local newspapers in 48 states, plus Washington, D.C., and 50 radio-TV stations in 28 states, offer "Action" or "Hot Line" services where consumers with problems can get help.

These news media often get successful results for consumers because of their power and influence in communities, and because the possibility of publicity may encourage a merchant or business to take swifter action to resolve consumer problems. Some Action Lines, however, may not be able to handle every complaint received. They sometimes select the most severe problems, or those most representative of a number of complaints.

When your own personal efforts fail to produce the desired results, keep these "Action" resources in mind.

### How To Reach Them:

To find these services, check with your local newspapers, radio and TV stations, or local library. A listing of "Call for Action" services may be obtained by contacting the Call for Action National Center, 575 Lexington Avenue, New York, New York 10022; telephone (212) 355-5965. Also, these services are listed in *Help: The Useful Almanac* (published by Consumer News, Inc.). This publication may be found in most libraries.

## Industry Consumer Programs

Several industry associations can help you with consumer problems relating to their industry. These associations are formed by individual businesses which join together to assist with business problems and promote their industry. They usually offer consumer information and some handle complaints. Trade associations have been established in just about every field of business and consumer interest and number around 40,000 nationwide.

### How To Reach Them:

Industry associations which handle complaints are listed under their topic headings in Section II of this Handbook. Many other trade associations have varying consumer functions. They can be located at your library in a directory entitled *National Trade—Professional Associations of the U.S. and Canada and Labor Unions* or other help directories.

## Consumer Action Panels for Automobiles, Furniture, Major Appliances, and Funeral Directors

### What They Are:

Consumer Action Panels (CAPs) are special offices established by certain industries to help resolve problems between consumers and industry members. If you have problems with a car, furniture, appliance, or a funeral director, you can turn to a CAP for help. But remember, contacting a CAP is not the first step in solving a consumer complaint. A CAP should be contacted only if you have been unsuccessful in getting your complaint settled by the retailer, dealer, or manufacturer.

### What They Do:

After receiving your complaint, a CAP employee will ask the manufacturer to reinvestigate the problem and notify the CAP of actions taken. If the complaint is not resolved at this level, your case will be referred to the action panel, which includes consumers and business representatives. After hearing the facts of your case, the panel will recommend the action a manufacturer or retailer should take.

For more information on dispute resolution services write to the U.S. Office of Consumer Affairs, Washington, D.C. 20201.

### AutoCAPs:

Automobile dealer associations have established 32 AutoCAPs across the United States. There are also some 20 auto dealer associations which handle car complaints although they do not have CAPs or formal or regular panels of decision-makers.

To find out if there is an AutoCAP in your area, contact the National Automobile Dealers Association (NADA), 8400 West Park Drive, McLean, Virginia 22102; phone (703) 821-7144. Or contact your local Chamber of Commerce or Better Business Bureau for the name of the local or

state automobile dealers association which sponsors AutoCAPs. Decisions of an AutoCAP are binding on the dealer, but not on the consumer.

### Furniture CAP:

If you have a furniture complaint, contact the Furniture Industry Consumer Advisory Panel's (FICAP) Director of Consumer Affairs, Box 951, High Point, North Carolina 27261; phone (919) 885-5065. Decisions made by FICAP are not binding on either party.

### Major Appliance CAP:

Complaints involving major appliances should be sent to the Chairman of the Major Appliance Consumer Action Panel (MACAP), 20 N. Wacker Drive, Chicago, Illinois 60606; phone (312) 984-5858. Decisions of MACAP are binding on the manufacturer, but not on the consumer.

### Funeral CAP:

If you have a complaint about a funeral director contact ThanaCAP, 135 West Wells Street, Milwaukee, Wisconsin 53202; phone (414) 276-2500. Decisions made by ThanaCAP are binding on both the funeral director and the consumer.

## Occupational and Professional Licensing Boards

### What They Are:

If you have a problem with professional or occupational services, you may be able to get help from a state licensing or regulatory board. There are an estimated 1,500 state boards which license or register more than 550 professions and occupations, including doctors, nurses, accountants, pharmacists, funeral directors, plumbers, electricians, auto repair facilities, employment agencies, collection agencies, and electronic repair facilities.

### What They Do:

State boards set licensing standards; set rules and regulations; prepare and give examinations; issue, deny or revoke licenses; bring disciplinary actions; and handle consumer complaints.

If you contact a state board for help, it will usually bring your complaint to the attention of its licensee and it will seek a satisfactory resolution to your problem. If necessary, the board will conduct an investigation and take disciplinary action against the licensee in the form of probation, license suspension or revocation.

Many boards will also have consumer education materials to help you in selecting a professional or tradesperson in their field.

### How To Reach Them:

You can find out about a state licensing board by contacting your local consumer office. Some boards might also have regional offices in your area. Check your local phone book under state government offices or under professional listings. You can also ask professionals or tradespersons about the board responsible for their licensing or registration—in fact, you should ask to see a license or registration before you decide to use their services.

## Consumer Credit Counseling Services

### What They Are:

Counseling services provide aid 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 credit counseling.

Another source of help is the Consumer Credit Counseling Services (CCCS), sponsored by the National Foundation for Consumer Credit and financially supported by banks, credit card companies, finance companies and other credit offering organizations.

### What They Do:

The CCCS counseling program provides money management techniques, debt payment plans, and educational programs. In working out a debt repayment program individually tailored to a consumer's agreed upon ability to pay, a counselor takes into consideration the needs of the family and the requirements and needs of the creditor.

Consumer Credit Counseling programs are non-profit and provide service either free or for a nominal charge.

### How To Reach Them:

To find out if your area is covered by a CCCS, check with the National Foundation for Consumer Credit or look in your local telephone directory. National Foundation for Consumer Credit, 8701 Georgia Avenue, Suite 601, Silver Spring, Maryland 20910.

## Private and Voluntary Consumer Groups

Private and voluntary consumer organizations are usually created to advocate various or specific consumer interests. In some communities they will help individual consumers with their complaints. To find out if such a group is in your community, contact your state or local consumer affairs office.

## Legal Resources

### What They Are:

If you have a complaint that you have not been able to resolve, consider going to small claims court. Court procedures generally are simple, inexpensive, quick and informal. Court fees range from about \$2 to \$15, and you often get your filing fee back if you win your case. Generally, you won't need a lawyer. In fact, in some states, lawyers are not permitted. If you do live in a state that allows lawyers and the party you are suing brings one, don't be intimidated. The court is informal and most judges make allowances for consumers who appear without lawyers.

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

### What They Do:

These courts, as the name suggests, are for small claims. The maximum amounts that can be claimed or awarded differ from court to court, from a low of \$300 to a high of \$5,000, with an average maximum of around \$750.

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 may go back to court and ask for the order to be "enforced." Depending on local laws, the court may, for example, order property to be taken by law enforcement officials and sold. The winning party will get the money from the sale up to the amount they are owed. Or, if the person who owes the money receives a salary, the court may order the employer to "garnishee" or deduct some money from each paycheck and give it to the winner of the law suit.

### How To Reach Them:

Check your local phone book under your municipal, county or state government headings for small claims court listings. When you contact the court, ask the court clerk how to use the small claims court. Sit in on a small claims court session before taking a case to court to become familiar with its operation.

## Legal Aid and Legal Services

### What They Are:

Legal Aid and Legal Services offices help people who cannot afford to hire private lawyers, and who meet financial eligibility requirements. There are more than 1,000 of these offices around the country, staffed by lawyers, paralegals (people who have taken courses in legal assistance) and law students. All offer free legal services to those who qualify.

In some cities, both Legal Aid and Legal Services offices are Federally funded. Legal Aid offices may also be financed by state, local, or private funding, or by local bar associations. The Legal Services Corporation in Washington, D.C., is funded by the Federal government, and it, in turn, awards grants to local Legal Services programs around the country. Also, many law schools throughout the nation conduct law clinics, where students assist other lawyers as part of their training.

### What They Do:

These offices offer legal assistance with problems such as landlord-tenant; credit; utilities; and family issues, such as divorce and adoption. They also work on cases involving social security, welfare, unemployment, and workers' compensation.

## Private Lawyers

### How To Reach Them:

If you need help in finding a lawyer, check with the Lawyer Referral Service of the American Bar Association. The Service is listed in local phone books, or you can contact the American Bar Association, 1155 E. 60th Street, Chicago, Illinois 60637.

Since lawyers may now advertise, you may wish to comparison shop through directories or newspapers. If you have a complaint or need further information, contact your local or state bar association listed in your telephone directory.

# Section II

## Consumer Assistance Directory

The "Consumer Assistance Directory" is a comprehensive directory of consumer and information offices—ranging from Better Business Bureaus and corporate consumer offices to state and local government agencies; to the Federal government. Many of the offices listed in this section can help resolve complaints, most of these publish consumer information material. If you have a consumer complaint or need consumer information, look up the subject (for example, appliances) and contact the offices listed under that category. The trade associations, which are in italics, do not have the legal authority to resolve your problem, but through informal channels will try to get the matter

resolved. State and local consumer protection offices are oftentimes your best source for assistance. While their functions and responsibilities vary greatly from state to state, many regulate local industries and enforce consumer laws. Also, some Federal agencies have specific enforcement authority and can help you resolve certain problems. However, while most Federal offices can take action only on behalf of large numbers of consumers and need your individual complaint to build a case file, all Federal agencies want to hear about your consumer problems. They will advise you what actions they are allowed by law to take in your behalf.

# Listing of Federal Offices and Trade Associations by Topic

## Advertising

### Fraudulent and Deceptive Practices

#### National Level

Advertising Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

#### National Advertising Division of the Council of Better Business Bureaus

845 Third Avenue  
New York, New York 10022  
(212) 754-1320

#### State and Local Level

State and local consumer protection offices

See listing on page 37.

### Patent and Trademark Attorneys' Advertising

Office of the Solicitor  
Patent and Trademark Office  
Department of Commerce  
Washington, D.C. 20231  
(703) 557-3525

### Political Advertising on Television and Radio

Fairness/Political Broadcast Branch  
Broadcast Bureau  
Federal Communications Commission  
Washington, D.C. 20554  
(202) 632-7586

### Products or Services Advertised, Billed, or Delivered through the U.S. Mail

Local Postmaster or local Postal Inspector  
(Consult your local telephone directory for listing.)

or  
Chief Postal Inspector  
United States Postal Service  
Washington, D.C. 20260  
(202) 245-5445

## Aging

National Clearinghouse on Aging  
Department of Health and Human Services

Washington, D.C. 20201  
(202) 245-0188

State Aging Office  
See listing on page 55.

## Aid to Families With Dependent Children

State or local Public Welfare or Social Services Office  
(Consult your local telephone directory for listing of these offices.)

## Air Travel (See Travel)

## Alcohol Beverages

Bureau of Alcohol, Tobacco, and Firearms  
Department of the Treasury  
Contact the Regional Office serving your state.

See listing on page 26.

### Public Information Distilled Spirits Council of the United States, Inc.

425 13th Street, N.W., Suite 1300  
Washington, D.C. 20004  
(202) 628-3544

United States Brewers Association  
1750 K Street, N.W.  
Washington, D.C. 20006  
(202) 466-2400

Wine Institute  
165 Post Street  
San Francisco, California 94108  
(415) 986-0878

## Antitrust

Antitrust Division  
Department of Justice  
Contact the Regional Office serving your state.

See listing on page 22.  
Bureau of Competition  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

## Apartments (See Housing)

## Appliances

General Inquiries  
Major Appliance Consumer Action Panel (MACAP)  
20 North Wacker Drive, Room 1500  
Chicago, Illinois 60606  
(312) 984-5858

Energy Efficiency Labeling (See Energy)

## Radiation Emissions (See Environment) Safety

Product Recalls  
Public Inquiries  
Consumer Product Safety Commission  
Washington, D.C. 20207  
(202) 492-6800  
(800) 492-8363 (Maryland)  
(800) 638-8326 (All States except Maryland, Alaska, Hawaii)  
(800) 638-8333 (Alaska, Hawaii, Puerto Rico, Virgin Islands)  
TTY for the Deaf (800) 638-8270 (All States except Maryland)  
(800) 492-8104 (Maryland)

## Automobiles (See Motor Vehicles)

## Banking

General Inquiries  
American Bankers Association  
1120 Connecticut Avenue, N.W.  
Washington, D.C. 20036  
(202) 467-4000

### Electronic Fund Transfer (EFT)

Federal Reserve System  
Contact the Regional Office serving your state.  
See listing on page 28.

Federally Chartered Banks (Banks with the word "National" or initials N.A. in their names) and District of Columbia Banks

Comptroller of the Currency  
Department of the Treasury  
Contact the Regional Office serving your state.  
See listing on page 26.

Credit Unions Federally Chartered (those with the word "Federal" in their names)

National Credit Union Administration  
Contact the Regional Office serving your state.  
See listing on page 29.

Credit Union National Association  
1730 Rhode Island Avenue, N.W.  
Washington, D.C. 20036  
(202) 828-4500

State Chartered  
State Banking Authorities  
See listing on page 59.

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**Savings and Loan Institutions (Federally Insured)**

Federal Home Loan Bank Board  
Contact the Regional Office serving your state.

See listing on page 28.

**State Chartered Banks that are Members of the Federal Reserve System**

Federal Reserve System  
Contact the Regional Office serving your state.

See listing on page 28.

State Banking Authorities.

See listing on page 59.

**State Banks that are NOT Members of the Federal Reserve System, but are Insured by the Federal Deposit Insurance Corporation.**

Federal Deposit Insurance Corporation.  
Contact the Regional Office serving your state.

See listing on page 27.

State Banking Authorities.

See listing on page 59.

Also see *Credit*.

**Boating Safety**

United States Coast Guard  
Department of Transportation

Contact the Regional Office serving your state.

See listing on page 25.

**Burial Benefits for Veterans (See Veterans Benefits)****Bonds (See Stocks/Bonds)****Cars (See Motor Vehicles)****Child Abuse**

National Center on Child Abuse and Neglect

P.O. Box 1182  
Washington, D.C. 20013  
(202) 245-2840

*Parents Anonymous*  
Suite 208  
22330 Hawthorne Boulevard  
Torrance, California 90505  
(800) 352-0386 (California)  
(800) 421-0353 (Elsewhere)

**Child Support**

Office of the Deputy Director  
Office of Child Support Enforcement  
Department of Health and Human Services

6110 Executive Boulevard  
Rockville, Maryland 20852  
(301) 443-4442

**Civil Rights****General Inquiries**

Civil Rights Division  
Department of Justice  
Main Justice Building  
Washington, D.C. 20530  
(202) 633-3847

**Employment**

Office of Executive Director  
Equal Employment Opportunity Commission  
Washington, D.C. 20506  
(202) 634-6814

**Federally Funded Projects**

Compliance Enforcement  
Office for Civil Rights  
Department of Health and Human Services  
Washington, D.C. 20201  
(202) 245-6118

**Housing**

Office of Fair Housing and Equal Opportunity  
Department of Housing and Urban Development

Washington, D.C. 20410  
(202) 426-3500 (District of Columbia)  
(800) 424-8590 (All States)

**Unfair Labor Practices**

Office of Executive Secretary  
National Labor Relations Board  
Washington, D.C. 20570  
(202) 254-9430

**Veterans' Benefits Assistance (See Veterans Benefits)****Clothing/Fabrics****Labeling**

Enforcement  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

*Director of Educational Services*  
*American Apparel Manufacturers Association*

1611 North Kent Street, Suite 800  
Arlington, Virginia 22209  
(703) 524-1864

*Communications Division*  
*American Textile Manufacturers Institute, Inc.*

1101 Connecticut Avenue, N.W. Suite 300  
Washington, D.C. 20036  
(202) 862-0500

*Office of the President*  
*National Association of Hosiery Manufacturers*

516 Charlottetown Office Gallery  
P.O. Box 35098  
Charlotte, North Carolina 28235  
(704) 372-4200

**Clothing Allowance for Service-connected Disabled Veterans (See Veterans Benefits)****Collection Agencies (See Credit)****Communications****General Inquiries**

Consumer Assistance Office  
Federal Communications Commission (FCC)  
Washington, D.C. 20552  
(202) 632-7000

**Broadcasting (Radio, TV)—FCC**

Program and advertising complaints  
(202) 632-3860  
Political broadcasting—equal time  
(202) 632-7086

**Cable Television—FCC**

Registration process  
(202) 632-7076  
Complaints/general information  
(202) 632-9703  
Rulemaking proceedings  
(202) 632-6468

**Citizen and Amateur Radio—FCC**

Status of application—citizens  
(717) 337-1212  
Status of application—amateur  
(717) 337-1212

**Examinations (Amateur and Radio-Telephone Operator Permit)—FCC**

(301) 962-2728 (District of Columbia)  
Other areas: FCC Regional Offices  
See listing on page 27.

**Interference Complaints—FCC**

(301) 962-2728 (District of Columbia)  
Other areas: FCC Regional Offices  
See listing on page 27.

**Common Carrier—FCC**

Telephone and telegraph (Complaints and general information)  
(202) 632-7553  
Interconnect (Personally owned telephones)  
(202) 632-6440

**Rates**

(202) 632-5550  
Policy and Program Planning  
(202) 632-9342

**Press Information—FCC**

(202) 254-7674

**Defective Equipment**

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**Consumer Education/Information**

Office of Consumer and Business Education  
Federal Trade Commission  
Washington, D.C. 20580

Consumer Education Resource Network  
1555 Wilson Boulevard  
Suite 600

Rosslyn, Virginia 22209  
(703) 522-4616 (Virginia)  
(800) 336-0223 (Elsewhere)

Cooperative Extension Service  
(Consult your local telephone directory under your state's land grant university or your county government.)

**Consumer Information Catalog**

(a free catalog listing more than 200 Federal consumer publications)

Consumer Information Catalog  
Consumer Information Center  
Pueblo, Colorado 81009

**Copyrights, Patents, and Trademarks****Copyrights**

Copyright Office  
Library of Congress  
Washington, D.C. 20559  
(202) 287-8700

**Patents**

Patent Inquiries  
Commissioner of Patents and Trademarks  
Washington, D.C. 20231  
(703) 557-3428

**Trademarks**

Trademark Inquiries  
Commissioner of Patents and Trademarks  
Washington, D.C. 20231  
(703) 557-3428

**Cosmetics**

Office of Consumer Affairs (HFE-88)  
Food and Drug Administration  
Department of Health and Human Services

5600 Fishers Lane  
Rockville, Maryland 20857  
(301) 443-3170

Also see listing of Regional Offices on page 21.

**Credit**

Credit Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**Credit Counseling**

*Executive Director*  
*National Foundation for Consumer Credit*

8701 Georgia Avenue, Suite 601  
Silver Spring, Maryland 20910  
Also see Section 1, page 5 for more information

See BANKING for appropriate contact if complaint involves a bank, credit union, or savings and loan institution.

**Garnisheed Wages for Settlement of a Debt (See Labor Practices)****Door-to-Door Sales**

State and Local Consumer Protection Offices

See listing on page 37.

Enforcement  
Federal Trade Commission  
Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

**Executive Director**

*Direct Selling Education Foundation*  
1730 M Street, N.W.  
Washington, D.C. 20036  
(202) 293-5760

**Drugs****General Inquiries**

Office of Consumer Affairs (HFE-88)  
Food and Drug Administration  
Department of Health and Human Services

5600 Fishers Lane  
Rockville, Maryland 20857  
(301) 443-3170

Also see listing of Regional Offices on page 21.

*Communications Division*  
*Pharmaceutical Manufacturers Association*

1155 15th Street, N.W.  
Washington, D.C. 20005  
(202) 463-2065

**Illegal Drug Traffic on the High Seas**

United States Coast Guard  
Department of Transportation  
Contact the Regional Office serving your state.

See listing on page 25.

**Narcotics and Dangerous Drugs**

Drug Enforcement Administration  
Department of Justice  
Contact the Regional Office serving your state.

See listing on page 22.

**Pharmacies**

State Licensing Boards  
Consumer Department  
*National Association of Retail Druggists*  
1750 K Street, N.W.  
Washington, D.C. 20006  
(202) 347-7495

**Education****General Inquiries**

Office of Public Participation and Special Concerns  
Department of Education  
Washington, D.C. 20202  
(202) 447-9043

**Public Affairs**

*National Education Association of the United States*  
1201 16th Street, N.W.  
Washington, D.C. 20036  
(202) 833-4000

**Local School Board**

or

**School Superintendent**

(Consult your local telephone directory for listing)

**Correspondence Courses**

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**National Home Study Council**

1601 18th Street, N.W.  
Washington, D.C. 20009  
(202) 234-5100

**Federal Indian School System**

Bureau of Indian Affairs  
Department of the Interior  
Washington, D.C. 20240  
(202) 343-7445

**Job Training (See Labor Practices)****School Lunch Program Standards (See Food/Nutrition)****Student Aid**

Federal/Student Aid Program  
Box 84  
Washington, D.C. 20044  
(800) 492-6602 (Maryland)  
(800) 638-6700 (Elsewhere)

**Trade and Vocational Schools**

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580

*Office of Public Information*  
*National Association of Trade and Technical Schools*  
2021 K Street, N.W.  
Washington, D.C. 20006  
(202) 296-8892

**VA Education Program** (See Veterans Benefits)

**Employment** (See Labor Practices)

### Energy

#### General Inquiries

Manager  
Department of Energy Technical Information Center  
Post Office Box 62  
Oak Ridge, Tennessee 37830  
(615) 576-1304

#### Alternative Fuels

Conservation and Renewable Energy Inquiry and Referral Service  
(800) 462-4983 (Pennsylvania)  
(800) 523-2929 (Continental U.S.)  
(800) 532-4700 (Alaska and Hawaii)  
State Energy Conservation Offices  
(Consult your local telephone directory for listing.)

#### Efficiency Labeling for Consumer Products

Enforcement  
Federal Trade Commission  
Washington, D.C. 20580  
Conservation and Renewable Energy Inquiry and Referral Service  
P.O. Box 8900

Silver Spring, Maryland 20907

(800) 462-4983 (Maryland)

(800) 523-2919 (Continental U.S.)

**Fuel Economy Standards** (Miles per Gallon) (See Motor Vehicles)

**Fuel Saving Devices and Additives**  
State and Local Consumer Protection Offices

See listing on page 37.

Advertising Practices  
Federal Trade Commission  
Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

**Fuel Saving Device Evaluation**  
Coordinator

Vehicle Emission Laboratory  
Environmental Protection Agency  
2565 Plymouth Road  
Ann Arbor, Michigan 48105  
(313) 668-4200

Office of Consumer Affairs  
Department of Energy  
Washington, D.C. 20585  
(202) 252-5373

### Nuclear Power Plants Licensing, Regulation and Site Inspection

Office of Public Affairs  
Nuclear Regulatory Commission  
Washington, D.C. 20555  
(301) 492-7715

### Ride Sharing (Employer Programs)

Ride Sharing Information Center  
Federal Highway Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-2943 (District of Columbia)  
(800) 424-9184 (Elsewhere)

### Solar Energy

*Solar Energy Institute of North America*  
1110 Sixth Street, N.W.  
Washington, D.C. 20001  
(202) 289-4411

### Tennessee Valley Programs

Citizen Action Office  
Tennessee Valley Authority  
400 Commerce Avenue  
Knoxville, Tennessee 37902  
(615) 632-4402  
(800) 362-9250 (Tennessee)  
(800) 251-9242 (Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, Virginia)

### Environment

Public Inquiries Center (A-107)  
Environmental Protection Agency  
Washington, D.C. 20460  
(202) 755-0707

**Emission Control Standards for Motor Vehicles** (See Motor Vehicles)

### Noise Level Standards

#### Aircraft

Community and Consumer Liaison Division (APA-400)  
Federal Aviation Administration  
Department of Transportation  
Washington, D.C. 20591  
(202) 426-1960

Local Airport Authorities  
(Consult your local telephone directory for listing.)

#### Oil Spills

United States Coast Guard  
Department of Transportation  
Contact the Regional Office serving your state.  
See listing on page 25.

### Financial Responsibility of Carriers for Clean-up

Office of Consumer Affairs  
Federal Maritime Commission  
Washington, D.C. 20573  
(202) 523-5807

### Federal Regulations

Office of the Federal Register  
General Information  
Washington, D.C. 20405  
(202) 523-5240

#### Library

Office of the Federal Register  
National Archives  
Washington, D.C. 20408  
(202) 633-6930

### Food/Nutrition

#### General Inquiries

Office of Consumer Affairs (HFE-88)  
Food and Drug Administration  
Department of Health and Human Services  
5600 Fishers Lane  
Rockville, Maryland 20857  
(301) 443-3170

Also see listing of Regional Offices on page 21.

Office of the Consumer Advisor  
Department of Agriculture  
Administration Building  
Washington, D.C. 20250  
(202) 447-3975

*Consumer Affairs*  
*Food Marketing Institute*  
1750 K Street, N.W.  
Washington, D.C. 20009  
(202) 452-8444

#### Consumer Affairs

*National Food Processors Association*  
1133 20th Street, N.W.  
Washington, D.C. 20036  
(202) 331-5900

**Fish and Fish Products**  
**Voluntary Standards and Inspection**  
Seafood Research, Inspection and Consumer Services

National Marine Fisheries Service  
Department of Commerce  
Washington, D.C. 20235  
(202) 634-7458

#### Food Stamps

Local Public Welfare or Social Services Office  
(Consult your local telephone directory for office serving your area.)

#### Grading

Agricultural Marketing Service  
Department of Agriculture  
Washington, D.C. 20250  
(202) 447-7587

### Labeling, Quality, and Safety (For all foods except meat and poultry products)

Office of Consumer Affairs (HFE-88)  
Food and Drug Administration  
Department of Health and Human Services  
5600 Fishers Lane  
Rockville, Maryland 20857  
(301) 443-3170  
Also see listing of Regional Offices on page 21.

### Meat and Poultry Products

Consumer Inquiries  
Food Safety and Inspection Service  
Department of Agriculture  
Washington, D.C. 20250  
(202) 472-4485

#### Consumer Affairs

*American Meat Institute*  
P.O. Box 3556  
Washington, D.C. 20007  
(202) 841-2400

### School Lunch Program Standards

School Programs Division  
Food and Nutrition Service  
Department of Agriculture  
Washington, D.C. 20250  
(202) 756-3276

Local School Boards or School Superintendent

(Consult your local telephone directory for listing.)

### Franchises/Business Opportunities

Enforcement  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

#### Public Inquiries

*International Franchise Association*  
1025 Connecticut Avenue, N.W.  
Suite 1005  
Washington, D.C. 20036  
(202) 659-0790

### Freight Shipments

(The following agencies deal with interstate shipments. Intrastate shipments are regulated by State Public Utility Commissions, see listing on page 63.)

### Rates, Service, and Claims Handling via Inland Waterways, Rail, Truck, and Service Freight Forwarders

Office of Consumer Protection  
Interstate Commerce Commission  
Washington, D.C. 20423  
(202) 275-0860 (District of Columbia)  
(800) 424-9312 (All States)

### via Ocean, Domestic Off-Shore, and Foreign

Office of Consumer Affairs  
Federal Maritime Commission  
Washington, D.C. 20573  
(202) 523-5807

### Hazardous Cargoes

via Air  
Community and Consumer Liaison Division (APA-400)  
Federal Aviation Administration  
Department of Transportation  
Washington, D.C. 20591  
(202) 426-1960

### via Highway

Office of Public Affairs and Consumer Participation (DCA-1)  
Research and Special Programs Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 472-5717

Federal Highway Administration  
Department of Transportation  
Contact the Regional Office serving your state. All Regional Offices except for the State of Maryland are located in the Capital city. The Maryland Regional Office is in Baltimore. (Consult your local telephone directory for listing of these offices.)

### via Rail

Office of Public Affairs (ROA-30)  
Federal Railroad Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0881

### via Waterways

United States Coast Guard  
Department of Transportation  
Contact the Regional Office serving your state.  
See listing on page 25.

### Funerals

State and Local Consumer Protection Offices  
See listing on page 37.  
Service Industry Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

#### THANACAP

135 West Wells Street  
Milwaukee, Wisconsin 53203  
(414) 276-2500

Continental Association of Funeral and Memorial Societies, Inc.  
1828 L Street, N.W.  
Washington, D.C. 20036  
(202) 293-9788

**Veterans Headstones or Markers** (See Veterans Benefits)

**Furniture** (See Home Furnishings)

### Handicapped

Clearinghouse on the Handicapped  
Department of Education Services  
Washington, D.C. 20202  
(202) 245-0080

National Library Service for the Blind and Physically Handicapped

Library of Congress  
1291 Taylor Street, N.W.  
Washington, D.C. 20542  
(202) 287-5100 (District of Columbia)  
(800) 424-8567 (Elsewhere)

President's Committee on Employment of the Handicapped  
1111 20th Street, N.W.  
Washington, D.C. 20036  
(202) 653-5044

*National Center for a Barrier Free Environment*

1140 Connecticut Avenue, N.W., Suite 1006  
Washington, D.C. 20036  
(202) 466-6896 (District of Columbia)  
(800) 424-2809 (Elsewhere)  
(See also "Services for Handicapped Persons" on page 33.)

### Hatch Act Violations

Office of the Special Counsel  
Merit System Protection Board  
1717 H Street, N.W.  
Washington, D.C. 20419  
(202) 653-7140

### Health Care

#### General Inquiries

National Health Information Clearinghouse  
Department of Health and Human Services

P.O. Box 1133  
Washington, D.C. 20013  
(703) 522-2590 (District of Columbia, Virginia, Alaska, Hawaii)  
(800) 336-4797 (Elsewhere)

### Health Maintenance Organizations (HMOs)

Division of Program Promotion  
Office of Health Maintenance Organizations  
Department of Health and Human Services  
12420 Parklawn Drive  
Rockville, Maryland 20857  
(301) 443-2300

**Hearing Aids**

Office of Consumer Affairs (HFE-88)

Food and Drug Administration

Department of Health and Human

Services

5600 Fishers Lane

Rockville, Maryland 20857

(301) 443-3170

Also see listing of Regional Offices on page 21.

**Marketing Practices**

Federal Trade Commission

Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

**Better Hearing Institute**

1430 K Street, N.W.

Washington, D.C. 20005

(202) 638-7577 (District of Columbia)

(800) 424-8576 (All States)

Also see DRUGS

**Hill-Burton Hospitals**

Under the Hill-Burton Law, many hospitals in the nation must give some free or reduced charges for care to those who qualify because of low income. For more information, call the toll-free number and leave the information which the recording requests.

(800) 638-0742 (All states except Maryland)

(800) 492-0359 (Maryland)

Or, contact the Regional Office serving your state. See listing on page 22.

**Immunizations**

Personal physician or local Health Department

Consult your local telephone directory

Center for Disease Control

Atlanta, Georgia 30333

**Medicaid**

Local Public Welfare or Social Services Offices

(Consult your local telephone directory for listing of the office serving your area.)

**Medical Devices**

Office of Consumer Affairs (HFE-88)

Food and Drug Administration

Department of Health and Human

Services

5600 Fishers Lane

Rockville, Maryland 20857

(301) 443-3170

Also see listing of Regional Offices on page 21.

**Medical Records**

State and Local Consumer Protection Offices.

See listing on page 37.

**Medicare**

Local Social Security Office

(Consult your local telephone directory

for listing of the office serving your area.)

or

Medicare Inquiries

Health Care Financing Administration

Department of Health and Human

Services

6325 Security Boulevard

Baltimore, Maryland 21207

(301) 594-9086

(301) 594-9016 TTY for the deaf

**Medigap**

Bureau of Program Operations

Health Care Financing Administration

Department of Health and Human

Services

Room 500—East High Rise

6325 Security Boulevard

Baltimore, Maryland 21207

(301) 594-9412

**Nursing Homes**

Division of Long-Term Care

Health Care Financing Administration

Department of Health and Human

Services

1849 Gwyn Oak Avenue

Dogwood East Building

Baltimore, Maryland 21207

(301) 594-3642

Long Term Care Ombudsman Program

State Aging Offices

See listing on page 55.

Consumer Services

American Health Care Association

1200 15th Street, N.W.

Washington, D.C. 20005

(202) 833-2050

**Second Surgical Opinion**

Second Surgical Opinion Program

Department of Health and Human

Services

Humphrey Building, Room 313H

Washington, D.C. 20201

(800) 492-6603 (Maryland)

(800) 638-6833 (Elsewhere)

**Veterans** (See Veterans Benefits)

Also see DRUGS, LABOR PRACTICES

**Health Spas**

Marketing Practices

Federal Trade Commission

Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

State and Local Consumer Protection Offices

See listing on page 37.

Association of Physical Fitness Centers

5272 River Road, Suite #500

Washington, D.C. 20016

(301) 656-5060

**Highway Safety** (See Motor Vehicles and Transportation)

**Home Furnishings****Carpets**

Consumer Affairs

Carpet and Rug Institute

1629 K Street, N.W., Suite 700

Washington, D.C. 20006

(202) 223-2578

**Fabrics** (upholstery, draperies)

Communications Division

American Textile Manufacturers

Institute, Inc.

1101 Connecticut Avenue, N.W.,

Suite 300

Washington, D.C. 20036

(202) 862-0500

**Flammability**

Public Inquiries

Consumer Product Safety Commission

Washington, D.C. 20207

(202) 492-6800

(800) 638-8326 (All States except

Maryland, Alaska, Hawaii)

(800) 492-8363 (Maryland)

(800) 638-8333 (Alaska, Hawaii, Puerto

Rico, Virgin Islands)

TTY for the Deaf

(800) 638-8270 (All states except

Maryland)

(800) 492-8104 (Maryland)

**Furniture**

Furniture Industry Consumer Advisory

Panel (FICAP)

Box 951

High Point, North Carolina 27261

Inquiries must be in writing.

**Wall Coverings**

National Decorating Products

Association

9334 Dielman Industrial Drive

St. Louis, Missouri 63132

(314) 991-3470

**Paint**

Consumer Products Division

National Paint and Coatings Association

1500 Rhode Island Avenue, N.W.

Washington, D.C. 20005

(202) 462-6272

**Home Improvements**

State and Local Consumer Protection Offices

See listing on page 37.

Also see Advertising, Appliances,

Product Quality, and Warranties

**Loans**

Property Improvement Inquiries

Office of Title Insurance Loans

Assistant Secretary for Housing and

Urban Development

Washington, D.C. 20410

(202) 755-6680

**Housing****General Inquiries**

HUD Information Center

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 755-6420

**Condominium Conversion**

State and Local Consumer Protection

Offices

See listing on page 37.

**Discrimination**

Office of Fair Housing and Equal

Opportunity

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 426-3500 (District of Columbia)

(800) 424-8590 (Elsewhere)

**FHA Loans**

Federal Housing Administration

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 755-6600

**FmHA Insured Loans**

Farmers Home Administration

Department of Agriculture

Washington, D.C. 20250

(202) 447-4323

**Migrant Housing**

Occupational Safety and Health

Administration

Department of Labor

Contact the Regional Office serving your

state.

See listing on page 24.

**Mobile Homes**

Durability and Safety Standards

Office of Mobile Home Standards

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 755-6920

Marketing Practices

Federal Trade Commission

Washington, D.C. 20580

Also see listing of Regional Offices on

page 29.

Center for Auto Safety

Mobile Home Inquiries

1223 Dupont Circle Building

Washington, D.C. 20036

(202) 659-1126

Office of the President

Manufactured Housing Institute

1745 Jeff Davis Highway

Arlington, Virginia 22202

(703) 979-6620

**Mortgage Lending** (See Banking)**Real Estate Settlement Procedures**

Office of Real Estate Practices

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 755-6524

**Rent Control**

State and Local Consumer Protection

Offices

See listing on page 37.

**Sales and Warranties**

State and Local Consumer Protection

Offices

See listing on page 37.

Marketing Practices

Federal Trade Commission

Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

**Urban Homesteading Programs**

Rehabilitation Management Division

Department of Housing and Urban

Development

Washington, D.C. 20410

(202) 755-5970

**Veterans' Housing** (See Veterans

Benefits)

**Weatherization Assistance**

Consumer Inquiries-Weatherization

Assistance

Office of Conservation and Renewable

Energy

Department of Energy

Washington, D.C. 20585

(202) 252-2207

**Immigration and Naturalization**

Immigration and Naturalization Service

Department of Justice

Contact the Regional Office serving your

state.

See listing on page 23.

**Insurance**

All forms of consumer insurance are

regulated at the state level by State

Insurance Commissioners. The listing

of the office serving your state is on

page 61.

**Agents Selling Fire, Homeowners, and Automobile Policies**

Consumer Relations

National Association of Professional

Insurance Agents

400 N. Washington Street

Alexandria, Virginia 22314

(703) 836-9340

**Federally Funded Hazard Insurance Programs****All Risk Crop Insurance**

Federal Crop Insurance Corporation

Department of Agriculture

South Building

Washington, D.C. 20250

**Product Safety**

Public Inquiries  
Consumer Product Safety Commission  
Washington, D.C. 20207  
(202) 492-6800  
(800) 638-8326 (All states except Maryland)  
(800) 492-8363 (Maryland)  
(800) 638-8333 (Alaska, Hawaii, Puerto Rico, Virgin Islands)  
TTY for the Deaf  
(800) 638-8270 (All states except Maryland)  
(800) 492-8104 (Maryland)

**Labor Practices**

**General Inquiries**  
Coordinator of Consumer Affairs  
Department of Labor  
Room S1032  
Washington, D.C. 20210  
(202) 523-6060

**Employment Job Training**  
Employment and Training Administration  
Department of Labor  
Contact the Regional Office serving your state.  
See listing on page 23.

**Equal Employment**

Office of the Executive Director  
Equal Employment Opportunity Commission  
Washington, D.C. 20506  
(202) 634-6814

**Job Safety and Health**

Hazards Evaluation and Technical Assistance Branch  
National Institute of Occupational Safety and Health  
4676 Columbia Parkway  
Cincinnati, Ohio 45226  
(513) 684-2176  
Occupational Safety and Health Administration  
Department of Labor  
Contact the Regional Office serving your state.  
See listing on page 24.

**Labor Unions**

Labor-Management Services Administration  
Department of Labor  
Contact the Regional Office serving your state.  
See listing on page 24.

**Mine Safety and Health**

Office of Information  
Mine Safety and Health Administration  
Department of Labor  
Ballston Towers #3  
Arlington, Virginia 22203  
(703) 235-1452

**Unfair Labor Practices**

Office of the Executive Secretary  
National Labor Relations Board  
Room 701  
1717 Pennsylvania Avenue, N.W.  
Washington, D.C. 20570  
(202) 254-9430

**Wages**

**Garnishment, Minimum, Overtime Pay**  
Employment Standards Administration  
Department of Labor  
Contact the Regional Office serving your state.  
See listing on page 24.

**Land Sales** (Sold through Interstate Commerce or the Mails)

Office of Interstate Land Sales  
Department of Housing and Urban Development  
Washington, D.C. 20410  
(202) 755-6716

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**Magazines**

*Publishers Clearinghouse*  
382 Channel Drive  
Port Washington, New York 11050  
(516) 883-5432 (New York)  
(800) 645-9242 (All states, except New York)

**Mail**

**International Mail, Duty Assessment**  
Duty Assessment Division  
U.S. Customs Service  
Department of Treasury  
Washington, D.C. 20229  
(202) 566-8121

**Rate Setting**

Office of Information  
Postal Rate Commission  
Washington, D.C. 20268  
(202) 254-5614

**Service and Products**

Local Postmaster  
(Consult your local telephone directory for listing.)  
or  
Consumer Advocate  
U.S. Postal Service  
Washington, D.C. 20260  
(202) 245-4514

**Note:** For the consumer's convenience, every Post Office and all mail carriers have postage-free Consumer Service Cards available for reporting mail problems and submitting comments and suggestions.

**Mail Orders**

**Mailing Lists**  
**Adding Your Name to a Mailing List**  
*Mail Preference Service*  
*Add-on Program*  
6 East 43rd Street  
New York, New York 10017  
(212) 689-4977

**Removing Your Name from a Mailing List**  
*Mail Preference Service*  
*Name-Removal Program*  
6 East 43rd Street  
New York, New York 10017  
(212) 689-4977

**Merchandise Ordered through the Mails Unordered Merchandise and Late Delivery**

Enforcement  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.  
Local Postmaster or Local Postal Inspector  
State and local consumer protection offices

or  
Chief Postal Inspector  
United States Postal Service  
Washington, D.C. 20260  
(202) 245-5445  
*Mail Order Action Line*  
6 East 43rd Street  
New York, New York 10017  
(212) 689-4977

**Marketing Abuses** (See Unfair Merchandising Techniques)**Mass Transit Systems** (See Travel)**Medicare/Medicaid** (See Health Care)**Mobile Homes** (See Housing)**Money-Back Guarantees** (See Warranties)**Mortgage Lending** (See Banking)**Motor Vehicles/Transportation**

**General Inquiries**  
Government Affairs  
Consumer Affairs Officer  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-4518

*Center for Auto Safety*  
1223 Dupont Circle Building  
Washington, D.C. 20036  
(202) 659-1126

**Advertising** (See Advertising)**Automobiles and Adaptive Equipment for Veterans** (See Veterans Benefits)

**Disclosure of New Car Information**  
(Information sticker displayed on window)  
Consumer Affairs Section  
Antitrust Division  
Department of Justice  
Washington, D.C. 20530  
(202) 724-6786

**Emission Control Standards**  
Office of Mobile Source Air Pollution Control (ANR-445)  
Environmental Protection Agency  
Washington, D.C. 20460  
(202) 755-0596

**Fuel Economy Automobiles and Light Duty Trucks Standards**

Office of Automotive Fuel Economy (NRM-20)  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0840

**Testing and Labeling**

Vehicle Emission Laboratory  
Environmental Protection Agency  
2565 Plymouth Road  
Ann Arbor, Michigan 48105  
(313) 668-4200

**Gas Mileage Guide**

You can pick a copy up at any new car or light duty truck dealer, or write to:  
Technical Information Center  
Department of Energy  
P.O. Box 62  
Oak Ridge, Tennessee 37830

**Fuel Saving Devices and Additives** (See Energy)**New Cars**

**Defects, Sales, Warranties**  
State and Local Consumer Protection Offices  
See listing on page 37.  
Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

*National AUTOCAP Director*  
*Automotive Consumer Action Program (AUTOCAP)*  
8400 Westpark Drive  
McLean, Virginia 22102  
(703) 821-7144  
*Project Autoline*  
Sponsored by Local Better Business Bureaus  
(Consult your local telephone directory for listing.)

**Odometer Tampering**

Consumer Affairs Section  
Antitrust Division  
Department of Justice  
Washington, D.C. 20530  
(202) 724-6786  
Auto Safety Hotline  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0123 (District of Columbia)  
(800) 424-9393 (All states)  
State and Local Consumer Protection Offices  
See listing on page 37.

**Recalls Related to Safety Problems**

Auto Safety Hotline  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0123 (District of Columbia)  
(800) 424-9393 (All states)

**Repairs and Repair Facilities**

State and Local Consumer Protection Offices  
See listing on page 37.  
*AAA Approved Auto Repair Service*  
Sponsored by Local American Automobile Association offices  
(Consult your local telephone directory for listing.)

**Rust Problems**

Marketing Problems  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing for Regional Offices on page 29.

**Safety Standards for Domestic and Foreign Vehicles Sold in the United States**

Office of Public Affairs and Consumer Participation (NOA-42)  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0670

**Tires**

Auto Safety Hotline  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0123 (District of Columbia)  
(800) 424-9393 (All states)  
*Consumer Inquiries*  
*National Tire Dealers and Retreaders Association, Inc.*  
1343 L Street, N.W.  
Washington, D.C. 20005  
(202) 638-6650

**Used Cars**

**Defects, Sales, Warranties**  
State and Local Consumer Protection Offices  
See listing on page 37.  
Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing for Regional Offices on page 29.  
Also see Product Reliability, Recreational Vehicles and Unfair Merchandising Techniques

**Moving**

**Household Goods** (Interstate)  
Office of Consumer Protection  
Interstate Commerce Commission  
Washington, D.C. 20423  
(202) 275-0860 (District of Columbia)  
800-424-9312  
*Consumer Assistance Office*  
*American Movers Conference*  
P.O. Box 9204  
Arlington, Virginia 22209  
(703) 524-5440

**Mutual Funds** (See Stocks/Bonds)**National Measurement Standards**

(See Weights and Measures)

**Passports** (See Travel)**Pension Plans**

Pension Benefit Guaranty Corporation  
Suite 700  
2020 K Street, N.W.  
Washington, D.C. 20006  
(202) 254-4317  
Labor-Management Services Administration  
Department of Labor  
Contact the Regional Office serving your state. See listing on page 24.  
*Railroad Retirement Board*  
844 N. Rush Street  
Chicago, Illinois 60611  
(312) 751-4650  
Also see Social Security Benefits and Veterans Benefits

**Pets/Animals**

**Humane Treatment and Interstate Shipments**  
Animal Care Staff  
Veterinary Services, APHIS  
Department of Agriculture  
Federal Building, Room 770  
6505 Belcrest Road  
Hyattsville, Maryland 20782  
(301) 436-7833

*Local Humane Societies*  
(Consult your local telephone directory for listing.)

*Public Relations*  
Humane Society of the United States  
2100 L Street, N.W.  
Washington, D.C. 20037  
(202) 452-1100

**Prohibited Importation**  
Division of Law Enforcement  
United States Fish and Wildlife  
Department of the Interior  
P.O. Box 28006  
Washington, D.C. 20005  
(202) 343-9242

**Quarantine**  
Quarantine Division  
Center for Prevention Services  
Center for Disease Control  
Atlanta, Georgia 30333  
(404) 329-2574  
State Agriculture Departments (Consult your local telephone directory for listing.)

**Product Quality**  
Office of Consumer Affairs  
Department of Commerce  
Washington, D.C. 20230  
(202) 377-5001

**Product Safety**  
Public Inquiries  
Consumer Product Safety Commission  
Washington, D.C. 20207  
(202) 492-6800  
(800)-638-8326 (All States except Maryland, Alaska, Hawaii)  
(800)-492-8363 (Maryland)  
(800)-638-8333 (Alaska, Hawaii, Puerto Rico, Virgin Islands)  
TTY for the Deaf  
(800)-638-8270 (All States except Maryland)  
(800)-492-8104 (Maryland)

Also see Boating Safety, Cosmetics, Drugs, Food/Nutrition, Mobile Homes, Motor Vehicles, and Toys

Public Transportation (See Travel)

**Pyramid Schemes**  
Office of Consumer Affairs and Information Services  
Securities and Exchange Commission  
500 N. Capitol Street, N.W.  
Washington, D.C. 20549  
Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**Radio Bands** (See Communications)

**Railroads** (See Freight Shipments and Travel)

**Recreational Vehicles**

**Safety**  
Public Inquiries  
Consumer Product Safety Commission  
Washington D.C. 20207  
(202) 492-6800  
(800)-638-8326 (All States except Maryland, Alaska, Hawaii)  
(800)-492-8363 (Maryland)  
(800)-638-8333 (Alaska, Hawaii, Puerto Rico, Virgin Islands)  
TTY for the Deaf  
(800)-638-8270 (All States except Maryland)  
(800)-492-8104 (Maryland)

*On-Road Motor Vehicles*  
Auto Safety Hotline  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0123 (District of Columbia)  
(800)-424-9393 (All States)

**Warranties** (See Warranties/Money-Back Guarantees)

**Rehabilitation (See Labor Practices and Veterans Benefits)**

**Rent Control** (See Housing)

**Small Claims Courts**  
See page 6 for information on these Courts.

**Social Security Benefits**

**Retirement, Survivors, and Disability Benefits Supplemental Security Income Programs (SSI) for the Aged, Blind and Disabled**

Local Social Security Office  
(Consult your local telephone directory for listing of this office; contact can be made in person or by phone.)

Also see Aid to Families With Dependent Children, and Health Care

**Small Business Assistance**  
Office of Consumer Affairs  
Small Business Administration  
Washington, D.C. 20416  
(202) 653-6519  
SBA Publications  
(202) 653-6365 (District of Columbia)  
(800) 792-8901 (Texas)  
(800) 433-7212 (Elsewhere)

**Stocks/Bonds**

Office of Consumer Affairs and Information Services  
Securities and Exchange Commission  
Washington, D.C. 20549  
(202) 523-3952

*Consumer Inquiries*  
National Association of Securities Dealers, Inc.  
1735 K Street, N.W.  
Washington, D.C. 20006  
(202) 833-7290

*Investor Broker Liaison*  
New York Stock Exchange  
55 Water Street  
New York, New York 10041  
(212) 623-6948

**Futures Trading Exchanges**  
Office of the Executive Director  
Complaint Section  
Commodity Futures Trading Commission  
Washington, D.C. 20581  
(202) 254-3067

*Consumer Affairs*  
Futures Industry Association, Inc.  
1919 Pennsylvania Avenue, N.W.  
Washington, D.C. 20006  
(202) 466-5460

**Mutual Funds**  
Office of Consumer Affairs and Information Services  
Securities and Exchange Commission  
500 N. Capitol Street, N.W.  
Washington, D.C. 20549  
(202) 523-3952  
*Public Inquiries*  
Investment Company Institute  
1775 K Street, N.W.  
Washington, D.C. 20006  
(202) 293-7700

**Taxes**

**Federal**  
Internal Revenue Service  
(Consult your local telephone directory for office serving your area.)

**Television** (See Communications)

**Tires** (See Motor Vehicles)

**Toys**

**General Inquiries**  
*Public Inquiries*  
Toy Manufacturers of America, Inc.  
200 Fifth Avenue  
New York, New York 10010  
(212) 675-1141

**Safety**

Public Inquiries  
Consumer Product Safety Commission  
Washington, D.C. 20207  
(202) 492-6800  
(800) 638-8026 (All States except Maryland, Alaska, Hawaii)  
(800) 492-8363 (Maryland)  
(800) 638-8333 (Alaska, Hawaii, Puerto Rico, Virgin Islands)  
TTY for the Deaf  
(800) 638-8270 (All States except Maryland)  
(800) 492-8104 (Maryland)

**Travel**

**General Inquiries**  
Governmental Affairs  
Consumer Affairs Officer  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-4518

**Air**

**Fares and Routes**  
Office of Congressional, Community and Consumer Affairs  
Civil Aeronautics Board  
Washington, D.C. 20428  
(202) 673-6047

**Note:** The Airlines Deregulation Act of 1978 terminated the Civil Aeronautics Board's (CAB) authority over routes at the end of 1981 and terminates authority over fares in January 1983. However, the CAB may possibly be abolished as early as October 1982. Consumer protection jurisdiction may be transferred to the Federal Trade Commission and the Department of Transportation.

*Consumer Affairs*  
Airline Passengers Association  
P.O. Box 220074  
Dallas, Texas 75222  
(214) 438-8100

**Safety**

Community and Consumer Liaison Division (APA-400)  
Federal Aviation Administration  
Department of Transportation  
Washington, D.C. 20591  
(202) 426-1960

**Buses**

**Baggage, Rates and Service**  
Office of Consumer Protection  
Interstate Commerce Commission  
Washington, D.C. 20423  
(202) 275-0860 (District of Columbia)  
(800) 424-9312 (All States)

**Safety**

Federal Highway Administration  
Department of Transportation  
Contact the Regional Office serving your state. All Regional Offices except for the State of Maryland are located in the State Capital. The Maryland Regional Office is in Baltimore.  
(Consult your local telephone directory for listing of these offices.)

**Cruises**

**Financial Responsibility of Carriers for Cancelled Voyages, Shipboard Deaths or Injuries**  
Office of Consumer Affairs  
Federal Maritime Commission  
Washington, D.C. 20573  
(202) 523-5807

**Highways**

**Design and Construction Standards**  
Federal Highway Administration  
Department of Transportation  
Contact the Regional Office serving your state. All Regional Offices except for the State of Maryland are located in the Capital city. The Maryland Regional Office is in Baltimore.  
(Consult your local telephone directory for listing of these offices.)

**Mass Transit Systems** (Public transportation)  
Local Transportation Authorities  
(Consult your local telephone directory for listing.)

Office of Public Affairs (UPA-1)  
Urban Mass Transportation Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-4043

*Communication Services*  
American Public Transit Association  
1225 Connecticut Avenue, N.W.  
Washington, D.C. 20036  
(202) 828-2847

**Passports**

Citizens Counselor Services  
Department of State  
Room 4811  
Washington, D.C. 20520  
(202) 632-3444 (For non-emergencies)  
(202) 632-5225 (For emergencies)

**Railways**

**AMTRAK**  
Customer Relations  
AMTRAK  
P.O. Box 2709  
Washington, D.C. 20013  
(202) 383-2121

**Safety**

Office of Public Affairs (ROA-30)  
Federal Railroad Administration  
Department of Transportation  
Washington, D.C. 20590  
(202) 426-0881

**Service**

Office of Consumer Protection  
Interstate Commerce Commission  
Washington, D.C. 20423  
(202) 275-0860 (District of Columbia)  
(800)-424-9312 (All states)

**Vacation Package Tours**

Federal Trade Commission  
Contact the Regional Office serving your state.  
See listing on page 29.

State and Local Consumer Protection Offices  
See listing on page 37.  
Also see Boating Safety and Motor Vehicles

**Trucks** (See Freight Shipments and Motor Vehicles)

**Unfair Merchandising Techniques**

**National Level**  
Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

Office of Consumer Affairs  
Department of Commerce  
Washington, D.C. 20230  
(202) 377-5001

**State and Local Level**  
State and Local Consumer Protection Offices  
See listing on page 37.

**Utilities**

State Public Utilities Commissions  
See listing on page 63.

**Vacation Resort Time Sharing**

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580  
Also see listing of Regional Offices on page 29.

**Veterans Benefits**

**Automobiles and Adaptive Equipment for Certain Disabled Veterans and Members of the Armed Forces**  
**Clothing Allowance for Service-Connected Disabled Veterans**

**Compensation**

Service-Connected Disability, Dependency and Indemnity Compensation for Service-Connected Death

**Education Programs**

Educational Assistance for Veterans, Dependents, and Post-Vietnam Era Veterans

**Housing**

Specially Adapted Housing for Disabled Veterans  
Guaranteed and Insured Loans (Homes, Condominiums, Mobile Homes)

**Life Insurance**

**Pensions**

Non-Service Connected Disability for Veterans, Surviving Spouses, Children

**Vocational Rehabilitation for Disabled Veterans**

VA Regional Office  
(Consult your local telephone directory for office serving your area.)

or

Veterans Assistance Service (27)  
Veterans Administration  
Washington, D.C. 20420  
(202) 389-2567

**Burial Benefits**

Allowances and Flags, Burial in a National Cemetery

Department of Memorial Affairs (41)  
Veterans Administration  
Washington, D.C. 20420  
(202) 275-1459

Headstone or Marker (Government furnished)

Department of Memorial Affairs (42)  
Veterans Administration  
Washington, D.C. 20420  
(202) 275-1493

**Medical Care**

Domiciliary Services, Hospitalization, Nursing Care, Outpatient Care

For information about VA medical care, contact any VA facility (consult your local telephone directly for care facility serving your area) or contact:

The Inquiries Unit (101B3)  
Veterans Administration  
Washington, D.C. 20420  
(202) 389-3314

Any complaints, comments, or suggestions should be directed to the Director of the nearest VA Office, VA Hospital, VA National Cemetery, or contact:

Consumer Affairs Staff  
Veterans Administration  
Washington, D.C. 20420  
(202) 389-2843

**Warranties/Money Back Guarantees**

State and Local Consumer Protection Offices

See listing on page 37.

Marketing Practices  
Federal Trade Commission  
Washington, D.C. 20580

Also see listing of Regional Offices on page 29.

**Weights/Measures**

State Weights and Measures Offices  
See listing on page 65.

**National Standards**

Public Information Division  
National Bureau of Standards  
Department of Commerce  
Washington, D.C. 20234  
(301) 921-3181

**Workers' Compensation (See Insurance)**

# Federal Agencies and Their Regional Offices

## Department of Health and Human Services

### Food and Drug Administration

**Region I**

Food and Drug Administration  
585 Commercial Street  
Boston, Massachusetts 02109  
(617) 223-5857

**Region II**

Food and Drug Administration  
850 Third Avenue  
Brooklyn, New York 11232  
(212) 965-5754

Food and Drug Administration  
599 Delaware Avenue  
Buffalo, New York 14202  
(716) 846-4461

Food and Drug Administration  
20 Evergreen Place  
East Orange, New Jersey 07018  
(201) 645-6356

Food and Drug Administration  
P.O. Box 54427, Old San Juan Station  
San Juan, Puerto Rico 00905  
(809) 723-4465

**Region III**

Food and Drug Administration  
Room 900 U.S. Customhouse  
2nd and Chestnut Streets  
Philadelphia, Pennsylvania 19106  
(215) 597-0837

Food and Drug Administration  
Pittsburgh Resident Inspection Post  
7 Parkway Center, Suite 645  
Pittsburgh, Pennsylvania 15220  
(412) 644-2858

Food and Drug Administration  
900 Madison Avenue  
Baltimore, Maryland 21201  
(301) 962-3593

Food and Drug Administration  
Falls Church Resident Inspection Post  
701 W. Broad Street, Room 309  
Falls Church, Virginia 22046  
(703) 285-2578

**Region IV**

Food and Drug Administration  
1182 W. Peachtree Street, N.W.  
Atlanta, Georgia 30309  
(404) 881-7355

Food and Drug Administration  
P.O. Box 118  
Orlando, Florida 32802  
(305) 855-0900

Food and Drug Administration  
297 Plus Park Boulevard  
Nashville, Tennessee 37217  
(615) 251-7127

**Region V**

Food and Drug Administration  
433 West Van Buren Street  
1222 Main Post Office Building  
Chicago, Illinois 60607  
(312) 353-7840

Food and Drug Administration  
1141 Central Parkway  
Cincinnati, Ohio 45202  
(513) 684-3501

Food and Drug Administration  
U.S. Courthouse Building  
85 Marconi Boulevard, Room 231  
Columbus, Ohio 43215  
(614) 469-7353

Food and Drug Administration  
Cleveland Resident Inspection Post  
601 Rockwell Avenue, Room 453  
Cleveland, Ohio 44114  
(216) 522-4844

Food and Drug Administration  
1560 East Jefferson Avenue  
Detroit, Michigan 48207  
(313) 226-6260

Food and Drug Administration  
Indianapolis Resident Inspection Post  
575 North Pennsylvania, Room 693  
Indianapolis, Indiana 46204  
(319) 269-6500

Food and Drug Administration  
240 Hennepin Avenue  
Minneapolis, Minnesota 55401  
(612) 725-2121

Food and Drug Administration  
Milwaukee Resident Inspection Post  
615 E. Michigan Street  
Milwaukee, Wisconsin 53202  
(414) 291-3904

**Region VI**

Food and Drug Administration  
500 South Ervay  
Suite 470-B  
Dallas, Texas 75201  
(214) 767-5433

Food and Drug Administration  
4298 Elysian Fields Avenue  
New Orleans, Louisiana 70122  
(504) 589-6344

Food and Drug Administration  
Houston Station  
1440 N. Loop Suite 250  
Houston, Texas 77009  
(713) 226-5581

Food and Drug Administration  
San Antonio Resident Inspection Post  
419 S. Main, Room 301  
San Antonio, Texas 78204  
(512) 229-6737

**Region VII**

Food and Drug Administration  
1009 Cherry Street  
Kansas City, Missouri 64106  
(816) 374-5623

Food and Drug Administration  
St. Louis Station  
Laclede's Landing  
80B North Collins Street  
St. Louis, Missouri 63102  
(314) 425-4137

Food and Drug Administration  
Omaha Resident Inspection Post  
1619 Howard Street  
Omaha, Nebraska 68102  
(402) 221-4676

**Region VIII**

Food and Drug Administration  
500 U.S. Customhouse  
19th and California Streets  
Denver, Colorado 80202  
(303) 837-4915

**Region IX**

Food and Drug Administration  
50 United Nations Plaza, Room 518  
San Francisco, California 94102  
(415) 556-2682

Food and Drug Administration  
1521 W. Pico Boulevard  
Los Angeles, California 90015  
(213) 688-3771

**Region X**

Food and Drug Administration  
909 First Avenue  
Federal Office Building, Room 5003  
Seattle, Washington, 98174  
(206) 442-5310

**Washington Office**  
 Consumer Affairs and Small Business Staff (HFO-22)  
 Food and Drug Administration  
 Department of Health and Human Services  
 5600 Fishers Lane, Room 13-82  
 Rockville, Maryland 20857  
 (301) 443-4166

**Public Health Services (Hill-Burton Hospitals)**

**Region I**  
 JFK Federal Building  
 Boston, Massachusetts 02203  
 (617) 223-6680  
 Connecticut New Hampshire  
 Maine Rhode Island  
 Massachusetts Vermont

**Region II**  
 Federal Building  
 26 Federal Plaza  
 New York, New York 10007  
 (212) 264-2560  
 New Jersey Puerto Rico  
 New York Virgin Islands

**Region III**  
 3535 Market Street  
 Philadelphia, Pennsylvania 19101  
 (215) 596-6704  
 Delaware Pennsylvania  
 District of Columbia Virginia  
 Maryland West Virginia

**Region IV**  
 101 Marietta Towers, 11th Floor  
 Atlanta, Georgia 30323  
 (404) 242-2109  
 Alabama Mississippi  
 Florida North Carolina  
 Georgia South Carolina  
 Kentucky Tennessee

**Region V**  
 300 South Wacker Drive  
 Chicago, Illinois 60606  
 (312) 353-5232  
 Illinois Minnesota  
 Indiana Ohio  
 Michigan Wisconsin

**Region VI**  
 1200 Main Tower Building, Room 1100  
 Dallas, Texas 75202  
 (214) 729-3910  
 Arkansas Oklahoma  
 Louisiana Texas  
 New Mexico

**Region VII**  
 601 East 12th Street  
 Kansas City, Missouri 64106  
 Iowa Missouri  
 Kansas Nebraska

**Region VIII**  
 1961 Stout Street  
 Denver, Colorado 80294  
 (303) 837-4461  
 Colorado South Dakota  
 Montana Utah  
 North Dakota Wyoming

**Region IX**  
 Federal Office Building  
 50 United Nations Plaza  
 San Francisco, California 94102  
 Arizona Guam  
 California Trust Territory of  
 Hawaii Pacific Islands  
 Nevada American Samoa

**Region X**  
 Arcade Plaza (MF829)  
 1321 Second Avenue  
 Seattle, Washington 98101  
 (206) 399-0215  
 Alaska Oregon  
 Idaho Washington

**Washington Office**  
 Hill-Burton Inquiries  
 Health Resources Administration  
 Bureau of Health Facilities  
 Department of Health and Human Services  
 3700 East-West Highway  
 Hyattsville, Maryland 20782  
 (800) 492-0359 (Maryland)  
 (800) 638-0742 (Elsewhere)

**Department of Justice Antitrust Field Offices**

**Atlanta**  
 1776 Peachtree Street, N. W.  
 Atlanta, Georgia 30309  
 (404) 881-3828  
 Alabama North Carolina  
 Florida South Carolina  
 Georgia Tennessee  
 Mississippi

**Chicago**  
 219 South Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-7530  
 Colorado Minnesota  
 Illinois Missouri  
 Indiana Nebraska  
 Iowa North Dakota  
 Kansas South Dakota  
 W. District of Wisconsin  
 Michigan

**Cleveland**  
 Celebrezze Federal Building  
 Cleveland, Ohio 44199  
 (216) 522-4070  
 Kentucky Ohio  
 Eastern District West Virginia  
 of Michigan

**Dallas**  
 Earl Cabell Building  
 1100 Commerce Street  
 Room 8C6  
 Dallas, Texas 75242  
 (214) 767-8051  
 Texas Louisiana  
 Oklahoma Arkansas

**Los Angeles**  
 Room 1443  
 1100 U.S. Courthouse  
 Los Angeles, California 90012  
 (213) 688-6579  
 Southern and Central Districts of California  
 Arizona  
 New Mexico

**New York**  
 26 Federal Plaza  
 New York, New York 10278  
 (212) 264-0390  
 Connecticut Northern New Jersey  
 Maine New York  
 Massachusetts Rhode Island  
 New Hampshire Vermont

**Philadelphia**  
 U.S. Courthouse  
 601 Market Street  
 Philadelphia, Pennsylvania 19106  
 (215) 597-7405  
 Delaware Pennsylvania  
 Maryland Virginia  
 Southern New Jersey

**San Francisco**  
 Box 36046  
 450 Golden Gate Avenue  
 San Francisco, California 94102  
 (415) 556-6300  
 Alaska Nevada  
 Arizona New Mexico  
 California Oregon  
 Hawaii Utah  
 Idaho Washington  
 Montana Wyoming

**Washington Office**  
 Consumer Affairs Section  
 Antitrust Division  
 Department of Justice  
 Washington, D.C. 20530  
 (202) 724-6786

**Drug Enforcement Administration**

**Northeastern Regional Office**  
 555 West 57th Street  
 New York, New York 10019  
 (212) 399-5151  
 Canada New Hampshire  
 Connecticut New Jersey  
 Delaware Pennsylvania  
 Maine Rhode Island  
 Massachusetts Vermont

**Southeastern Regional Office**  
 8400 N.W. 63rd Street  
 Miami, Florida 33166  
 (305) 591-4870  
 Alabama North Carolina  
 Arkansas Puerto Rico  
 Florida South Carolina  
 Georgia Tennessee  
 Louisiana Virginia  
 Maryland Washington, D.C.  
 Mississippi

**North Central Regional Office**  
 1800 Dirksen Federal Building  
 219 South Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-7875  
 Indiana Nebraska  
 Iowa North Dakota  
 Kansas Ohio  
 Kentucky South Dakota  
 Michigan West Virginia  
 Minnesota Wisconsin  
 Missouri

**South Central Regional Office**  
 1880 Regal Row  
 Dallas, Texas 75235  
 (214) 767-7203  
 Arizona Oklahoma  
 Colorado Utah  
 New Mexico Wyoming

**Western Regional Office**  
 Suite 800  
 350 South Figueroa Street  
 Los Angeles, California 90071  
 (213) 688-2650  
 Alaska Idaho  
 California Montana  
 Canada Nevada  
 Guam Oregon  
 Hawaii Washington

**Washington Office**  
 Office of Diversion Control  
 Drug Enforcement Administration  
 Department of Justice  
 Washington, D.C. 20537  
 (202) 633-1000

**Immigration and Naturalization Service**

**Eastern**  
 Federal Building  
 Elmwood Avenue  
 Burlington, Vermont 05401  
 (802) 951-6223  
 Connecticut New York  
 Delaware Pennsylvania  
 Maine Rhode Island  
 Maryland Vermont  
 Massachusetts Virginia  
 New Hampshire West Virginia  
 New Jersey Puerto Rico

**Northern**  
 Federal Building  
 Fort Snelling  
 Twin Cities  
 Minnesota 55111  
 (612) 725-4451  
 Alaska Montana  
 Colorado Nebraska  
 Idaho North Dakota  
 Illinois Ohio  
 Indiana Oregon  
 Iowa South Dakota  
 Kansas Utah  
 Michigan Washington  
 Minnesota Wisconsin  
 Missouri Wyoming

**Southern**  
 Skyline Center Building C  
 311 N. Stemmons Freeway  
 Dallas, Texas 75207  
 (214) 767-6002  
 Alabama New Mexico  
 Arkansas North Carolina  
 Florida Oklahoma  
 Georgia South Carolina  
 Kentucky Tennessee  
 Louisiana Texas  
 Mississippi

**Western**  
 Terminal Island  
 San Pedro, California 90731  
 (213) 548-2375  
 Arizona Hawaii  
 California Nevada

**Washington Office**  
 Immigration and Naturalization Service  
 Department of Justice  
 25 E Street, N.W.  
 Washington, D.C. 20538  
 (202) 724-7796

**Department of Labor Employment and Training Administration**

**Region I**  
 JFK Federal Building  
 Government Center  
 Boston, Massachusetts 02203  
 (617) 223-6440  
 Connecticut New Hampshire  
 Maine Rhode Island  
 Massachusetts Vermont

**Region II**  
 1515 Broadway  
 New York, New York 10036  
 (212) 944-3209  
 New Jersey Puerto Rico  
 New York Virgin Islands

**Region III**  
 P.O. Box 8796  
 Philadelphia, Pennsylvania 19101  
 (215) 596-6336  
 Delaware Pennsylvania  
 District of Columbia Virginia  
 Maryland West Virginia

**Region IV**  
 1371 Peachtree Street, N.E., Room 405  
 Atlanta, Georgia 30367  
 (404) 881-4411

Alabama Mississippi  
 Florida North Carolina  
 Georgia South Carolina  
 Kentucky Tennessee

**Region V**  
 230 S. Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-0313  
 Illinois Minnesota  
 Indiana Ohio  
 Michigan Wisconsin

**Region VI**  
 555 Griffin Square Building, Room 317  
 Dallas, Texas 75202  
 (214) 767-6877  
 Arkansas Oklahoma  
 Louisiana Texas  
 New Mexico

**Region VII**  
 911 Walnut Street  
 1000 Federal Office Building  
 Kansas City, Missouri 64106  
 (816) 374-3796  
 Iowa Missouri  
 Kansas Nebraska

**Region VIII**  
 Federal Building  
 1961 Stout Street  
 Denver, Colorado 80294  
 (303) 837-4477  
 Colorado South Dakota  
 Montana Utah  
 North Dakota Wyoming

**Region IX**  
 Federal Office Building  
 450 Golden Gate Avenue  
 San Francisco, California 94102  
 (415) 556-7414  
 Arizona Hawaii  
 California Nevada  
 Guam

**Region X**  
 909 First Avenue, Room 1145  
 Seattle, Washington 98174  
 (206) 442-7700  
 Alaska Oregon  
 Idaho Washington

**Washington Office**  
 Director, Office of Public Affairs  
 Employment and Training Administration  
 Department of Labor  
 601 D Street, N.W., Room 10418  
 Washington, D.C. 20530  
 (202) 376-6270

**Employment Standards Administration**

**Region I**  
 JFK Federal Building  
 Government Center  
 Boston, Massachusetts 02203  
 (617) 223-4305  
 Connecticut New Hampshire  
 Maine Rhode Island  
 Massachusetts Vermont

**Region II**  
 1515 Broadway  
 New York, New York 10036  
 (212) 944-3351  
 New Jersey Puerto Rico  
 New York Virgin Islands

**Region III**  
 3535 Market Street  
 Philadelphia, Pennsylvania 19104  
 (215) 596-1185  
 Delaware Pennsylvania  
 District of Columbia Virginia  
 Maryland West Virginia

**Region IV**  
 1371 Peachtree Street, N.E.  
 Atlanta, Georgia 30367  
 (404) 881-2818  
 Alabama Mississippi  
 Florida North Carolina  
 Georgia South Carolina  
 Kentucky Tennessee

**Region V**  
 230 S. Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-8845  
 Illinois Minnesota  
 Indiana Ohio  
 Michigan Wisconsin

**Region VI**  
 555 Griffin Square Building  
 Griffin & Young Streets  
 Dallas, Texas 75202  
 (214) 767-6894  
 Arkansas Oklahoma  
 Louisiana Texas  
 New Mexico

**Region VII**  
 911 Walnut Street  
 Kansas City, Missouri 64106  
 (816) 374-5381  
 Iowa Missouri  
 Kansas Nebraska

**Region VIII**  
 Federal Building  
 1961 Stout Street  
 Denver, Colorado 80294  
 (303) 837-5903  
 Colorado South Dakota  
 Montana Utah  
 North Dakota Wyoming

**Region IX**  
 Federal Office Building  
 450 Golden Gate Avenue  
 San Francisco, California 94102  
 (415) 556-1318  
 Arizona Hawaii  
 California Nevada  
 Guam

**Region X**  
 909 First Avenue  
 Seattle, Washington 98174  
 (206) 442-1536  
 Alaska Oregon  
 Idaho Washington

**Washington Office**  
 Office of Information and Consumer Services  
 Employment Standards Administration  
 Department of Labor  
 Washington, D.C. 20210  
 (202) 523-8743

**Labor-Management Services Administration**

**Region I**  
 New Studio Building  
 110 Tremont Street  
 Boston, Massachusetts 02203  
 Connecticut New Hampshire  
 Maine Rhode Island  
 Massachusetts Vermont

**Region II**  
 1515 Broadway  
 New York, New York 10036  
 (212) 944-3408  
 New Jersey Puerto Rico  
 New York Virgin Islands

**Region III**  
 3535 Market Street  
 Philadelphia, Pennsylvania 19104  
 (215) 596-1134  
 Delaware Pennsylvania  
 District of Columbia Virginia  
 Maryland West Virginia

**Region IV**  
 1371 Peachtree Street, N.E.  
 Atlanta, Georgia 30367  
 (404) 881-4237  
 Alabama Mississippi  
 Florida North Carolina  
 Georgia South Carolina  
 Kentucky Tennessee

**Region V**  
 230 S. Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-0133  
 Illinois Minnesota  
 Indiana Ohio  
 Michigan Wisconsin

**Region VI**  
 555 Griffin Square Building  
 Dallas, Texas 75202  
 (214) 767-6331  
 Arkansas Oklahoma  
 Louisiana Texas  
 New Mexico

**Region VII**  
 911 Walnut Street  
 Kansas City, Missouri 64106  
 (816) 374-5131  
 Iowa Missouri  
 Kansas Nebraska

**Region VIII**  
 Federal Building  
 1961 Stout Street  
 Denver, Colorado 80294  
 (303) 837-5061  
 Colorado South Dakota  
 Montana Utah  
 North Dakota Wyoming

**Region IX**  
 Federal Office Building  
 450 Golden Gate Avenue  
 San Francisco, California 94102  
 (415) 556-5915  
 Arizona Hawaii  
 California Nevada  
 Guam

**Region X**  
 909 First Avenue  
 Seattle, Washington 98174  
 (206) 442-5216  
 Alaska Oregon  
 Idaho Washington

**Washington Office**  
 Office of Communications and Public Service Assistance  
 Labor-Management Services Administration  
 Department of Labor  
 Washington, D.C. 20210  
 (202) 523-8764

**Occupational Safety and Health Administration**

**Region I**  
 JFK Federal Building  
 Government Center  
 Boston, Massachusetts 02203  
 (617) 223-5535  
 Connecticut New Hampshire  
 Maine Rhode Island  
 Massachusetts Vermont

**Region II**  
 1515 Broadway  
 New York, New York 10036  
 (212) 944-3432  
 New Jersey Puerto Rico  
 New York Virgin Islands

**Region III**  
 3535 Market Street  
 Philadelphia, Pennsylvania 19104  
 (215) 596-1206  
 Delaware Pennsylvania  
 District of Columbia Virginia  
 Maryland West Virginia

**Region IV**  
 1371 Peachtree Street, N.E.  
 Atlanta, Georgia 30367  
 (404) 881-3573  
 Alabama Mississippi  
 Florida North Carolina  
 Georgia South Carolina  
 Kentucky Tennessee

**Region V**  
 230 S. Dearborn Street  
 Chicago, Illinois 60604  
 (312) 353-2220  
 Illinois Minnesota  
 Indiana Ohio  
 Michigan Wisconsin

**Region VI**  
 555 Griffin Square Building  
 Griffin & Young Streets  
 Dallas, Texas 75202  
 (214) 767-4764  
 Arkansas Oklahoma  
 Louisiana Texas  
 New Mexico

**Region VII**  
 911 Walnut Street  
 Kansas City, Missouri 64106  
 (816) 374-5861  
 Iowa Missouri  
 Kansas Nebraska

**Region VIII**  
 Federal Building  
 1961 Stout Street  
 Denver, Colorado 80294  
 (303) 837-7883  
 Colorado South Dakota  
 Montana Utah  
 North Dakota Wyoming

**Region IX**  
 Federal Office Building  
 450 Golden Gate Avenue  
 San Francisco, California 94102  
 (415) 556-0586  
 Arizona Hawaii  
 California Nevada  
 Guam

**Region X**  
 909 First Avenue  
 Seattle, Washington 98174  
 (206) 442-5930  
 Alaska Oregon  
 Idaho Washington

**Washington Office**  
 Office of Information  
 Occupational Safety and Health Administration  
 Department of Labor  
 Washington, D.C. 20210  
 (202) 523-8151

**Department of Transportation**

**United States Coast Guard**

**First Coast Guard District**  
 150 Causeway Street  
 Boston, Massachusetts 02114  
 (617) 223-3607  
 Maine Rhode Island  
 Massachusetts Vermont  
 New Hampshire

**Second Coast Guard District**  
 1430 Olive Street  
 St. Louis, Missouri 63103  
 (314) 425-4627  
 Alabama (part) Nebraska  
 Arkansas North Dakota  
 Colorado Ohio (part)  
 Illinois (part) Oklahoma  
 Indiana (part) Pennsylvania (part)  
 Iowa South Dakota  
 Kansas Tennessee (part)  
 Kentucky West Virginia  
 Minnesota (part) Wisconsin (part)  
 Mississippi (part) Wyoming  
 Missouri

**Third Coast Guard District**  
 Governor's Island  
 New York, New York 10004  
 (212) 668-7974  
 Connecticut New York (part)  
 Delaware Pennsylvania (part)  
 New Jersey

**Fifth Coast Guard District**  
 Federal Office Building  
 431 Crawford Street  
 Portsmouth, Virginia 23705  
 (804) 398-6202  
 District of Columbia North Carolina  
 Maryland Virginia

**Seventh Coast Guard District**  
 1018 Federal Building  
 51 SW 1st Avenue  
 Miami, Florida 33130  
 (305) 350-5758  
 Florida (part) South Carolina  
 Georgia (part)

**Eighth Coast Guard District**  
 Hale Boggs Federal Building  
 500 Camp Street  
 New Orleans, Louisiana 70130  
 (504) 589-6198  
 Alabama (part) Mississippi (part)  
 Florida (part) New Mexico  
 Georgia (part) Texas

**Ninth Coast Guard District**  
 1240 East 9th Street  
 Cleveland, Ohio 44199  
 (216) 522-3912  
 Illinois (part) New York (part)  
 Indiana (part) Ohio (part)  
 Michigan Pennsylvania (part)  
 Minnesota (part) Wisconsin (part)

**Eleventh Coast Guard District**  
 Union Bank Building  
 400 Ocean Boulevard  
 Long Beach, California 90822  
 (213) 590-2213  
 Arizona Nevada (part)  
 California (part) Utah (part)

**Twelfth Coast Guard District**  
 630 Sansome Street  
 San Francisco, California 94126  
 (415) 556-3860  
 California (part) Utah (part)  
 Nevada (part)

**Thirteenth Coast Guard District**  
 Federal Building  
 915 2nd Avenue  
 Seattle, Washington 98174  
 (206) 442-5896  
 Idaho Oregon  
 Montana Washington

**Fourteenth Coast Guard District**  
 PJKK Federal Building  
 300 Ala Moana Boulevard  
 Honolulu, Hawaii 96850  
 (808) 546-5531  
 Hawaii

**Seventeenth Coast Guard District**  
 P.O. Box 3-5000  
 Juneau, Alaska 99802  
 (907) 586-7290  
 Alaska

**Washington Office**  
 Office of Boating, Public and Consumer Affairs (G-B)  
 United States Coast Guard  
 Department of Transportation  
 Washington, D.C. 20593  
 (202) 426-1080 (District of Columbia)  
 (800) 424-8802 (Elsewhere)



**Department of the Treasury**

**Bureau of Alcohol, Tobacco and Firearms**

**Central Region**  
Federal Building, Room 6510-A  
550 Main Street  
Cincinnati, Ohio 45202  
(800) 582-1880 (Ohio)  
(800) 543-1932 (Other states listed below)  
Indiana Ohio  
Kentucky West Virginia  
Michigan

**Mid-Atlantic Region**  
2 Penn Center Plaza  
Room 360  
Philadelphia, Pennsylvania 19102  
(800) 462-0434 (Pennsylvania)  
(800) 523-0677 (Other states listed below)  
Delaware New Jersey  
District of Columbia Pennsylvania  
Maryland Virginia

**Southeast Region**  
P.O. Box 2994  
Atlanta, Georgia 30301  
(800) 282-8878 (Georgia)  
(800) 242-3701 (Other states listed below)  
Alabama North Carolina  
Florida South Carolina  
Georgia Tennessee  
Mississippi

**North Atlantic Region**  
8 World Trade Center, 6th Floor  
New York, New York 10048  
(800) 442-8275 (New York)  
(800) 223-2162 (Other states listed below)  
Connecticut New York  
Maine Rhode Island  
Massachusetts Vermont  
New Hampshire

**Mid-West Region**  
230 S. Dearborn Street  
15th Floor  
Chicago, Illinois 60604  
(800) 572-3178 (Illinois)  
(800) 621-3211 (Other states listed below)  
Illinois Nebraska  
Iowa North Dakota  
Kansas South Dakota  
Minnesota Wisconsin  
Missouri

**Southwest Region**  
1114 Commerce Street, Room 701  
Dallas, Texas 75242  
(800) 442-7251 (Texas)  
(800) 527-9380 (Other states listed below)  
Arizona Oklahoma  
Colorado Texas  
Louisiana Wyoming  
New Mexico

**Western Region**  
525 Market Street, 34th Floor  
San Francisco, California 94105  
(800) 792-9811 (California)  
(800) 227-3072 (Other states listed below)  
Alaska Montana  
Arizona Nevada  
California Oregon  
Guam Utah  
Hawaii Washington  
Idaho

**Washington Office**  
Bureau of Alcohol, Tobacco, and Firearms  
Department of the Treasury  
Room 6209  
1200 Pennsylvania Avenue, N.W.  
Washington, D.C. 20226  
(202) 566-7591

**Comptroller of the Currency**

**Region 1**  
Consumer Complaint Specialist  
First National Bank Region  
Harbor Plaza—8th Floor  
470 Atlantic Avenue  
Boston, Massachusetts 02110  
(617) 223-2274  
Connecticut New Hampshire  
Maine Rhode Island  
Massachusetts Vermont

**Region 2**  
Administrator of National Banks  
Consumer Complaint Specialist  
Second National Bank Region  
1201 Avenue of the Americas, Suite 4250  
New York, New York 10036  
(212) 944-3495  
New Jersey Puerto Rico  
New York Virgin Islands

**Region 3**  
Consumer Complaint Specialist  
Third National Bank Region  
Three Parkway, Suite 1800  
Philadelphia, Pennsylvania 19102  
(215) 597-7105  
Delaware  
Pennsylvania

**Region 4**  
Administrator of National Banks  
Consumer Complaint Specialist  
Fourth National Bank Region  
Cuyahoga Savings Building, Suite 1100  
One Erlevue Plaza  
Cleveland, Ohio 44114  
(216) 522-7141  
Indiana  
Kentucky  
Ohio

**Region 5**  
Consumer Complaint Specialist  
Fifth National Bank Region  
F & M Center, Suite 21-51  
Richmond, Virginia 23277  
(804) 643-3517  
Maryland Virginia  
North Carolina West Virginia

**Region 6**  
Consumer Complaint Specialist  
Sixth National Bank Region  
Peachtree Cain Tower, Suite 2700  
229 Peachtree Street, N.E.  
Atlanta, Georgia 30303  
(404) 221-4926  
Florida  
Georgia  
South Carolina

**Region 7**  
Consumer Complaint Specialist  
Seventh National Bank Region  
Sears Tower, Suite 5750  
Chicago, Illinois 60606  
(312) 353-0300  
Illinois  
Michigan

**Region 8**  
Consumer Complaint Specialist  
Eighth National Bank Region  
165 Madison Avenue, Room 800  
Memphis, Tennessee 38103  
(901) 521-3376  
Alabama Mississippi  
Arkansas Tennessee  
Louisiana

**Region 9**  
Consumer Complaint Specialist  
Ninth National Bank Region  
800 Marquette Avenue, Suite 1100  
Minneapolis, Minnesota 55402  
(612) 725-2684  
Minnesota South Dakota  
North Dakota Wisconsin

**Region 10**  
Consumer Complaint Specialist  
Tenth National Bank Region  
911 Main Street, Suite 2616  
Kansas City, Missouri 64105  
(816) 374-6431  
Iowa Missouri  
Kansas Nebraska

**Region 11**  
Consumer Complaint Specialist  
Eleventh National Bank Region  
1201 Elm Street, Suite 3800  
Dallas, Texas 75270  
(214) 767-4400  
Oklahoma  
Texas

**Region 12**  
Consumer Complaint Specialist  
Twelfth National Bank Region  
1405 Curtis Street, Suite 3000  
Denver, Colorado 80202  
(303) 837-4883  
Arizona Nevada  
Colorado Utah  
New Mexico Wyoming

**Region 13**  
Consumer Complaint Specialist  
Thirteenth National Bank Region  
707 SW Washington Street, Room 900  
Portland, Oregon 97205  
(503) 221-3091  
Idaho Oregon  
Montana Washington

**Region 14**  
Consumer Complaint Specialist  
Fourteenth National Bank Region  
One Market Plaza  
Steuart Street Tower, Suite 2101  
San Francisco, California 94105  
(415) 454-8561  
California Hawaii  
Guam Nevada

**Washington Office**  
Deputy Comptroller for Customer and  
Community Programs  
Comptroller of the Currency  
Department of the Treasury  
6th Floor—L'Enfant Plaza  
Washington, D.C. 20219

**Federal Communications Commission**

**Southcentral Region**  
Brywood Office Tower, Room 320  
8800 East 63rd Street  
Kansas City, Missouri 64133  
(816) 926-5179  
Arkansas Nebraska  
Colorado New Mexico  
Iowa Oklahoma  
Kansas South Dakota  
Louisiana Texas  
Mississippi Wyoming  
Missouri

**Southeast Region**  
Room 2111  
101 Marietta Tower  
Atlanta, Georgia 30303  
(404) 221-6500  
Mailing Address:  
Post Office Box 1775  
Atlanta, Georgia 30301  
Alabama South Carolina  
Florida Tennessee  
Georgia Virginia  
North Carolina

**Southwest Region**  
Room 423  
555 Battery Street  
San Francisco, California 94111  
(415) 556-7701  
Arizona Nevada  
California Utah

**Northwestern Region**  
3256 Federal Building  
915 Second Avenue  
Seattle, Washington 98174  
(206) 442-7653  
Alaska Montana  
Hawaii Oregon  
Idaho Washington

**Northcentral Region**  
Park Ridge Office Center  
Room 306  
1550 Northwest Highway  
Park Ridge, Illinois 60068  
(312) 353-0368  
Illinois North Dakota  
Indiana Ohio  
Kentucky South Dakota  
Michigan Wisconsin  
Minnesota

**Washington Office**  
Consumer Assistance Office  
Federal Communications Commission  
1919 M Street, N.W., Room 252  
Washington, D.C. 20554  
(202) 662-7000

**Federal Deposit Insurance Corporation**

**Atlanta Regional Office**  
Federal Deposit Insurance Corporation  
233 Peachtree Street, N.E., Suite 2400  
Atlanta, Georgia 30043  
(404) 221-6631  
Alabama North Carolina  
Florida South Carolina  
Georgia

**Boston Regional Office**  
Federal Deposit Insurance Corporation  
60 State Street, 17th Floor  
Boston, Massachusetts 02109  
(617) 223-6420  
Connecticut New Hampshire  
Maine Rhode Island  
Massachusetts Vermont

**Chicago Regional Office**  
Federal Deposit Insurance Corporation  
233 S. Wacker Drive, Suite 6116  
Chicago, Illinois 60606  
(312) 353-2600  
Illinois  
Indiana

**Columbus Regional Office**  
Federal Deposit Insurance Corporation  
1 Nationwide Plaza, Suite 2600  
Columbus, Ohio 43215  
(614) 469-7301  
Kentucky  
Ohio  
West Virginia

**Dallas Regional Office**  
Federal Deposit Insurance Corporation  
350 North St. Paul Street, Suite 2000  
Dallas, Texas 75201  
(214) 767-5501  
Colorado Oklahoma  
New Mexico Texas

**Kansas City Regional Office**  
Federal Deposit Insurance Corporation  
2345 Grand Avenue, Suite 1500  
Kansas City, Missouri 64108  
(816) 374-2851  
Kansas  
Missouri

**Madison Regional Office**  
Federal Deposit Insurance Corporation  
1 South Pinckney Street, Room 813  
Madison, Wisconsin 53703  
(608) 264-5226  
Michigan  
Wisconsin

**Memphis Regional Office**  
Federal Deposit Insurance Corporation  
1 Commerce Square, Suite 1800  
Memphis, Tennessee 38103  
(901) 521-3872  
Arkansas Mississippi  
Louisiana Tennessee

**Minneapolis Regional Office**  
Federal Deposit Insurance Corporation  
730 Second Avenue South, Suite 266  
Minneapolis, Minnesota 55402  
(612) 725-6241  
Minnesota South Dakota  
Montana Wyoming  
North Dakota

**New York Regional Office**  
Federal Deposit Insurance Corporation  
345 Park Avenue, 21st Floor  
New York, New York 10154  
(212) 826-4762  
New Jersey Puerto Rico  
New York Virgin Islands

**Omaha Regional Office**  
Federal Deposit Insurance Corporation  
1700 Farnam Street, Suite 1200  
Omaha, Nebraska 68102  
(402) 221-3311  
Iowa  
Nebraska

**Philadelphia Regional Office**

Federal Deposit Insurance Corporation  
1900 Market Street, Suite 616  
Philadelphia, Pennsylvania 19103  
(215) 597-2295  
Delaware Pennsylvania  
Maryland Virginia

**San Francisco Regional Office**

Federal Deposit Insurance Corporation  
44 Montgomery Street, 3600  
San Francisco, California 94104  
(415) 556-2736  
Alaska Idaho  
Arizona Nevada  
California Oregon  
Guam Utah  
Hawaii Washington

**Washington Office**

Office of Consumer Compliance Programs  
550 17th Street, N.W.  
Washington, D.C. 20429  
(202) 389-4767 (District of Columbia)  
(800) 424-5488 (All states)

**Federal Home Loan Bank Board**

**Atlanta**

P. O. Box 56527  
Peachtree Center Station  
Atlanta, Georgia 30343  
(404) 522-2450  
Alabama Maryland  
District of Columbia North Carolina  
Florida South Carolina  
Georgia Virginia

**Boston**

P. O. Box 2196  
Boston, Massachusetts 02106  
(617) 223-5300  
Connecticut New Hampshire  
Maine Rhode Island  
Massachusetts Vermont

**Chicago**

111 East Wacker Drive  
Suite 800  
Chicago, Illinois 60601  
(312) 565-5700  
Illinois  
Wisconsin

**Cincinnati**

2500 DuBois Tower  
Cincinnati, Ohio 45202  
(513) 852-7500  
Kentucky  
Ohio  
Tennessee

**Des Moines**

907 Walnut Street  
Des Moines, Iowa 50309  
(515) 243-4211  
Iowa North Dakota  
Minnesota South Dakota  
Missouri

**Indianapolis**

P. O. Box 60  
Indianapolis, Indiana 46208  
(317) 269-5200  
Indiana  
Michigan

**Little Rock**

323 Center Street  
Little Rock, Arkansas 72201  
(501) 372-7141  
Arkansas New Mexico  
Louisiana Texas  
Mississippi

**New York**

One World Trade Center  
Floor 103  
New York, New York 10048  
(212) 432-2000  
New Jersey Puerto Rico  
New York Virgin Islands

**Pittsburgh**

1 Starwix Street  
Gateway Center  
Pittsburgh, Pennsylvania 15222  
(412) 288-3400  
Delaware  
Pennsylvania  
West Virginia

**San Francisco**

P. O. Box 7948  
San Francisco, California 94120  
(415) 393-1000  
(800) 227-3082 (Arizona and Nevada)  
(800) 652-1646 (California)

**Seattle**

500 Stewart Street  
Seattle, Washington 98101  
Alaska Montana  
Guam Oregon  
Hawaii Utah  
Idaho Wyoming  
Montana Washington

**Topeka**

P. O. Box 176  
Topeka, Kansas 66601  
(913) 233-0507  
Colorado Nebraska  
Kansas Oklahoma

**Washington, D.C.**

Department of Consumer and Civil Rights  
Office of Examination and Supervision  
Federal Home Loan Bank Board  
Washington, D.C. 20552  
(202) 377-6237

**Board of Governors of the Federal Reserve System**

**District 1**

600 Atlantic Avenue  
Boston, Massachusetts 02106  
(617) 973-3000  
Connecticut New Hampshire  
Maine Rhode Island  
Massachusetts Vermont

**District 2**

33 Liberty Street  
New York, New York 10045  
(212) 791-5000  
Central and Northern New Jersey  
New York

**District 3**

100 North Sixth Street  
Philadelphia, Pennsylvania 19105  
(215) 574-6000  
Delaware  
Southern New Jersey  
Central and Eastern Pennsylvania

**District 4**

P. O. Box 6387  
1455 East Sixth Street  
Cleveland, Ohio 44114  
(216) 579-2000  
Eastern Kentucky  
Ohio  
Western Pennsylvania  
Northern Tip of West Virginia

**District 5**

701 East Byrd Street  
Richmond, Virginia 23261  
(804) 643-1250  
Maryland Virginia  
North Carolina West Virginia  
South Carolina (except Northern Tip)

**District 6**

P. O. Box 1731  
Atlanta, Georgia 30301  
(404) 586-8500  
Alabama Southern Mississippi  
Florida Central and Eastern  
Georgia Tennessee  
Southern Louisiana

**District 7**

230 South LaSalle Street  
Chicago, Illinois 60690  
(312) 322-5322  
Northern Illinois  
Central and Northern Indiana  
Iowa  
Michigan (except upper peninsula)  
Wisconsin (except Northwestern portion)

**District 8**

411 Locust Street  
St. Louis, Missouri 63102  
(314) 444-8444  
Arkansas Northern Mississippi  
Southern Illinois Central and  
Southern Indiana Eastern Missouri  
Western Kentucky Western Tennessee

**District 9**

250 Marquette Avenue  
Minneapolis, Minnesota 55480  
(612) 340-2345  
Upper Peninsula North Dakota  
of Michigan South Dakota  
Minnesota Northwestern  
Montana Wisconsin

**District 10**

925 Grand Avenue  
Kansas City, Missouri 64198  
(816) 881-2000  
Colorado Oklahoma (except  
Kansas Southeastern  
Western Missouri portion)  
Nebraska Wyoming  
Northern New Mexico

**District 11**

400 South Akard Street  
Dallas, Texas 75222  
(214) 651-6111  
Northern Louisiana  
Southern New Mexico  
Southeastern Oklahoma  
Texas

**District 12**

400 Sansome Street  
San Francisco, California 94120  
(415) 544-2000  
Alaska Nevada  
Arizona Oregon  
California Utah  
Hawaii Washington  
Idaho

**Washington Office**

Division of Consumer and Community  
Affairs  
Board of Governors of the Federal Reserve  
System  
20th and C Streets, N.W.  
Washington, D.C. 20551  
(202) 452-3693

**Federal Trade Commission**

**Atlanta**

1718 Peachtree Street, N.W.  
Suite 1000  
Atlanta, Georgia 30367  
(404) 881-4836  
Alabama North Carolina  
Florida South Carolina  
Georgia Tennessee  
Mississippi Virginia

**Boston**

150 Causeway Street  
Room 1301  
Boston, Massachusetts 02114  
(617) 223-6621  
Connecticut New Hampshire  
Maine Rhode Island  
Massachusetts Vermont

**Chicago**

55 E. Monroe Street  
Suite 1437  
Chicago, Illinois 60603  
(312) 353-4423  
Illinois Minnesota  
Indiana Missouri  
Iowa Wisconsin  
Kentucky

**Cleveland**

118 St. Clair Avenue  
Suite 500  
Cleveland, Ohio 44114  
(216) 552-4207  
Delaware Ohio  
Maryland Pennsylvania  
Michigan West Virginia  
New York (West of Rochester)

**Dallas**

2001 Bryan Street  
Suite 2665  
Dallas, Texas 75201  
(214) 767-0032  
Arizona Oklahoma  
Louisiana Texas  
New Mexico

**Denver**

1405 Curtis Street  
Suite 2900  
Denver, Colorado 80202  
(303) 837-2271  
Colorado North Dakota  
Kansas South Dakota  
Montana Utah  
Nebraska Wyoming

**Los Angeles**

11000 Wilshire Boulevard  
Los Angeles, California 90024  
(213) 824-7575  
Arizona  
Southern California

**New York**

26 Federal Plaza  
Room 2243-EB  
New York, New York 10278  
(212) 264-1207  
New Jersey  
New York (East of Rochester)

**San Francisco**

450 Golden Gate Avenue  
San Francisco, California 94102  
(415) 556-1270  
Hawaii  
Nevada  
Northern California

**Seattle**

28th Floor  
915 2nd Avenue  
Seattle, Washington 98174  
(206) 442-4655  
Alaska Oregon  
Idaho Washington

**\*FTC Field Station**

P. O. Box 50169  
Honolulu, Hawaii 96850  
(808) 546-5685

**Washington, D.C. Office**

Correspondence Office  
Federal Trade Commission  
Washington, D.C. 20580  
(202) 523-3567

**National Credit Union Administration**

**Region I**

National Credit Union Administration  
441 Stuart Street, 6th Floor  
Boston, Massachusetts 02116  
(617) 223-6807  
Connecticut New York  
Maine Puerto Rico  
Massachusetts Rhode Island  
New Hampshire Vermont  
New Jersey Virgin Islands

**Region II**

National Credit Union Administration  
310 North Second Street  
Harrisburg, Pennsylvania 17101  
(717) 782-4595  
Delaware Pennsylvania  
District of Columbia Virginia  
Maryland West Virginia

**Region III**

National Credit Union Administration  
1365 Peachtree Street, Suite 500  
Atlanta, Georgia 30367  
(404) 881-3127  
Alabama Louisiana  
Arkansas Mississippi  
Florida North Carolina  
Georgia South Carolina  
Kentucky Tennessee

**FEDERAL AGENCIES AND THEIR REGIONAL OFFICES**

**Region IV**

National Credit Union Administration  
New Federal Building  
234 N. Summit Street, Room 704  
Toledo, Ohio 43604  
(419) 259-7511

Illinois  
Indiana  
Iowa  
Michigan  
Minnesota

Missouri  
North Dakota  
Ohio  
South Dakota  
Wisconsin

**Region V**

National Credit Union Administration  
Grant Building—Suite 407  
611 East 6th Street  
Austin, Texas 78701  
(512) 397-5131

Arizona  
Colorado  
Idaho  
Kansas  
Montana  
Nebraska

Nevada  
New Mexico  
Oklahoma  
Texas  
Utah  
Wyoming

**Region VI**

National Credit Union Administration  
77 Geary Street  
Second Floor  
San Francisco, California 94108  
(415) 556-6277

Alaska  
American Samoa  
California  
Guam

Hawaii  
Oregon  
Washington

**Washington Office**

Office of Consumer Affairs  
National Credit Union Administration  
1776 G Street, N.W.  
Washington, D.C. 20456  
(202) 357-1080

**Federal Information Centers**

If you have questions about any program or agency in the Federal government you may want to call the Federal Information Center (FIC) nearest you. FIC staffs are prepared to help consumers find needed information or locate the right agency—usually Federal but sometimes state or local—for help with problems. Each city listed below has an FIC or a tieline—a toll-free local number connecting to an FIC elsewhere.

<b>ALABAMA</b> Birmingham (205) 322-8591 Mobile (205) 438-1421	<b>KANSAS</b> Topeka (913) 295-2866 Other locations (800) 432-2934	<b>OHIO</b> Akron (216) 375-5638 Cincinnati (513) 684-2801 Cleveland (216) 522-4040 Columbus (614) 221-1014 Dayton (513) 223-7377 Toledo (419) 241-3223
<b>ALASKA</b> Anchorage (907) 271-3650	<b>KENTUCKY</b> Louisville (502) 582-6261	<b>OKLAHOMA</b> Oklahoma City (405) 231-4868 Tulsa (918) 584-4193
<b>ARIZONA</b> Phoenix (602) 261-3313 Tucson (602) 622-1511	<b>LOUISIANA</b> New Orleans (504) 589-6696	<b>OREGON</b> Portland (503) 221-2222
<b>ARKANSAS</b> Little Rock (501) 378-6177	<b>MARYLAND</b> Baltimore (301) 962-4980	<b>PENNSYLVANIA</b> Allentown/ Bethlehem (215) 821-7785 Philadelphia (215) 597-7042 Pittsburgh (412) 644-3456 Scranton (717) 346-7081
<b>CALIFORNIA</b> Los Angeles (213) 688-3800 Sacramento (916) 440-3344 San Diego (714) 293-6030 San Francisco (415) 556-6600 San Jose (408) 275-7422 Santa Ana (714) 836-2386	<b>MASSACHUSETTS</b> Boston (617) 223-7121	<b>RHODE ISLAND</b> Providence (401) 331-5565
<b>COLORADO</b> Colorado Springs (303) 471-9491 Denver (303) 234-7181 Pueblo (303) 544-9523	<b>MICHIGAN</b> Detroit (313) 226-7016 Grand Rapids (616) 451-2628	<b>TENNESSEE</b> Chattanooga (615) 265-8231 Memphis (901) 521-3285 Nashville (615) 242-5056
<b>CONNECTICUT</b> Hartford (203) 527-2617 New Haven (203) 624-4720	<b>MINNESOTA</b> Minneapolis (612) 349-5333	<b>TEXAS</b> Austin (512) 472-5494 Dallas (214) 767-8585 Fort Worth (817) 334-3624 Houston (713) 229-2552 San Antonio (512) 224-4471
<b>FLORIDA</b> St. Petersburg (813) 893-3495 Tampa (813) 229-7911 Other locations (800) 282-8556	<b>MISSOURI</b> Kansas City (816) 374-2466 St. Louis (314) 425-4106 Other locations within area code 314 (800) 392-7711 Other locations within area codes 816 and 417 (800) 892-5808	<b>UTAH</b> Ogden (801) 399-1347 Salt Lake City (801) 524-5353
<b>GEORGIA</b> Atlanta (404) 221-6891	<b>NEBRASKA</b> Omaha (402) 221-3353 Other locations (800) 642-8383	<b>VIRGINIA</b> Newport News (804) 244-0480 Norfolk (804) 441-3101 Richmond (804) 643-4928 Roanoke (703) 982-8591
<b>HAWAII</b> Honolulu (808) 546-8620	<b>NEW JERSEY</b> Newark (201) 645-3600 Paterson/Passaic (201) 523-0717 Trenton (609) 396-4400	<b>WASHINGTON</b> Seattle (206) 442-0570 Tacoma (206) 383-5230
<b>ILLINOIS</b> Chicago (312) 353-4242	<b>NEW MEXICO</b> Albuquerque (505) 766-3091 Santa Fe (505) 983-7743	<b>WISCONSIN</b> Milwaukee (414) 271-2273
<b>INDIANA</b> Gary/Hammond (219) 883-4110 Indianapolis (317) 269-7373	<b>NEW YORK</b> Albany (518) 463-4421 Buffalo (716) 846-4010 New York (212) 264-4464 Rochester (716) 546-5075 Syracuse (315) 476-8545	
<b>IOWA</b> Des Moines (515) 284-4448 Other locations (800) 532-1556	<b>NORTH CAROLINA</b> Charlotte (704) 376-3600	

# Services for Handicapped Persons

## Directory of Federal TTY (TDD) Numbers

### Telecommunications Devices for the Deaf (TDD or TTY) Numbers of Federal Departments and Agencies

Provided below is information regarding services available to hearing and speech impaired people who use Telecommunications Devices for the Deaf (known as TDDs or TTYs).

Also listed below are the TDD numbers of key Federal Departments and Agencies.

#### TDD/TTY Operator Services

**DIAL: (800) 855-1155 or 1 (800) 855-1155**

Hearing and speech impaired people who use Telecommunications Devices for the deaf can get help with calls made from a TDD to a TDD.

This service lets you get help from the TDD operator to make:

- CREDIT CARD CALLS (if you have a telephone credit card)
- COLLECT CALLS (calls paid for by the person you are calling)
- THIRD NUMBER TELEPHONE CALLS (calls billed to a number other than the one you are calling to or from)
- PERSON-TO-PERSON CALLS (calls to a specific person)
- CALLS FROM A HOTEL OR MOTEL
- CALLS FROM A COIN PHONE (only credit card, collect or bill to third number calls)

The TDD operator also helps you:

- GET THE NUMBER IF YOU HAVE A PROBLEM WITH A CALL
- GET ASSISTANCE FOR PROBLEMS WITH CALLS
- GET TELEPHONE NUMBERS THAT YOU CANNOT FIND IN THE TELEPHONE BOOK
- REPORT PROBLEMS WITH YOUR TELEPHONE

Most calls made with the help of an operator are more expensive than calls you dial yourself. So dial direct (dial yourself) when you can to save money.

TDD operators cannot interpret voice to TDD or TDD to voice for you.

**FEDERAL TDD NUMBERS**

**Executive Office of the President**  
The White House  
1600 Pennsylvania Avenue, N.W.  
Washington, D.C. 20500  
(202) 456-6213

**ACTION**  
809 Connecticut Avenue, N.W.  
Washington, D.C. 20545  
(202) 254-5851

**Department of Agriculture**  
14th Street and Independence Avenue,  
S.W.  
Washington, D.C. 20250  
Central Employment and Selective  
Placement Office  
202-447-2436  
Equal Employment Opportunity Office  
(202) 447-7327

**Department of Commerce**  
14th Street and Constitution Avenue,  
N.W.  
Washington, D.C. 20230  
(202) 377-5588

**Consumer Product Safety Commission**  
1111 18th Street, N.W.  
Washington, D.C. 20207  
800-638-8270 (All states except  
Maryland)  
800-492-8104 (Maryland)

**Department of Education**  
400 Maryland Avenue, S.W.  
Washington, D.C. 20201

**Architectural and Transportation Barriers  
Compliance Board**  
Room 1010, MES Building  
(202) 245-1801

**Captioned Films and Media Applications  
Branch (OSE)**  
Room 4821, Donohoe Building  
(202) 472-1256

Room 4827, Donohoe Building  
(202) 472-1356

**National Institute of Handicapped  
Research—(OSERS)**  
Room 3431, MES Building  
(202) 472-4217

**Office for Civil Rights**  
Office of Program Review and  
Assistance  
Division of External Technical Assistance  
Room 5613, MES Building  
(202) 245-1686  
Office of Public Affairs  
Room 5116, MES Building  
(202) 245-0015

**Office of Deafness and Communicative  
Disorders (RSA)**  
Room 3414, MES Building  
(202) 245-0591  
(202) 245-0574  
(202) 245-0584

**Handicapped Concerns Staff**  
Room 2125, FOB #6 Building  
(202) 472-3731

**Office of Information and Resources for  
the Handicapped (OSERS)**  
Room 3127, MES Building  
(202) 245-0629

**Personnel Operations Division**  
Special Programs Staff  
Room 4317, MES Building  
(202) 426-5026

**Post Secondary ED Programs for Deaf  
and Other Handicapped (OSE)**  
Room 3121, Donohoe Building  
(202) 245-9598

**Regional Offices**

**Region I**  
140 Federal Street  
Boston, Massachusetts 02110  
Office for Civil Rights  
(617) 223-4000  
Technical Assistance Office  
Room 2307  
John F. Kennedy Federal Building  
Boston, Massachusetts 02203  
(617) 223-1111

**Region II**  
26 Federal Plaza  
New York, New York 10007  
Office for Civil Rights  
(212) 264-9464  
Rehabilitation Services Administration  
(212) 264-4714

**Region III**  
Technical Assistance Office  
Gateway Building  
3535 Market Street  
Philadelphia, Pennsylvania 19104  
(215) 596-6794  
Rehabilitation Services Administration  
(215) 596-0319

**Region IV**  
101 Marietta Street  
Atlanta, Georgia 30323  
Office for Civil Rights  
(404) 221-2010  
Rehabilitation Services Administration  
(404) 221-2352

**Region V**  
300 South Wacker Drive  
Chicago, Illinois 60606  
Rehabilitation Services Administration  
(312) 886-5372  
Office for Civil Rights  
(312) 353-5093

**Region VI**  
1200 Main Tower  
Dallas, Texas 75202  
Office for Civil Rights  
(214) 767-6599  
Rehabilitation Services Administration  
(214) 767-2968

**Region VII**  
601 East 12th Street  
Kansas City, Missouri 64106  
Rehabilitation Services Administration  
(816) 758-3895  
Office for Civil Rights  
(816) 374-5025

**Region VIII**  
19th and Stout Streets  
Denver, Colorado 80294  
Office for Civil Rights  
(303) 837-3417  
Rehabilitation Services Administration  
(303) 837-2137

**Region IX**  
50 United Nations Plaza  
San Francisco, California 94102  
Rehabilitation Services Administration  
(415) 556-7638

Office for Civil Rights  
1275 Market Street  
San Francisco, California 94103  
(415) 556-1933

**Region X**  
1321 2nd Avenue  
Seattle, Washington 98101  
Rehabilitation Services Administration  
(206) 442-4442  
Office for Civil Rights  
(206) 442-4542

**Equal Employment Opportunity  
Commission**  
2401 E Street, N.W.  
Washington, D.C. 20506  
(202) 756-6040

**Federal Communications Commission**  
1919 M Street, N.W.  
Washington, D.C. 20554  
(202) 632-6999

**General Services Administration**  
18th and F Street, N.W.  
Washington, D.C. 20405  
(202) 566-1413  
Federal Information Centers  
(415) 556-3323—San Francisco,  
California

**Department of Health and Human  
Services**  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
(202) 245-6506  
Handicapped Employment Program  
(202) 245-6568

Office for Civil Rights  
(202) 426-7307  
Food and Drug Administration (FB-8)  
(202) 245-3095

Public Health Service  
(202) 245-8645

5600 Fishers Lane  
Parklawn Building  
Rockville, Maryland 20857  
Food and Drug Administration  
(301) 443-1818

Public Health Service  
(301) 443-4229

Social Security Administration  
6401 Security Boulevard  
Baltimore, Maryland 21235  
(800) 325-0778

**Department of Housing and Urban  
Development**  
451 Seventh Street, S.W.  
Washington, D.C. 20410  
(202) 755-7149

**Department of Justice**  
10th Street and Constitution Avenue, N.W.  
Washington, D.C. 20530  
Equal Employment Opportunity Office  
(202) 633-3696

**Department of Labor**  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210  
(202) 638-9343

**Library of Congress**  
2nd Street and Independence Avenue, S.E.  
Washington, D.C. 20540  
(202) 287-6200

**Office of Personnel Management**  
1900 E Street, N.W.  
Washington, D.C. 20415  
Federal Job Information Center  
(202) 632-6063  
Selective Placement Program  
(202) 632-6873

**President's Committee on Employment of  
the Handicapped**  
1111 20th Street, N.W., Suite 600  
Washington, D.C. 20036  
(202) 653-5337

**Securities and Exchange Commission**  
500 North Capitol Street, N.W.  
Washington, D.C. 20549  
(202) 523-5615

**Department of Transportation**  
400 Seventh Street, S.W.  
Washington, D.C. 20590  
(202) 755-7687  
National Highway Traffic Safety  
Administration  
(202) 426-4844  
(202) 472-7040

**Department of the Treasury**  
15th Street and Pennsylvania Avenue,  
N.W.  
Washington, D.C. 20220  
(202) 287-4097  
Internal Revenue Service  
1111 Constitution Avenue, N.W.  
Washington, D.C. 20224  
(All states except Indiana)  
(800) 428-4732 (All states except Indiana)  
(800) 382-4059 (Indiana)

**Books for Blind and Physically Handicapped Persons**

The Library of Congress has a free reading program for blind and physically handicapped individuals and offers brailled and recorded books and magazines to persons who cannot hold a book or see well enough to read regular print. Special playback equipment is available on a loan basis from the Library of Congress and cassettes and recordings on discs can be ordered from about one hundred sixty cooperating libraries. Anyone who is medically certified as unable to hold a book or read ordinary print because of a visual handicap can borrow these materials postage-free and return them in the same manner.

For more information, send name and address to:

National Library Service for the  
Blind and Physically Handicapped  
The Library of Congress  
Washington, D.C. 20542

Recording for the Blind (RFB) is a national, non-profit service organization that provides free cassettes of educational textbooks to medically certified individuals. Eligibility extends to visually, physically, and perceptually handicapped individuals. One of RFB's special services is a collection of cassettes of a wide variety of consumer publications from the Federal government.

For more information and an application contact:

Student Services—CI  
Recording for the Blind, Inc.  
215 East 58th Street  
New York, New York 10022  
(212) 751-0860

## State, County, and City Government Consumer Protection Offices

Listed below are consumer protection offices which are part of state, county, and city governments. Some are located in governors' offices, state attorney generals' offices, or mayors' offices. Check in your state to see which office can help resolve complaints, furnish information or helpful publications, or provide other services. As a general rule, the first place you should go for help with a consumer problem is the local office nearest your home. Since most offices require that complaints be in writing, you might save time by writing, rather than calling, with your initial complaint.

### Alabama

**State Office**  
Fincher Allen, Director  
Consumer Protection Division  
Office of Attorney General  
560 South McDonough Street  
Montgomery, Alabama 36104  
(205) 832-5936  
800-392-5658 (Alabama only)

### Alaska

**State Office**  
Connie Sipe, Chief  
Consumer Protection Section  
Office of Attorney General  
1049 West Fifth Avenue, Suite 101  
Anchorage Alaska 99501  
(907) 279-0428

### Branch Offices

Office of Attorney General  
State Court Office Building  
604 Barnette Street, Room 228  
Fairbanks, Alaska 99707  
(907) 465-8588

Office of Attorney General  
Pouch K, NBA Building  
217 Second Street  
Juneau, Alaska 99811  
(907) 465-3692

Office of Attorney General  
415 Main Street, Room 304  
Ketchikan, Alaska 99901  
(907) 225-6120

### Arizona

**State Office**  
Patrick Murphy, Chief Counsel  
Financial Fraud Division  
Office of Attorney General  
207 State Capitol Building  
Phoenix, Arizona 85007  
(602) 255-5763 (Fraud only)  
800-354-8431 (Arizona only)

### Branch Office

John F. Kelly  
Financial Fraud Division  
Office of Attorney General  
403 West Congress Street  
Tucson, Arizona 85701  
(602) 882-5501 (Fraud only)

### County Offices

John Barnes  
Chief Investigator  
*Cochise County Attorney's Office*  
P.O. Drawer CA  
Bisbee, Arizona 85603  
(602) 432-5703 ext. 470

Howard Fell, Director  
Consumer Protection/Economic Crime Unit  
*Pima County Attorney's Office*  
111 West Congress, 9th Floor  
Tucson, Arizona 85701  
(602) 792-8668

David Ellsworth  
*Yuma County Attorney's Office*  
P.O. Box 1048  
Yuma, Arizona 85364  
(602) 782-4534 ext. 55

### City Offices

Mayor's Citizens Assistance Office  
251 West Washington  
*Phoenix, Arizona 85003*  
(602) 262-7777  
Ronald M. Detrick  
Supervising Attorney  
*Tucson City Attorney's Office*  
P.O. Box 27210  
2302 East Speedway, Room 202  
Tucson, Arizona 85726  
(602) 791-4886

### Arkansas

**State Office**  
Tom Hicks, Director  
Consumer Protection Division  
Office of Attorney General  
Justice Building  
Little Rock, Arkansas 72201  
(501) 371-2341  
800-482-8982 (Arkansas only)

### California

**State Office**  
Richard B. Spohn, Director  
California Department of Consumer  
Affairs  
1020 N Street  
Sacramento, California 95814  
(916) 445-0660 (Complaint assistance)  
(916) 445-1254 (Consumer information)

Bureau of Automotive Repair  
California Department of Consumer  
Affairs  
3116 Bradshaw Road  
Sacramento, California 95827  
(916) 366-5050  
800-952-5210 (California only; Auto  
repair only)

Public Inquiry Unit  
Office of Attorney General  
555 Capitol Mall, Suite 350  
Sacramento, California 95814  
800-952-5225 (California only)

### Branch Offices

Dan Wooldridge  
California Department of Consumer  
Affairs  
107 South Broadway, Room 8020  
Los Angeles, California 90012  
(213) 620-4360

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**STATE, COUNTY, AND CITY GOVERNMENT CONSUMER PROTECTION OFFICES**

John Rouse  
California Department of Consumer Affairs  
455 Golden Gate Avenue, Room 2091  
San Francisco, California 94102  
(415) 557-0966

**County Offices**

Richard Michaels  
Assistant District Attorney  
*Alameda County* District Attorney's Office  
24405 Amador Street, Room 103  
Hayward, California 94544  
(415) 881-6150

William O'Malley  
*Contra Costa County* District Attorney  
Special Operations Division  
P.O. Box 670  
725 Court Street  
Martinez, California 94553  
(415) 372-4500 ext. 4620

L. J. Garrett, Jr., Director  
*Del Norte County* Division of Consumer Affairs  
2650 Washington Boulevard  
Crescent City, California 95531  
(707) 464-2716 or 3756

Lawrence Viau, Chief  
Consumer Fraud Division  
*Fresno County* District Attorney's Office  
Courthouse  
1100 Van Ness Avenue  
Fresno, California 93721  
(209) 488-3141

Margaret Spencer  
Deputy District Attorney  
*Kern County* Consumer Unit  
1215 Truxton Avenue  
Bakersfield, California 93301  
(805) 861-2421

Richard Kalustian  
Consumer and Environment Protection Division  
*Los Angeles County* District Attorney's Office  
320 West Temple Street, Room 540  
Los Angeles, California 90012  
(213) 974-3970

Shirley Goldinger, Director  
*Los Angeles County* Department of Consumer Affairs  
500 West Temple Street, Room B-96  
Los Angeles, California 90012  
(213) 974-1452

Robert DeSanti, Director  
Consumer Protection Unit  
*Madera County* Weights and Measures  
902 North Gateway Drive  
Madera, California 93637  
(209) 674-4641

Barry Wood  
Deputy District Attorney  
Consumer Division  
*Mendocino County* District Attorney's Office  
Ukiah, California 95482  
(707) 468-4211

John T. Swan  
Deputy District Attorney  
Consumer Affairs Division  
*Napa County* District Attorney's Office  
1125 Third Street  
Napa, California 94558  
(707) 253-4427

David Himelson  
Major Fraud/Consumer Protection Unit  
*Orange County* District Attorney's Office  
P.O. Box 808  
700 Civic Center Drive West  
Santa Ana, California 92702  
(714) 834-3600

Ronald Melendez, Director  
*Orange County* Office of Consumer Affairs  
1300 S. Grand Avenue  
Building C  
Santa Ana, California 92705  
(714) 834-6100

Gary Tranbarger  
Deputy District Attorney  
Economic Crime Division  
*Riverside County* District Attorney's Office  
P.O. Box 1148  
4080 Lemon Street  
Riverside, California 92502  
(714) 787-6372

William Kershaw  
Supervising Deputy District Attorney  
*Sacramento County* District Attorney's Office  
P.O. Box 749  
Sacramento, California 95804  
(916) 440-6823

Charles Hayes, Director  
Consumer Fraud Division  
*San Diego County* District Attorney's Office  
P.O. Box X-1011  
San Diego, California 92112  
(714) 236-2474

Assistant District Attorney  
Consumer Fraud/Economic Crime Unit  
*San Francisco County* District Attorney's Office  
880 Bryant Street, Room 320  
San Francisco, California 94103  
(415) 553-1821

John Calabrace  
Deputy District Attorney  
*San Joaquin County* District Attorney's Office  
P.O. Box 50  
Stockton, California 95201  
(209) 944-3811

Christopher Money  
District Attorney  
Consumer Unit  
*San Luis Obispo County* District Attorney's Office  
302 Courthouse Annex  
San Luis Obispo, California 93408  
(805) 549-5800

John E. Wilson  
Deputy District Attorney  
Consumer Fraud Unit  
*San Mateo County* District Attorney's Office  
Hall of Justice and Records  
Redwood City, California 94063  
(415) 363-4656

Eugene Martinez  
Deputy District Attorney  
Consumer/Business Law Section  
*Santa Barbara County* District Attorney's Office  
118 East Figueroa  
Santa Barbara, California 93101  
(805) 963-6158

Daniel R. Smith, Director  
*Santa Clara County* Department of Consumer Affairs  
1553 Berger Drive  
San Jose, California 95112  
(408) 299-4211

Louis Bergna, Chief  
Consumer Fraud Unit  
*Santa Clara County* District Attorney's Office  
70 West Hedding Street, West Wing  
San Jose, California 95110  
(408) 275-9651

Gloria Lorenzo, Coordinator  
Division of Consumer Affairs  
*Santa Cruz County* District Attorney's Office  
701 Ocean Street, Room 240  
Santa Cruz, California 95060  
(408) 425-2054

Harry Kinnicutt  
Deputy District Attorney  
Consumer Fraud Unit  
*Solano County* District Attorney's Office  
600 Union Avenue  
Fairfield, California 94533  
(707) 429-6451

Claudia Leong  
Consumer Affairs Coordinator  
*Stanislaus County* Office of Consumer Affairs  
1100 H Street, 2nd Floor  
Modesto, California 95354  
(209) 523-7707

Robert Graham  
Deputy District Attorney  
Consumer Fraud Unit  
*Stanislaus County* District Attorney's Office  
P.O. Box 442  
Modesto, California 95353  
(209) 577-0570

Robert O'Connor  
Supervising Deputy District Attorney  
Consumer Fraud Section  
*Ventura County* District Attorney's Office  
800 South Victoria Avenue  
Ventura, California 93009  
(805) 654-3110

Richard L. Gilbert  
*Yolo County* District Attorney  
Consumer Fraud Division  
P.O. Box 1247  
Woodland, California 95695  
(916) 666-8521

**City Offices**

Michael P. Stanley  
Assistant City Attorney  
Consumer Protection Section  
*Los Angeles City* Attorney's Office  
200 North Main Street  
1700 City Hall East  
Los Angeles, California 90012  
(213) 485-4515

Susan Huguenor  
Consumer Protection Unit  
*San Diego City* Attorney's Office  
City Administration Building  
202 C Street, 3rd Floor  
San Diego, California 92101  
(714) 236-6007

Barbara Levitt  
Consumer Affairs Specialist  
Consumer Division  
*Santa Monica City* Attorney's Office  
1685 Main Street, Room 310  
Santa Monica, California 90401  
(213) 393-9975 ext. 321

**Colorado**

**State Offices**  
Thomas P. McMahon  
Antitrust and Consumer Protection Enforcement Section  
Office of Attorney General  
1525 Sherman Street, 2nd Floor  
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Department of Social Services  
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Wilda Ferguson  
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Office on Aging  
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Suite 950  
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Charles Reed  
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Bureau of Aging & Adult Services  
Department of Social & Health Services  
OB-43G  
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Department of Health & Social Services  
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Territorial Administration on Aging  
Government of American Samoa  
Pago Pago, American Samoa 96799

Franklin S. Cruz  
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Office of Aging  
Social Service Department of Public  
Health  
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STATE COMMISSIONS AND OFFICES ON AGING

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Gericulture Commission  
Department of Social Services  
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Sanurce, Puerto Rico 00910

Gloria M. King  
Executive Secretary  
Commission on Aging  
P.O. Box 539  
Charlotte Amalie  
St. Thomas, Virgin Islands 00801



## State Banking Authorities

The officials listed below regulate and supervise state chartered banks. However, many of them can handle or refer problems and complaints concerning other types of banks and can answer general questions about banking and credit.

Kenneth R. McCartha  
Superintendent of Banks  
64 North Union Street, Room 651  
Montgomery, Alabama 36130  
(205) 832-6256

Willis F. Kirkpatrick  
Director of Banking and Securities  
Pouch D  
Juneau, Alaska 99801  
(907) 465-2521

Walter C. Madsen  
Superintendent of Banks  
Commerce Building, Room 101  
1601 W. Jefferson Street  
Phoenix, Arizona 85007  
(602) 255-4421

Beverly J. Lambert, Jr.  
State Bank Commissioner  
#1 Capitol Mall, 4B-210  
Little Rock, Arkansas 72201  
(501) 371-1117

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Superintendent of Banks  
235 Montgomery Street, Suite 750  
San Francisco, California 94104  
(415) 557-3525

Merle E. Albrecht  
Acting State Bank Commissioner  
State Office Building, Room 325  
Denver, Colorado 80203  
(303) 839-3131

David H. Neiditz  
Bank Commissioner  
State Office Building, Room 239  
Hartford, Connecticut 06115  
(203) 566-7580

John E. Malarkey  
State Bank Commissioner  
15 the Green  
Kirk Building  
Dover, Delaware 19901  
(302) 736-4235

Gerald A. Lewis  
Comptroller of Florida  
State Capitol Building  
Tallahassee, Florida 32304  
(904) 488-0370

Edward D. Dunn  
Commissioner of Banking and Finance  
2990 Brandywine Road  
Atlanta, Georgia 30341  
(404) 393-7330

Mary G. S. Bitterman  
Director of Regulatory Agencies  
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Tom D. McEldowney  
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Suite 2130  
Chicago, Illinois 60604  
(312) 793-2043

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Department of Financial Institutions  
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Thomas H. Huston  
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Roy P. Britton  
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Hunter O. Wagner  
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H. Donald DeMattels  
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Gerald T. Mulligan  
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Martha R. Seger  
Commissioner  
Financial Institutions Bureau  
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(517) 373-3460

Michael J. Pint  
Commissioner of Banks  
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Glenn Smith  
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Department of Banking and Consumer  
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Gary Buchanan  
Acting Commissioner of Finance  
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(603) 271-3561

Angelo Bianchi  
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36 West State Street  
Trenton, New Jersey 08625  
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Arthur L. Ortiz, Director  
Financial Institutions Division  
Commerce and Industry Department  
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Malco Building  
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Superintendent of Banks  
Department of Commerce  
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Ben McEnteer  
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Peter A. Nevola  
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Robert C. Cleveland  
Commissioner of Banking  
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Glen F. Ritterbusch  
Director of Banking and Finance  
State Capitol Building  
Pierre, South Dakota 57501  
(605) 773-3421

Thomas C. Mottern  
Commissioner of Banking  
James K. Polk State Office Bldg.  
505 Deaderick Street  
Nashville, Tennessee 37219  
(615) 741-2236

Robert E. Stewart  
Banking Commissioner  
2601 North Lamar  
Austin, Texas 78705  
(512) 475-4451

M. D. Borthick  
Commissioner of Financial Institutions  
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(801) 533-5461

George A. Chaffee  
Commissioner of Banking and Insurance  
State Office Building  
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Sidney A. Bailey  
Commissioner of Financial Institutions  
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M. D. Edwards  
Supervisor of Banking  
General Administration Building  
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Commissioner of Banking  
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(304) 348-2294

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Chairman of the Banking Board  
Government House, Charlotte Amalie  
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(809) 774-2991

## State Insurance Regulators

Each state has its own laws and regulations governing all types of insurance and has a commissioner or other official responsible for enforcement. If your problem is not resolved by the insurance company, keep in mind that company decisions, such as claim denials—can be appealed within the company) contact your state insurance regulator for help. Many insurance departments also provide consumer information helpful in making wise insurance buying decisions.

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Commissioner of Insurance  
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STATE INSURANCE REGULATORS

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(803) 758-3266

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Office of the Governor  
Pago Pago, American Samoa 96979

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Commissioner of Insurance  
Old San Juan Station  
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Henry A. Millin  
Commissioner of Insurance  
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St. Thomas, Virgin Islands 00801  
(809) 774-2991

## State Utility Commissions

State utility commissions largely regulate the rates consumers pay for gas, electricity, intrastate telephone service, intrastate household goods moving, and, in some states, intrastate water and transportation rates. (Interstate rates for these utilities and services are regulated by the Federal government.) Many state utility commissions offer complaint handling services, and will sometimes conduct investigations if numerous complaints are received on a particular utility matter.

In addition, some states have appointed utility consumer advocates who investigate consumer complaints involving utilities, represent consumers who file formal complaints with state utility commissions, investigate utility service where warranted, and represent the interests of consumers in rate proceedings of state utility commissions. To find out if your state has such an advocacy office, contact the National Association of State Utility Consumer Advocates, c/o Florida Public Counsel, Room 4, Holland Bldg., Tallahassee, Florida 32304, Telephone (904) 488-9330.

Billy Joe Camp, President  
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Bud Tims, Chairman  
Arizona Corporation Commission  
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N. M. Norton, Jr., Chairman  
Arkansas Public Service Commission  
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John T. Downey, Chairman  
Connecticut Public Utilities Control  
Authority  
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Joshua W. Martin, III, Chairman  
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Ruth Hankins-Nesbitt, Chairperson  
District of Columbia Public Service  
Commission  
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Florida Public Service Commission  
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Georgia Public Service Commission  
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Perry Swisher, President  
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Michael V. Hasten, Chairman  
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Ralph H. Gelder, Chairman  
Maine Public Utilities Commission  
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## STATE UTILITY COMMISSIONS

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Roger L. Hanson, Chairman  
Minnesota Public Utilities Commission  
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Norman A. Johnson, Jr., Chairman  
Mississippi Public Service Commission  
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Charles J. Fraas, Jr., Chairman  
Missouri Public Service Commission  
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Harold D. Simpson, Chairman  
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George H. Barbour, President  
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Richard P. Montoya, Chairman  
New Mexico Public Service Commission  
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Paul L. Gioia, Chairman  
New York Public Service Commission  
Empire State Plaza  
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Robert K. Koger, Chairman  
North Carolina Utilities Commission  
430 North Salisbury Street  
Dobbs Building  
Raleigh, North Carolina 27602  
(919) 733-4249

Richard A. Elkin, President  
North Dakota Public Service Commission  
State Capitol Building  
Bismarck, North Dakota 58505  
(701) 224-2400

William S. Newcomb, Jr., Chairman  
Ohio Public Utilities Commission  
375 South High Street  
Columbus, Ohio 43215  
(614) 466-3016

Hamp Baker, Chairman  
Oklahoma Corporation Commission  
Jim Thorpe Office Building  
Oklahoma City, Oklahoma 73105  
(405) 521-2267

John J. Lobdell  
Oregon Public Utility Commissioner  
300 Labor and Industries Building  
Salem, Oregon 97310  
(503) 378-6666

Susan M. Shanaman, Chairman  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, Pennsylvania 17120  
(717) 783-1740

Edward F. Burke, Chairman  
Rhode Island Public Utilities Commission  
100 Orange Street  
Providence, Rhode Island 02903  
(401) 277-3500

Rudolph Mitchell, Chairman  
South Carolina Public Service Commission  
111 Doctors Circle  
P.O. Box 11649  
Columbia, South Carolina 29211  
(803) 758-3621

Charlotte Fischer, Chairman  
South Dakota Public Utilities Commission  
Capitol Building  
Pierre, South Dakota 57501  
(605) 224-3203

Frank D. Cochran, Chairman  
Tennessee Public Service Commission  
C1-120 Cordell Hull Building  
Nashville, Tennessee 37219  
(615) 741-3125

George M. Cowden, Chairman  
Texas Public Utility Commission  
7800 Shoal Creek Boulevard, Suite 400N  
Austin, Texas 78757  
(512) 458-0100

Milly O. Bernard, Chairman  
Utah Public Service Commission  
330 East Fourth South Street  
Salt Lake City, Utah 84111  
(801) 533-5518

V. Louise McCarren, Chairman  
Vermont Public Service Board  
120 State Street  
State Office Building  
Montpelier, Vermont 05602  
(802) 828-2319

Thomas P. Harwood, Jr., Chairman  
Virginia State Corporation Commission  
Jefferson Building, P.O. Box 1197  
Richmond, Virginia 23209  
(804) 786-3608

Robert W. Bratton, Chairman  
Washington Utilities and Transportation Commission  
Highways-Licenses Building  
Olympia, Washington 98504  
(206) 753-6423

E. Dandridge McDonald, Chairman  
West Virginia Public Service Commission  
Room E-217, Capitol Building  
Charleston, West Virginia 25305  
(304) 348-2182

Stanley York, Chairman  
Wisconsin Public Service Commission  
432 Hill Farms State Office Building  
Madison, Wisconsin 53702  
(608) 266-1241

John R. Smyth, Chairman  
Wyoming Public Service Commission  
Capitol Hill Building  
320 West 25th Street  
Cheyenne, Wyoming 82001  
(307) 777-7427

Galo E. Camacho, Chairman  
Guam Public Utilities Commission  
Ada Plaza Center, Suite 201  
173 West Aspinall Avenue  
Agana, Guam 96910  
Country Code (671) 477-7220

Manuel Amadec Gonzalez, Chairman  
Puerto Rico Public Service Commission  
P.O. Box—Call Box CP  
Hato Rey, Puerto Rico 00919  
(809) 751-5050

Thomas W. Gibbs III, Chairman  
Virgin Islands Public Services Commission  
P.O. Box 40  
Charlotte Amalie, St. Thomas  
Virgin Islands 00801  
(809) 774-1291

## State Weights and Measures Offices

Weights and measures offices enforce weights and measures laws and regulations to ensure that commercial transactions are fair and accurate. These offices check the weights of packaged products and the accuracy of weighing and measuring devices such as supermarket scales, gasoline pumps, taxicab meters, and rental car odometers.

Contact your weights and measures office if you believe you have purchased a short-weight package or think a weighing or measuring device is inaccurate. The following offices are part of state governments. It is possible that your county or city also has a weights and measurements office. Local offices can often be located in the city or county government sections of your telephone directory under headings such as "weights and measures," "standards," "consumer protection," or "consumer affairs."

E. Stagg, Director  
Weights and Measures Division  
Alabama Department of Agriculture  
P.O. Box 3336  
Montgomery, Alabama 36193  
(205) 832-6767

Joseph L. Swanson, Chief  
Weights and Measures Section  
Department of Commerce and Economic Development  
P.O. Box 10-1686  
Anchorage, Alaska 99511  
(907) 345-3886

Patricia Fullinwider, Chief  
Arizona Weights and Measures Division  
3039 West Indian School Road  
Phoenix, Arizona 85017  
(602) 255-5211

Sam F. Hindsman, Director  
Division of Weights and Measures  
Department of Commerce  
4608 West 61st Street  
Little Rock, Arkansas 72203  
(501) 371-1759

Ezlo Delfino, Assistant Director  
California Department of Food and Agriculture  
Division of Measurement Standards  
8500 Fruitridge Road  
Sacramento, California 95826  
(916) 366-5119

Leo Letey, Chief  
Weights and Measures Section  
Department of Agriculture  
3125 Wyandot  
Denver, Colorado 80211  
(303) 866-2845

John T. Bennett, Chief  
Weights and Measures Division  
Department of Consumer Protection  
State Office Building, Room G-17  
Hartford, Connecticut 06115  
(203) 566-4778 and 566-5230

Eugene Keeley, Supervisor  
Office of Weights and Measures  
Department of Agriculture  
Drawer D  
Dover, Delaware 19901  
(302) 736-4824

Earl E. Maxwell, Chief  
Weights, Measures and Markets Division  
1110 U Street, S.E.  
Washington, D.C. 20020  
(202) 767-7923

Sydney D. Andrews, Director  
Division of Standards  
Department of Agriculture and Consumer Services  
Mayo Building—Lab Complex  
Tallahassee, Florida 32301  
(904) 488-0645

O. D. Mullinax, Assistant Commissioner  
Fuel and Measures Standards Division  
327 Agriculture Building  
Capitol Square  
Atlanta, Georgia 30334  
(404) 656-3605

George E. Mattimore  
Deputy Director of Measurement Standards  
P.O. Box 22159  
Honolulu, Hawaii 96822  
(808) 548-7152

Lyman D. Holloway, Chief  
Bureau of Weights and Measures  
2216 Kellogg Lane  
Boise, Idaho 83702  
(208) 334-2345

Sidney A. Colbrook, Weights and Measures Program Manager  
Bureau of Product Inspection and Standards  
Department of Agriculture  
Emmerson Building, State Fairground  
Springfield, Illinois 62706  
(217) 782-3817

Robert W. Walker, Director of Weights and Measures  
State Board of Health  
1330 West Michigan Street  
Indianapolis, Indiana 46206  
(317) 633-0350

James O'Connor, Supervisor  
Weights and Measures Division  
Department of Agriculture  
Henry A. Wallace Building  
Des Moines, Iowa 50319  
(515) 281-5716

John L. O'Neill, State Sealer and Director  
Kansas State Board of Agriculture  
Weights and Measures Division  
901 Kansas Avenue  
Topeka, Kansas 66612  
(913) 296-3846

Ronald C. Egnew, Director  
Division of Weights and Measures  
Department of Agriculture  
106 West Second Street  
Frankfort, Kentucky 40601  
(502) 564-4870

Philip A. Stagg, Director  
Louisiana Weights and Measures  
Department of Agriculture  
P.O. Box 44456  
Baton Rouge, Louisiana 70804  
(504) 925-3780

## STATE WEIGHTS AND MEASURES OFFICES

Gaylon Kennedy, Deputy State Sealer  
Bureau of Weights and Measures  
Department of Agriculture, Food, and  
Rural Resources  
State House  
Augusta, Maine 04333  
(207) 289-3841

Richard L. Thompson, Chief  
Weights and Measures Section  
Department of Agriculture  
Room 3205, Symons Hall  
College Park, Maryland 20742  
(301) 454-3551

Edward H. Stadolnik  
Assistant Director of Standards  
Division of Standards  
Executive Office of Consumer Affairs  
One Ashburton Place, Room 1115  
Boston, Massachusetts 02108  
(617) 727-3480

Edward Heffron, Chief  
Food and Dairy Division  
Department of Agriculture  
Lewis Cass Building, Box 30017  
Lansing, Michigan 48909  
(517) 373-1060

Edward Skluzacek, Director  
Division of Weights and Measures  
1015 Currie Avenue  
Minneapolis, Minnesota 55403  
(612) 341-7200

James H. Spencer, Director  
Consumer Protection Division  
1601 Walter Sillers Building  
P.O. Box 1609  
Jackson, Mississippi 39205  
(601) 354-6258

J. W. Abbott, Director  
Weights and Measures Division  
Department of Agriculture  
P.O. Box 630  
Jefferson City, Missouri 65102  
(314) 751-4278

Gary L. Delano, Administrator  
Division of Business and Professional  
Licensing  
Bureau of Weights and Measures  
1434 9th Avenue  
Helena, Montana 59620  
(406) 449-3163

John W. Alloway, Director  
Division of Weights and Measures  
Department of Agriculture  
301 Centennial Mall South, 4th Floor  
P.O. Box 94947  
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(402) 471-2341

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Chief Deputy State Sealer  
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Department of Agriculture  
P.O. Box 11100  
Reno, Nevada 89510  
(702) 784-6413

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Bureau of Weights and Measures  
Department of Agriculture  
85 Manchester Street, Park Plaza  
Concord, New Hampshire 03301  
(603) 271-3700

William J. Wolfe, Sr.  
State Superintendent  
State Office of Weights and Measures  
187 West Hanover Street  
Trenton, New Jersey 08625  
(609) 292-4615

Fred A. Gerk, Chief  
Standards and Consumer Services  
Department of Agriculture  
P.O. Box 3170  
Las Cruces, New Mexico 88003  
(505) 646-1616

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Bureau of Weights and Measures  
Building 7-A, State Campus  
Albany, New York 12235  
(518) 457-3452

David Smith, Director  
Consumer Standards Division  
Department of Agriculture  
P.O. Box 26056  
Raleigh, North Carolina 27611  
(919) 733-3313

Bruce Niebergall, Director  
Department of Weights and Measures  
Public Service Commission  
State Capitol  
Bismarck, North Dakota 58505  
(701) 224-2400

Kenneth R. Adcock, Chief  
Division of Weights and Measures  
Department of Agriculture  
8995 East Main  
Reynoldsburg, Ohio 47068  
(614) 866-5361

George W. Parker, Director  
Marketing Industry Division  
Oklahoma State Department of  
Agriculture  
122 Capitol Building  
Oklahoma City, Oklahoma 73105  
(405) 521-3861

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Weights and Measures Division  
Department of Agriculture  
635 Capitol Street, N.E.  
Salem, Oregon 97310  
(503) 378-3792

Fred A. Thomas, Director  
Bureau of Standard Weights and  
Measures  
Department of Agriculture  
2301 N. Cameron Street  
Harrisburg, Pennsylvania 17110  
(717) 787-9089

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Mercantile—Weights and Measures  
Division  
470 Allens Avenue  
Providence, Rhode Island 02905  
(401) 277-2758

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Consumer Services Division  
Department of Agriculture  
P.O. Box 11280  
Columbia, South Carolina 29211  
(803) 758-7478

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Administrative Assistant  
Division of Commercial Inspection and  
Regulation  
State Capitol  
Pierre, South Dakota 57501  
(605) 773-3177

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Marketing Division  
Department of Agriculture  
Box 40627, Melrose Station  
Nashville, Tennessee 37204  
(615) 741-1561

Robert Champion, Director  
Consumer Services Division  
Department of Agriculture  
Box 12847, Stephen F. Austin Building  
Austin, Texas 78711  
(512) 475-4304

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Supervisor of Weights and Measures  
State Department of Agriculture  
5757 South 320 West  
Murray, Utah 84107  
(801) 533-5459

Trafford F. Brink, Director  
Division of Weights and Measures and  
Retail Inspection  
Department of Agriculture  
116 State Street  
Montpelier, Vermont 05602  
(802) 828-2436

James F. Lyles, Supervisor  
Weights and Measures Section  
Department of Agriculture and Consumer  
Services  
P.O. Box 1163, Room 403  
Richmond, Virginia 23209  
(804) 786-2476

Gunnar Magnuson, Chief  
Weights and Measures Section  
Dairy and Food Division  
Department of Agriculture  
406 General Administration Building  
Olympia, Washington 98504  
(206) 753-5059 and 753-0277

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Division of Consumer Protection  
Department of Labor  
1900 Washington Street, East  
Capitol Complex  
Charleston, West Virginia 25303  
(304) 348-7890

Robert W. Probst, Director  
Bureau of Weights and Measures  
Wisconsin Department and Agriculture  
Trade and Consumer Protection  
801 West Badger Road, Box 8911  
Madison, Wisconsin 53708  
(608) 266-7241

Elvin R. Leeman  
Agriculture Products/Standards Officer  
Department of Agriculture  
2219 Carey Avenue  
Cheyenne, Wyoming 82002  
(307) 777-8321

## STATE WEIGHTS AND MEASURES OFFICES

María A. Maldonado  
Assistant Secretary  
Bureau of Enforcement  
Department of Consumer Affairs  
P. O. Box 41059, Minillas Station  
Sanurce, Puerto Rico 00940  
(809) 726-7585 and 726-7555

Helen I. Joseph, Director  
Consumer Services Administration  
Golden Rock Shopping Center  
Christiansted  
St. Croix, Virgin Islands 00820  
(809) 773-2226

# Better Business Bureaus

## United States Bureaus

### Alabama

2026 Second Avenue N., Suite 2303  
Birmingham, Alabama 35203  
(205) 323-6127

Central Bank Bldg., Suite 410  
West Side Square  
P.O. Box 383 (35804)  
Huntsville, Alabama 35801  
(205) 533-1640

307 Van Antwerp Building  
Mobile, Alabama 36602  
(205) 433-5494

60 Commerce Street, Suite 810  
Montgomery, Alabama 36104  
(205) 262-2390

### Arizona

4428 North 12th Street  
Phoenix, Arizona 85013  
(602) 264-1721

100 East Alameda Street, Suite 403  
Tucson, Arizona 84701  
Inquiries (602) 622-7651  
Complaints 622-7654

### Arkansas

1216 South University  
Little Rock, Arkansas 72204  
(501) 664-7274

### California

705 Eighteenth Street  
Bakersfield, California 93301  
(805) 322-2074

1265 North La Cadena  
Colton, California 92324  
(714) 825-7280

413 T.W. Patterson Building  
Fresno, California 93721  
(209) 268-6424

639 South New Hampshire Avenue,  
3rd Floor  
Los Angeles, California 90005  
(213) 383-0992

360 22nd Street, El Dorado Building  
Oakland, California 94612  
(415) 839-5900

74-273 1/2 Highway 111  
Palm Desert, California 92260  
(714) 346-2014

1401 21st Street, Suite 305  
Sacramento, California 95814  
(916) 443-6843

4310 Orange Avenue  
San Diego, California 92105  
(714) 283-3927

2740 Van Ness Avenue, #210  
San Francisco, California 94109  
(415) 775-3300

P.O. Box 8110  
San Jose, California 95155  
(408) 298-5880

20 North San Mateo Drive, P.O. Box 294  
San Mateo, California 94401  
(415) 347-1251, 52, 53

P.O. Box 746  
Santa Barbara, California 93102  
(805) 963-8657

1111 North Center Street  
Stockton, California 95202  
(209) 948-4880

17662 Irvine Boulevard, Suite 15  
Tustin, California 92680  
Inq. (714) 544-5842  
Comp. 544-6942

### Colorado

524 South Cascade  
Colorado Springs, Colorado 80903  
(303) 636-1155

841 Delaware Street  
Denver, Colorado 80204  
(303) 629-1036

### Connecticut

Fairfield Woods Plaza, 2345 Black Rock  
Turnpike  
Fairfield, Connecticut 06430  
(203) 368-6538

250 Constitution Plaza  
Hartford, Connecticut 06103  
(203) 247-8700

35 Elm Street, P.O. Box 2015  
New Haven, Connecticut 06506  
(203) 787-5788

### Delaware

20 South Walnut Street, P.O. Box 300  
Milford, Delaware 19963  
(302) 856-6969

1901-B West Eleventh Street, P.O. Box  
4085  
Wilmington, Delaware 19807  
(302) 652-3833

### District of Columbia

1334 G Street, N.W., Prudential Bldg.,  
6th Floor  
Washington, D.C. 20005  
(202) 393-8000

### Florida

8600 NE-2nd Ave.  
Miami, Florida 33138  
(305) 757-3446

3015 Exchange Court  
West Palm Beach, Florida 33409  
(305) 686-2200

### Georgia

212 Healey Building, 57 Forsyth Street,  
N.W.  
Atlanta, Georgia 30335  
(404) 688-4910

P.O. Box 2085  
Augusta, Georgia 30903  
(404) 722-1574

Martin Theatre Bldg.  
1320 Broadway, Suite 250  
Columbus, Georgia 31902  
(404) 324-0712, 13

P.O. Box 13956  
Savannah, Georgia 31406  
(912) 234-5336

### Hawaii

677 Ala Moana Boulevard, Suite 602  
Honolulu, Hawaii 96813  
(808) 531-8131, 32, 33

P.O. Box 11414  
Lahaina, Maui, Hawaii 96761  
(808) 877-4000

### Idaho

Idaho Building, Suite 324  
Boise, Idaho 83702  
(208) 342-4649

### Illinois

35 East Wacker Drive  
Chicago, Illinois 60601  
Inquiries (312) 346-3868  
Complaints 346-3313

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109 S.W. Jefferson Street, Suite 305  
Peoria, Illinois 61602  
(309) 673-5194

**Indiana**

118 South Second Street, P.O. Box 405  
Elkhart, Indiana 46515  
(219) 293-5731

Old Courthouse Center, Rm. 310  
Evansville, Indiana 47708  
(812) 422-6879

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

2500 West Ridge Road, Calumet  
Township  
Gary, Indiana 46408  
(219) 980-1511

15 East Market Street  
Indianapolis, Indiana 46204  
(317) 637-0197

204 Iroquois Building  
Marion, Indiana 46952  
(317) 668-8954

Ball State Univ. BBB, Whitinger Bldg.,  
Rm. 160  
Muncie, Indiana 47306  
(317) 285-6375

230 West Jefferson Boulevard  
South Bend, Indiana 46601  
(219) 234-0183

105 S. Third Street  
Terre Haute, Indiana 47801  
(812) 234-7749

**Iowa**

619 Kahl Building  
Davenport, Iowa 52801  
(319) 322-0782

234 Insurance Exchange Building  
Des Moines, Iowa 50309  
(515) 243-8137

Benson Bldg., Suite 645, 7th & Douglas  
Streets  
Sioux City, Iowa 51101  
(712) 252-4501

**Kansas**

501 Jefferson, Suite 24  
Topeka, Kansas 66607  
(913) 232-0454

300 Kaufman Bldg.  
Wichita, Kansas 67202  
(316) 263-3146

**Kentucky**

1523 North Limestone  
Lexington, Kentucky 40505  
(606) 252-4492

844 S. Fourth Street  
Louisville, Kentucky 40202  
(502) 583-6546

**Louisiana**

2055 Wooddale Blvd.  
Baton Rouge, Louisiana 70806  
(504) 926-3010

300 Bond St., Box 9129  
Houma, Louisiana 70361  
(504) 868-3456

804 Jefferson Street, P.O. Box 3651  
Lafayette, Louisiana 70502  
(318) 234-8341

1413 Ryan Street, Suite C, P.O. Box 1681  
Lake Charles, Louisiana 70602  
(318) 433-1633

141 De Siard Street, 141 ONB Bldg.,  
Suite 503  
Monroe, Louisiana 71201  
(318) 387-4600

301 Camp Street, Suite 403  
New Orleans, Louisiana 70130  
(504) 581-6222

320 Millam Street  
Shreveport, Louisiana 71101  
(318) 221-8352  
(Texarkana residents call) (214) 792-7691

**Maryland**

401 North Howard Street  
Baltimore, Maryland 21201  
(301) 685-6986

6917 Arlington Road  
Bethesda, Maryland 20014  
(301) 656-7000

**Massachusetts**

8 Winter Street  
Boston, Massachusetts 02108  
(617) 482-9151

The Federal Bldg., Suite 1, 78 North  
Street  
Hyannis, Massachusetts 02601  
(617) 771-3022

316 Essex Street  
Lawrence, Massachusetts 01840  
(617) 687-7666

908 Purchase Street  
New Bedford, Massachusetts 02745  
(617) 999-6060

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

32 Franklin Street, P.O. Box 379  
Worcester, Massachusetts 01601  
(617) 755-2548

**Michigan**

150 Michigan Avenue  
Detroit, Michigan 48226  
(313) 962-7566

1 Peoples Building  
Grand Rapids, Michigan 49503  
(616) 774-8236  
Holland/Zeeland  
(616) 772-6063  
Muskegon  
(616) 722-0707

**Minnesota**

1745 University Avenue  
St. Paul, Minnesota 55104  
(612) 646-4637

**Mississippi**

P.O. Box 2090  
Jackson, Mississippi 39205  
(601) 948-4732

**Missouri**

906 Grand Avenue  
Kansas City, Missouri 641106  
(816) 421-7800

Mansion House Center, 440 N. Fourth  
Street  
St. Louis, Missouri 63101  
(314) 241-3100

P.O. Box 4331, GS 319 65806  
Hollard Bldg., Park Central  
Springfield, Missouri  
(417) 862-9231

**Nebraska**

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

417 Farnam Building, 1613 Farnam Street  
Omaha, Nebraska 68102  
(402) 346-3033

**Nevada**

1829 East Charleston Boulevard,  
Suite 103  
Las Vegas, Nevada 89104  
(702) 382-7141

372-A Casazza Dr., P.O. Box 2932  
Reno, Nevada 89505  
(702) 322-0657

**New Hampshire**

One Pillsbury Street  
Concord, New Hampshire 03301  
(603) 224-1991

**New Jersey**

836 Haddon Avenue, P.O. Box 303  
Collingswood, New Jersey 08108  
(609) 854-8467

Mercer County  
Cranbury, New Jersey 08512  
(609) 586-1464

Monmouth County  
536-6306

Middlesex, Somerset and Hunderton  
Counties  
297-5000

34 Park Place  
Newark, New Jersey 07102  
(201) 643-3025

2 Forest Avenue  
Paramus, New Jersey 07652  
(201) 845-4044

1721 Route 37 East  
Toms River, New Jersey 06753  
(201) 270-5577

**New Mexico**

2921 Carlisle, N.E.  
Albuquerque, New Mexico 87110  
(505) 844-0500

2120 East 20th Street  
Farmington, New Mexico 87401  
(505) 325-1136

Santa Fe Division, 227 East Palace  
Avenue, Suite C  
Santa Fe, New Mexico 87501  
(505) 988-3648

**New York**

775 Main Street  
Buffalo, New York 14203  
(716) 856-7180

435 Old Country Road  
Long Island (Westbury), New York 11590  
(516) 334-7662

257 Park Avenue, South  
New York, New York 10010  
Inq. & Comp. (212) 533-6200  
Other 533-7500

257 Park Ave., South (Harlem)  
New York, New York 10010  
(212) 533-6200

1122 Sibley Tower  
Rochester, New York 14604  
(716) 546-6776

120 East Washington Street  
Syracuse, New York 13202  
(315) 479-6635

209 Elizabeth Street  
Utica, New York 13501  
(315) 724-3129

158 Westchester Avenue  
White Plains, New York 10601  
(914) 428-1230, 31

120 E. Main  
Wappinger Falls, New York 12590  
(914) 297-6550

**North Carolina**

29 1/2 Page Avenue  
Asheville, North Carolina 28801  
(704) 253-2392

Commerce Center, Suite 1300  
Charlotte, North Carolina 28202  
(704) 332-7152

3608 West Friendly Avenue,  
P.O. Box 2400  
Greensboro, North Carolina 27410  
(919) 852-4240, 41, 42

100 Park Drive Building, Suite 203,  
P.O. Box 12033  
Research Triangle Park, North Carolina  
27709  
(919) 549-8221

The First Union National Bank Building  
Winston-Salem, North Carolina 27101  
(919) 725-8348

**Ohio**

P.O. Box F 596  
Akron, Ohio 44308  
(216) 253-4590

500 Cleveland Avenue, North  
Canton, Ohio 44702  
(216) 454-9401

26 East Sixth Street  
Cincinnati, Ohio 45202  
(513) 421-3015

1720 Keith Building  
Cleveland, Ohio 44115  
(216) 241-7678

527 South High Street  
Columbus, Ohio 43215  
(614) 221-6336

15 East Fourth Street, Suite 209  
Dayton, Ohio 45402  
(513) 222-5825

405 N. Huron Street  
Toledo, Ohio 45604  
(419) 241-6276

903 Mahoning Bank Building  
P.O. Box 1495 44501  
Youngstown, Ohio 44503  
(216) 744-3111

**Oklahoma**

606 N. Dewey  
Oklahoma City, Oklahoma 73102  
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4833 South Sheridan, Suite 412  
Tulsa, Oklahoma 74145  
(918) 664-1266

**Oregon**

623 Corbett Building  
Portland, Oregon 97204  
(503) 226-3981

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Bethlehem, Pennsylvania 18018  
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Lancaster, Pennsylvania 17602  
(717) 291-1151  
Toll Free, York Co. Resident  
846-2700

1218 Chestnut Street  
Philadelphia, Pennsylvania 19107  
(215) 574-3600

610 Smithfield Street  
Pittsburgh, Pennsylvania 15222  
(412) 456-2700

Brooks Building  
Scranton, Pennsylvania 18503  
(717) 342-9129

**Puerto Rico**

P.O. Box BBB, Fernandez Juncos Station  
San Juan, Puerto Rico 00910  
(809) 724-7474  
Cable: BEBUSBU

**Rhode Island**

248 Weybosset Street  
Providence, Rhode Island 02903  
(401) 272-9800

**Tennessee**

716 James Building, 735 Broad Street  
Chattanooga, Tennessee 37402  
(615) 266-6144

P.O. Box 3608  
Knoxville, Tennessee 37917  
(615) 522-2139

1835 Union, Suite 202, Box 41406  
Memphis, Tennessee 38104  
(901) 272-9641

506 Nashville City Bank Building  
Nashville, Tennessee 37201  
(615) 254-5872

**Texas**

465 Cypress Duffy Bldg., Box 3275  
Abilene, Texas 79604  
(915) 677-8071

518 Amarillo Building  
Amarillo, Texas 79101  
(806) 374-3735

American Bank Tower, Suite 720  
Austin, Texas 78701  
(512) 476-6943

P.O. Box 2988  
Beaumont, Texas 77704  
(713) 835-5348

202 Varisco Building  
Bryan, Texas 77801  
(713) 823-8148

## BETTER BUSINESS BUREAUS

109 N. Chaparral, Suite 101  
Corpus Christi, Texas 78401  
(512) 888-5555

1511 Bryan Street  
Dallas, Texas 75201  
(214) 747-8891

2501 North Mesa Street, Suite 301  
El Paso, Texas 79902  
(915) 533-2431

709 Sinclair Building, 106 West 5th  
Street  
Fort Worth, Texas 76102  
(817) 332-7585

P.O. Box 7499  
Houston, Texas 77008  
(713) 868-9500

1015 15th Street, P.O. Box 1178  
Lubbock, Texas 79401  
(806) 763-0459

Air Terminal Building, P.O. Box 6006  
Midland, Texas 79701  
(915) 563-1880  
Complaints 563-1882

337 West Twohig  
San Angelo, Texas 76903  
(915) 653-2318

400 West Market Street, Suite 301  
San Antonio, Texas 78205  
(512) 225-5833

608 New Road, P.O. Box 7203  
Waco, Texas 76718  
(817) 772-7530

First National Bank Bldg., Suite 600  
Wichita Falls, Texas 76301  
(817) 723-5526

### Utah

40 North 100 East  
Provo, Utah 84601  
(801) 377-2611

1588 South Main  
Salt Lake City, Utah 84115  
(801) 487-4656

### Virginia

105 East Annandale Road, Suite 210  
Falls Church, Virginia 22046  
(703) 533-1900

First & Merchants Bank Building,  
Suite 620  
300 Main Street, E., P.O. Box 3548  
Norfolk, Virginia 23514  
(804) 627-5651  
Peninsula area  
(804) 851-9101

4020 West Broad Street  
Richmond, Virginia 23230  
(804) 355-7902

646 A Crystal Tower, 145 West Campbell  
Avenue, SW  
Roanoke, Virginia 24011  
(703) 342-3455

### Washington

2332 Sixth Avenue  
Seattle, Washington 98121  
(206) 622-8067, 68

N. 214 Wall  
Spokane, Washington 99201  
(509) 747-1155

950 Pacific Avenue  
Tacoma, Washington 98402  
(206) 383-5561

P.O. Box 1584, 424 Washington Mutual  
Bldg.

Yakima, Washington 98907  
(509) 248-1326

### Wisconsin

740 North Plankinton Avenue  
Milwaukee, Wisconsin 53203  
(414) 273-1600

## International Bureaus

### National Headquarters for Canadian Bureaus

2 Bloor Street, East, Suite 3034  
Toronto, Ontario M4 W 3J5  
(416) 925-3141

### Alberta

630 8th Avenue, SW, Suite 404  
Calgary, Alberta T2P 1G6  
(403) 269-3905

600 Guardian Building  
10240 124th Street  
Edmonton, Alberta T5N 3W6  
(403) 482-2341

Grande Prairie, Alberta  
(Open 8:30 to 4:30)  
(403) 532-7778

Red Deer, Alberta  
(403) 343-3280

### British Columbia

100 West Pender Street, 12th Floor  
Vancouver, British Columbia V6B 1S3  
(604) 682-2711

635 Humboldt Street, Rm. M-37  
Victoria, British Columbia V8W 1A7  
(604) 386-6348

### Manitoba

365 Hargrave Street, Room 204  
Winnipeg, Manitoba R3B 2K3  
(204) 943-1486

### New Brunswick

Box 1002, 331 Elmwood Dr., Suite 2  
Moncton, New Brunswick E1C-8P2  
(506) 854-3330

### Newfoundland

P.O. Box 516, 2 Adelaide Street  
St. John's, Newfoundland A1C 5K4  
(709) 722-2222

### Nova Scotia

P.O. Box 2124, 1722 Granville Street  
Halifax, Nova Scotia B3J 3B7  
(902) 422-6581

### Ontario

170 Jackson Street, East  
Hamilton, Ontario L8N 1L4  
(416) 526-1119

354 Charles Street, East  
Kitchener, Ontario N2G 4L5  
(519) 579-3080

71 Bank Street, Suite 503  
Ottawa, Ontario K1P 5N2  
(613) 237-4856

321 Bloor Street, East, Suite 901  
Toronto, Ontario M4W 3K6  
(416) 961-0088

500 Riverside Drive West  
Windsor, Ontario N9A 5K4  
(519) 258-7222

2055 Peel Street, Suite 460  
Montreal, PQ H3A 1V4  
(514) 286-9281

475 Rue Richelieu  
Quebec City, PQ G1R 1K2  
(418) 523-2555

### Saskatchewan

1942 Hamilton Street, Suite 3  
Regina, Saskatchewan, S4P 2C4  
(306) 352-7601

### Israel

Seven Hamuchtar Street, P.O.B. 578  
Beer-Sheva,  
34222

Allenby St., No. 53A, 65243 Tel-Aviv,  
Israel  
(03)28-25-28

### Venezuela

Avenida El Cafetal, Edificio "CIEMI,"  
Piso 1, #85  
Tel: 323117  
Cable: BBBVEN

## Corporate Consumer Contacts

### A&W Beverages, Inc.

Subsidiary of United Brands Co.  
1271 Avenue of the Americas  
New York, New York 10020  
(212) 397-4442  
CONTACT: Terry V. Seymour  
Public Relations and Consumer Affairs  
Manager

### AT&T

295 N. Maple Avenue  
Basking Ridge, New Jersey 07920  
(201) 221-6606  
CONTACT: Dwight Johnson  
Consumer Affairs Manager

### AAMCO Transmissions, Inc.

408 E. 4th Street  
Bridgeport, Pennsylvania 19405  
(217) 277-4000  
CONTACT: Catherine M. Poole  
Customer Relations

### Abbott Laboratories

Abbott Park  
North Chicago, Illinois 60064  
(312) 937-5938  
CONTACT: For Consumer Products Only  
Clarence Endicott  
Consumer Products Division

### Admiral

P.O. Box 2845  
Bloomington, Illinois 61701  
(309) 827-0002  
CONTACT: Rick Gremer  
Director of Consumer Relations

### AETNA Insurance Company

55 Elm Street  
Hartford, Connecticut 06115  
(203) 525-3451  
CONTACT: Robert H. Wilson, Jr.  
Director, Customer Relations

### AETNA Life & Casualty

151 Farmington Avenue  
Hartford, Connecticut 06115  
(203) 273-7894  
CONTACT: Melinda J. Lazor  
Manager, Corporate & Consumer Affairs

### Airwick Industries Inc.

Airwick Consumer Products Division  
380 North Street  
Teterboro, New Jersey 07608  
(201) 933-8200  
CONTACT: Helen L. Becker  
Coordinator, Consumer Affairs

### Alaska Airlines, Inc.

Box 68900  
Seattle, Washington 98188  
(206) 433-3295  
CONTACT: Timothy Orkins  
Manager, Consumer Affairs

### Alberto-Culver Co. Inc.

2525 Armitage Avenue  
Melrose Park, Illinois 60160  
(312) 450-3163  
CONTACT: Michelle Evans  
Consumer Relations Dept.

### Aicon Laboratories, Inc.

6201 South Freeway  
Fort Worth, Texas 76134  
(817) 293-0450, Ext. 2454  
CONTACT: Martha T. Slegel  
Manager, Corporate Consumer Affairs

### Aldens, Inc.

5000 Roosevelt Road  
Chicago, Illinois 60607  
(312) 854-4141  
CONTACT: Manager, Service Quality  
Dept.

### Allstate Insurance Company

Allstate Plaza  
Northbrook, Illinois 60062  
(312) 291-5595  
CONTACT: Joan Harrington  
Asst. Vice President, Consumer/Urban  
Affairs

### Alpha Beta Co. Inc.

777 S. Harbor Blvd.  
La Habra, California 90631  
(714) 738-2141  
CONTACT: Esther Cramer  
Vice President, Community Relations

### Amana Refrigeration, Inc.

Amana, Iowa 52204  
(319) 622-5511  
CONTACT: James R. Simmons  
General Manager, Customer Relations

### American Airlines

P.O. Box 61616  
DFW Airport, Texas 75261  
(214) 355-2131  
CONTACT: E. M. Dieringer  
Director, Consumer Relations

### American Can Company

208 American Lane  
Greenwich, Connecticut 06830  
(203) 552-2054  
CONTACT: Barbara C. Manley  
Manager, Consumer Affairs

### American Express

American Express Plaza  
New York, New York 10004  
(212) 323-2000  
(800) 327-4300  
CONTACT: Martin J. Hummel  
Manager, Consumer Relations

### American Motor Sales Corporation

(See page 85)

### American Optical Corp.

14 Mechanic Street  
Southbridge, Massachusetts 01550  
(617) 756-9711  
CONTACT: H. Frank Nadeau—Spectacles  
Lindsay C. Anderson—contact lenses

### American Standard

P.O. Box 2003  
New Brunswick, Connecticut 08903  
(201) 885-1900  
CONTACT: Ronald J. Fojtlin  
Manager, Consumer Affairs

### American Tourister, Inc.

91 Main Street  
Warren, Rhode Island 02885  
(401) 245-2100  
CONTACT: Director, Marketing Services

### AMPAC, Inc.

P.O. Box 7813  
San Francisco, California 94120  
(415) 772-2071  
CONTACT: Helen P. Goldsmith  
Vice President, Consumer & Government  
Affairs

### Amoco Oil Company

200 E. Randolph  
Chicago, Illinois 60601  
(312) 852-0984  
CONTACT: Richard D. Hughes  
Staff Director, Customer Relations

### ARA Manufacturing Company

P.O. Box 870  
Grand Prairie, Texas 75050  
(214) 641-3130  
CONTACT: Dan L. Kelly  
Manager, Consumer Relations



**Armstrong Rubber**  
500 Sargent Drive  
New Haven, Connecticut 06511  
(203) 562-1161  
CONTACT: Allyn C. Gossner  
Director, Consumer Affairs

**Armstrong World Industries**  
Armstrong House  
Lancaster Square  
Lancaster, Pennsylvania 17604  
(717) 397-0611  
CONTACT: Jane W. Delbler

**Association of Home Appliance  
Manufacturers**  
20 North Wacker Drive  
Chicago, Illinois 60606  
(312) 984-5848  
CONTACT: James Nolan  
Vice President—Consumer Affairs

**Atlantic Richfield Company**  
A.P. 715  
515 So. Flower Street  
Los Angeles, California 90071  
(213) 486-2165  
CONTACT: Julie B. Middleton  
Director of Consumer Affairs

**Atlas Van Lines**  
1212 St. George Road  
Evansville, Indiana 47736  
(812) 424-2222  
CONTACT: J. R. Patterson  
Vice President, Customer Service and  
Insurance

**BMW of North America, Inc.**  
(See page 85)

**U.S. Borax & Chemical Corporation**  
3075 Wilshire Boulevard  
Los Angeles, California 90010  
(213) 381-5311  
CONTACT: Steffine Miller

**Borden, Inc.**  
180 East Broad Street  
Columbus, Ohio 43215  
(814) 225-4511  
CONTACT: Carole Albrecht  
Manager, Consumer Communications

**Boston Edison Company**  
800 Boylston Street  
Boston, Massachusetts 02199  
(617) 424-2448  
CONTACT: Dena R. Lehman

**Bradlees Stores**  
1 Bradlees Circle  
Braintree, Massachusetts 02184  
(617) 463-5377  
CONTACT: Avis Derman  
Office of Consumer Affairs

**Bristol-Myers Company**  
345 Park Avenue  
New York, New York 10154  
(212) 644-2100  
CONTACT: Lorna Corbett  
Corporate Communications

**British Airways**  
245 Park Avenue  
New York, New York 10167  
(212) 878-4704  
CONTACT: Helen P. Mohan  
Customer Relations Manager, USA

**Broadway Department Stores**  
3880 No. Mission Road  
Los Angeles, California 90031  
(213) 227-2440  
CONTACT: Charles A. Zahka

**Brown-Forman Distillers Corp.**  
P.O. Box 1080  
Louisville, Kentucky 40201  
(502) 585-1100  
CONTACT: Jean A. Worland  
Manager, Consumer Relations

**Budget Rent-A-Car Corporation**  
35 East Wacker Drive  
Chicago, Illinois 60601  
(312) 580-5000  
CONTACT: Director, Customer Relations

**Bullova Watch Company**  
Bullova Park  
Flushing, New York 11370  
(212) 335-6000  
CONTACT: Inquiries only (don't send  
products)  
Mr. Clair Shenk  
General Manager, Service

**Burlington Industries**  
Post Office Box 21207  
Greensboro, North Carolina 27420  
(919) 379-2331  
CONTACT: Doris Covington  
Coordinator, Consumer Information

**Caloric Corporation**  
Topton, Pennsylvania 19562  
(215) 682-4211  
CONTACT: Paul Gagnon  
Consumer Communications

**Campbell Soup Company**  
Campbell Place  
Camden, New Jersey 08101  
(609) 864-4000  
CONTACT: Douglas Robinson

**Canada Dry Corporation**  
100 Park Avenue  
New York, New York 10017  
(212) 953-5900  
CONTACT: Joyce Hintz

**Cannon Mills, Inc.**  
1271 Avenue of the Americas  
New York, New York 10020  
(212) 957-2500

**Carnation Company**  
5045 Wilshire Blvd.  
Los Angeles, California 90036  
(213) 932-6000  
CONTACT: L. E. Abramson  
Manager, Consumer Relations Department

**Carrier Air Conditioning Co.**  
Post Office Box 4608  
Syracuse, New York 13221  
(315) 432-7651  
CONTACT: Customer Assurance Dept.

**Castle & Cooke Foods**  
50 California Street  
San Francisco, California 94111  
(415) 986-3000  
CONTACT: Patricia Collier

**Champion Spark Plug Company**  
P.O. Box 910  
Toledo, Ohio 43661  
(419) 535-2567  
CONTACT: Service Supervisor,  
Automotive Technical Services Dept.

**Charles of the Ritz Group, Ltd.**  
40 W. 57th Street  
New York, New York 10019  
(212) 621-7416  
CONTACT: Annamarie Gonda  
Manager, Consumer Relations

**Cheesebrough-Pond's, Inc.**  
33 Benedict Place  
Greenwich, Connecticut 06830  
(203) 661-2000  
CONTACT: Beth Allen  
Director Consumer Affairs

**Chevron U.S.A., Inc.**  
P.O. Box 773  
San Francisco, California 94120  
CONTACT: William A. McCord  
Manager, Community Relations and  
Public Affairs

**Chrysler Corporation**  
(See page 86)

**Church & Dwight Co., Inc.**  
P.O. Box 369  
Piscataway, New Jersey 08540  
(201) 885-1220  
CONTACT: Joyce F. Srednicki

**Citibank, N. A.**  
399 Park Avenue, 18th Floor  
New York, New York 10043  
(212) 559-0403  
CONTACT: Nathaniel J. Sutton  
Vice President, Customer Relations

**Clairol**  
345 Park Avenue  
New York, New York 10022  
(212) 644-3086  
CONTACT: Cathi Hunt

**Clorox Company**  
P.O. Box 24305  
Oakland, California 94623  
(415) 271-7283  
CONTACT: C. Kay Whitehurst

**The Coca-Cola Company**  
310 North Avenue, N.W.  
Atlanta, Georgia 30313  
(404) 898-2579  
CONTACT: Roger H. Nunley  
Manager, Consumer Affairs Department

**Colgate-Palmolive**  
300 Park Avenue  
New York, New York 10022  
(212) 751-1200  
CONTACT: Kathleen M. Fitzsimmons  
Manager, Consumer Affairs

**Colonial Penn Insurance Company**  
5 Penn Center Plaza  
Philadelphia, Pennsylvania 19103  
CONTACT: Katherine Pilhuj

**Columbia Gas Distribution Companies**  
99 North Front Street  
Columbus, Ohio 43215  
(614) 460-2568  
CONTACT: James M. O'Sullivan  
Vice President

**Columbia House**  
1211 Avenue of the Americas  
New York, New York 10036  
(212) 975-4321  
CONTACT: Maura O'Keefe

**Combined Insurance Company of America**  
5050 Broadway  
Chicago, Illinois 60640  
(312) 275-8000 ext. 270  
CONTACT: John R. Stone  
Vice President and Director Consumer  
Affairs/Internal Market Conduct

**Conair Corporation**  
11 Executive Avenue  
Edison, New Jersey 08817  
(201) 287-4800  
CONTACT: Shirely Merke  
Director of Consumer Services

**Congoleum Corporation**  
195 Belgrove Drive  
Kearny, New Jersey 07032  
(201) 991-1000  
CONTACT: Manager, Consumer Affairs

**Connecticut General Life Insurance Co.**  
Group Insurance Operations  
Hartford, Connecticut 06152  
(203) 243-8811  
CONTACT: Cecil A. Bethea  
Assistant Secretary

**Conoco Inc.**  
Box 2197  
Houston, Texas 77001  
(713) 965-1609  
CONTACT: Eldon L. Saul  
Coordinator, Distributor Relations

**Consolidated Edison Company of New  
York**  
Room 1625-S  
4 Irving Place  
New York, New York 10003  
(212) 460-6905  
CONTACT: Kenneth Kowald  
Director, Consumer Affairs

**Cooper Tire & Rubber Company**  
Lima & Western Avenue  
Findlay, Ohio 45840  
(419) 423-1321  
CONTACT: Jim Compton

**Corning Glass Works**  
Consumer Service Department  
HP EB-2  
Corning, New York 14830  
(607) 974-8219  
CONTACT: James I. Seeley

**Consumer Intelligence Center, Inc.**  
250 West 57th Street, Suite 2514  
New York, New York 10107  
(212) 981-7350  
CONTACT: Betty J. Saneholtz

**Consumers United Group**  
2100 M Street, N.W.  
Washington, D.C. 20063  
(202) 872-5892  
CONTACT: Judith Iliff  
Coordinator, Consumer Research &  
Conservation

**Continental Airlines, Inc.**  
101 Continental Drive  
El Segundo, California 90246  
CONTACT: Marvin Long  
Manager, Customer Relations  
(213) 646-7612

**Copps Corporation**  
6120 University Avenue  
P.O. Box 5403  
Madison, Wisconsin 53705  
(608) 238-4104

**Cornell-Dubilier Electronics**  
118 E. Jones Street  
Fugay-Varina, North Carolina 27526  
(919) 552-2281 Ext. 118  
CONTACT: Gregg C. Dodson

**Cosmair, Inc.**  
530 Fifth Avenue  
New York, New York 10036  
(212) 840-3900  
CONTACT: Dr. A. John Penick  
Vice President Corporate Affairs

**Cramer Products, Inc.**  
P.O. Box 1001  
Gardner, Kansas 66030  
CONTACT: Eileen Hertzler

**Culligan International Co.**  
One Culligan Parkway  
Northbrook, Illinois 60067  
(312) 498-2000  
CONTACT: Robert J. Burke  
Director, Consumer Affairs

**Del Monte Corporation**  
P.O. Box 3575  
San Francisco, California 94119  
(415) 442-4803  
CONTACT: John B. Chinn  
Manager, Trade & Consumer Services

**Delta Air Lines, Inc.**  
Hartsfield Atlanta International Airport  
Atlanta, Georgia 30320  
CONTACT: Consumer Affairs Department

**Denny's Restaurants**  
14256 E. Firestone Blvd.  
La Mirada, California 90637  
(714) 521-4152  
CONTACT: Judi Kyte  
Manager, Customer Relations

**Diners Club International**  
#10 Columbus Circle  
New York, New York 10019  
(212) 245-1500  
CONTACT: Robert S. Plummer  
Vice President & General Counsel

**The Direct Selling Association**  
1730 M Street, N.W.  
Washington, D.C. 20036  
(202) 293-5760  
CONTACT: Marlo Brassi  
Manager/Government & Consumer Affairs

**Doubleday & Co., Inc.**  
501 Franklin Avenue  
Garden City, New York 11530  
(516) 294-4628  
CONTACT: Robert J. Posch, Jr.  
Staff Counsel

**The Dow Chemical Company**  
P.O. Box 68511  
Indianapolis, Indiana 46268  
(317) 873-7550  
CONTACT: Nancy R. Collinson  
Manager of Consumer Communications

**The Drackett Products Company**  
5020 Spring Grove Avenue  
Cincinnati, Ohio 45232  
(513) 632-1275  
CONTACT: Joy B. Moore  
Manager of Consumer Affairs

**Dunlop Tire and Rubber Corp.**  
Box 1109  
Buffalo, New York 14240  
(716) 879-8258  
CONTACT: Stephen Yanacek  
Dunlop Tire Division

**Duracell International Inc.**  
Berkshire Industrial Park  
Bethel, Connecticut 06801  
(203) 792-2222  
CONTACT: Consumer Relations  
Department

**Eastern Airlines, Inc.**  
Miami International Airport  
(305) 873-3450  
Miami, Florida 33148  
CONTACT: Office of Consumer Affairs

**Eastman Kodak Co., Inc.**  
343 State Street  
Rochester, New York 14650  
(716) 724-3213  
CONTACT: Carl S. Dumbald

**Elaine Powers Figure Salons, Inc.**  
105 West Michigan Street  
Milwaukee, Wisconsin 53203  
(414) 273-2200  
CONTACT: Debbie Stender  
Consumer Relations Department

**Electrolux Corporation**  
3003 Summer Street  
Stamford, Connecticut 06905  
(203) 359-3600  
CONTACT: Joseph J. Gannon, Jr.  
Vice President

**Encyclopaedia Britannica, Inc.**  
425 N. Michigan Avenue  
Chicago, Illinois 60611  
(312) 321-6700  
CONTACT: James F. Bruce  
Director of Company Relations

**Entex, Inc.**  
P.O. Box 2628  
Houston, Texas 77001  
(713) 654-5513  
CONTACT: Emagene Burge  
Home Service Director

**Equifax Inc.**  
P.O. Box 4081  
Atlanta, Georgia 30302  
(404) 885-8000  
CONTACT: Director of Consumer Affairs

**Estee Lauder, Inc.**  
767 Fifth Avenue  
New York, New York 10153  
(212) 572-4455  
CONTACT: Theresa M. Sullivan

**Ethan Allen, Inc.**  
Danbury, Connecticut 06810  
(203) 734-8546  
CONTACT: Administrator of Consumer Affairs

**Rob Evans Farms**  
3776 South High Street  
P.O. Box 7863 Station G  
Columbus, Ohio 43207  
(614) 491-2225  
CONTACT: Dan Evans

**Exxon Company, U.S.A.**  
P.O. Box 2180  
Houston, Texas 77001  
(713) 656-4845  
CONTACT: Joseph V. Bres  
Manager, Consumer Affairs

**Fanny Farmer Candy Shops**  
#4 Preston Court  
Bedford, Massachusetts 01730  
800-225-1365

CONTACT: Jane Brocklesby

**Faultless Starch/Bon Ami Co.**  
1025 W. 8th Street  
Kansas City, Missouri 64101  
(816) 421-7075  
CONTACT: Judy Woolfolk

**Fiat Motors of North American, Inc.**  
(See page 86)

**Fieldcrest Mills**  
60 West 40th Street  
New York, New York 10018  
(212) 536-1280  
CONTACT: Manager, Consumer Services

**Fingerhut Corporation**  
11 McLeland Road  
St. Cloud, Minnesota 56395  
(612) 252-3181  
CONTACT: Bruce Anderson

**Firestone Tire & Rubber Company**  
P.O. Box 81120  
Cleveland, Ohio 44181  
800-321-1252 (outside Ohio)  
(216) 379-7085 (inside Ohio call collect)  
CONTACT: Jack B. Scarcliff

**First National Supermarkets, Inc.**  
Finast Supermarkets and Pick-N-Pay  
Supermarkets  
17000 Rockside Road  
Cleveland, Ohio 44137  
CONTACT: Susan Barlow  
Director, Consumer Center

**Fisher Price Toys**  
East Aurora, New York 14052  
(716) 687-3062  
CONTACT: Sandy Werner  
Consumer Affairs Department

**Fleming Foods Co.**  
Box 1160, 120 E. 6th St.  
Topeka, Kansas 66601  
(913) 233-2866  
CONTACT: Carol D. Scroggins

**Foley's**  
P.O. Box 1971  
Houston, Texas 77001  
(713) 651-6624  
CONTACT: Rick Braden

**Foodways National, Inc.**  
P.O. Box 41  
Boise, Illinois 83707  
(208) 383-6761  
CONTACT: Kaye Gilchrist

**Ford Motor Company**  
(See page 87)

**Fotomat Corporation**  
4829 North Lindberg  
St. Louis, Missouri 63044  
800-325-4089  
CONTACT: Mark Hall  
Customer Service

**The R.T. French Company**  
One Mustard Street  
P.O. Box 23450  
Rochester, New York 14692  
(716) 482-8000  
CONTACT: E. R. Borroff  
Planning & Marketing Services Manager

**Frigidaire (Parts & Service)**  
Post Office Box WC-4900  
Dayton, Ohio 45448  
(513) 297-3596  
CONTACT: Robert A. Marks  
Director, Field Services and Customer Relations

**Frontier Airlines, Inc.**  
8250 Smith Road  
Denver, Colorado 80207  
(303) 398-5151  
CONTACT: Jack McGuire  
Director of Consumer Affairs

**Fruit of the Loom, Inc.**  
1290 Avenue of the Americas  
New York, New York 10104  
(212) 581-2800  
CONTACT: Janet Rosati  
Director of Quality Control and Consumer Services

**Fuller Brush Company**  
Post Office Box 729  
Westport Addition  
Great Bend, Kansas 67530  
(316) 792-1711 ext. 288  
CONTACT: Customer Service Department

**GAF Corporation**  
140 W. 51st Street  
New York, New York 10020  
(212) 621-5377  
CONTACT: Audrey C. King  
Director of Consumer Affairs

**General Electric Company**  
Appliances Park—WCE—316  
Louisville, Kentucky 40225  
(502) 452-3754  
CONTACT: Jean F. Hopwood  
Manager, Consumer Affairs

**General Foods Corporation**  
250 North Street  
White Plains, New York 10625  
(914) 683-2736  
CONTACT: Barbara Whitney

**General Mills, Inc.**  
P.O. Box 1113  
Minneapolis, Minnesota 55440  
(612) 540-4295  
CONTACT: Mary Scholl  
Consumer Response

**General Motors Corporation**  
(See page 87)

**General Telephone & Electronics Corp.**  
One Stamford Forum  
Stamford, Connecticut 06904  
(203) 357-2075  
CONTACT: F. James Koch  
Director of Community Affairs

**General Tire & Rubber Company**  
One General Street  
Akron, Ohio 44329  
(216) 798-2036  
CONTACT: Manager, Consumer Relations

**Gerber Products Company**  
445 State Street  
Framont, Michigan 49412  
(616) 928-2000  
CONTACT: Kathryn Hansen  
Manager, Consumer Relations

**Germaine Montell Cosmetics Corp.**  
40 West 57th Street  
New York, New York 10019  
(212) 582-3010 Ext. 158  
CONTACT: Virginia Blake  
Consumer Affairs Administrator

**Giant Food Inc.**  
P.O. Box 1804  
Washington, D.C. 20013  
(301) 341-4365  
CONTACT: Odonna Mathews  
Consumer Advisor

**Gibson Appliance Corporation**  
1401 Van Deine  
Greenville, Michigan 48836  
(616) 754-5621  
CONTACT: Ronald Dubner  
Manager, Consumer Relations

**The Gillette Company**  
Prudential Tower Building  
Boston, Massachusetts 02199  
(617) 421-7327  
CONTACT: F. W. Adami, Jr.  
Director, Consumer Affairs

**Gimbels**  
Broadway at 33rd Street  
New York, New York 10001  
(212) 594-3687  
CONTACT: Selma Baum

**Good Housekeeping Magazine**  
959 8th Avenue  
New York, New York 10019  
(212) 262-7430  
CONTACT: Frederick B. Whitehead  
Director—Consumer Affairs

**The BF Goodrich Company**  
500 South Main Street  
Akron, Ohio 44318  
(216) 374-2000  
CONTACT: Consumer Affairs

**Goodyear Tire & Rubber Co.**  
Akron, Ohio 44316  
(216) 794-4941  
CONTACT: M. C. Jenison  
Director, Consumer Relations

**W. R. Grace & Co.**  
Grace Plaza  
1114 Avenue of the Americas  
New York, New York 10036  
(212) 764-5850  
CONTACT: Corinne A. Forti  
Director of Information Services

**The Grand Union Company**  
100 Broadway  
Elmwood Park, New Jersey 07407  
CONTACT: Don Vaillancourt  
Vice President  
Corporate Communications and Consumer Affairs

**Great Atlantic and Pacific Tea Co.**  
(contact local store manager)

**Greyhound Lines, Inc.**  
Greyhound Tower  
111 West Clarendon Avenue  
Phoenix, Arizona 85077  
(602) 248-5000  
CONTACT: Customer Relations Department

**Grolier Enterprises, Inc.**  
Sherman Turnpike  
Danbury, Connecticut 06816  
(203) 797-3500 Ext. 3688  
CONTACT: Walter Spivey, Jr.  
Customer Service Manager

**GTE**  
One Stamford Forum  
Stamford, Connecticut 06904  
(203) 357-2756  
CONTACT: Gladys K. Furphy

**Gulf Oil Company**  
Credit Card Center  
Post Office Box 51157  
Atlanta, Georgia 30302  
800-241-9090 (outside Georgia)  
800-282-8366 (inside Georgia)  
CONTACT: Don S. Ulman  
Customer Affairs

**H. J. Heinz**  
1062 Progress Street  
Pittsburgh, Pennsylvania 15212  
(412) 237-5740  
CONTACT: Mrs. Frances Shoemaker  
Manager, Consumer Relations

**Hershey Foods Corporation**  
19 East Chocolate Avenue  
Hershey, Pennsylvania 17033  
(717) 534-5362  
CONTACT: Sandra A. Bianchini  
Consumer Relations Department

**Hertz Corporation**  
660 Madison Avenue  
New York, New York 10021  
CONTACT: Director, Consumer Relations

**Heublein, Inc.**  
330 New Park Avenue  
Hartford, Connecticut 06101  
(203) 233-7531  
CONTACT: Louise Benson  
Consumer Affairs Representative for Spirits

**Heublein, Inc.**  
4 Farm Springs Drive  
Farmington, Connecticut 06032  
(203) 677-7441  
CONTACT: Betty Sue Ruchin  
Grocery Products Group

**Honda Motors, Inc.**  
(See page 85)

**Hoover Company**  
101 East Maple  
North Canton, Ohio 44120  
(216) 499-9200 Ext. 294  
CONTACT: Robert N. Crowie  
Director of Consumer Affairs

**Howard Johnson Company**  
222 Forbes Road  
Braintree, Massachusetts 02184  
(617) 848-2350  
CONTACT: Muriel Campbell (restaurants)  
Betty White (motor lodges)

**Hunt-Wesson Foods, Inc.**  
1645 West Valencia Drive  
Fullerton, California 92634  
(714) 871-2100  
CONTACT: Lucy Belle King  
Manager, Consumer Relations

**Ideal Toy Company**  
184-10 Jamaica Avenue  
Hollics, New York 12423  
(212) 454-5000  
CONTACT: Richard Klein

**International Multifoods**  
1200 Multifoods Bldg.  
Minneapolis, Minnesota 55402  
(612) 340-3410  
CONTACT: Nancy Sweet  
Communications Manager, Consumer Products Division

**International Playtex, Inc.**  
Box 728  
215 College Road  
Paramus, New Jersey 07652  
(201) 265-8000  
CONTACT: Leonard Berger  
Director, Consumer Affairs

**I.T.&T.**  
320 Park Avenue  
New York, New York 10022  
(212) 940-1540  
CONTACT: Lena M. Garofano

**ITT Continental Baking Company**  
Box 731, Halstead Avenue  
Rye, New York 10580  
(914) 899-0225  
CONTACT: Muriel G. Adamy  
Manager of Consumer Affairs

**Jenn-Air Corporation**  
3035 Shadeland  
Indianapolis, Indiana 46226  
(317) 545-2271  
CONTACT: Joan M. Riley

## CORPORATE CONSUMER CONTACTS

**Johnson & Johnson Baby Products Co.**  
220 Centennial Avenue  
Piscataway, New Jersey 08854  
(201) 524-8875  
CONTACT: Dorothy D. Matsu  
Director, Consumer & Professional  
Services

**Johnson & Johnson Products, Inc.**  
501 George Street  
New Brunswick, New Jersey 08900  
800-352-4777 (inside New Jersey)  
800-526-2433 (outside New Jersey)  
CONTACT: Consumer Affairs Division

**Johnson Wax**  
1525 Howe Street  
Racine, Wisconsin 53404  
(414) 554-2800  
CONTACT: Carol L. Hansen  
Executive Director

**Karastan Mills**  
Division of Fieldcrest Mills Inc.  
P.O. Box 130  
Eden, North Carolina 27288  
(919) 623-2141  
CONTACT: Manager, Consumer  
Relations

**Keebler Company, Inc.**  
1 Hollow Tree Lane  
Elmhurst, Illinois 60126  
(312) 833-2900 Ext. 389  
CONTACT: Kathy Ouska

**Kellogg Company**  
235 Porter Street  
Battle Creek, Michigan 49016  
(616) 966-2000  
CONTACT: Consumer Services  
Department

**The Kelly-Springfield Tire Company**  
Kelly Road  
Cumberland, Maryland 21502  
(301) 777-6671  
CONTACT: Peter P. Falco

**Kelvinator Appliance Company**  
4248 Kalamazo, S.E.  
Grand Rapids, Michigan 49508  
(616) 455-9190  
CONTACT: Al Hair  
Manager, Consumer Services

**Kemper Group**  
Long Grove, Illinois 60049  
(213) 540-2122  
CONTACT: Jean Malcolm  
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**Kentucky Fried Chicken**  
Division of Heublein, Inc.  
1441 Gardiner Lane  
Louisville, Kentucky 40232  
CONTACT: Shirley Topmiller

**Kimberly-Clark Corporation**  
Neenah, Wisconsin 54956  
(414) 721-5601  
CONTACT: Donita L. Stobaugh  
Director, Consumer Communications

**Kitchens of Sara Lee**  
500 Waukegan Road  
Deerfield, Illinois 60015  
(312) 945-2525 Ext. 2300  
CONTACT: Barbara MacDonald  
Supervisor, Consumer Services

**K Mart Corporation**  
3100 West Big Beaver Road  
Troy, Michigan 48084  
(313) 643-1022  
CONTACT: Public Relations Office

**Kraft Incorporated**  
Retail Food Group  
Kraft Court  
Glenview, Illinois 60025  
(312) 998-2000  
CONTACT: Consumer Service  
Department

**The Kroger Company**  
P.O. Box 1309  
Houston, Texas 77001  
(713) 820-7569  
CONTACT: Linda Kay

**Land O'Lakes, Inc.**  
P.O. Box 116  
Minneapolis, Minnesota 55413  
CONTACT: Arlene Stansfield  
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**Lederle Laboratories**  
Division of American Cyanamid Co.  
Berdan Avenue  
Wayne, New Jersey 07470  
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CONTACT: Dorothy Peterson Planje  
Public Affairs Department

**Leewards Needleworks & Crafts**  
1200 St. Charles Rd.  
Elgin, Illinois 60120  
(312) 888-5860  
CONTACT: Gayle A. Aull  
Manager, Consumer Services

**L'Eggs Brands, Inc.**  
P.O. Box 748  
Rural Hall, North Carolina 27045  
(919) 725-2900  
CONTACT: Pam Groce

**Lever Brothers Company**  
390 Park Avenue  
New York, New York 10022  
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CONTACT: Jane Creel  
Consumer Affairs Manager

**Levitz Furniture Corporation**  
1317 N. W. 167 Street  
Miami, Florida 33169  
(305) 625-6421  
CONTACT: Eleanor Pari Eckardt  
Vice President/Consumer Relations

**Libby, McNeill & Libby, Inc.**  
200 S. Michigan Avenue  
Chicago, Illinois 60604  
(312) 341-4211  
CONTACT: JoAnn Shurpit

**Life Savers, Inc.**  
40 West 57th Street  
New York, New York 10019  
(212) 621-7514  
CONTACT: Selma Geist  
Consumer Relations Manager

**Thomas J. Lipton, Inc.**  
800 Sylvan Avenue  
Englewood Cliffs, New Jersey 07632  
(201) 567-8000  
CONTACT: Marie McDermott  
Manager, Consumer Affairs

**Litton Microwave Cooking Products**  
1405 Xenium Lane North  
Minneapolis, Minnesota 55440  
800-328-3338 (outside Minnesota)  
800-553-2354 (inside Minnesota)  
CONTACT: Customer Relations  
Department

**Long Island Lighting Company**  
250 Old Country Road  
Mineola, Wisconsin 11501  
(816) 228-2069  
CONTACT: John A. Faller  
Manager, Customer Relations

**Louis Rice, Inc.**  
P.O. Box 288  
West Liberty, Iowa 52776  
(319) 627-2126  
CONTACT: Lisa Baum-Waters  
Manager, Consumer Affairs

**Maaco Enterprises**  
381 Brooks Road  
King of Prussia, Pennsylvania 19406  
(215) 265-6606  
CONTACT: J. Patricia Mooney  
Director/Customer Relations

**Maytag Company**  
Newton, Iowa 50208  
(615) 792-7000  
CONTACT: S. R. Payne  
General Service Manager

**Macy's New York**  
151 West 34th Street  
New York, New York 10001  
(212) 560-4092  
CONTACT: Michael J. McPherson  
Vice President

**Magic Chef, Inc.**  
740 King Edward Avenue  
Cleveland, Tennessee 37311  
(615) 472-3371  
CONTACT: Manager, Customer Relations

**The Majestic Company**  
245 Erie Street  
Huntington, Indiana 46750  
(819) 356-8000  
CONTACT: David Keller

**Mattel, Inc.**  
5150 Rosecrans  
Hawthorne, California 90250  
(213) 644-0411  
CONTACT: Tammy Longworth  
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Mattel Toy Division

**The May Department Stores Company**  
Kaufmann's  
400 Fifth Avenue  
Pittsburgh, Pennsylvania 15219  
(412) 232-2858  
CONTACT: Jean C. Zehner  
Vice President—Consumer Affairs

**Mayfair/Foodtown Supermarkets, Inc.**  
681 Newark Avenue  
Elizabeth, New Jersey 07208  
(201) 352-6400  
CONTACT: Jacqueline Keller  
Director of Public Affairs

**Mazda Motors of America** (See page 87)

**The McCall Pattern Company**  
230 Park Avenue  
New York, New York 10017  
(212) 880-2625  
CONTACT: Mary Marino

**McCormick & Co., Inc.**  
414 Light Street  
Baltimore, Maryland 21202  
(301) 547-6274  
CONTACT: Polly Murray

**McDonald's Corporation**  
McDonald's Plaza  
Oak Brook, Illinois 60521  
(312) 887-6198 (Call Collect)  
CONTACT: Diane Klecka  
Manager, Consumer Affairs

**McGraw-Hill, Inc.**  
Western Region  
8171 Redwood Highway  
Novato, California 94947  
(415) 897-5298

**McGraw-Hill, Inc.**  
Mid Continent Region  
Manchester Road  
Manchester, Missouri 63011  
(314) 227-1600

**McGraw-Hill, Inc.**  
Eastern Region  
Princeton Road  
Hightstown, New Jersey 08520  
(212) 997-1211

**Mead Johnson & Co.**  
Evansville, Indiana 47721  
(812) 426-6000  
CONTACT: Rolland M. Eckels

**Medi-Mart Stores**  
391 D Street  
Boston, Massachusetts 02210  
(617) 463-7268  
CONTACT: Bill Geralmo

**Mego Corporation**  
41 Madison Avenue  
New York, New York 10017  
(212) 532-6333  
CONTACT: Donna Virga  
Consumer Relations Manager

**Mercedes-Benz of North America, Inc.**  
(See page 87)

**Mennen Company**  
Morristown, New Jersey 07960  
(201) 631-9000  
CONTACT: Mary Ann Molner  
Consumer Relations Administrator

**Mercury Marine**  
1939 Pioneer Road  
Fond du Lac, Wisconsin 54935  
(414) 921-8220 Ext. 513  
CONTACT: O. L. Steele

**Mervyn's**  
25001 Industrial Blvd.  
Hayward, California 94545  
(415) 786-8341  
CONTACT: Claire Bertolotti

**Metropolitan Life Insurance Co.**  
1 Madison Avenue  
New York, New York 10017  
(212) 578-2544  
CONTACT: Bruce C. Hemer  
Executive Assistant, Consumer Affairs

**Michelin Tire Corporation**  
One Marcus Avenue  
Lake Success, New York 11042  
(516) 488-3500 Ext. 2230  
CONTACT: Martin J. Wertheim  
Manager, Consumer Relations

**Michigan Bulb Company**  
Flower of the Month  
1950 Waldorf, N. W.  
Grand Rapids, Michigan 49550  
(616) 453-5401  
CONTACT: Valerie A. Beyer

**Midas International**  
4235 West 42nd Place  
Chicago, Illinois 60632  
(312) 254-4500  
CONTACT: Ann Burke

**Miles Laboratories, Inc.**  
Consumer Products Division  
P.O. Box 340  
Elkhart, Indiana 46515  
(219) 262-7604  
CONTACT: Connie M. Kent  
Manager, Regulatory and Consumer  
Affairs

**Miles Laboratories, Inc.**  
Grocery Products Division  
7123 West 65th Street  
Chicago, Illinois 60638  
(312) 458-6100  
CONTACT: Helen Wolcott Horton  
Director, Consumer Service

**Miller Brewing Company**  
3939 West Highland Boulevard  
Milwaukee, Wisconsin 53208  
(414) 931-2140  
CONTACT: Kathleen D. Ryan

**Milwaukee Insurance**  
P.O. Box 621  
Milwaukee, Wisconsin 53201  
(414) 271-0525  
CONTACT: Theresa V. McKinnon

**Minnesota Mining and Manufacturing  
Center**  
Building 225-2N  
St. Paul, Minnesota 55144  
(612) 733-1385  
CONTACT: Audrey Pierce  
Executive Director, Consumer Affairs

**M&M/Mars**  
High Street  
Hackettstown, New Jersey 07840  
(201) 852-1000  
CONTACT: Loretta Skinner  
Department of Consumer Affairs

**Mobil Oil Corporation**  
3225 Gallows Road  
Fairfax, Virginia 22037  
(703) 849-3986  
CONTACT: James A. Carbonetti

**Moneysworth**  
251 West 57th Street  
New York, New York 10019  
(212) 581-2000  
CONTACT: Manager of Customer Service

**Montgomery Ward**  
1100 Connecticut Avenue, N.W.  
Suite 530  
Washington, D.C. 20036  
(202) 862-1360

CONTACT: Bonnie B. Wan  
Director, Washington Office

**Morse Electro Product Corporation**  
3433 Morse Drive  
Dallas, Texas 75137  
(214) 337-4711  
CONTACT: Martin P. Doolan  
Vice President, Manufacturing

**Morton Salt**  
110 N. Wacker Drive  
Chicago, Illinois 60606  
(312) 621-5580  
CONTACT: Mary Hesse-Senke, R.D.  
Consumer Affairs Department

**Nabisco, Inc.**  
East Hanover, New Jersey 07936  
(201) 884-0500  
CONTACT: Marguerite A. Leahy  
Manager, Consumer Services

**National Car Rental Systems, Inc.**  
Minneapolis, Minnesota 55435  
(612) 830-2121 Ext. 5200  
CONTACT: Manager, Consumer Affairs

## CORPORATE CONSUMER CONTACTS

**National Fuel Gas**

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(716) 855-7911  
CONTACT: Alexandra M. Romanzuk  
Director, Consumer Education

**Nationwide Insurance Company**

One Nationwide Plaza, 34T  
Columbus, Ohio 43216  
(614) 227-6334  
CONTACT: John T. Doulin  
Customer Relations Officer

**Neighborhood Periodical Club, Inc.**

650 Northland Boulevard, Suite 2D  
Cincinnati, Ohio 45240  
(513) 851-5330  
CONTACT: Terry P. Ward  
Vice President

**The Nestle Co., Inc.**

100 Bloomingdale Road  
White Plains, New York 10605  
(914) 682-6585  
CONTACT: Ann N. Dries

**New York Life Insurance Company**

51 Madison Avenue  
New York, New York 10010  
(212) 576-6768  
CONTACT: Judy A. Gorman  
Vice President, Office of Corporate  
Responsibility

**Nissan Motor Corp. in U.S.A. (Datsun)**

(See page 88)

**No Nonsense Fashions, Inc.**

P.O. Box 77057  
Greensboro, North Carolina 28407  
(919) 852-6300  
CONTACT: John L. Deuteran

**North American Phillips Corporation**

100 East 2nd Street  
New York, New York 10017  
(212) 697-3600  
CONTACT: Carol Barbera  
Product Claims Administrator

**Northwestern Airlines, Inc.**

Minneapolis/St. Paul  
International Airport  
St. Paul, Minnesota 55111  
(612) 726-2046  
CONTACT: Cameron Hinke  
Director of Facilitation

**Norwich-Eaton Pharmaceuticals**

Division of Morton Norwich  
Eaton Avenue  
Norwich, New York 13815  
(607) 335-2320

CONTACT: Patricia B. Hall  
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**Olan Mills Incorporated**

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Chattanooga, Tennessee 37401  
(615) 622-5141  
CONTACT: Fred B. Tregaskis

**Olson-Travelworld Ltd.**

Post Office 92734  
Los Angeles, California 90009  
(213) 670-7100  
800-421-2255  
CONTACT: Hedy Hartgrove  
Vice President of Operations

**Olympus Camera Corporation**

145 Crossways Park  
Woodbury, New York 11797  
(316) 364-3000  
CONTACT: Nicholas Rabiecki, Jr.

**Ore-Ida Foods, Inc.**

P.O. Box 10  
Boise, Idaho 83707  
(208) 383-6237  
CONTACT: Merline Heberger  
Consumer Relations Coordinator

**Oscar Mayer and Company**

Post Office Box 7188  
Madison, Wisconsin 53707  
(608) 241-6822  
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Office of Consumer Affairs

**Oster Company**

5055 North Lydell Avenue  
Milwaukee, Wisconsin 53217  
(414) 332-8300

**Owens-Illinois, Inc.**

P.O. Box 1035  
Toledo, Ohio 43666  
CONTACT: Dr. John Cummings

**Ozark Airlines**

Lambert Field  
P.O. Box 1007  
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Director, Consumer Affairs  
Charles Kleekamp  
Mgr. Baggage Services  
Claude Jackson  
Mgr. Cargo Services

**Pacific Southwest Airlines**

3225 North Harbor Drive  
San Diego, California 92101  
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CONTACT: Judy James  
Director of Consumer Affairs

**Pan-American World Airways**

200 Park Avenue  
Pan Am Building  
New York, New York 10166  
(212) 880-6140  
CONTACT: Director, Consumer Affairs

**Panasonic**

One Panasonic Way  
Secaucus, New Jersey 07094  
(201) 348-7175  
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**Parker Pen Company**

3 Parker Place  
Janesville, Wisconsin 53545  
(608) 755-7163  
CONTACT: Mr. Robert McLaughlin  
Manager, Sales Services

**P&C Food Markets, Inc.**

P.O. Box 4965  
Syracuse, New York 13201  
(315) 457-9460  
CONTACT: Sue Hosey  
Director, Consumer Affairs

**JC Penney Casualty Insurance Co.**

800 Brookside Blvd.  
Westerville, Oregon 43081  
(614) 891-8349  
CONTACT: Garnett Brown  
Director of Customer Relations

**JC Penney Company**

1301 Avenue of the Americas  
New York, New York 10019  
(212) 957-3002  
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**The Penn Mutual Life Insurance Company**

Independence Square  
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Second Vice President, Consumer Affairs

**Pepperidge Farm Inc.**

Westport Avenue  
Norwalk, Connecticut 06856  
(203) 847-0456  
CONTACT: Susan Emily Cohen  
Manager

**Personal Products Company**

Van Liew Avenue  
Milltown, New Jersey 08850  
(201) 524-7852  
CONTACT: Arlene C. Krupinski  
Director, Consumer Affairs

**Peugeot Motors of America, Inc.**

(See page 88)

**Philco**

Philco Entertainment Products  
700 Elliott Street  
Batavia, New York 14020  
(716) 344-5327

CONTACT: Diane Bridge  
Manager, Consumer Relations

**Philip Morris Incorporated**

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Corporate Support Program

**Phillips Petroleum Company**

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Bartlesville, Oklahoma 74004  
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CONTACT: S. B. Stoffle  
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**Piedmont Airlines, Inc.**

Smith-Reynolds Airport  
Winston-Salem, North Carolina 27102  
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CONTACT: Ken Ross  
Senior Vice President

**Pier 1 Imports, Inc.**

2520 West Freeway  
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**The Pillsbury Company**

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**Pioneer Electronics of America**

1925 E. Dominquez Street  
Long Beach, California 90810  
(213) 639-5914  
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Service Representative—Correspondence

**Playskool, Inc.**

A Milton Bradley Company  
4571 West Augusta Boulevard  
Chicago, Illinois 60651  
(312) 276-6700  
CONTACT: Helen F. Rudolph  
Consumer Coordinator

**Plough, Inc./Maybelline/Dr. Scholl's**

3030 Jackson Avenue  
Memphis, Tennessee 38101  
(901) 320-2386  
CONTACT: Elizabeth Thomas  
Manager, Consumer Relations

**Polaroid Corporation**

784 Memorial Drive  
Cambridge, Massachusetts 02139  
800-225-1384 (outside Massachusetts)  
(617) 864-4568 (inside Massachusetts  
call collect)  
CONTACT: Customer Services Dept.

**Porsche Audi**

(See page 88)

**Princess Cruises**

Princess Cruises  
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Los Angeles, California 90067  
(213) 553-1770  
800-421-0522 (outside California)  
call collect within California  
CONTACT: Jane C. Riddle  
Passenger Relations Mgr.

**The Procter & Gamble Company**

P.O. Box 599  
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CONTACT: Robert M. Norrish  
Director of Public Relations

**The Prudential Insurance Company of America**

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**Purex Industries, Inc.**

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**Purity Supreme**

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**Purolator Courier Corporation**

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New Hyde Park, New York 11042  
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**Quaker Oats Company**

The Quaker Oats Company  
Chicago, Illinois 60654  
CONTACT: Consumer Services

**Quasar Company**

Quasar Company  
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**Ragu Foods**

Subsidiary of Chesebrough-Ponds  
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**Ralston Purina Company**

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(314) 982-3723  
CONTACT: Doris Hewkin  
Manager Office of Consumer Affairs  
Grocery Products Division

**Ramada Inn System**

P.O. Box 590  
Phoenix, Arizona 85001  
(602) 273-4640  
CONTACT: Sue Dolan  
Manager Guest Relations.

## CORPORATE CONSUMER CONTACTS

**Random House**

400 Hahn Road  
Westminster, Maryland 21157  
CONTACT: Manager, Customer Service

**RCA Consumer Electronics**

600 N. Sherman Drive  
Indianapolis, Indiana 46201  
(317) 267-6611  
CONTACT: W. T. Collins

**RCA Corporation**

30 Rockefeller Plaza  
New York, New York 10020  
(212) 621-6240  
CONTACT: Benjamin I. French, Jr.

**RCA Music Service**

6550 E. 30th Street  
Indianapolis, Indiana 46219  
(317) 542-6231  
CONTACT: W. J. Breitenbeck  
Manager, Customer Service

**Reader's Digest**

Pleasantville, New York 10570  
(914) 769-7000 Ext. 3000  
CONTACT: Al Perruzza

**Redkin Laboratories, Inc.**

6625 Varlei Avenue  
Canoga Park, California 91303  
(213) 992-2700 Ext. 2739  
CONTACT: Priscilla Nichols  
Consumer Relations Manager

**Red Owl Stores Inc.**

P.O. Box 329  
Minneapolis, Minnesota 55440  
(612) 932-2444  
CONTACT: Rae Wooldridge

**Reliance Insurance Companies**

4 Penn Center Plaza  
Philadelphia, Pennsylvania 19103  
(215) 864-4445  
CONTACT: Marie Allen Kammerer  
Vice President, Consumer Relations

**Remco Enterprises, Inc.**

Remco TV-Stereo Rental  
P.O. Box 37096  
Houston, Texas 77036  
(713) 780-1420  
CONTACT: Terry Washburn  
Consumer Affairs Manager

**Republic Airlines, Inc.**

7500 Airline Drive  
Minneapolis, Minnesota 55450  
(612) 726-7411  
CONTACT: Marlene J. Krogstad  
Director, Consumer Affairs

**Revlon**

767 Fifth Avenue  
New York, New York 10022  
(212) 572-5883  
CONTACT: Isabelle Avrutov

## CORPORATE CONSUMER CONTACTS

**Rival Manufacturing Company**  
36th and Bennington  
Kansas City, Missouri 64129  
(816) 861-1000  
CONTACT: Consumer Relations Dept.

**Riviana Foods Inc.**  
P.O. Box 2636  
Houston, Texas 77001  
(713) 529-3251  
CONTACT: Judy Anderson

**Royal Crown Companies**  
41 Perimeter Center East, NE  
Atlanta, Georgia 30346  
(404) 394-6120  
CONTACT: Mr. Arnold Belasco  
Vice President

**Rubbermaid, Inc.**  
1147 Akron Road  
Wooster, Ohio 44691  
(216) 264-6464  
CONTACT: Consumer Services

**Saab-Scania of America**  
(See page 89)

**Safeway Stores, Incorporated**  
4th & Jackson Streets  
Oakland, California 94660  
(415) 891-3267 (for direction to  
appropriate Safeway contact)  
CONTACT: Felicia del Campo  
Manager, Public Relations

**Schrafft Candy Company**  
Sullivan Square  
Boston, Massachusetts 02129  
(617) 242-2700  
CONTACT: Office of Consumer Affairs

**Schwinn Bicycle Company, Inc.**  
1856 North Kostner  
Chicago, Illinois 60639  
(312) 292-3476  
CONTACT: Fred Teeman

**SCM Corporation**  
831 James Street  
Syracuse, New York 13203  
(315) 474-8326  
CONTACT: Charles A. Molloy  
Director, Consumer Affairs

**Scott Paper Company**  
Scott Plaza One  
Philadelphia, Pennsylvania 19113  
(215) 521-5000  
CONTACT: Ms. Janet Jones  
Supervisor, Consumer Information  
Center

**Scovill, Incorporated**  
Madison and Red Bank Roads  
Cincinnati, Ohio 45227  
(513) 527-5211  
CONTACT: Mr. Ralph Proffitt  
Director of Consumer Relations

**Sears, Roebuck and Company**  
1211 Connecticut Avenue, N.W.  
Washington, D.C. 20036  
(202) 223-5840  
CONTACT: Zeruah H. Rizzi  
Assistant to the Vice President for  
Government Affairs

**Sentry Insurance**  
1800 North Point Drive  
Stevens Point, Wisconsin 54481  
(715) 346-7542  
CONTACT: Anne Rossmeler  
Vice President/Consumer Affairs

**Shell Oil Company**  
P.O. Box 2463  
Houston, Texas 77001  
(713) 241-5711

CONTACT: John P. Finsland

**Simplicity Pattern Company**  
200 Madison Avenue  
New York, New York 10016  
(212) 481-3705  
CONTACT: Susan P. Curtis

**Singer Company**  
Sewing Products Division  
321 First Street  
Elizabeth, New Jersey 97207  
(201) 527-6000  
CONTACT: Consumer Affairs Department

**Sitmar Cruises, Inc.**  
10100 Santa Monica Boulevard  
Los Angeles, California 90067  
(213) 553-1666  
CONTACT: Dorothy Hill  
Manager, Customer Relations

**Skil Corporation**  
4801 West Peterson  
Chicago, Illinois 60646  
(312) 296-7330  
CONTACT: Customer Service Department

**Sloan's Supermarkets**  
2 Bennett Avenue  
New York, New York 10033  
(212) 795-5600  
CONTACT: Yvette Johnson

**The J. M. Smuckar Company**  
Strawberry Lane  
Orville, Ohio 44667  
(216) 682-0015  
CONTACT: Vickie Wanner  
Manager of Consumer Services

**Sony Corporation of America**  
4747 Van Dam Street  
Long Island City, New York 11101  
(212) 361-8600

CONTACT: Joan Bardong  
Supervisor, Customer Service

**Spencer Gifts, Inc.**  
1601 Albany Avenue Blvd.  
Atlantic City, New Jersey 08411  
(609) 645-3300  
CONTACT: Donald D. Curran

**The Sperry and Hutchinson Company**  
330 Madison Avenue  
New York, New York 10017  
(212) 983-5531

**Spiegel, Inc.**  
Post Office Box 927  
Oakbrook, Illinois 60521  
(312) 986-8800  
CONTACT: Robert J. Terry  
Manager, Customer Relations

**Stanley Home Products, Inc.**  
116 Pleasant Street  
Easthampton, Massachusetts 01027  
(413) 527-1000  
CONTACT: Mary Jane Hurley

**Stearns & Foster Co.**  
Wyoming Avenue and William St.  
Cincinnati, Ohio 45215  
(513) 948-5254  
CONTACT: Mgr., Consumer Services  
Dept.

**Stokely-Van Camp, Inc.**  
Manager, Consumer Relations  
Post Office Box 1113  
Indianapolis, Indiana 46206  
CONTACT: Helen Galardo  
Manager, Consumer Relations

**Stop & Shop Supermarkets**  
393 D Street  
Boston, Massachusetts 02101  
(617) 463-7391  
CONTACT: Christine Valaido  
Office of Consumer Affairs

**Stouffer Restaurant & Inn Division**  
57550 Harper Road  
Solon, Ohio 44139  
(216) 248-3600 Ext. 2109  
CONTACT: Elene Coccari  
Manager, Consumer Affairs

**Strawbridge & Clothier**  
801 Market Street  
Philadelphia, Pennsylvania 19105  
(215) 629-6722  
CONTACT: Matthew P. Cook

**Stretch and Sew, Inc.**  
Post Office Box 185  
Eugene, Oregon 97401  
(503) 686-9961  
800-547-2515 (outside Oregon)  
800-452-6091 (inside Oregon)  
CONTACT: Ms. Sandra Wheeler  
Legal Assistant

**Subaru of America, Inc.**  
(See page 89)

**Sunbeam Appliance Corp.**  
A Div. of Sunbeam Corp.  
2001 South York Road  
Oakbrook, Illinois 60521  
(312) 654-1900  
CONTACT: Mr. Wayne R. Smith  
Assistant Vice President of Consumer  
Affairs

**Sunkist Growers, Inc.**  
Post Office Box 7888  
Van Nuys, California 91409  
(312) 986-4800  
CONTACT: Ms. Linda D. Shepler  
Assistant Manager for Consumer Affairs

**Sunmark Industry**  
907 South Detroit  
Tulsa, Oklahoma 74102  
(918) 586-6026  
CONTACT: Charles H. Johns  
Consumer Relations Credit Card Division

**Swift & Company**  
1919 Swift Drive  
Oak Brook, Illinois 60521  
(312) 325-9320 Ext. 298  
CONTACT: Patricia Marvin  
Consumer Communications

**Sylvania, Inc.**  
GTE-Sylvania, Inc.  
700 Elliott Street  
Batavia, New York 14020  
(716) 344-5327  
CONTACT: Ms. Diane Bridge  
Manager, Customer Relations

**The Tappan Company, Inc.**  
250 Wayne Street  
Mansfield, Ohio 44902  
(419) 755-2821  
CONTACT: William Friend  
Manager, Consumer Relations

**Target Stores**  
777 Nicollet Mall  
Minneapolis, Minnesota 55402  
(612) 370-6006  
CONTACT: Jane A. Wikstrom  
Manager, Consumer Affairs

**Teledyne Water Pik**  
Director, Customer Relations  
Teledyne Water Pik  
1730 East Prospect Street  
Fort Collins, Colorado 80125  
800-525-2774 (except Hawaii, Alaska,  
and Colorado)  
CONTACT: Mr. R. C. Keller

**Tenneco Inc.**  
P.O. Box 2511, RM. CB-567  
Houston, Texas 77001  
(713) 757-4037  
CONTACT: Virginia Vaughan

**Texaco Inc.**  
(Oil)  
2000 Westchester Avenue  
White Plains, New York 10650  
(914) 253-4145  
CONTACT: Mary Ann Pires  
Consumer Affairs Manager

**Texaco Inc., U.S.A.**  
Travel Card Division  
4800 Fournace Place  
Bellaire, Texas 77401  
(713) 666-8000 Ext. 2235  
CONTACT: Joanne King  
Manager, Consumer Affairs

**Texize**  
Division of MortonNorwich Products  
P.O. Box 368  
Greenville, South Carolina 29602  
(803) 963-4261  
Contact: Nell W. Stewart  
Director, Consumer Relations

**Thomas J. Lipton, Inc.**  
800 Sylvan Ave.  
Englewood Cliffs, New Jersey 07632  
(201) 567-8000  
Contact: Ms. Marie McDermott  
Manager, Consumer Affairs

**Thompson Medical Company, Inc.**  
919 Third Avenue  
New York, New York 10022  
(212) 688-4420  
Contact: Robert B. Friedman  
Manager of Customer Service

**Time-Life Books, Inc.**  
541 North Fairbanks Court  
Chicago, Illinois 60611  
Toll-Free:  
800-621-8200  
Contact: Customer Service

**Timex Corporation**  
Post Office Box 2740  
Little Rock, Arkansas 72203  
(501) 568-7010  
Contact: Mr. Gerald L. White  
Customer Service Manager

**Tonka Toys**  
5300 Shoreline Boulevard  
Mound, Minnesota 55364  
(612) 472-8000  
Contact: Marlys M. Knutson

**The Toro Company**  
8111 Lyndale Avenue South  
Minneapolis, Minnesota 55420  
(612) 888-8801  
Contact: Bonita M. Duffy  
Consumer Affairs Representative

**Toyota Motor Sales, U.S.A.**  
(See page 89)

## CORPORATE CONSUMER CONTACTS

**Toys R Us**  
395 West Passaic Street  
Rochelle Park, New Jersey 07662  
(201) 845-3096  
Contact: Diana Chapman

**Trailways, Inc.**  
1500 Jackson Street Rm. 300  
Dallas, Texas 75201  
(214) 655-7805  
Contract: Mr. Edward Pierce  
Director of Customer and Terminal  
Services

**Trans World Airlines, Inc.**  
605 Third Avenue  
New York, New York 10158  
(212) 557-5252  
Contact: Janet Garlough  
Director—Consumer Affairs

**The Travelers Insurance Companies**  
1 Tower Square  
Hartford, Connecticut 06115  
(203) 277-6487  
Contact: Judith L. Wadas  
Director, Marketing Services Dept.

**U-Haul International**  
2727 North Central Avenue  
Phoenix, Arizona 85004  
(602) 263-6771  
Contact: Ms. Elaine De Shong  
Manager, Customer Rel.

**Wm. Underwood Company**  
One Red Devil Lane  
Westwood, Massachusetts 02090  
(617) 329-5300 Ext. 335  
Contact: Nancy Connolly Quinn

**Uniroyal Tire Company**  
6600 East Jefferson Ave.  
Detroit, Michigan 48232  
800-521-6452  
Contact: Mr. Dean Charles  
Manager, Customer Service

**United Airlines**  
P.O. Box 66100  
Chicago, Illinois 60666  
(312) 952-5341  
Contact: Kay Lund  
Director, Consumer Affairs

**United Egg Producers**  
499 South Capitol Street, S.W.  
Suite 411  
Washington, DC 20003  
(202) 554-0110  
Contact: Christine Bushway  
Director of Government Relations

**United Foods, Inc.**  
P.O. Box 309  
Bells, Tennessee 38006  
(901) 663-2341 Ext. 202  
Contact: Julia T. Wells

**United States Insurance Group**  
305 Madison Avenue  
P.O. Box 2387  
Morristown, New Jersey 07960  
(201) 455-0707 Ext. 486  
Contact: Ellen T. Bryant

**United Vintners**  
Subsidiary of Heublein, Inc.  
601 Fourth Street  
San Francisco, California 94107  
(415) 777-6733  
Contact: Ms. Virginia Garrison  
Consumer Affairs Representative

**USAIR**  
U.S. Air  
Hangar 12, National Airport  
Washington, D.C. 20001  
(703) 892-7020  
Contact: Mr. Harry M. Roth  
Director, Consumer Affairs

**U.S. Borax and Chemical Corp.**  
3075 Wilshire Boulevard  
Los Angeles, California 90010  
(213) 381-5311  
800-421-8427 (outside California)  
Contact: Ms. Steffne Miller  
Consumer Affairs Department

**US JVC Corporation**  
58-75 Queens Midtown Expressway  
Maspeth, New York 11378  
(212) 476-8300  
Contact: William J. Reno

**United Van Lines**  
One United Drive  
Fenton, Maryland 63026  
(314) 326-3100  
Contact: Dr. Bonnie A. Hilton  
Director, Consumer Affairs

**Upjohn Healthcare Services**  
3651 Van Rick Drive  
Kalamazoo, Michigan 49002  
(616) 386-6871  
Contact: Charlotte Anzalone, R.N.  
Director of Consumer and Professional  
Relations

**Van Heusen Company**  
281 Centennial Avenue  
Piscataway, New Jersey 08854  
(201) 885-5000  
Contact: Norman Nahmias

**Vicks Health Care Division**  
Vicks Toiletary Products Division  
Richardson Merrell, Inc.  
1375 Virginia Drive  
Fort Washington, Pennsylvania 19034  
(215) 643-4000 Ext. 300  
Contact: Cindy Rozycki  
Manager, Consumer Affairs

**Visa, USA, Inc.**  
1620 I Street, N.W.  
Suite 603  
Washington, D.C. 20006  
(202) 872-0133  
Contact: Customer Relations

**Volkswagen of America** (See page 90)

**Volvo North America** (See page 90)

**Wakefern Food Corp/Shoprite  
Supermarkets**  
600 York Street  
Elizabeth, New Jersey 07207  
Contact: Sylvia Nadel  
Manager, Consumer Affairs

**Warn Industries, Inc.**  
19450 68th Avenue, South  
Kent, Washington 98031  
(206) 872-7350  
Contact: Rick Headley

**Warner-Lambert Company**  
201 Tabor Road  
Morris Plains, New Jersey 07950  
(201) 540-2458  
Contact: Ms. Mary Richardson  
Consumer Relations Department

**Wausau Insurance Companies**  
2000 Westwood Drive  
Wausau, Wisconsin 54401  
Contact: Lana F. Rakow

**Wells Fargo Bank**  
Customer Relations Center  
475 Sansome Street, 6th Floor  
San Francisco, California 94111  
(415) 396-4353  
Contact: Kay Bastasini  
Vice President

**West Bend Company**  
400 Washington Street  
West Bend, Wisconsin 53095  
(414) 334-2311 Ext. 6236  
Contact: Joanne Turchany  
Consumer Information Department

**Westclox U.S.**  
Westclox U.S.  
599 South Wheeling Road  
Wheeling, Illinois 60090  
(312) 541-3700  
Contact: Mrs. Daphne Kiefer  
Customer Service Coordinator

**Western Airlines, Inc.**  
6060 Avlon Drive  
Los Angeles, California 90402  
Contact: Wayne Lichtgarn  
Asst. Vice President, Consumer Affairs

**Western Union Telegraph Company**  
1828 L Street N.W., Suite 1001  
Washington, DC 20036  
(202) 862-4633  
Contact: Mary Gardiner Jones  
Vice President

**West Point Pepperell**  
1221 Avenue of the Americas  
New York, New York 10124  
(212) 354-9150  
Contact: Caroline Lee  
Consumer Relations Coordinator,  
Consumer Products Division

**Westwood Pharmaceuticals Inc.**  
468 Dewitt Street  
Buffalo, New York 14213  
(716) 887-3428  
Contact: James P. Eldridge, Ph.D.

**Whirlpool Corporation**  
2000 US 31  
Benton Harbor, Michigan 49022  
(616) 926-3541  
Contact: Stephen E. Upton  
Vice President, Consumer Affairs

**White-Westinghouse Corp.**  
930 Fort Duquesne Blvd.  
Pittsburgh, Pennsylvania 15222  
800-245-0600 (outside Pennsylvania)  
Contact: Ms. Sherry Dwyer  
Mgr., Consumer Relations

**Wick Building Systems, Inc.**  
P.O. Box 8310  
Madison, Wisconsin 53708  
(608) 274-4631  
Contact: Kathleen M. Blair  
Consumer and Legal Affairs Coordinator

**John Wiley & Sons**  
1 Wiley Drive  
Somerset, New Jersey  
(201) 469-4400 Ext. 200  
Contact: A. Keith Hogan  
Manager, Customer Relations

**Winnebago Industries**  
Post Office Box 152  
Forest City, Iowa 50436  
(515) 582-3535  
Contact: Owner Relations Department

**Wilson Foods Corporation**  
4545 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73105  
(405) 525-4627  
Contact: Nancy Robinson

**F. W. Woolworth Company**  
Woolworth Building, 233 Broadway  
New York, New York 10279  
(212) 553-2469  
Contact: Grace F. Ulbricht  
Director of Consumer Relations

**World Airways, Inc.**  
Oakland Int'l Airport  
Oakland, California 94614  
(415) 577-2000  
Contact: Mr. Robert J. Kirschten  
Acting Director, Consumer Affairs

**World-Book-Childcraft International, Inc.**  
Merchanise Mart Plaza  
Chicago, Illinois 60654  
(312) 245-3232  
Contact: Ruby Katz

**Wm. Wrigley Jr. Company**  
410 N. Michigan Avenue  
Chicago, Illinois 60611  
(312) 644-2121  
Contact: David Sloane  
Assistant Vice President—  
Communications

### American Honda Motor Company, Inc.

Corporate Office:  
Mr. Kent Dellinger  
Customer Relations Supervisor  
(Automobiles)  
American Honda Motor Company, Inc.  
100 West Alondra Blvd.  
Gardenia, California 90247  
(213) 327-8280

Corporate Office:  
Mr. Sumner Kaplan  
Customer Relations Supervisor  
(Motorcycles & Power Products)  
American Honda Motor Co., Inc.  
100 West Alondra Boulevard  
Gardenia, California 90247  
(213) 327-8280

### American Motors Sales Corporation

Owner Relations Department  
Boston Zone Office  
American Motors Sales  
420 Providence Highway  
Westwood, Massachusetts 02090  
(617) 392-5633

Owner Relations Department  
New York Zone Office  
American Motors Sales Corporation  
Post Office Box 500  
Elmsford, New York 10523  
(914) 997-2823

Owner Relations Department  
Philadelphia Zone Office  
American Motors Sales Corporation  
Mid-Atlantic Industrial Park  
P.O. Box 1000  
Woodbury, New Jersey 08096  
(609) 853-4400

**Yamaha Motor Corporation**  
6555 Katella Avenue  
Cypress, California 90630  
(714) 761-7439  
Contact: Michael B. Kersey  
National Supervisor, Warranty  
Administration and Customer  
Relations

**Youngs Drug Products Corporation**  
865 Centennial Avenue  
P.O. Box 385  
Piscataway, New Jersey 08854  
(201) 885-5777  
Contact: Harold Cohen  
Manager, Consumer Affairs Department

## Automobile Corporate Consumer Contacts

Owner Relations Department  
Washington, D.C. Zone Office  
American Motors Sales Corporation  
Post Office Drawer AA  
Westgate Research Park  
McLean, Virginia 22101  
(703) 893-4600

Owner Relations Department  
Atlanta Zone Office  
American Motors Sales Corporation  
1640 Stone Ridge Drive  
Post Office Box 718  
Stone Mountain, Georgia 30083  
(404) 491-3230

Owner Relations Department  
Pittsburgh Zone Office  
American Motors Sales Corporation  
150 Commonwealth Drive  
Warrendale, Pennsylvania 15086  
(412) 776-4175

Owner Relations Department  
Detroit Zone Office  
American Motors Sales Corporation  
600 American Center  
Southfield, Michigan 48034  
(313) 827-7870

Owner Relations Department  
Cincinnati Zone Office  
American Motors Sales Corporation  
1125 Glendale-Milford Road  
Cincinnati, Ohio 45215  
(513) 771-1900

Owner Relations Department  
Chicago Zone Office  
American Motors Sales Corporation  
1600 Busse Road  
Elk Grove Village, Illinois 60007  
(312) 346-8600

**Zayre Corporation**  
Framingham, Massachusetts 01701  
(617) 655-7300  
Contact: Stanley Berkovitz  
Vice President, Consumer & Community  
Affairs

**Zenith Sales Company**  
Division of Zenith Radio Corporation  
1000 Milwaukee Avenue  
Glenview, Illinois 60025  
(312) 391-8100  
Contact: John J. Pederson  
Vice President—Consumer Affairs

Owner Relations Department  
Minneapolis Zone Office  
American Motors Sales Corporation  
Post Office Box 1273  
Minneapolis, Minnesota 55440  
(612) 340-8850

Owner Relations Department  
Kansas City Zone Office  
American Motors Sales Corporation  
Post Office Box 283  
Shawnee Mission, Kansas 66201  
(913) 677-7850

Owner Relations Department  
Dallas Zone Office  
American Motors Sales Corporation  
7900 Ambassador Row  
Post Office Box 47326  
Dallas, Texas 75247  
(214) 689-9634

Owner Relations Department  
Denver Zone Office  
American Motors Sales Corporation  
5005 Lima Street  
Denver, Colorado 80239  
(303) 373-5800

Owner Relations Department  
Portland Zone Office  
American Motors Sales Corporation  
8111 N.E. Columbia Boulevard  
Portland, Oregon 97218  
(503) 255-4220

Owner Relations Department  
Los Angeles Zone Office  
(Hawaii and Alaska)  
American Motors Sales Corporation  
Post Office Box 92787  
Airport Station  
Los Angeles, California 90009  
(213) 973-0100  
(213) 644-1164

Corporate Office:  
Mr. Joseph M. Malyn  
Consumer Relations Manager  
American Motors Corporation  
14250 Plymouth Road  
Detroit, Michigan 48232  
(313) 493-2341

**BMW of North America, Inc.**

Customer Relations Manager  
Eastern Region  
BMW of North America, Inc.  
Campus 3  
Montvale, New Jersey 07645  
(201) 573-2000

Customer Relations Manager  
Southern Region  
BMW of North America, Inc.  
Twin Towers  
Suite 728  
8585 North Stemmons Highway  
Dallas, Texas 75247  
(214) 631-6600

Customer Relations Manager  
Central Region  
BMW of North America, Inc.  
999 Plaza Drive  
Suite 500  
Schaumburg, Illinois 60195  
(312) 843-4550

Customer Relations Manager  
Western Region  
BMW of North America, Inc.  
12541 Beatrice Street  
Los Angeles, California 90066  
(213) 306-4500

Corporate Office:  
Mr. Fred Peterson  
National Customer Relations Manager  
BMW of North America, Inc.  
Campus 3  
Montvale, New Jersey 07645  
(201) 573-2141

**Chrysler Corporation**

Manager, Customer Relations  
Boston Zone Office  
Chrysler Corporation  
Post Office Box 50  
Natick, Massachusetts 01760  
(617) 655-2810  
Massachusetts, Connecticut, Rhode  
Island, Maine, Vermont, New Hampshire

Manager, Customer Relations  
Syracuse Zone Office  
Chrysler Corporation  
Post Office Box 158  
Eastwood Station  
Syracuse, New York 13206  
(315) 432-4041  
New York, Pennsylvania

Manager, Customer Relations  
New York Zone Office  
Chrysler Corporation  
500 Route 303  
Tappan, New York 10983  
(914) 627-2200  
New Jersey, New York, Connecticut

Manager, Customer Relations  
Philadelphia Zone Office  
Chrysler Corporation  
Post Office Box 489  
Wayne, Pennsylvania 19087  
(215) 687-6110  
Pennsylvania, New Jersey, Delaware

Manager, Customer Relations  
Pittsburgh Zone Office  
Chrysler Corporation  
Post Office Box N  
Oakdale, Pennsylvania 15071  
(412) 777-3600  
Ohio, Pennsylvania, West Virginia,  
Maryland

Manager, Customer Relations  
Washington, D.C. Zone Office  
Post Office Box 770  
Chrysler Corporation  
Seabrook, Maryland 20801  
(301) 794-6315  
Maryland, Virginia, North Carolina,  
Delaware, District of Columbia

Manager, Customer Relations  
Atlanta Zone Office  
Chrysler Corporation  
Post Office Box 18896  
Lenox Square Station  
Atlanta, Georgia 30326  
(404) 261-7522  
South Carolina, North Carolina,  
Tennessee, Alabama, Georgia

Manager, Customer Relations  
Orlando Zone Office  
Chrysler Corporation  
Post Office Box 13428  
Orlando, Florida 32809  
(305) 851-6510  
Georgia, Florida, Alabama

Manager, Customer Relations  
Detroit Zone Office  
Chrysler Corporation  
Post Office Box 300  
Troy, Michigan 48099  
(313) 879-0600  
Michigan, Ohio, Indiana

Manager, Customer Relations  
Chicago Zone Office  
Chrysler Corporation  
Post Office Box E 367  
Elk Grove, Illinois 60007  
(312) 593-3780  
Iowa, Illinois, Wisconsin, Indiana

Manager, Customer Relations  
Minneapolis Zone Office  
Chrysler Corporation  
Post Office Box 1231  
Minneapolis, Minnesota 55440  
(613) 553-2546  
South Dakota, Minnesota, Iowa,  
Wisconsin, North Dakota, Nebraska,

Manager, Customer Relations  
Cincinnati Zone Office  
Chrysler Corporation  
Post Office Box 41902  
Cincinnati, Ohio 45241  
(513) 733-8450  
Kentucky, Indiana, Ohio

Manager, Customer Relations  
St. Louis Zone Office  
Chrysler Corporation  
Post Office Box 278  
Hazelwood, Missouri 63042  
(314) 731-6742  
Illinois, Missouri, Kentucky, Indiana

Manager, Customer Relations  
Kansas City Zone Office  
Chrysler Corporation  
Cloverleaf II Bldg. Suite 205  
6901 W. 63rd Street  
Overland Park, Kansas 66202  
(913) 831-2244  
Oklahoma, Missouri, Nebraska, Kansas,  
Iowa

Manager, Customer Relations  
Memphis Zone Office  
Chrysler Corporation  
Post Office Box 18008  
Memphis, Tennessee 38118  
(901) 365-4701  
Louisiana, Arkansas, Mississippi,  
Tennessee

Manager, Customer Relations  
Dallas Zone Office  
Chrysler Corporation  
Post Office Box 34064  
Dallas, Texas 75234  
(214) 242-8462  
Texas

Manager, Customer Relations  
Denver Zone Office  
Chrysler Corporation  
Post Office Box 39006  
Denver, Colorado 80239  
(303) 371-1330  
Wyoming, New Mexico, Colorado,  
Nebraska, Utah

Manager, Customer Relations  
Portland Zone Office  
Chrysler Corporation  
Post Office Box 744  
Beaverton, Oregon 97005  
(503) 641-4170  
Oregon, Alaska, Washington, Montana,  
Idaho

Manager, Customer Relations  
San Francisco Zone Office  
Chrysler Corporation  
Post Office Box 5507  
San Mateo, California 94403  
(415) 572-0377  
California, Nevada

Manager, Customer Relations  
Los Angeles Zone Office  
Chrysler Corporation  
Post Office Box 4120  
Fullerton, California 92631  
(714) 870-4000  
California, Arizona, Hawaii, Nevada

Corporate Office:  
Mr. Al Velt  
Manager, Owner Relations  
Chrysler Corporation  
Post Office Box 1718  
Detroit, Michigan 48288  
(313) 956-5970

**Fiat Motors of North America, Inc.**

Manager, Customer Relations  
(Eastern Area)  
Fiat Motors of North America, Inc.  
155 Chestnut Ridge Rd.  
Montvale, New Jersey 97645  
(201) 573-3811

Manager, Customer Relations  
(Western Area)  
Fiat Motors of North America, Inc.  
6600 Katella Avenue  
Cypress, California 90630  
(714) 891-4651

Corporate Office:  
National Customer Relations Department  
Fiat Motors of North America, Inc.  
155 Chestnut Ridge Rd.  
Montvale, New Jersey 07645  
(201) 573-3840

**Ford Motor Company**

Corporate Office:  
Owner Relations—Operations  
Department  
The Ford Parts and Service Division  
Ford Motor Company  
Post Office Box 1805  
Dearborn, Michigan 48126  
(313) 337-6950

**General Motors Corporation**

Customer Service Department  
Buick Motor Division  
General Motors Corporation  
902 East Hamilton Avenue  
Flint, Michigan 48550  
(313) 766-1240

Customer Relations  
Cadillac Motor Car Division  
General Motors Corporation  
2860 Clark Street  
Detroit, Michigan 48232  
(313) 554-5536

Consumer Relations Department  
Chevrolet Motor Division  
General Motors Corporation  
Warren, Michigan 48090  
(313) 492-5500

Customer Service Department  
Oldsmobile Division  
General Motors Corporation  
920 Townsend Street  
Lansing, Michigan 48921  
(517) 377-5546

Customer Service Department  
Pontiac Motor Division  
General Motors Corporation  
One Pontiac Plaza  
Pontiac, Michigan 48053  
(313) 857-1316

Corporate Office:  
Manager, Consumer Relations  
General Motors Corporation  
8-257 General Motors Building  
Detroit, Michigan 48202  
(313) 556-2942

**Mazda Motors of America (East) Inc.**

Customer Relations Manager  
Mazda Motors of America (East), Inc.  
8313 Baycenter Road  
Jacksonville, Florida 32216  
Alabama, Connecticut, Delaware, Florida,  
Georgia, Maine, Maryland,  
Massachusetts, New Hampshire, New  
Jersey, North Carolina, Pennsylvania,  
Rhode Island, South Carolina, Vermont,  
Virginia, District of Columbia, West  
Virginia

Customer Relations Manager  
Mazda Distributors Great Lakes  
2660 28th Street, S.E.  
Grand Rapids, Michigan 49508  
(616) 949-7570  
Illinois, Indiana, Michigan, Ohio,  
Wisconsin

Customer Relations Manager  
Mazda Distributors Gulf  
10445 Corporate Drive  
Sugar Land, Texas 77478  
(713) 491-5800  
Arkansas, Iowa, Kansas, Kentucky,  
Louisiana, Mississippi, Missouri,  
Nebraska, Oklahoma, Tennessee, Texas

Customer Relations Manager  
Mazda Distributors Northwest  
8621 South 180th  
Kent, Washington 98031  
Alaska, Idaho, Minnesota, Montana, North  
Dakota, Oregon, South Dakota,  
Washington

Customer Relations Manager  
Mazda Distributors Pacific  
18601 South Susana Road  
Compton, California 90221  
(213) 603-8978  
Arizona, California, Colorado, Nevada,  
New Mexico, Utah, Wyoming

Corporate Office:  
Mr. Bill R. Harth  
Customer Relations Manager  
Mazda Motors of America (East), Inc.  
8313 Baycenter Road  
Jacksonville, Florida 32216  
(914) 731-4010

Corporate Office:  
Ms. Barbara Barceloux  
Mgr. Consumer Communications  
Mazda Motors of America (Central), Inc.  
3040 East Ana Street  
Compton, California 90221  
(213) 537-2322

**Mercedes-Benz of North America, Inc.**

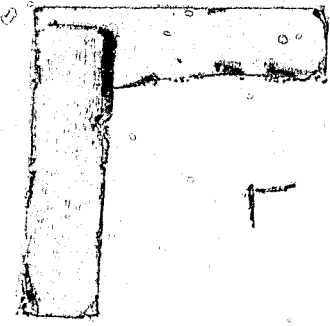
Service Manager  
New York Zone  
Mercedes-Benz of North America, Inc.  
One Glenview Road  
Post Office Box 277  
Montvale, New Jersey 07645  
(201) 573-2518

Service Manager  
Washington, D.C., Zone  
Mercedes-Benz of North America, Inc.  
5530 Wisconsin Avenue  
Chevy Chase, Maryland 2001

Service Manager  
Jacksonville Zone  
Mercedes-Benz of North America, Inc.  
8813 Western Way  
Post Office Box 17304F  
Jacksonville, Florida 32216  
(904) 731-4040

Service Manager  
Chicago Zone  
Mercedes-Benz of North America, Inc.  
3333 Charles Street  
Franklin Park, Illinois 60131  
(312) 455-9131

Service Manager  
Houston Zone  
Mercedes-Benz of North America, Inc.  
9550 North Loop East  
Post Office Box 24396  
Houston, Texas 77029  
(713) 675-6126



**CONTINUED**

**1 OF 2**



## CORPORATE CONSUMER CONTACTS

Service Manager  
San Francisco Zone  
Mercedes-Benz of North America, Inc.  
513 Eccles Avenue  
So. San Francisco, California 94080  
(415) 871-5125

Service Manager  
Los Angeles  
Mercedes-Benz of North America, Inc.  
851 East Watsoncenter  
Post Office Box 4625  
Carson, California 90749  
(213) 835-8315

Corporate Office:  
Owner Services  
Mercedes-Benz of North America, Inc.  
One Mercedes Drive  
Montvale, New Jersey 07645  
(201) 573-0600

### Nissan Motor Corporation in U.S.A. (Datsun)

Customer Relations Manager  
Boston Regional Office  
Nissan Motor Corporation in USA (Datsun)  
777 West Street

Mansfield, Massachusetts 02048  
(617) 339-3721  
Maine, Vermont, New Hampshire,  
Massachusetts, Rhode Island,  
Connecticut, parts of New York

Customer Relations Manager  
New York Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
No. 4 Corporate Place  
Piscataway, New Jersey 08854  
(210) 981-0220  
New Jersey, Pennsylvania, New York area

Customer Relations Manager  
Norfolk Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
151 Harbor Drive  
Portsmouth, Virginia 23705  
(804) 399-4011  
Maryland, Delaware, West Virginia,  
Virginia, North Carolina, District of  
Columbia

Customer Relations Manager  
Jacksonville Regional  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
8743 Western Way  
Jacksonville, Florida 32217  
(904) 737-7100  
South Carolina, Georgia, Florida

Customer Relations Manager  
Memphis Regional Office  
Nissan Motor Corporation in USA (Datsun)  
5775 Summer Trees Drive  
Memphis, Tennessee 38134  
(901) 372-5700  
Arkansas, Kentucky, Tennessee,  
Mississippi, Alabama

Customer Relations Manager  
Columbus Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
150 E. Wilson Bridge Road  
Suite 100  
Worthington, Ohio 43085  
(614) 846-6900  
Michigan, Indiana, Ohio

Customer Relations Manager  
Chicago Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
51 Shore Drive  
Hinsdale, Illinois 60521  
(312) 325-9050  
Minnesota, Wisconsin, Iowa, Illinois,  
Missouri

Customer Relations Manager  
Dallas Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
13405 N. Stemmons Freeway  
Farmers Branch, Texas 75234  
(214) 243-4311  
Texas, Oklahoma, Louisiana

Customer Relations Manager  
Denver Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
11000 E. 45th Avenue  
Denver, Colorado 80239  
(303) 371-4230  
North Dakota, South Dakota, Wyoming,  
Nebraska, Utah, Colorado, Kansas, New  
Mexico

Customer Relations Manager  
Portland Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
9575 S.W. Scholls Ferry Road  
Portland, Oregon 97223  
(503) 646-0543  
Washington, Montana, Oregon, Idaho,  
Alaska

Customer Relations Manager  
San Francisco Regional Office  
Nissan Motor Corporation in U.S.A.  
(Datsun)  
355 Wigetlane  
Post Office Box 8028  
Walnut Creek, California 94596  
(415) 871-6684  
Northern California, Nevada

### Peugeot Motors of America, Inc.

Customer Relations  
Eastern Zone  
Peugeot Motors of America, Inc.  
40 Van Nostrand Avenue  
Englewood, New Jersey 07631  
(210) 894-0210

Customer Relations  
Eastern Auto Distributors Inc.  
933 East Little Creek Road  
Norfolk, Virginia 23518  
(804) 588-1334

Customer Relations  
Central Zone  
Peugeot Motors of America, Inc.  
9444 Old Katy Road  
Houston, Texas 77055  
(714) 461-9013

Customer Relations  
Western Zone  
Peugeot Motors of America, Inc.  
1020 East 230th Street  
Carson, California 90745

Corporate Office:  
Customer Relations  
Peugeot Motors of America, Inc.  
One Peugeot Plaza  
Lyndhurst, New Jersey 07071  
(201) 935-8400

### Porsche Audi

Customer Service Manager  
Porsche Audi Eastern  
(A Division of World-Wide Volkswagen  
Corp.)  
Greenbush Road  
Orangeburg, New York 10962  
(914) 578-5000  
Connecticut, New Jersey, New York

Customer Service Manager  
Volkswagen of America, Inc.  
Porsche Audi Division  
Atlantic Region  
9300 George Palmer Highway  
Lanham, Maryland 20801  
(301) 459-7000  
Delaware, Maine, Maryland, Massa-  
chusetts, New Hampshire, North Carolina,  
Pennsylvania, Rhode Island, Vermont,  
Virginia, District of Columbia, West  
Virginia

Customer Service Manager  
Volkswagen of America, Inc.  
Porsche Audi Division  
Southern Region  
Suite 170  
1770 The Exchange  
Atlanta, Georgia 30339  
(404) 955-9000  
Alabama, Florida, Georgia, Louisiana,  
Mississippi, Oklahoma, South Carolina,  
Tennessee, Texas (excluding El Paso)

Customer Service Manager  
Volkswagen of America, Inc.  
Porsche Audi Division  
Central Region  
106 Willmot Road—suite 201  
Deerfield, Illinois 60015  
(312) 948-5660  
Illinois, Indiana, Iowa, Kentucky,  
Michigan, Minnesota, North Dakota, Ohio,  
South Dakota, Wisconsin (excluding  
Rapid City)

Customer Service Manager  
Volkswagen Mid-America, Inc.  
Porsche Audi Division  
8825 Page Boulevard  
St. Louis, Missouri 63114  
(314) 429-2141  
Arkansas, Kansas, Missouri, Nebraska

Customer Service Manager  
Porsche Audi Northwest, Inc.  
5 Oaks Industrial Park  
Route #1, Box 220 VW  
Hillsboro, Oregon 97123  
(503) 645-5511  
Alaska, Idaho, Montana, Oregon,  
Washington

Customer Service Manager  
Volkswagen of America, Inc.  
Porsche Audi Division  
Pacific Region  
11300 Playa Street  
Culver City, California 90230  
(213) 390-8011  
Arizona, California, Colorado, Hawaii,  
Nevada, New Mexico, South Dakota,  
(Rapid City), Texas (El Paso), Utah,  
Wyoming

Corporate Office:  
Customer Service Manager  
Porsche Audi Division of Volkswagen of  
America, Inc.  
818 Sylvan Avenue  
Englewood Cliffs, New Jersey 07632  
(201) 894-5000

### Saab-Scania of America

Eastern Regional Customer  
Relations Manager  
Saab-Scania of America  
Saab Drive  
Post Office Box 697  
Orange, Connecticut 06477  
(203) 795-5671

Central Regional Customer  
Relations Manager  
Saab-Scania of America  
10415 United Parkway  
Schiller Park, Illinois 60176  
(312) 671-4920

Western Regional Customer  
Relations Manager  
Saab-Scania of America  
1225 East Artesia Boulevard  
Carson, California 90746  
(213) 537-3901

Corporate Office:  
Customer Relations Manager  
Saab-Scania of America  
Post Office Box 697  
Orange, Connecticut 06477  
(203) 795-5671

### Subaru of America, Inc.

Customer Relations Manager  
Subaru of New England  
95 Morse Street  
Norwood, Massachusetts 02062  
(617) 769-5100  
Maine, Vermont, New Hampshire,  
Massachusetts, Rhode Island,  
Connecticut

Customer Relations Manager  
Subaru Distributor Corp.  
4 North Street  
Walwick, New Jersey 07463  
(201) 445-7350  
New York, North New Jersey

Customer Relations Manager  
Penn Jersey Subaru, Inc.  
Glen Avenue and Forest Road  
Post Office Box P  
Morrestown, New Jersey 08057  
(609) 234-7600  
Southern New Jersey, Pennsylvania,  
Delaware

Customer Relations Manager  
Subaru Atlantic, Inc.  
9050 Red Branch Road  
Post Office Box 308  
Columbia, Maryland 21045  
(614) 864-6650  
West Virginia, Virginia, North Carolina,  
Maryland

Distributors, Inc.  
Post Office Box 3007  
West Palm Beach, Florida 33402  
(305) 683-3066  
Georgia, South Carolina, Florida

Customer Relations Manager  
George Byers Sons, Inc.  
401 North Hamilton Road  
Post Office Box 16513  
Columbus, Ohio 43215  
(614) 864-6650  
Kentucky, Ohio, Indiana, Michigan

Customer Relations Manager  
Subaru of Southern California  
1881 Kaiser Avenue  
Irvine, California 92714  
(714) 540-8720  
Southern California

Customer Relations Manager  
Subaru Mid-America, Inc.  
2374 Espes Avenue  
Elk Grove Village, Illinois 60007  
(312) 439-2555  
Missouri, South Dakota, Minnesota,  
Wisconsin, Iowa, Illinois

## CORPORATE CONSUMER CONTACTS

Customer Relations Manager  
Subaru South, Inc.  
7700 Frazier Pike  
Little Rock, Arkansas 72206  
(501) 490-2770  
Arkansas, Louisiana, Tennessee,  
Missouri, Alabama

Customer Relations Manager  
Southwest Subaru Star Corp.  
300 Breesport  
Post Office Box 32906  
San Antonio, Texas 78216  
(512) 349-3903  
Alaska, Texas  
Subaru Inter-Mountain  
15000 East 39th Street  
Post Office Drawer D  
Aurora, Colorado 80041  
(303) 371-3820  
Nebraska, Kansas, Colorado, New Mexico,  
Arizona

Customer Relations Manager  
Subaru Northwest Corporation  
8040 East 33rd Drive  
Post Office Box 11293  
Portland, Oregon 97211  
(503) 287-4171  
Washington, Oregon, Idaho, Montana,  
Wyoming

Customer Relations Manager  
Subaru of Northern California  
2505 Port Street  
Post Office Box 985  
West Sacramento, California 95691  
(916) 371-7901  
Northern California, Nevada, Utah

Corporate Office:  
Customer Relations Department  
Subaru of America, Inc.  
7040 Central Highway  
Pennsauken, New Jersey 08109  
(609) 665-3344

### Toyota Motor Sales, U.S.A.

Customer Relations Department  
Boston Regional Office  
Toyota Motor Distributors, Inc.  
440 Forbes Boulevard  
Mansfield, Massachusetts 02048  
(617) 339-5701  
Maine, Vermont, New Hampshire,  
Massachusetts, Rhode Island

Customer Relations Department  
New York Regional Office  
Toyota Motor Distributors, Inc.  
16 Henderson Drive  
West Caldwell, New Jersey 07006  
(201) 575-7600  
New York, New Jersey, Connecticut

**CORPORATE CONSUMER CONTACTS**

Customer Relations Department  
Mid-Atlantic Toyota Distributors, Inc.  
Toyota Building  
6710 Baymeadow  
Post Office Box 1030  
Glen Burnie, Maryland 21061  
(301) 760-1500  
Virginia, West Virginia, Maryland,  
Delaware, Pennsylvania

Customer Relations Department  
Southeast Toyota Distributors, Inc.  
1751 Talleyrand Drive  
Post Office Box 5287  
Jacksonville, Florida 32266  
(904) 358-3634  
Alabama, Florida, Georgia, North Carolina,  
South Carolina

Customer Relations Department  
Denver Regional Office  
Toyota Motor Distributors, Inc.  
9033 East Easter Place  
Suite 200  
Englewood, Colorado 80112  
(303) 773-1404  
Arizona, New Mexico, Utah, Colorado,  
Wyoming

Customer Relations Department  
Portland Regional Office  
Toyota Motor Distributors, Inc.  
6111 N.E. 87th Avenue  
Portland, Oregon 97220  
(503) 255-6440  
Washington, Oregon, Indiana, Montana,  
Hawaii

Customer Relations Department  
Cincinnati Regional Office  
Toyota Motor Distributors, Inc.  
4550 Creek Road  
Cincinnati, Ohio 45242  
(513) 745-7500  
Tennessee, Kentucky, Ohio, Michigan

Customer Relations Department  
Chicago Regional Office  
Toyota Motor Distributors, Inc.  
500 Kehoe Boulevard  
Carol Stream, Illinois 60187  
(312) 260-6240  
Indiana, Illinois, Wisconsin, Minnesota

Customer Relations Department  
Kansas City Regional Office  
Toyota Motor Distributors, Inc.  
11111 NW Airworld Drive  
Kansas City, Missouri 64195  
(816) 891-1000  
Kansas, Missouri, Nebraska, Iowa, South  
Dakota, North Dakota

Customer Relations Department  
Gulf States Toyota, Inc.  
10310 Harwin  
Houston, Texas 77036  
(713) 776-6700  
Texas, Oklahoma, Arkansas, Louisiana,  
Mississippi

Customer Relations Department  
Los Angeles Regional Office  
Toyota Motor Distributors, Inc.  
2800 Jamboree Road  
Newport Beach, California 92660  
(714) 833-8123  
Southern California

Corporate Office:  
Mr. Dan Bonowitz  
National Customer Relations Manager  
Toyota Motor Sales, Inc.  
2055 West 190th Street  
Torrance, California 90509  
(213) 532-5010

Customer Relations Department  
San Francisco Regional Office  
Toyota Motor Distributors, Inc.  
500 Forbes Boulevard  
South San Francisco, California 94080  
(415) 871-9040  
Northern California, Nevada

**Volkswagen of America, Inc.**  
Customer Service Manager  
Volkswagen of America, Inc.  
Boston Region  
100 Fordham Road  
Wilmington, Massachusetts 01887  
(617) 658-6700  
Maine, Massachusetts, New Hampshire,  
Rhode Island, Vermont

Customer Service Manager  
World-Wide Volkswagen  
Greenbush Road  
Orangeburg, New York 10962  
(914) 578-5000  
Connecticut, New Jersey, New York

Customer Service Manager  
Volkswagen of America, Inc.  
Valley Forge Region  
Post Office Box 830  
1001 South Trooper  
Valley Forge, Pennsylvania 19482  
(215) 666-7500

Customer Service Manager  
Volkswagen of America, Inc.  
Columbus Region  
1840 MacKenzie Drive  
Columbus, Ohio 43221  
(614) 457-2411  
Indiana, Kentucky, Michigan, Ohio

Customer Service Manager  
Volkswagen of America, Inc.  
Chicago Region  
3737 Lake Cook Road  
Deerfield, Illinois 60015  
(312) 272-5000  
Illinois, Iowa, Minnesota, North Dakota,  
South Dakota, Wisconsin (excluding  
Rapid City)

Customer Service Manager  
Volkswagen of America, Inc.  
Washington, D.C. Region  
9300 George Palmer Highway  
Lanham, Maryland 20801  
(310) 459-7000  
Maryland, North Carolina, Virginia, District  
of Columbia, West Virginia

Customer Service Manager  
Volkswagen of America, Inc.  
Atlanta Region  
2625 Cumberland Parkway  
Suite 450  
Atlanta, Georgia 30339  
(404) 433-0521  
Northern Alabama, Northern Georgia,  
South Carolina, Tennessee

Customer Service Manager  
Volkswagen of America, Inc.  
Jacksonville Region  
Post Office 2274  
155 East 21st Street  
Jacksonville, Florida 32203  
(904) 354-8188  
Florida, Southern Alabama, Southern  
Georgia

Customer Service Manager  
Volkswagen of America, Inc.  
San Francisco Region  
7106 Johnson Industrial Drive  
Pleasanton, California 94566  
(415) 462-8000  
Nevada (Reno), Northern California

Customer Service Manager  
Volkswagen of America, Inc.  
Denver Region  
Greenwood Plaza  
7503 Marin Drive (3-C)  
Englewood, Colorado 80111  
(303) 773-6374  
Arizona (excluding Yuma), Colorado,  
Nevada (excluding Reno), New Mexico,  
South Dakota (Rapid City), Texas (El Paso),  
Utah, Wyoming

Customer Service Manager  
Volkswagen Mid-America, Inc.  
8825 Page Boulevard  
St. Louis, Missouri 63114  
(314) 429-2141  
Arkansas, Kansas, Missouri, Nebraska

**CORPORATE CONSUMER CONTACTS**

Customer Service Manager  
Volkswagen of America, Inc.  
San Antonio Region  
10515 Gulfdale Drive  
Suite 100  
San Antonio, Texas 78216  
(512) 341-8881  
Louisiana, Mississippi, Oklahoma, Texas  
(excluding El Paso)

Customer Service Manager  
Riviera Motors, Inc.  
5 Oaks Industrial Park  
Route #1, Box 220 VW  
Hillsboro, Oregon 97123  
Alaska, Indiana, Montana, Oregon,  
Washington

Customer Service Manager  
Volkswagen of America, Inc.  
Los Angeles Region  
11300 Playa Street  
Culver City, California 90230  
(213) 390-8011  
Arizona (Yuma), Southern California

Customer Service Manager  
Volkswagen of America, Inc.  
Hawaii Operation  
2865 Pukoloa Street  
Post Office Box 3799  
Honolulu, Hawaii 96812  
(808) 537-4338 Business Office  
(808) 833-1866 Parts Warehouse (Service)  
(808) 839-1907 Distribution

**Volvo North America**  
Corporate Office:  
Mr. Velton Amica  
Consumer Affairs Manager  
Volvo North America  
One Volvo Drive  
Rockleigh, New Jersey 07647  
(201) 768-7300

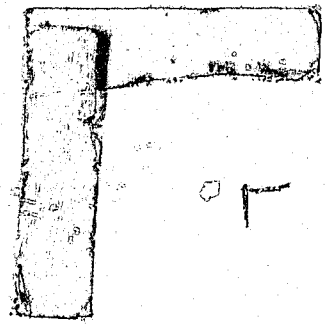
## Tips on How To Get the Most for Your Money and Avoid Future Problems

### Before Making a Purchase:

- Analyze what you need. What features are important to you?
- Compare brands. Utilize word of mouth recommendations and formal product comparison reports. Check with your local library for magazines and other publications containing consumer information.
- Compare stores. Look for a store with a good reputation and take advantage of sales.
- Check for any additional charges, such as delivery and service costs.
- Compare warranties.
- Read terms of contracts carefully.
- Check the return or exchange policy.

### After Your Purchase:

- Follow proper use instructions for products.
- Read and understand the warranty provisions. Keep in mind that you have additional warranty rights in your state. Check with your state or local consumer office to find out. A listing of these offices begins on page 37.
- If trouble develops, report the problem as soon as possible. Do not try to fix the product yourself as this may void the warranty.
- Keep a record of efforts to have your problem remedied. This record should include names of people you speak to, times, dates and other relevant information.
- Use this *Handbook* to find out where and how to get your problem resolved.
- Clearly state your problem and the solution you want.
- Include all relevant details, along with copies of documents (proof of purchase).
- Briefly describe what you have done to resolve the problem.
- Allow each person you contact a reasonable period of time to resolve your problem before contacting another source for assistance.



**END**