



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

Website	Purpose
American College of Financial Services 270 S. Bryn Mawr Ave Bryn Mawr, PA 19010 www.theamericancollege.edu	Private nonprofit college offering training to financial experts in insurance and financial planners. Offer certification programs in wealth management, financial planning, certified life underwriting, financial services certified professional. Still need to ask if provider is a fiduciary – required to serve client’s needs before commissions.
American Financial Services Association 919 18 th Street, NW, Suite 300 Washington, DC 20006 info@afsmail.org https://www.afsaonline.org	Nonprofit trade association for auto financing industry. Tracks legislation and has an online calculator for figuring car payments.
Annual Credit Report www.AnnualCreditReport.com	Can request free credit reports each year.
California Department of Consumer Affairs 1625 North Market Blvd. Sacramento, CA 95834 1-800-952-5210 www.dca.ca.gov	State Department of consumer affairs. Can file complaints about businesses, check licenses, advocate for consumers at the State level.
Call Blocking	Block robo calls – Truecaller, Hiya, Call Control are all free apps that block calls. It is illegal to robo call cell phones.
Center for Responsible Lending 1970 Broadway, Ste 350 Oakland, CA 94612 510-379-5300	Nonprofit conducting in-depth research on the extent and impact of predatory lending, to provide useful information to consumers, community advocates, and policymakers alike.



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

Responsiblelending.org	
Commission on Accreditation of Rehabilitation Facilities 6951 East Southpoint Road Tucson, AZ 85756 1-888-281-6531 www.carf.org	Nonprofit that licenses rehab and other facilities and gives certification seal to those who meet standards.
Consumer Federation of America 1620 I Street, NW, Ste 200 WA, DC 20006 202-387-6121 https://consumerfed.org	Nonprofit advancing consumer interests through research, advocacy, and education. Present good information on their website.
Consumer Financial Protection Bureau 1700 G Street, NW Washington, DC 20552 Mailing: PO Box 2900 Clinton, IA 52733-2900 855-411-2372 www.consumerfinance.gov	Federal Government Agency overseeing consumer financial issues. Investigate complaints such as Wells Fargo financial scams. Online complaint system and a list of companies receiving complaints and their responses. Great education pieces about making smart financial decisions.
Consumer Reports/Consumers Union 101 Truman Avenue Yonkers, NY 10703-1057 1-800-333-0663 www.consumerreports.org	Nonprofit organization with a magazine publishing results of independent testing of consumer products.



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>LA County Dept of Consumer and Business Affairs 500 W Temple St. b96 Los Angeles, CA 90012 800-593-8222 www.dcba.lacounty.gov</p>	<p>Government agency to create a fair and vibrant marketplace for consumers and businesses in Los Angeles County.</p>
<p>Community Action Partnership 117 West Victoria Street Long Beach, CA 90805 1-800-674-6327 https://www.lbcap.org</p>	<p>Local Nonprofit that manages energy rebates, provides free tax preparation, bill payment assistance for utilities, minor repair services, and youth services. Cable TV public access production facilities are also at this location (PADNET)</p>
<p>Credit Freezes</p>	<p>Through Equifax -800-349-9960, TransUnion -888-909-8872, and Experian 888-397-3742. Call and ask to freeze your data. Restricts access to your credit data.</p>
<p>Credit Karma www.CreditKarma.com</p>	<p>For-profit offering free ID monitoring.</p>
<p>Credit Sesame www.CreditSesame.com</p>	<p>For-profit offering free ID monitoring.</p>
<p>Direct Selling Education Foundation 1667 K Street, NW, Suite 1100 Washington, DC 20006 202-452-8866 www.dsef.org</p>	<p>Nonprofit trade group to engage and educate the public on the ways direct selling empowers individuals, supports communities, and strengthens direct selling worldwide.</p>



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>Do Not Call Registry www.donotcall.gov</p>	<p>Federal Government Agency overseeing the Do Not Call Registry under the Federal Trade Commission. By listing your numbers, telemarketers are not supposed to call you.</p>
<p>Elder Financial Protection Network 17 Keller Street Petaluma, CA 94952 707-981-8403 admin@efprotection.org http://www.elderfinancialprotection.org</p>	<p>Nonprofit providing information on elder financial abuse and how to prevent it</p>
<p>Federal Deposit Insurance Corporation Cover several buildings – refer to website for where to mail. 1-877-275-3342 call center https://www.fdic.gov</p>	<p>Federal Government Agency that oversees the deposits of banks and insures up to limits. Also takes consumer complaints about banks.</p>
<p>Federal Low-Income Home Energy Assistance Program</p>	<p>Federal Government Program offering assistance with payment of utility bills. Long Beach Community Action Partnership is the local administrator of the program (LBCAP).</p>
<p>Federal Reserve Board 20th Street and Constitution Avenue, NW Washington, DC 20551 202-452-3693 http://www.FederalReserveConsumerHelp.gov</p>	<p>Federal Agency overseeing commercial lending subsidiaries and foreign banks.</p>
<p>Federal Trade Commission 1-877-382-4357</p>	<p>Federal Government commission overseeing consumer finance companies and credit bureaus, statistics and reporting on ID theft</p>



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>www.ftccomplaintassistant.gov https://www.consumer.ftc.gov</p>	<p>and consumer complaints. Also has a reporting/assistance page on identity theft.</p>
<p>Financial Industry Regulatory Authority FINRA Ombudsman 9509 Key West Avenue Rockville, MD 20850 240-386-6271 888-700-0028 www.finra.org</p>	<p>Nonprofit industry trade group overseeing financial investment advisors. Has a complaint center and does arbitration and mediation.</p>
<p>Identity Theft Resource Center 3625 Ruffin Road, #204 San Diego, CA 92123 888-400-5530 www.idtheftcenter.org</p>	<p>Nonprofit that supports victims of identity theft and helps them resolve their cases. Also do education and awareness about identity theft.</p>
<p>IRS Tax Transcripts</p>	<p>To view and print transcripts online, go to IRS.gov and click on get transcript tool. You can see the last three returns. Or you can call 800-908-9946. Unrecognized filings may indicate personal info was used for tax-related ID theft.</p>
<p>Joint Commission https://www.jointcommission.org www.qualitycheck.org</p>	<p>Accredits health care facilities. Check rankings on their website.</p>
<p>Los Angeles Office of Consumer and Business Affairs 500 West Temple St. B-96</p>	<p>County Government agency that does presentations on frauds and scams, and elder financial abuse.</p>



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>Los Angeles, CA 90012 800-593-8222 info@dcbalacounty.gov www.dcbalacounty.gov</p>	
<p>Medicare Fraud 1-800-447-8477 www.oig.hhs.gov/fraud/report-fraud/</p>	<p>Report Medicare Fraud to Office of Inspector General</p>
<p>National Credit Union Administration (NCUA) Office of Public and Congressional Affairs 1775 Duke Street Alexandria, VA 22314 703-518-6330 www.ncua.gov</p>	<p>Federal Government Agency supervising federal credit unions. Insures deposits at credit unions and handles complaints.</p>
<p>National Consumer Law Center 7 Winthrop Square Boston, MA 02110-1245 617-542-8028 consumerlae@nclc.org www.library.ncla.org</p>	<p>Nonprofit consumer law expert. A searchable library of 21 treatises on consumer law.</p>
<p>National Futures Association 300 South Riverside Plaza, #1800 Chicago, IL 60606-6615 312-781-1300 https://www.nfa.futures.org</p>	<p>Nonprofit trade, self-regulatory organization for the US derivatives industry. Have arbitration services for investors and accept complaints. Also have information for investors.</p>



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>Pension Rights Center 1730 M Street NW, Suite 1000 Washington, DC 20036 1-888-420-6550 www.pensionrights.org</p>	<p>Nonprofit protecting retirement security of American workers and retirees.</p>
<p>Password Managers</p>	<p>Stores your passwords in one place. LastPass, Dashlane, KeePass, and RoboForm.</p>
<p>Securities and Exchange Commission 444 South Flower Street #900 Los Angeles, CA 90071 www.sec.gov</p>	<p>Federal Government Agency overseeing financial transactions for businesses. Home of EDGAR, a listing of all financial public offerings from corporations. Also takes complaints on offerings.</p>
<p>Society of Consumer Affairs Professionals International 625 North Washington Street, Suite 304 Alexandria, VA 22314 703-549-4886 https://www.socap.org</p>	<p>Nonprofit trade association for those working in consumer affairs professions. Online training and courses in implementing customer service in a business.</p>
<p>Stop the Debt Trap Coalition Can only contact them through an online form on their website</p>	<p>Nonprofit committed to stopping payday lending practices.</p>
<p>University of CA Irvine, School of Medicine Center for Excellence in Elder Abuse 101 The City Drive South Bldg 200, Suite 835, Rt. 81, ZC1150</p>	<p>Nonprofit at UCI has a variety of resources on elder financial abuse.</p>



LONG BEACH GRAY PANTHERS

RESOURCES FOR CONSUMER PROTECTIONS

<p>Orange, CA 92868-3298 Centeronelderabuse@uci.edu http://www.centeronelderabuse.org</p>	
<p>US Public Interest Research Group 1543 Wazee St, Ste 460 Denver, Co 80202 303-801-0582 https://uspirg.org</p>	<p>Nonprofit bipartisan independent voice for consumers. Do investigative research on impacts to public on issues.</p>