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Dolores Rambo, NACPI President

## From the President's Desk:

I would like to THANK all of you for having the faith in me to be your president of NACPI!!!

NACPI would like to thank the Cuyahoga County, Ohio Department of Consumer Affairs Office, Sheryl Harris, and Danelle Musil for all the hard work into planning our 42nd Annual Conference. The results were fantastic and fun was had by all!

As we move forward, planning for our 43rd Annual Conference is underway. I'm pleased to announce the Oregon Department of Justice Financial Fraud/Consumer Protection Section will be our host agency. The location will be in Portland, Oregon, July 26-29. We will be staying at the Residence Inn Portland Downtown/Pearl District. Information will be posted on our website ([www.nacpi.net](http://www.nacpi.net)) and sent out via email once it becomes available. Our scholarship program for waiver of the conference registration fee starts January 15th and runs to March 15th, so be sure to get your application to me.

Geneer Johnson has been working on a new look for our website, so be sure to check it out.

Please find the complete list of NACPI's Board of Directors in this newsletter.

*NACPI President, Dolores Rambo*



Residence Inn Portland Downtown/Pearl District  
1150 NW 9th Ave.  
Portland, OR 97209



<https://www.marriott.com/hotels/travel/pdxdp-residence-inn-portland-downtown-pearl-district/>

Visit our website:  
<http://www.nacpi.net>



## Treasurer's Thoughts:



As we enter into 2020, and the 43<sup>rd</sup> year of NACPI's existence, we are currently 103 members strong. Membership with NACPI is a valuable tool for your investigations. When you think all doors have closed on an investigation, you have one more avenue: an email to members of NACPI can provide just the lead or contact you require. Often this step can move your investigation forward and potentially expand it beyond the borders of your state. The ability to connect with members from another state or country can only increase consumer protection.

The current the cost for a NACPI annual membership is \$40.00. However, if you join us for the annual conference your membership for the year is included with conference registration. So, please recruit co-workers and other consumer protection advocates to join our great organization. Potential, as well as current members, can now complete the process online! If you have any questions, please feel free to reach out to me or any other board member.

*NACPI Treasurer, LeAnn Lopez*

## A Word From our Sponsors:

**MAP Mission:** *Dedicated to equipping the automotive maintenance and repair industry with standards that build trusted relationships with motorists.*

**MAP Vision:** *A world in which every motorist trusts the automotive maintenance and repair industry.*



**MOTORIST  
ASSURANCE  
PROGRAM**

**BUILDING TRUST THROUGH STANDARDS**

The Motorist Assurance Program provides the consistent inspection and communication standards that guide the auto repair professional in servicing and repairing your vehicle. Over 25 years ago, the automotive industry recognized the need for consistent standards for service providers, and as a result joined together collaboratively to initiate the Motorist Assurance Program (MAP). The outcome of this effort – by a cross section of the entire industry – was the formation of today's MAP Uniform Inspection and Communication Standards (UICS) that guide service professionals. Improving communication between motorists and the repair facility will enable them to understand exactly the condition of their vehicles systems and have the results of the inspection communicated to them clearly and consistently so that they are on the same page as to what is suggested or required and what the motorist agreed to have done.

These guidelines give the information needed to make an educated decision on the proper repair and maintenance procedures for their vehicle. Motorists and shop technicians together use the guidelines to agree on the work the shop will do on the vehicle, thus eliminating any confusion.

All service facilities that participate in the Motorist Assurance Program will display a door decal indicating that they have agreed to adhere to the MAP Pledge of Assurance to Customers and the MAP Standards of Service. By using a MAP qualified shop you will benefit from:

- Better understanding of the status of your vehicle's systems and which of these systems are "okay" or have maintenance or repair items that are either "Required" or "Suggested"
- Uniformity of recommendations from one MAP qualified facility to another when you may choose to seek a second opinion from another participating facility.

We believe through these efforts, we can improve trust, communication and the customer experience throughout the entire automotive industry. —Jeff Cox, [Jeff.Cox@motorist.org](mailto:Jeff.Cox@motorist.org)

## NACPI Member Recognition Program:

The NACPI Recognition Program is intended to recognize outstanding achievements and formally acknowledge significant contributions in the categories identified (Excellence in Leadership, Innovation, Outstanding Consumer Protection, Support to NACPI, and Partnership(s)). Awards are presented by the President of NACPI in appreciation of outstanding performance, and the key to the success of the program is member participation - the generosity of NACPI members in recognizing their colleagues.



View the details of the recognition program and nominate someone by visiting the NACPI website at <http://www.nacpi.net/membership-1.html>.

## Editor's Corner:

Happy New Year and welcome to a new decade! This is a time when many of us resolve to tackle a self-improvement goal. ★

This year I would like to challenge each of you to make a professional resolution. I know how important consumer protection is to each of you, but how important is customer service? Let's resolve to treat our complainants with better customer service in 2020. ★

Below are the 10 Commandments of Customer Service:

- Be a good listener. ★
- Identify and anticipate needs. ★
- Make customers feel important and appreciated. ★
- Body language is key. ★
- Understanding is crucial. ★
- Appreciate the power of "yes".
- Know how to apologize. ★
- Give more than is expected.
- Get regular feedback.
- Treat employees well, they are our internal customers. ★

Together, I know we can make this goal.

I look forward to seeing each of you in Portland at this year's conference. ★

As always, if you have ideas, suggestions or items to include in the newsletter, please send them my way!

*NACPI Newsletter Editor, Jennifer Farley Doom*

## OUR SPONSORS:



NACPI loves their sponsors. New ones are always welcome. If you know someone who would like to support our consumer protection endeavors, please let us know.



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### BYLAWS COMMITTEE:CHAIR:

**Bruce Pinkett** (Delaware Attorney General's Office, bpinkett@nacpi.net)

\*NACPI Executive Board Members

Happy 2020! Start the new year off with these healthy **ENERGY BITES**. Make them ahead and freeze for a convenient snack or breakfast.

Recipe source: <https://www.melskitchencafe.com/>

## INGREDIENTS

- 1 cup old fashioned-oats
- 1/3 cup ground flaxseed meal
- 2/3 to 1 cup nut butter (see note)
- 1/4 cup honey
- Dash of vanilla extract
- Pinch of salt (more to taste, if needed)
- Add-ins: mini chocolate chips, shredded coconut, chopped nuts,



## INSTRUCTIONS

1. In a food processor, add the oats and process until coarsely chopped. If you don't have a food processor coarsely chop the oats in a blender and add to a bowl.
2. Add the flaxseed meal, nut butter, honey, vanilla and salt. Process/mix until the mixture comes together into a soft but not overly sticky ball.
3. If the mixture is overly dry, add nut butter a tablespoon at a time and process/mix until the consistency is soft but not over sticky or crumbly.
4. Remove the blade from the food processor, if using. Add any add-in ingredients, and mix with your hands until evenly combined.
5. Roll the dough into small balls (I use my small cookie scoop) and place on parchment-lined baking sheet or tray. Refrigerate until firm enough to stack in a lidded container or in a bag. The energy bites can be frozen for several months or refrigerated for a week or so.

## NOTES

As far as nut better, I've tried these with almond butter, peanut butter (both natural and Skippy-types) and cashew butter. My favorite combo is half peanut butter/half cashew butter. Almond butter is my least favorite of the options, but that's just a personal preference—the texture of the bites tends to be a bit grainier.

For the overall consistency of these energy bites, a lot will depend on how coarsely the oats are chopped in the first step and the thickness of the nut butter (for instance, cashew butter and natural peanut butter are sometimes runnier). If you are using a nut butter with a thinner consistency, start with the 2/3 cup amount and add more if needed.



## NACPI Mission Statement

*The Association supports education and networking opportunities at all levels of government's consumer protection agencies, ensuring a fair and equitable marketplace, promoting consumer awareness and business/consumer responsibility in an evolving economy throughout North America.*

### ***The goals of the Association are to:***

- *Provide members with the opportunity to network, train, educate, and exchange information on marketplace policy and enforcement issues.*
- *Monitor on the latest public policy and legislative developments as it relates to consumer protection issues.*
- *Promote inter-agency communications thereby increasing the efficiency and effectiveness of member agencies and cross jurisdictional investigations and awareness of consumer protection laws.*
- *Work with private sector businesses and organizations furthering the goals of the association and its members.*
- *Educate and promote the awareness of the latest emerging "Deceptive Trade Practice" schemes.*