

consumeraction

MISSION: [Consumer Action](#) empowers consumers to prosper financially—especially low- and moderate-income, limited-English-speaking and other underrepresented consumers.

IMPACT:

- Nearly **400,000 free educational publications** distributed in **multiple languages** last year
- **Traveled nationwide** last year to **seven cities** to **train 475 staff members** of community-based organizations on the effective use of our materials
- **Eight websites** with **2 million page views** in FY 2017-2018
- **Free national, multilingual hotline** serving about 500 consumer contacts each month
- **Special reports** on financial and consumer services, and three **free newsletters** ([SCAM GRAM](#), [INSIDER](#) and [Consumer Action News](#))
- Searchable [Class Action Database](#) allowing eligible consumers to join settlements
- **Education, advocacy and translation alliances** with corporate and government partners

HOW WE DO IT: Our impact comes from on-the-ground education and training; **free multilingual consumer publications** and community educator materials; online news, education and engagement; free consumer **complaint assistance**; and a **database of class actions** that consumers can search to discover cases in which they are eligible to receive refunds. Our **advocacy efforts** include monitoring Congress and regulatory agencies and responding to legislation and proposals; relating the consumer viewpoint through the mainstream and ethnic media; and working with plaintiffs' attorneys to file **amicus (friend of the court) briefs** in legal cases of importance to the consumer interest.

TOPICS WE ADDRESS: Banking, credit, predatory lending, debt collection, student loans, mortgages, foreclosure, insurance, privacy, online safety and data protection, FinTech, communications access, telecommunications costs and terms, language access, binding mandatory arbitration, postal issues, antitrust, discriminatory taxes, low-income tax credits and subsidies, fraud/scams, auto safety, consumer credit reporting, servicemember/veteran financial wellbeing, healthcare and prescription drugs, telemedicine, airline passenger fairness and other consumer protection issues (For more, see bit.ly/CA-our-issues.)

PARTNERSHIPS:

25+ corporate partnerships to date (including Fortune 500 companies), including:

- **Comcast:** Presenting the benefits of broadband internet and introducing users to low-cost internet access programs
- **Facebook:** Giving internet users the knowledge to keep themselves and their families safe on social media
- **Google:** Helping consumers detect “fake news” in social media and on the internet
- **Bank of America:** Protecting and empowering servicemembers and veterans through targeted personal finance materials and training
- **Visa Inc.:** Offering guidance on the different types of payment cards through educational website KnowYourCard.org; providing information to military families and veterans to help them overcome financial challenges, understand their rights and financially thrive

ADVOCACY:

- **Coalition activities:** Consumer Financial Protection Bureau (CFPB), Federal Communications Commission (FCC) and Federal Trade Commission (FTC) monitoring; eyewear prescription rights and ocular telehealth; student loan reform; equal access to banking and lending; fair debt collection; predatory lending reform; consumer privacy and data protection; financial empowerment; Wall Street reform; banning mandatory binding arbitration and protecting the right to join class actions; payment protections (debit, credit and prepaid cards and digital payments); foreclosure prevention; insurance availability/affordability; auto safety; market competition; Lifeline phone service; language access; robocalls/telemarketing; net neutrality; and cable fees
- **Special reports:** Investigations into language access resources; the CFPB consumer complaint database; investment basics; alternative data and financial inclusion; airline passenger rights; data protection; TV and video streaming services; mobile payments platforms; digital legacy estate planning tools; auto recalls; and specialty consumer reporting companies
- **e-Advocacy:** Via our [Take Action](#) email list of 120,000+ consumers and community activists, sent tens of thousands of emails to Congress and key policymakers
- **Social media:** Active engagement via growing communities of 4,600+ followers on [Twitter](#) and 4,700+ on [Facebook](#)—growing by 20-30 percent per year

ABOUT US:

- Tireless non-profit 501(c)(3) **champion of underrepresented consumers** since 1971
- Partner with national network of nearly **7,000 community groups** to assist low/moderate-income consumers, including limited-English speakers
- Diverse, multilingual staff of 24 in **San Francisco, Los Angeles and Washington, DC**
- Among the most **recognized, effective, trusted** consumer organizations in the nation
- **Platinum Seal of Transparency**, the highest level of recognition offered by [GuideStar.org](#)
- **GreatNonprofits** [2018 Top-Rated List](#)

To learn how you can have meaningful consumer impact, contact our Executive Director **Ken McEldowney** at 415-777-9648 or ken.mceldowney@consumer-action.org.