

# consumeraction

## MISSION:

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

## IMPACT:

- **Free educational publications** distributed as PDF downloads in **multiple languages**
- **Nearly two dozen free webinars and 10 guides produced** under the “Coping with COVID” banner (part of our COVID-19 Educational Project)
- **Eight websites with 1 million+ pageviews** in FY 2020-2021
- **Free national, multilingual hotline** responding to 600+ consumer contacts each month
- **Free, information-packed newsletters** ([SCAM GRAM](#), [INSIDER](#) and [Consumer Action News](#))
- Searchable [Class Action Database](#) allowing eligible consumers to claim payments
- **Education, advocacy and translation alliances** with foundations and corporate and government partners
- **Innovative programs to introduce FinTech tools and financial health measurement** through community-based organizations to help their clients improve their finances

## HOW WE DO IT:

**Our impact** comes from timely education and training on of-the-moment topics; **free multilingual consumer publications**; 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/ISSUES:

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 business practices, 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](https://bit.ly/CA-our-issues).)

## PARTNERSHIPS:

Our educational partnerships with companies have allowed us to create and distribute consumer education guides explaining affordable broadband programs; online safety and security techniques; how to avoid “fake news” and vaccine disinformation; programs that benefit servicemembers and veterans; loan, credit and banking products and more. During the pandemic, many of our longtime corporate supporters provided us funding to launch and keep our COVID-19 Educational Project going since early 2020. Supporters for this work include AT&T, Bank of America, Capital One, JPMorgan Chase & Co., PhRMA, Square and Wells Fargo. Major support for our 2021 Consumer Excellence Awards reception and online convening were provided by Amazon, Bank of America, Comcast NBCUniversal, Facebook, Google, JPMorgan Chase & Co., Tracfone and Walmart, among others.

### ADVOCACY:

- **Coalition activities:** Monitoring agendas at the Consumer Financial Protection Bureau (CFPB), Federal Communications Commission (FCC) and Federal Trade Commission (FTC); 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; access to justice; digital payment protections; foreclosure prevention; insurance availability/affordability; prescription drug pricing; auto safety; airlines passenger rights; accessible phone and high-speed broadband services; language access; robocalls/telemarketing; pay-TV fees; and pandemic relief
- **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 95,000+ consumers and community activists, supporters sent thousands of emails to Congress and key policymakers
- **Social media:** Active engagement via growing communities on [Twitter](#), [Facebook](#) and [LinkedIn](#)

### ABOUT US:

- Tireless non-profit 501(c)(3) **champion of underrepresented consumers for more than 50 years**, since 1971
- Partner with national network of more than **6,500 community-based organizations** to assist low/moderate-income consumers, including limited-English speakers
- Diverse, multilingual staff of 15 in **California and the East Coast**
- Among the most **recognized, effective, trusted** consumer organizations in the nation
- **Platinum Seal of Transparency**, the highest level offered by **GuideStar.org**

To learn how you can join us in creating meaningful consumer impact, contact Executive Director **Ken McEldowney** at 415-777-9648 or [ken.mcelandowney@consumer-action.org](mailto:ken.mcelandowney@consumer-action.org).