

## **Consumer Action Board of Directors**

*(as of March 30, 2017)*

### **Patricia Sturdevant (Board Chair)**

Patricia Sturdevant is a Public Interest Lawyer/Consumer and Community Activist who pioneered the modern use of cy pres remedies in class action cases and the negotiation of third party payments in settlement of Department of Managed Health Care Enforcement actions to mitigate harm caused enrollees by health plan misconduct. She is a successful litigator who recovered more than \$100 million in damage awards in complex unlawful business practices and class action cases, and directed work of multidisciplinary teams of public relations and accounting professionals distributing those damage awards to class members. Sturdevant is a winner of Stars for Life Award from Golden State Donor Network in 2007, California Lawyer Attorney of the Year (CLAY) Award for extraordinary achievement in health care in 2008, Ronald M. George Public Lawyer of the Year Award in 2009 and recognized by the Daily Journal as a Top Woman Lawyer for 2012.

### **Ben Lau (Board Co-chair)**

Ben Lau is the director of the Housing & Financial Education Department of the Chinese American Service League (CASL), a social service agency dedicated to serving the needs of Chinese Americans.

### **Sue Hestor (Board Treasurer)**

Sue Hestor, an attorney in private practice in San Francisco, CA, is a longtime housing advocate. Hestor arrived in San Francisco in 1969 and joined the battle against “Manhattanization” of the city in the 1970s. The crusade led her to enroll at Golden Gate University’s School of Law and she was admitted to the State Bar of California in 1976. Since then she's been active in efforts to impose transit and housing fees on developers, to bar towers from casting shadows on city parks and to require large institutions to file citywide master plans. Hestor also attended Wheaton College in Wheaton, IL.

### **Ken McEldowney (Board Secretary)**

Ken McEldowney is executive director of Consumer Action, a San Francisco-based national consumer advocacy and education membership organization. Prior to coming to Consumer Action McEldowney was consumer editor for a weekly newspaper. He is a graduate of the University of Michigan, with a BA in Political Science and graduate work in economics.

McEldowney is a past president, and currently a vice president, of the Consumer Federation of America (CFA)—a federation of nearly 300 pro-consumer organizations. He chairs the California Public Utilities Commission's Universal Lifeline Telephone Service Trust Administrative Committee and is on the executive committee of the Coalition Against Insurance Fraud and the Credit Abuse Resistance Education organizations. He sits on Federal Communication Commission (FCC) Consumer Advisory Committee.

### **Faith Bautista**

Faith Bautista is the President and CEO of National Asian American Coalition (NAAC), a HUD-approved homeowner, small business and consumer advocacy organization serving our nation's 28 million Asian Americans. Through Bautista's leadership, the NAAC has expanded to a national

organization with its headquarters in the San Francisco Bay Area, a regulatory office in Washington, DC, and five housing offices throughout California.

Bautista advocates in the halls of Congress, California legislature and before key federal regulatory agencies, such as the Federal Reserve, Federal Deposit Insurance Corporation, Office of the Comptroller of the Currency, Federal Housing and Finance Agency, Federal Trade Commission, Federal Communications Commission, Department of Justice, and Securities and Exchange Commission, as well as with America's Fortune 500 corporations, as a major voice for the Asian American community. She was a member of the Office of Thrift Supervision Minority Depository Institutions Advisory Committee and sits on the Low-Income Oversight Board for the California Public Utilities Commission.

#### **Anna Alvarez Boyd**

Anna Alvarez Boyd is Senior Associate Director at the Division of Consumer and Community Affairs of the Federal Reserve. She is a former employee of the Congressional Hispanic Caucus Institute, Fannie Mae, the Office of the Comptroller of the Currency and Consumer Action. She is a graduate of San Francisco State University.

#### **Anna Flores**

Anna Flores is Executive Director of the Credit Abuse Resistance Education Program (CARE). Founded in 2002, the CARE program educates high school and college students on the responsible use of credit and other fundamentals of financial literacy, as well as the potential consequences of poor money management and credit card abuse. The American Bankruptcy Institute administers CARE.

Prior to joining the CARE program, Flores was the executive director of the Veterans Assistance for Learning, Opportunity and Readiness (VALOR), where she provided consulting services including strategic planning, fundraising, brand awareness and partnership development for the organization, which worked to ensure financial independence for America's veterans and service members. She also was the vice president of consumer and community affairs for American Express for 15 years, where she established long-term relationships with consumer advocacy organizations, community-based organizations, government agencies and industry representatives. She also served as Director, Office of Consumer Affairs for the District of Columbia Public Services Commission and as Executive Director of the National Association of Consumer Agency Administrators.

#### **Rosa Gonzalez-Abrego**

Rosa Gonzalez-Abrego, a resident of Austin, TX, is Senior Director of Housing Programs at Easter Seals Central Texas. In her role at Easter Seals, she manages day-to-day operations of the organization's housing and community programs to identify innovative ideas for growth and efficiency; ensures compliance with program rules and regulations and implements growth strategies for housing and community programs for low-income families and people with disabilities. Before joining Easter Seals, Gonzalez-Abrego was employed at the Austin (TX) Area Urban League, Inc. and Disability Assistance of Central Texas.

#### **Dr. Irene Leech**

Dr. Irene Leech is an Associate Professor at Virginia Tech. She was an Extension Specialist in Virginia for 12 years where the majority of her focus was leading a statewide, extension agent

designed and delivered financial counseling volunteer program. She was a pioneer in providing statewide education to extension staff and the public in multiple sessions delivered via satellite. Although her work today focuses on citizen involvement, she has taught financial management and financial counseling to undergraduate and graduate students and continues to work in those areas. She has been a full time resident faculty member for 8 years.

### **Sue Rogan**

Sue Rogan is the Director of Financial Education with the Maryland CASH Campaign. She has nineteen years of experience as an Investigator and Communications Manager with the Montgomery County Office of Consumer Protection. She is an active member of Maryland-based CAFE, the Coalition for the Advancement of Financial Education, in Montgomery County and serves on the Advisory Committee for Maryland's Howard County Office of Consumer Affairs. Rogan blogs at [pennywiseconsumer.blogspot.com](http://pennywiseconsumer.blogspot.com). You can follow her on Twitter @MDCASHAcademy.

### **Gail Hahn Sanders**

Gail Hahn Sanders is Manager of Business Development at the Tower Federal Credit Union in Laurel, MD. There she manages efforts to attract businesses to offer their employees credit union services. At the credit union, Sanders provides financial education on a variety of topics, using seminars and webinars to distribute critical financial information to credit union members. She is responsible for creating the TowerCares Foundation, launched in 2016, with a mission to support children in need as well as military members and their families. Previously Sanders worked at FedChoice Federal Credit Union in Lanham, MD and at the Anne Arundel Community Foundation in Annapolis, MD.

### **Kay Pachtner**

Kay Pachtner, emeritus board member, is a community activist who founded Consumer Action in 1971 and served on its board for more than two decades. She is now retired.