

consumeraction

Who we are

[Consumer Action](#), a nonprofit 501(c)(3) organization, has been a champion of underrepresented consumers nationwide since 1971. With over 50 years of promoting consumer literacy, improving marketplace access and fairness for underserved consumers, and advocating for economic justice for all, Consumer Action is one of the most recognized, effective and trusted consumer organizations in the nation.

Our mission

To empower low- and moderate-income, limited-English-speaking, and other underserved consumers to financially prosper through education and advocacy.

How we do it

- Our diverse, multilingual staff engages a [network](#) of 6,500+ community-based organizations (CBOs) by providing in-person and online training and technical support for financial counselors and coaches; introducing CBO staff and clients to vetted [FinTech applications](#) as a tool to improve their financial health and capability; distributing free multilingual consumer education materials; promoting opportunities for advocacy on behalf of consumers nationwide; and conducting surveys of financial counselors and consumers that help inform and assess our work.
- Our outreach team regularly presents webinars on timely consumer topics, with expert guest speakers, which are available for on-demand viewing on our [YouTube channel](#).
- We partner with businesses, nonprofits and government agencies in [education](#) and [advocacy](#) projects to achieve common goals.
- We maintain a robust [website](#) that provides site visitors with consumer headline news, access to our free multilingual publications library, videos, answers to frequently-asked consumer rights questions, and much more.
- Our searchable [Class Action Database](#) enables consumers to learn about recent class action settlements that they may be eligible to join and receive compensation.
- We publish two free monthly newsletters: [SCAM GRAM](#), alerting consumers to trending scams and frauds, and [INSIDER](#), a compilation of Consumer Action's recent activities.
- We advocate for consumers in the media, in front of lawmakers and directly to government agencies, both on our own and as a member of dozens of [coalitions](#). Our online [Take Action Center](#) makes it possible for consumers to email or tweet their elected representatives about issues related to consumer rights and protections.
- Our staff are regularly interviewed by the [media](#) on timely consumer topics, in English, Spanish and Chinese.
- We're active on social media, regularly engaging over 5,000 [Facebook](#) friends and [Twitter](#) followers (@consumeraction).

Educational partnerships

We partner with companies, foundations and other entities to achieve the common goal of empowering consumers to make wise choices. Our [educational partners](#) choose us because of our decades-long track record of implementing effective, targeted outreach and education initiatives; our multilingual delivery capability; and the ability to efficiently reach a large number of consumers through our CBO network.

A sampling of our many educational partnerships includes:

- [AT&T, Bank of America, Capital One, JPMorgan Chase & Co., PhRMA, Square and Wells Fargo](#): Helping consumers cope with the financial fallout of the pandemic through our [COVID-19 Educational Project](#), launched in 2020, soon after the pandemic struck
- [Achieve](#): Explaining debt resolution options
- [AT&T and Comcast](#): Introducing users to low-cost internet access programs
- [Experian](#): Implementing a multi-state financial capability and credit education initiative with a diversity, equity and inclusion (DEI) lens
- [Facebook](#): Explaining how to stay safe on social media
- [Federal Home Loan Bank of SF](#): Promoting homeownership and preventing foreclosure
- [Google](#): Helping consumers detect “fake news” in social media and on the internet
- [JPMorgan Chase and Wells Fargo](#): Helping underrepresented consumers increase their financial capability through financial coaching and counseling and adoption of vetted FinTech tools that address a specific financial health need (e.g., saving, planning, spending or borrowing)
- [Nasdaq Foundation](#): Helping close the racial and gender investing gaps
- [PG&E](#): Addressing energy poverty and increasing enrollment in a variety of PG&E programs that make it easier for low-income households to maintain utility service
- [Visa Inc.](#): Providing information to military families and veterans to help them overcome financial challenges, understand their rights and financially thrive

Contact

To discuss our consumer education initiatives, FinTech adoption projects, or partnership opportunities, contact [Anna Flores](#), Interim Executive Director, or [Audrey Perrott](#), Director of Strategic Partnerships.

Reporters and members of the media, please contact the following:

- [Ruth Susswein](#), Director of Consumer Protection (English)
- [Jamie Woo](#), Community Outreach Manager (Chinese)
- [Nelson Santiago](#), Community Outreach Manager (English/Spanish)

General inquiries: 415-777-9648 or info@consumer-action.org

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