

National "Do Not Call List"

<http://www.donotcall.gov>

Toll-free: 1-888-382-1222 (TTY 1-866-290-4236).

You may also have a state "Do Not Call List." Inquire at your state's consumer information department.

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For general information, referral services, or assistance in filing a telemarketing complaint, call the National Fraud Information Center at (800) 876-7060.

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Register for the Direct Marketing Association's Mail Preference Service (MPS) to reduce the amount of unsolicited national advertising you receive at home. The DMA does not provide marketers with consumer mailing lists or do consumer mailings. The Mail Preference Service is available to companies for the sole purpose of removing your name and address from their mailing lists. This service does not apply to mail sent to your business address, or to "resident/occupant" mail. There is no charge for registering by mail; however, it may not take effect for 30 to 60 days because your data is manually added to the service. Mail a postcard or letter that includes your name, home address and signature to the following address:

Mail Preference Service  
Direct Marketing Association  
PO Box 643  
Carmel, NY 10512

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National Foundation for Consumer Credit has a toll-free reference line to locate an area member office of Consumer Credit Counseling Services, non-profit groups offering advice and debt management programs for little or no charge.

To locate the nearest office, call (800) 388-2227.

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BBBs are non-profit organizations, sponsored by local businesses, meant to promote good relations between consumers and businesses. Though BBBs have no legal authority, they may contact a business involved in a dispute and offer some form of arbitration to settle the matter. Look in the phone book for the nearest BBB.

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The Consumer Product Safety Commission is a federal agency that provides public information on consumer products. Visit <http://www.cpsc.gov> for more information. You can also contact them, toll free at 1-800- 638-2772.

The Consumer Action Handbook is published by the federal government and provides information on company and brand name products.

Order the handbook online or in writing:

<http://www.consumeraction.gov/>

Consumer Information Center  
Pueblo, CO 81009

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The Federal Trade Commission (FTC) deals with fraud and deceptive business practices, and has the legal authority to file lawsuits and freeze company assets. The FTC has a number of consumer protection publications available on the website or by writing to:

FTC, Public Reference Branch  
Sixth Street and Pennsylvania Avenue, NW  
Washington, D.C. 20580

<http://www.ftc.org/gov>

Telephone: (202) 326-2222