

## **Consumer Action Resources**

### **Consumer Fraud and Internet Scams**

The Attorney General (AG) for your state investigates consumer fraud complaints. Their National Association provides links to the [50 state AGs](#) as well as [consumer tips en Español](#).

[The Better Business Bureau](#) has information about scams, helpful consumer tips and allows consumers to verify if a charity, business or offer is legitimate or a scam.

[The Federal Bureau of Investigation \(FBI\)](#) investigates all sorts of fraud and has taken a keen interest in [banking and savings and loan fraud](#) since the savings and loan scandal of the late 1980s. Consumers can find detailed information on failures and scams – and then use the online form to [report tips of their own](#).

[The Federal Trade Commission \(FTC\)](#) offers a wide variety of consumer protection from shopping to scams to debt management.

[The Internet Crime Complaint Center \(IC3\)](#) takes and investigates complaints of internet fraud and scams. In addition to filing a complaint, consumers can learn of the latest schemes and find helpful prevention tips.

### **Travel and International Fraud**

[Econsumer.gov](#) is a joint effort of 28 countries and allows consumers to report cross-border complaints in any of several languages.

The FTC offers sage advice to travelers through its [“Operation Travel Unravel”](#) education program.

[Interpol](#) conducts and coordinates international investigations, and its website has a wealth of resources on international crime.

[The United States Department of State](#) provides information about common international scams and provides [emergency assistance](#) to consumers when they are defrauded abroad.

Air travellers can find report and file complaints against an airline through the [United States Department of Transportation](#)

### **Food and Product Safety**

[The Consumer Product Safety Commission \(CPSC\)](#) protects the public by issuing warnings and recalls on thousands of products that pose a threat to health and safety.

[The Centers for Disease Control \(CDC\)](#) offers food and other health safety tips for kids.

[FoodSafety.gov](#) provides information on recalls and alerts as well as tips on keeping food safe. Consumers may easily [report a problem](#) or concern and get [immediate responses](#) to specific food safety questions.

Issues with international product safety may be researched at the [International Consumer Product Health and Safety Organization](#).

Swimming pools pose a unique danger, particularly to children, and consumers can find information and advocacy at [Pool Safely](#).

Consumers may report an unsafe product and search for recalls and reports at [SaferProducts.gov](#).

### **Health Care and Medical Malpractice**

[The American Association for Justice](#) provides an overview of how the justice system protects patients' rights.

[The American Association for Retired People \(AARP\)](#) has a comprehensive yet easy-to-read Health Law Guide.

[The Center for Medical Consumers](#) has been helping consumers make informed decisions and protect their rights since 1976. Consumers can find the latest health related news as well as search historical archives.

[Healthcare.gov](#) explains the Patient's Bill of Rights under the Affordable Care Act.

[MedlinePlus](#), a service of the National Institutes of Health, provides consumers with information on their health care rights and responsibilities.

The United States Department of Health and Human Services offers its [Center for Consumer Information & Insurance Oversight](#) to help consumers and the states implement the Affordable Care Act.

### **Privacy and Identity Theft**

Consumers can learn about how businesses should protect privacy at the [Bureau of Consumer Protection](#).

The [Consumer Federation of America](#) offers tips and information to help consumers protect their privacy and their identities.

[The United States Department of Justice](#) lists the most common ways in which identity theft occurs.

[The National Association of Consumer Advocates](#) provides tips and resources to help consumers identify if their identity has been stolen.

An overview of privacy law may be found at the [Small Business Association](#).

Consumers can learn the ins-and-outs of prohibiting unwanted email at the [Federal Communications Commission](#) website, and those who wish extra telephone privacy may register on the [National Do Not Call Registry](#).