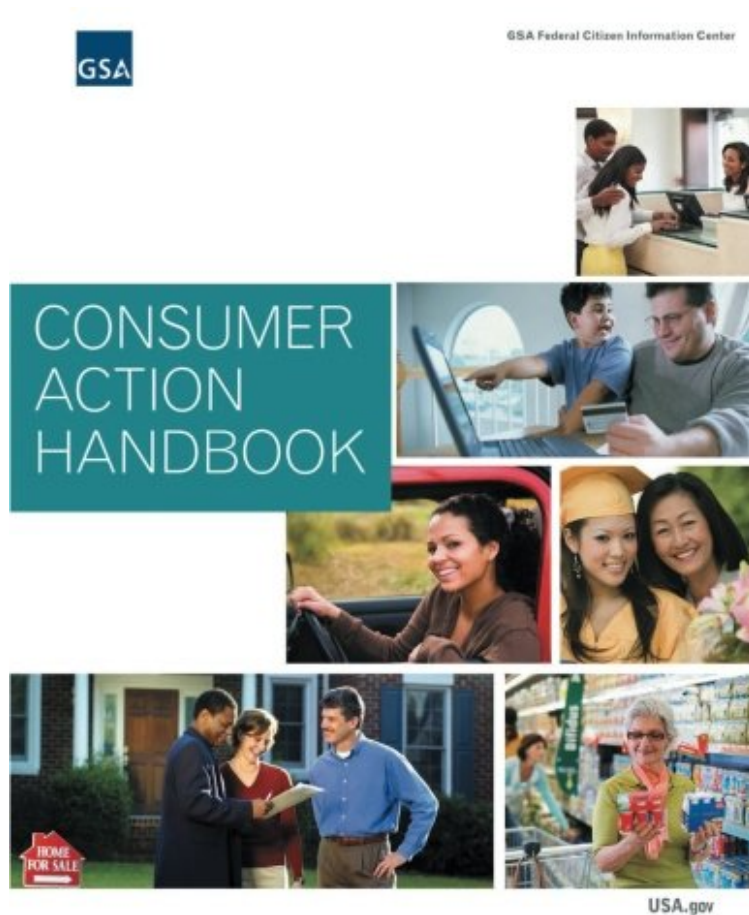


Consumer Action Handbook

Federal Citizen Information Center
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The 2015 Consumer Action is a resource to help consumers protect themselves in the marketplace. this resource is filled with practical tips to help people know their rights, plan a purchase, or file a complaint. The Handbook features a sample complaint letter that you can download and a comprehensive directory to help you locate corporate and governmental consumer affairs offices. The Handbook has information to help you file a complaint about a purchase and includes a sample complaint letter that you can use and send to a company. It also includes a consumer assistance

directory, with contact information for consumer protection offices in government agencies, and customer service departments at many national corporations.