

ADDITIONAL RESOURCES

OTHER PUBLICATIONS AVAILABLE

o National Conference of Insurance Legislators Almanac

The National Conference of Insurance Legislators has published a 1994 edition of its "Insurance Legislative Fact Book & Almanac."

The almanac is a directory and compendium of articles on insurance legislation, containing more than 4,500 listings of public officials and agencies regulating insurance in the U.S. and overseas.

The state legislative directory section includes names, biographies, addresses, telephone and fax number of governors, insurance commissioners, legislative leaders and legislative insurance committee chairs in all 50 states.

The almanac also includes listings of key congressional committees addressing insurance issues, as well as information on Canadian and international regulatory bodies.

Articles in the 504-page volume focus on health care reform, natural disaster insurance, interstate compacts, insurance investment law and workers comp. reform.

Copies are available from NCOIL for \$49.50 each, with discounts available for orders of 10 or more.

o Directory of State Insurance Organizations

Includes a list of national trade organizations and their regional offices, and state trade associations.

Published by:

Northwestern Regional Office
Insurance Information Institute, Inc.
13555 S.E. 36th Street, Suite 105
Bellevue, WA 98006
(206) 747-7252 FAX: (206) 747-6590

PROFESSIONAL ASSOCIATIONS

o **SOCIETY OF CONSUMER AFFAIRS PROFESSIONALS IN BUSINESS (SOCAP)**

801 North Fairfax Street, Suite 404
Alexandria, VA 22314
(703) 519-3700
(703) 549-4886 (fax)
www.socap.org

NATIONAL INSURANCE EDUCATION ORGANIZATIONS

o **INSURANCE EDUCATION FOUNDATION, INC.**

3601 Vincennes Road
P. O. Box 68700
Indianapolis, IN 46268-0700
(317) 876-6046
www.ins-ed-fdn.org/

Educates high-school teachers and students about various insurance subjects.

NATIONAL CONSUMER GROUPS

o **COUNCIL OF BETTER BUSINESS BUREAUS, INC.**

4200 Wilson Boulevard
Arlington, VA 22203
(703) 276-0100
(703) 525-8277 (fax)
www.bbb.org/about/aboutCouncil.html

o **U.S. CHAMBER OF COMMERCE**

1615 "H" Street, NW
Washington, DC 20062
(202) 659-6000
(202) 463-3190 (fax)

NATIONAL CONSUMER ADVOCACY ORGANIZATIONS

o **AMERICAN ASSOCIATION OF RETIRED PERSONS**

601 "E" Street, NW
Washington, DC 20049
(202) 434-2214
(202) 434-6474 (fax)
www.aarp.org

Purpose: nonprofit membership organization dedicated to addressing the needs and interests of persons age 50 and older.

o **CONSUMER FEDERATION OF AMERICA INSURANCE GROUP** (formerly

National Insurance Consumer Organization and Consumer Federation of America)
414 "A" Street, SE
Washington, DC 20003
(202) 547-6426

Purpose: "To help consumers buy insurance wisely, serve as a consumer advocate on public policy matters, and work for reform of unfair industry practices and marketplace abuses."

o **CONSUMERS UNION OF UNITED STATES**

101 Truman Avenue
Yonkers, NY 10703-1057
(914) 378-2000
(914) 378-2900 (fax)

Rhoda H. Karpatkin, Executive Director

Purpose: "To provide consumers with information and advice on consumer goods, services, health and personal finance; and to initiate and cooperate with individual and group efforts seeking to maintain and enhance the quality of life for consumers."

o **NATIONAL COALITION FOR CONSUMER EDUCATION**

295 Main Street, Suite 200

Madison, NJ 07940
(973) 377-8987 FAX: (973) 377-4828

Carole Glade, Executive Director

Purpose: "NCCE acts to improve the life skills of all consumers by facilitating the development and delivery of information, education, and resources vital to consumers in a global environment."

o **PUBLIC CITIZEN, INC.**

1600 20th Street, NW
Washington, DC 20009
(800) 289-3787
www.citizen.org/newweb/more_about.htm

Founded by Ralph Nader

Purpose: "To enhance such areas as governmental responsiveness, consumer protection, corporate responsibility, protection of the environment, and civil liberties and civil rights."

CUSTOMER SATISFACTION & CONSUMER COMPLAINT EXPERTISE

Technical Assistance Research Programs (TARP)
1600 Wilson Boulevard, Suite 950
Arlington, VA 22209
1-888-805-6939
(703) 524-1456
(703) 524-6374 (fax)
www.tarp.com