



# CONSUMER CONCERNS

Information for Advocates  
Representing Older Adults

National Consumer Law Center®

## Helpful Consumer and Elder Law Web

Below is a list of selected sites that will be of interest to anyone looking for information about consumer issues that affect seniors. It is not an exhaustive list and as with everything related to technology, is subject to change.

- AARP. [www.aarp.org](http://www.aarp.org)
- American Association of Homes and Services for the Aging. [www.aahsa.org](http://www.aahsa.org)
- American Bankruptcy Institute. [www.abiworld.org](http://www.abiworld.org)
- ABA Commission on Law and Aging. [www.abanet.org/aging](http://www.abanet.org/aging)
- Alzheimer's Association. [www.alz.org](http://www.alz.org)
- Center for Medicare Advocacy. [www.medicareadvocacy.org](http://www.medicareadvocacy.org)
- Consumer Consortium on Assisted Living. [www.ccal.org](http://www.ccal.org)
- Consumers Union. [www.consumersunion.org](http://www.consumersunion.org)
- National Academy of Elder Law Attorneys. [www.naela.org](http://www.naela.org)
- National Association of Area Agencies on Aging. [www.n4a.org](http://www.n4a.org)
- National Association of State Units on Aging: [www.nasua.org](http://www.nasua.org)
- National Association of Consumer Advocates. [www.naca.net](http://www.naca.net)
- National Association of Consumer Bankruptcy Attorneys. [www.nacba.org](http://www.nacba.org)
- National Citizens' Coalition for Nursing Home Reform. [www.nccnhr.org](http://www.nccnhr.org)
- National Consumer Law Center. [www.consumerlaw.org](http://www.consumerlaw.org)
- National Senior Citizens Law Center. [www.nslc.org](http://www.nslc.org)
- The Center for Social Gerontology. [www.tcsg.org](http://www.tcsg.org)
- **Credit Bureaus (and to order credit reports)**
  - Equifax. [www.equifax.com](http://www.equifax.com)
  - Experian (formerly TRW). [www.experian.com](http://www.experian.com)
  - Transunion. [www.transunion.com](http://www.transunion.com)

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## • Government Sites

- U.S. Administration on Aging. [www.aoa.gov](http://www.aoa.gov) Includes links to state and area agencies on aging and consumer resources.
- Federal Trade Commission Consumer credit rights. <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>
- Senior Issues. [www.ftc.gov/bcp/menu-seniors.htm](http://www.ftc.gov/bcp/menu-seniors.htm)
- Federal Citizen Information Center [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov) The government's consumer information center.
- National Center on Elder Abuse. [www.ncea.aoa.gov](http://www.ncea.aoa.gov)
- National Institute on Aging: [www.nia.nih.gov](http://www.nia.nih.gov)

In 1992, the National Consumer Law Center (NCLC) received funding from AoA to launch a National Legal Resource Initiative for Financially Distressed Older Americans. NCLC provides a variety of services for seniors and their advocates, including:

- Service Requests The Center responds to requests for assistance from legal advocates representing older Americans.
- Publications. The Center's publications include a thirteen-volume Consumer Credit and Sales Legal Practice Series, a newsletter, NCLC Reports, and a publication for consumers, Surviving Debt..
- Training. The Center also provides local training in consumer and energy law, as resources permit.
- Legal Representation. NCLC's litigation project concentrates primarily on impact cases affecting low-income consumers.

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