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## 2012 Consumer Action Handbook

By Gsa Federal Citizen Information Center

Createspace, United States, 2012. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.This everyday guide to being a smart shopper is full of helpful tips about preventing identity theft, understanding credit, filing a consumer complaint, and more. Use the margins to make notes, write questions, or record other useful information. The information and resources you ll need are arranged as follows: Part I-Be A Savvy Consumer Read this section for advice before you make a purchase. To quickly locate specific topics and information, look in the Table of Contents and Index (p. 147). Part II-Filing a Complaint Turn to this section for suggestions on resolving consumer problems. The sample complaint letter on page 57 will help you present your case. Part III-Key Information Resources Look here for a list of public resources and contact information. Part IV-Consumer Assistance Directory Here you ll find contact information for corporate offices, consumer organizations, trade groups, government agencies, and more.



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