

---

Thursday,  
Sept 1, 2022

# Call For Action

## Newsletter

Issue  
#1

---

### **CFA History & Mission**

#### History:

Call For Action (CFA) was founded in 1963 in New York City by Ellen Sulzberger Straus. Due to its success, CFA became a national organization in 1969 and now has a network of offices in the United States and one office internationally.

#### Mission:

The mission of the CFA is to empower consumers by giving them a voice larger than their own. It is accomplished by volunteers that assist consumers through mediation and education to resolve problems with vendors, retailers, contractors, government agencies and other organizations. (Source: CFA Policy Guidelines)

NOTE: CFA volunteers and the consumer (client) work together to resolve the issue with business/government entity.

#### Consumer Tips:

Keep your receipts, quotes or contracts.

If you have a purchase issue, make sure you get the name and phone number of the sales rep or customer service rep that you spoke to.

Provide a good description of the product or service you're having issues with.

Include date(s) of conversations with the business.



### **CFA VOLUNTEERS**

The CFA volunteers are currently assigned to teams on Monday, Wednesday or Friday. Each team has core hours from 10:00 a.m. to 1:00 p.m., but often conduct research and outreach outside the core period. Volunteers are comprised of various backgrounds and skill sets, ranging from teachers, veterans, medical field, public service (federal and state), and other professions.

As of this publication, the 13 CFA volunteers have a combined total of **146 active cases**. The cases cover auto repairs, banking/financial, consumer retail, employment, government, home improvement/repairs, health, landlord tenant, online scams, telecom, and travel/transportation, plus a few other categories.