



## WHO WE ARE:

The Consumer Assistance Council, Inc., is a non-profit organization serving consumers on Cape Cod & the Islands.

CAC works with the Massachusetts Attorney General's office that provides the major part of our funding.

We receive supplemental funding from Cape Cod towns and from donations. Experienced, dedicated and caring volunteers donate thousands of hours of service to CAC.

We provide information and public education through speakers, radio, cable TV programs, newspaper articles, our internet web page and facebook.

CAC also works to promote ethical advertising and selling practices and to protect the interests of legitimate businesses.

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**Consumer Assistance Council, Inc.**

149 Main Street  
Hyannis, MA 02601



## CONSUMER PROBLEM?

If you are having problems with a product or service you have purchased (or you want to avoid them) we have free help for you.

## FREE INFORMATION

To help you avoid problems with products & services you plan to buy.

## FREE DISPUTE RESOLUTION

To help you resolve problems with products or services you have already bought.

**Consumer Assistance Council**

Working in Cooperation with the  
Massachusetts Attorney General

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# HERE'S HOW WE CAN HELP YOU:

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## 1. FREE INFORMATION

We can provide you with information on companies, products and services to help you make intelligent decisions.

- Landlord/ Tenant Rights and Responsibilities
- New / Leased Car Lemon Laws
- Used Car Warranty Laws
- Auto Repair Suggestions
- Home Improvement Contracting
- Credit & Debt Collection Regulations and Procedures
- Shoppers Rights
- Tips for Making Smart Donations
- SCAMS (Including Phone)
- Identity Theft
- Privacy Rights

## 2. FREE DISPUTE RESOLUTION SERVICES

If you have a problem with a product or service and you are unable to get satisfaction from the merchant, we can help you resolve the problem.

It works like this: you fill out our complaint form. When you return it to us, we assign the matter to one of our volunteer advocates who then and send it to the business involved. The advocate follow up and attempt to reach a satisfactory resolution.

You get the personal service of dedicated volunteers who really care. No case is too small for our services.

We are advocates not enforcers, but we successfully settle more than 75% of the complaints we receive.

When we cannot settle satisfactorily, we advise consumers of additional options for further action that may include utilizing the court system.



## HOW TO CONTACT US:

You can write us, email us, call us, or check out our web site.

Hours: 9-3 Mon-Fri  
Phone No. 508-771-0700  
In Mass: 800-867-0701  
FAX: 508-771-3011  
Email: [info@consumercouncil.com](mailto:info@consumercouncil.com)  
Web Site: [www.consumercouncil.com](http://www.consumercouncil.com)

CAC Cuts Through Red Tape.  
CAC Gets Answers.  
CAC Gets Results!

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