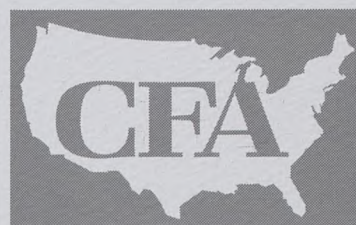
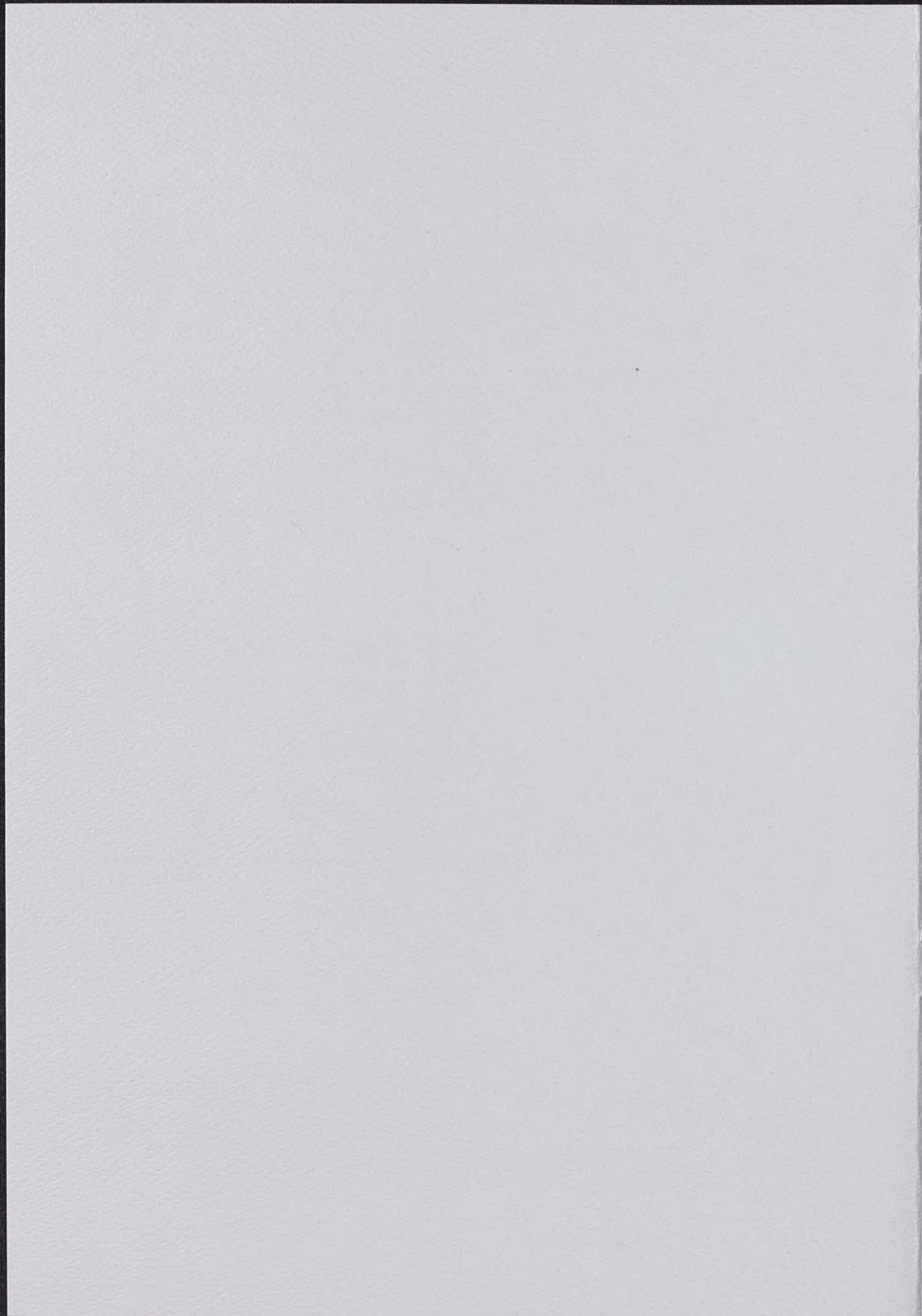

Consumer Federation of America



2003

ANNUAL REPORT



Dear CFA Member,

In 2003, CFA's advocacy, education, and research were the most extensive ever. We worked on more issues, communicated with more policymakers, educated more consumers, and published more research than in any previous year of the organization's existence.

This activity had an impact. Despite a pro-business Congress and Administration, we were instrumental in creating new consumer protections and thwarting efforts to weaken existing protections. Most notably, we played key roles in persuading Congress to establish new credit reporting rights, improve consumer literacy programs, and make generic drugs more available.

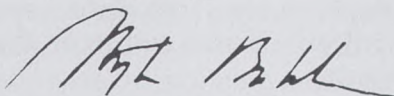
CFA took leadership in helping defeat anti-consumer class action, energy, and bankruptcy legislation. We helped persuade Congress to limit the FCC's proposed loosening of media ownership rules and to block passage of an anti-investor preemption of state enforcement authority. And, we helped convince the USDA to enforce food safety laws more rigorously, the OTS and FDIC to stop banks from supporting payday lending, and the courts to prevent DOE from rolling back central air conditioner efficiency standards.

Last year, CFA's work with grassroots organizations was the most extensive ever. Our partnerships with state and local groups promoted firearm protections, media ownership limitations, cleaner indoor air, more energy efficient houses, and greater personal savings. For example, our expanding America Saves campaign now involves a thousand organizations and tens of thousands of individuals in more than 50 local savings campaigns and several national initiatives.

Internally, CFA also made progress. We neared completion of the merger of CFA and the CFA Foundation into one tax-exempt organization. We recruited fourteen new CFA members. We purchased D&O insurance and a new computer server. And, we greatly expanded CFA's personnel guide. Moreover, despite the loss of some government grants, we succeeded in running a financial surplus for the year.

Your support and encouragement helped make possible 2003 accomplishments. Our Chairman, Senator Howard Metzenbaum, CFA staffers, and I thank you for this backing and look forward to working with you in the coming year.

Sincerely,



Stephen Brobeck
Executive Director
March 12, 2004

Consumer Advocacy

Major Accomplishments

Banking Protections for All Consumers: CFA's top priority in this area was taking advantage of an historic opportunity to strengthen the Fair Credit Reporting Act (FCRA). We began the year building a consumer coalition, developing a consumer agenda, and talking to credit unions, Treasury, the Federal Trade Commission, and other parties about this agenda. Mid-year, we started communicating this agenda to Congress by testifying several times, working with congressional allies on legislation, lobbying congressional offices, commissioning and releasing the results of a consumer survey, and speaking frequently with press. The final bill contained important new consumer protections. It also included financial literacy provisions we helped develop that require the federal government to plan, assess, and coordinate more effectively in this area.

Banking Protections for the Least Affluent: Through research, networking, and advocacy, CFA continued to take the lead in opposing payday loans and other high-cost credit. We maintained a coalition of more than 250 advocates nationwide who took action at both state and federal levels. In more than 25 states, with our assistance and with mixed success, these activists fought legislation to legalize anti-consumer practices and proposed pro-consumer reforms. In Washington, these advocates supported our efforts and those of our national partners to persuade federal banking agencies to prohibit payday loan operators from "renting" bank charters. During the year, both the Office of Thrift Supervision and the Federal Deposit Insurance Corporation took steps to stop payday lending by banks under their supervision. In Washington, we also worked with several congressional offices on related legislation. To oppose refund anticipation loans (RALs), with the National Consumer Law Center we issued a report and lobbied Congress, Treasury, and the IRS. To object to expanding bounced check overdrafts, we prepared a critical report and submitted comments to the Federal Reserve Board. To oppose personal bankruptcy restrictions, we continued to work with coalition partners and congressional allies to successfully block legislation. To reform practices in the credit counseling industry, with the National Consumer Law Center we released a critical report, testified before a House committee, talked to congressional offices, developed model state legislation, and commissioned a consumer survey, all of which helped persuade the IRS and Federal Trade Commission to investigate shady companies and several states to propose legislative reforms.

Civil Justice Remedies: CFA played an active role in the coalition to defeat restrictive class action legislation. We wrote to and lobbied members of the House and Senate, sought to build opposition among attorneys general, wrote to newspaper editors, and helped organize and spoke at a press conference before a key Senate vote, which we won.

Drinking Water Safety: CFA continued to represent the consumer interest in a public interest coalition to improve drinking water safety. This past year, our main priority was encouraging environmentalists and the industry to adequately address the issue of water affordability for low-income consumers. To that end, we prepared a report and organized a forum in which coalition members, low-income advocates, and elements of the industry reached agreement on several issues.

Energy Costs and Efficiency: CFA advocates worked on several issues related to energy costs and efficiency. We prepared a consumer analysis of anti-consumer energy legislation and, after the electricity blackout, testified on this issue. We analyzed and commented on fluctuations in oil and gas prices. We participated in a coalition opposing federal preemption of state appliance efficiency standards. And, we worked in a coalition that promoted more efficient residential boilers and furnaces by writing to and meeting with top US Department of Energy officials. The coalition's lawsuit to reverse DOE's decision to roll back central air conditioner standards approved in the previous administration was successful.

Firearm Safety: CFA played key roles on gun immunity legislation, reauthorization and strengthening of the assault weapons ban, and other consumer firearm issues. To oppose gun immunity legislation, we organized a coalition, worked with congressional allies, and lobbied congressional offices. To support reauthorization and strengthening of the assault weapons ban, we polled consumers, helped recruit congressional sponsors, worked with these allies, built a coalition and extensive grassroots support, organized lobbying including visits by 80 activists to 120 congressional offices, and organized press conferences. Congress adjourned for the year without deciding either issue but was expected to take action in early 2004. CFA also worked on an array of consumer firearm issues including standard-setting on gunlocks, research on defective guns, CPSC comments on airguns, and support for congressional legislation on regulating guns as consumer products.

Food Affordability: CFA tracked sugar, dairy, and beef prices, and continued to represent the consumer interest in a coalition opposing sugar and dairy price supports. However, we made little progress on these issues during the course of the year.

Food Safety, Nutrition, and Agricultural Biotechnology: With Center for Science in the Public Interest and other members of the Safe Food Coalition, which we coordinated, CFA's Food Policy Institute continued to lead national efforts to advance consumer food safety. In relation to the US Department of Agriculture, those efforts included: First, ensuring that USDA adequately addressed unsafe company performance including a ConAgra e. coli recall, a Jack-in-the-Box e. coli outbreak, and Nebraska Beef's failed meat inspections. Second, exposing failures at the USDA including cheating on meat and poultry tests. Third, insisting that a proposed *Listeria monocytogenes* regulation be adequate. And fourth, objecting to USDA's proposed user fees, which was dropped from the 2004 budget. These efforts included meeting frequently with the USDA Secretary and other top officials, working with congressional allies, and persuading press to cover issues. Our food safety advocacy also included opposition to proposed National Academy of Sciences microbial criteria that succeeded in modifying final NAS recommendations. We also took the lead among consumer groups in opposing industry efforts to weaken country-of-origin labeling of meat and produce, including working with small farmers, talking to USDA, developing and publicizing a consumer analysis, and lobbying hundreds of congressional offices. At year's end, a provision delaying the rule had been added to the omnibus spending bill then pending in the Senate. On agricultural biotech, we continued to support adequate disclosures by preparing a related paper, talking to top Food and Drug Administration officials, and working with industry and environmental groups. On animal biotech, we ensured that criticism from an FDA advisory committee was known to press. On the use of irradiated meat in school lunches, we raised critical questions at USDA, on the Hill, and in the press. On consumer education, we participated in and sought congressional funding for the Partnership for Food Safety Education. Throughout the year, we were instrumental

in setting up a new organization, Cooperating for Food Safety, Inc., that would test and approve the safety of foods used by fast-food outlets. In December, we were the lead consumer group commenting on the "mad cow" disease outbreak.

Health Care Reforms: Our major accomplishment in this area was supporting Senate legislation that would make generic drugs more available. To do so, we participated in a consumer/patient coalition, testified before the Senate Judiciary Committee, and communicated with individual members of Congress. Key provisions of the legislation were incorporated into a Medicare bill that was approved.

Housing Reforms: Throughout the year, we worked to curb predatory mortgage lending abuses by supporting strong federal legislation, through congressional testimony and other advocacy, and by opposing federal congressional and regulatory attempts to preempt strong state laws, chiefly by communicating with the Office of Thrift Supervision and with the Office of the Comptroller of the Currency. Late in the year, we organized a coalition of public interest groups to formulate a public interest position on Government Sponsored Enterprises (GSEs), then expressed this position in Senate testimony and conversations with congressional offices.

Insurance Protections: CFA continued to provide expertise and take the lead on an array of insurance issues. On the issue of state-federal regulation, we testified before the Senate and House, lobbied members, helped Senator Hollings draft reform legislation, and spoke frequently to House leaders on this issue. We also prepared a report exposing industry ties of state legislators. On Treasury implementation of a 2002 terrorism insurance law, we issued reports, spoke to Treasury, and urged Congress to oppose exclusion of biochemical coverage. On homeowners insurance, we monitored rates, issued a report, and urged state regulators to restrain rate increases. On earthquake insurance, we prepared a report for California. On variable universal life, we prepared and released the first consumer report on this type of insurance. On variable annuities issues, we worked with state securities regulators. On medical malpractice insurance, we helped draft federal legislation and lobbied and testified in several states that were considering new restrictions on consumers. At year's end, we had begun organizing a national/state consumer coalition to oppose inappropriate regulatory changes and address other issues.

International Issues: CFA staff continued to be active in several international groups addressing consumer issues. We participated in, and helped lead, the TransAtlantic Consumer Dialogue, which dealt mainly with e-commerce, food safety, and trade issues. We participated in the Consumers International biennial World Congress. We worked on financial services issues being considered by the Organization for European Economic Development. And, we participated in a number of trade-related groups, including the US Trade Representative's Working Group on Civil Society, the US Trade Representative's Advisory Committee on Trade and the Environment, and the UN World Summit on the Information Society.

Investor Protections: CFA continued to take the lead in coordinating consumer group action on investor protection issues. To strengthen rules on auditor independence, we documented industry abuses and, with other consumer groups, communicated that information to the Securities and Exchange Commission, Congress, and the media. While declining to strengthen its rules, the SEC did issue pro-consumer guidance clarifying the issues. To pass legislation enhancing the SEC's civil enforcement authority, we led consumer group opposition to an anti-investor provision preempting state enforcement authority and played a key role in preventing its passage. To support reforms of mutual fund trading and abuses, we worked with other

consumer groups to develop a comprehensive mutual fund reform agenda, to win passage of a strong House bill, and to shape bills introduced in the Senate. Although two key reforms were dropped, the House bill that passed contained important investor protections.

Product Safety: CFA took the lead on a wide range of product safety issues. To build support for our 2002 ATV petition to the Consumer Product Safety Commission, we issued a report, commented on CPSC reports, spoke to the CPSC chairman, organized consumer participation in three CPSC field hearings, communicated with newspaper editorial boards, and generated significant news coverage. To encourage the CPSC to require registration cards for children's products, we communicated with the agency including giving testimony. To support legislation to strengthen product recalls, we built a coalition that communicated with Congress. To oppose the use of nuclear materials in toys, we testified at House hearings. To continue supporting our baby bath seat petition to the CPSC, we testified at the agency and communicated with press. To support a more adequately funded agency, we testified before a Senate Commerce subcommittee and lobbied Senate offices on behalf of legislation that the Senate approved.

Telecommunications: CFA provided much of the public interest research, analysis, and expertise on a wide range of telecommunications issues. Our work on media ownership included writing a book, giving academic papers, holding press conferences, writing published letters to the editors, meeting with the Federal Communications Commission, and helping persuade Congress to limit the FCC's proposed loosening of ownership rules. Our work on local phone rate issues included participating in a triennial NARUC review, testifying before California and Florida public service commissions, and lobbying Texas legislators. Our work on digital rights management, unbundled network elements, and cable rates included analysis, communications with policymakers, and communications with press. One measure of intellectual respect for our work was invitations from the Social Science Research Council and many universities — Stanford, Georgetown, Fordham, Colorado, Columbia, American, Michigan State, Wisconsin — to give lectures.

Strategies

CFA pursued several strategies in advocating more than 50 issues considered by Congress, federal regulatory agencies, state and local legislative bodies, and state regulatory agencies. These strategies included legislative and regulatory lobbying, coalition building, grassroots networking, advocacy-related research, and press outreach.

1. Legislative and Regulatory Advocacy

CFA's principal lobbying strategy was communicating information and viewpoints to members of Congress and other legislative bodies, their staffers, and regulators. Many of these communications took place in individual conversations, but many also took the form of letters, testimonies, comments, and petitions submitted to legislative committees or regulatory agencies.

Month	Committee/Agency	CFA Rep	Issue
January	Treasury	Hunter,Plunkett	Terrorism insurance
	SEC	Roper	Auditor independence
	SEC	Roper	Auditor record retention
	Fed	Fox,NCLC	Bounce protection
February	CPSC	Weintraub	Product registration
	FDIC	Fox	Payday loans
	USDA	Jaeger	Country-of-origin labels
	SEC	Roper,FD	Mutual fund disclosures
	OMB	Roper,FD	Mutual fund disclosures
March	CPSC	Weintraub	ATVs
	CPSC	Weintraub	Home playgrounds
	FDIC	Fox	Payday loans
April	CFTC	Roper	Trading adviser disclosures
	Fed	Fox	Payday loans
May	FTC	Fox	E-commerce
	House Fin Serv	Hunter	Market conduct
	UN World Summit	Silbergeld	Telecommunications
	California PUC	Cooper	Phone rates
June	House Fin Serv	Plunkett	Credit reporting
	Senate Judiciary	Metzenbaum,Plunkett	Generic drugs
	NC Senate	Hunter	Medical malpractice
	CPSC	Weintraub	ATVs
	Senate Commerce	Weintraub	CPSC reauthorization
	NRC	Weintraub	Nuclear materials in products
July	House Fin Serv	Brobeck	Credit reporting
	Senate Banking	Brobeck	Credit reporting
	Senate Banking	Plunkett	Credit reporting
	CPSC	Weintraub	Baby bath seats
	CPSC	Weintraub	CPSC 2004 plan
	FCC	Cooper	Broadcast diversity
	SEC	Roper	Credit rating agencies
September	Senate Gov Aff	Cooper	Electricity blackout
	House Fin Serv	Fishbein	GSEs
	NYSE	Roper	Corporate governance

Month	Committee/Agency	CFA Rep	Issue
October	Senate Banking	Fishbein	GSEs
	Senate Commerce	Hunter	Insurance regulation
	USDA	Foreman	Food safety
	FTC	Foreman	Coral calcium
November	CPSC	Peschin, Weintraub	Airguns
	House Fin Serv	Fishbein	Predatory lending
	NC House	Hunter	Medical malpractice
	Florida PUC	Cooper	Phone rates
	House/Senate Appropriations	Waldrop	COOL
December	DA	Foreman	Obesity

2. Public Education: The Press

In addition to reacting to hundreds of stories, CFA frequently made the news. In 2003, we generated 38 stories that were reported on by the national press. Also, we worked with other groups in organizing press conferences that led to additional coverage. And, we placed the following op-ed essays and letters to the editor.

Publication	Author	Issue
<i>Financial Times</i>	Cooper	Media ownership
<i>Washington Post</i>	Jaeger	Country-of-origin labels
<i>Washington Post</i>	Foreman	Biotech regulation
<i>Credit Card Management</i>	Plunkett	Bankruptcy
<i>Business Insurance</i>	Hunter	Health care insurance
<i>Bergen Record</i>	Hunter	Insurer credit scores
<i>The Regulator</i>	Hunter	Enron and state outsourcing
<i>National Underwriter</i>	Hunter	Medical malpractice

3. Public Education: Research

CFA staff prepared many studies demonstrating the need for the adoption of new consumer protections or the preservation of existing protections. Most of the following publications were reported on by news media.

General	<i>Twelfth Annual Consumer Complaint Survey Report</i> (Fox, NACAA)
Banking	<i>The High Cost of Quick Tax Money</i> (Fox, NCLC) <i>Bounce Protection: How Banks Turn Rubber into Gold</i> (Fox, NCLC) <i>Credit Counseling in Crisis</i> (Plunkett, NCLC)

	<i>Credit Counseling Consumer Survey</i> (ORC, Brobeck, Plunkett)
	<i>Credit Unions in a 21st Century Marketplace</i> (Cooper)
Energy	<i>Spring Break in the US Oil Industry: Price Spikes, Excess Profits, and Excuses</i> (Cooper)
	<i>Regulators Should Require Controls to Prevent Abuses During Natural Gas Scarcity</i> (Cooper)
	<i>Recognizing the Limits of Markets: Rediscovering Public Interest in Utilities</i> (Cooper)
	<i>Electricity Deregulation and the Transmission Network</i> (Cooper)
Food	<i>Can US Public Support for Food Biotechnology Be Salvaged?</i> (Foreman)
Housing	<i>Homeownership and Home Equity in the US</i> (Montalto, Brobeck)
	<i>Changing Industrial Organization of Housing Finance and the Changing Role of CBOs</i> (Fishbein, Apgar)
Insurance	<i>Terrorism Risk Insurance Act: High Rates, Unmet Expectations</i> (Hunter, Plunkett)
	<i>Variable Universal Life Insurance: Is It Worth It?</i> (Hunt)
	<i>A Consumer Perspective on Genetic Testing and Life Insurance Underwriting</i> (Hunter)
	<i>Home Insurance Rates Rise Sharply</i> (Hunter)
	<i>Medical Malpractice: A Consumer Perspective</i> (Hunter)
	<i>State Legislators Have Close Ties to Insurance Industry</i> (Hunter, Plunkett)
Product Safety	<i>ATV Safety Crisis: America's Children Still at Risk</i> (Weintraub)
	<i>Consumer Views of Firearms</i> (ORC, Peschin, Cooper)
Savings/Investments	<i>A Pro-Investor Blueprint for Mutual Fund Reform</i> (Roper, Fund Democracy)
	<i>The Wealth of Middle America</i> (Montalto, Brobeck)
Telecom	<i>Unbundled Network Elements</i> (Cooper)
	<i>Universal Service: A Constantly Expanding Goal</i> (Cooper)
	<i>Media Market Power and the FCC's Diversity Index</i> (Cooper, CU)

Consumer Research, Information, and Education

Agricultural Biotechnology: CFA completed work under its third major grant from the Rockefeller Foundation, focusing its efforts on educating the public on the need for a more rigorous and effective regulatory system for genetically modified organisms and helping develop the requirements for that system. To this end, CFA staff continued to participate in the Stakeholder Forum established by the Pew Foundation to seek agreement on the elements of an appropriate regulatory system, delivered major speeches on the regulatory process for plant and animal biotechnology, and monitored regulatory efforts on animal cloning. The Food Policy Institute also received support for its work on food safety, agriculture policy and biotechnology issues.

Child Safety Website: CFA's comprehensive child safety website continued to grow in coverage and popularity. Articles about the site appeared in major publications all over the country, and the site was featured in a number of magazine articles including the December *Redbook* magazine. Providing up-to-date information for parents, professionals who interact with children, and child safety advocates, the website provided timely information on child health and safety information and recalls of products for children, and the only searchable database for toy recalls. New information was sent monthly to over 3,257 individuals and 6,500 members of the press. The most visited part of the site was the Recalls section. Weekly requests were received for information about product safety and permission to reprint articles from the site. The site received over one million hits each month. Unfortunately, due to lack of funding, the site has been discontinued.

Consumer Literacy Consortium: CFA continued managing this group of 25 leading consumer educators whose principal goal, since 1995, has been the dissemination of 66 money-saving tips. Last year the members of the Consortium worked together to accomplish the distribution of more than 70,000 copies of the "66 Ways to Save Money" brochure, bringing to more than 1.5 million the number of copies distributed to consumers and consumer education agencies. In addition, the text of this brochure has been provided to tens of thousands of other consumers on the "66 Ways to Save Money" website and on several dozen other websites. Through the release of a comparison shopping survey, the CLC publicized the availability of "66 Ways" on a *Today Show* segment and in several print articles.

Media Ownership and Digital Democracy: With the support of the Ford Foundation, CFA continued to address the issue of media ownership concentration and its effect on diversity of programming and civic participation. Our work included communicating with the FCC, providing information to decision makers on the ramifications of FCC media ownership rulings, and redesigning the media policy pages of the CFA website to provide easier access to individuals who want to become involved in these issues. In addition, we monitored international forums on information technology policies and procedures.

Energy Efficiency: CFA continued to receive support from EPA to increase consumer awareness of the economic, environmental and health benefits of energy efficient products. As in previous years, we coordinated the outreach activities of state and local groups. We supported radio PSAs in the Orlando market and as well as the placement of transit placards in Chicago's 'L' system. In 2003, we enhanced and updated the www.buyenergyefficient.org website and the electronic community leader kit. We also conducted an on-line survey about consumer attitudes about energy efficiency in purchasing decisions.

High-cost Credit: With support from Annie E. Casey Foundation and the Fannie Mae Foundation, CFA built grassroots knowledge and involvement on payday lending, refund anticipation loans, bank bounced check loans and other high cost loans. We completed original research, issued reports on RALs and bounced check loans, enabled participation in rent-a-bank payday loan policymaking, expanded a national clearinghouse, built a listserv of over 250 activists, and conducted four local forums for consumer and community leaders.

Homeownership: With support from the Fannie Mae Foundation, we launched the Build Wealth Through Homeownership component of America Saves, which included the development of a brochure and website promoting homeownership as a means to build wealth. We also undertook advocacy and education related to increased accuracy and completeness in credit reports, predatory mortgage lending, mortgage reform and fringe financial services.

Indoor Air Quality: CFA received EPA grants to educate consumers about indoor air pollution. CFA released "My Mom's My Hero," a public service announcement produced in cooperation with the American Medical Association and EPA. The third wave of the secondhand smoke campaign has received more than \$12.8 million in donated air time from television stations and airports nationwide. For the second decade, CFA continued informing consumers about radon, the second leading cause of lung cancer. The Radon Fix-It Program responded to 2,100 requests from consumers in 2003 on ways to reduce radon in their homes. Eight state and local groups worked with us to educate consumers in their communities about a broad range of indoor air issues, including environmental tobacco smoke and children, asthma, mold and radon.

Regulating Guns as Consumer Products: With funding from the Joyce, MacArthur, and Goldman foundations, and with assistance from eight state and local groups, CFA continued to educate consumers and policymakers about regulating firearms as consumer products. That education included the release of public opinion polls, the publication of op-ed essays in newspapers, production and release of a video, written and oral communication to lawmakers, and the organization of two conferences for grassroots advocates. Much of our work this past year focused on reauthorizing and strengthening the federal assault weapons ban and opposing efforts to grant the gun industry immunity from civil liability. Due to CFA's coalition efforts, more than 275 organizations have joined together on these efforts.

Wealth-Building in Lower-Income Households: With support from the Ford Foundation and other funders, CFA continued to take the lead in organizing America Saves, a national social marketing campaign to encourage and persuade lower-income households to save and build wealth. Over 50 communities are organizing or have launched campaigns nationwide. We continue to support these local campaigns through technical assistance, publications, a national Saver database, and grants. Over 1000 organizations are involved, the website received 3.8 million hits, and we enrolled over 16,500 savers. In addition national partners have assisted America Saves in launching several new initiatives, including Black America Saves, Hispanic America Saves, Building Wealth through Homeownership, Building Wealth at Work, Women on Their Own, and Saves campaigns for each branch of the military. The US Department of Agriculture's Extension Service and the National Financial Planners Association continue to be major partners in the growth of America Saves.

Member Services

CONFERENCES

The most important CFA meetings were built around Consumer Assembly 2003, the nation's largest annual consumer conference. The more than 300 persons in attendance at this February event heard speakers — including Senator Hillary Rodham Clinton, Senator Orrin Hatch, House Minority Leader Nancy Pelosi, Representative Barney Frank, Representative Harold Ford, Jr., New York Attorney General Eliot Spitzer, and Consumer Product Safety Commission Chairman Harold Stratton, Jr. — address issues related to the theme of public policy challenges in the 21st century.

During this week, representatives from CFA member groups conducted the business of the federation. Members of 14 policy subcommittees met to review past policies and recommend new ones. These recommendations were submitted to and voted on at the Annual Meeting, where Board members were also elected.

To address specific issues more thoroughly, CFA organized several forums and two issue conferences. In May, more than 300 persons heard Health and Human Services Secretary Tommy Thompson, Food and Drug Administrator Mark McClellan, Environmental Protection Agency Administrator Christine Todd Whitman, Representative Sherrod Brown, and other speakers address food safety, nutrition, and affordability issues at CFA's food policy conference. In December, more than 200 persons heard Senator Paul Sarbanes, Treasury Assistant Secretary Wayne Abernathy, Department of Housing and Urban Development Assistant Secretary John Weicher, Newsweek editor and columnist Allan Sloan, and other speakers discuss banking, insurance, housing, and investment issues at CFA's 19th annual financial service conference.

In June, more than 400 persons participated in CFA's 33rd annual Awards Dinner to recognize distinguished consumer service. Awards were presented to Senator John McCain, Senator Russ Feingold, New York State Assemblyman Alex Grannis, Arizona Consumers Council President Phyllis Rowe, and Call-for-Action President Shirley Rooker.

PUBLICATIONS

CFA member organizations received the following publications.

- Six issues of CFA's newsletter, CFAnews, which reports consumer news and advocacy.
- The 2003 policy resolutions adopted at CFA's Annual Meeting.

Member groups also have available free copies of dozens of consumer pamphlets on topics ranging from insurance to saving to product safety to money-saving tips to consumer complaint resolution.

CONSUMER COOPERATIVE ADVISORY GROUP

CFA continued to coordinate work of a group of national cooperative leaders who met quarterly to exchange information and discuss challenges. The group completed research on co-op demutualization that cooperative leaders found of great interest. In addition, CFA helped develop and release a National Cooperative Business Association consumer survey of cooperative organizations.

STATE AND LOCAL RESOURCE CENTER

CFA's State and Local Resource Center exists to strengthen state and local member groups by supplying them with information, technical assistance, and resources. With grants from Consumers Union's Colston Warne Fund, private foundations, and other sources, we provided state and local organizations with the following services.

- \$60,665 in organizational or emergency grants to ten organizations.
- \$169,048 in foundation and government funded project grants to 24 organizations.
- \$20,000 in travel grants to attend conferences.
- A state and local listserv.
- Conference calls and training sessions on topics such as payday lending, media policy, firearm safety, indoor air quality, and energy efficiency.
- Mailings on resources and issues.
- One-on-one technical assistance to several groups plus responses to calls and e-mails from dozens of other groups.

2003 ANNUAL REPORT

Finances

Because a new 501(c)(3) CFA was approved by the IRS in mid-year, the financial statements of the old CFA and CFA Foundation have been combined. As can be seen below, the new CFA ran a small surplus for the year.

Income	\$3,610,449
Expenses	3,565,210
Surplus	45,239
Reserves	1,440,354
Deferred Income	1,371,678

