



MAKE THE NEXT GREATEST DECISION OF YOUR LIFE

Who We Are:

The North Carolina Consumers Council is **your consumer voice** in North Carolina. A statewide consumer advocacy group, we have been standing up for your consumer interests since 1968 and will continue to do so for years to come.

What We Do:

The North Carolina Consumers Council researches consumer issues, attends and testifies at government meetings, authors op-ed articles, writes to and meets with legislators and government officials, assists in drafting and revising consumer legislation, petitions consumer safety organizations specializing in product recalls, and represents the consumers of North Carolina — whether members or not. It's all about protecting everyone, which means **you** are always included!

Why You Should Join:

The North Carolina Consumers Council is a *great cause*. As you are probably already aware, your membership will give you eligibility to **join** Coastal Federal Credit Union and Members Credit Union. But we really are much more. Your membership supports our efforts in consumer advocacy and helps us to develop and maintain reference sources for you. In fact, we're nothing without you! All members receive access to newsletters full of great consumer information, published at least quarterly, as well as complaint assistance, general consumer advice, free enrollment in the Auto Recall Alert Service, complimentary registration on the state and national Do Not Call List, and complimentary registration on the 'Do Not Junk Mail' registry provided by DMA preference Service.

What Can I Expect:

When you **join** the North Carolina Consumers Council, you will be able to apply for and open credit union accounts. You will receive your confirmation letter along with your first newsletter and membership information in a few days. In a hurry and ready to join the credit union, too? See your Credit Union representative today for in-branch processing **TODAY** or join online at NCconsumer.org/join for instant eligibility.



- Member Newsletters
- Credit Union Eligibility
- Auto Recall Alert Service
- Do Not Call List Signup
- Do Not Junk Mail Signup
- Complaint Assistance
- General Consumer Advice

Check Out Our Website and Follow Us on Facebook for Important Consumer Updates!!!



www.NCconsumer.org

**North Carolina
Consumers Council, Inc.**
PO Box 61454
Raleigh, NC 27661-1454
919-348-9797

Future Member: _____ Your Complete Printed Name

Phone: (_____) _____

Address: _____

Email: _____ NEVER for SPAM!!!



City: _____ State: _____ ZIP: _____

Enroll me in your basic membership for one year at \$18.*

Enroll me in the FREE Automotive Recall Notification Service.

***Discounted rates available for online processing.**

Join online today!

Be credit union eligible today!

www.NCconsumer.org/join

Year _____ Make _____ Model _____

Year _____ Make _____ Model _____

Place my phone number on the state and national Do Not Call List.

Enroll my address in the Do Not Junk Mail registry provided by DMA Preference Service.

A Few NCCC Accomplishments

- 2012 - Attended Consumer Assembly in Washington D.C. to **extend our understanding** of key consumer issues, such as public opinion, reform, banking, health and safety, complaints, indebtedness, and financial challenges.
 - Petitioned the National Highway Traffic Safety Administration for a recall into popular Nissan vehicles for repeat catastrophic transmission failures. The petition is ongoing and is gaining support.
- 2011 - Petitioned the National Highway Traffic Safety Administration for a recall into late model Saturn vehicles for headlight failures. The petition is ongoing.
- 2008 - Advocated for making the *Do-Not-Call Registry* permanent, which **passed**.
- 2006 - Petitioned the National Highway Traffic Safety Administration for a recall into Saturn vehicles experiencing catastrophic engine failures and **is successful** at recalling nearly 21,000 vehicles.
- 2005 - **Successfully changed** the North Carolina Lemon Law, removing loopholes for manufactures denying claims for large trucks and **significantly reducing** the mileage penalty consumers pay.
 - Petitioned the National Highway Traffic Safety Administration for a recall into Saturn vehicles experiencing repeat brake light and tail light failures and **is successful** at recalling more than 306,000 vehicles.
- 2003 - Advocated for a national and state *Do-Not-Call Registry*, which **passed**. Consumers can now **stop telemarketers**.

About the Auto Recall Alert Service

A recall may be issued for your vehicle **today**. But will you will learn about it in time to prevent a simple nut, bolt or electrical component from causing serious damage, injuries or even death? Protect your family today with something as simple as *information*.

Will you hear about the recall tonight on the news? What if it isn't news-worthy? What if it only impacts two vehicles, one of which is yours? Will you learn about it while you're awaiting a tow truck or completing an accident report? Will you learn about it a month from now when you stumble into your dealer for an unrelated repair? Do you even go to a dealer? Does your vehicle manufacturer even know that you own the vehicle or that you have moved? Did you buy your vehicle used? Are there recalls on it now?

This service is **FREE** with your membership to NCCC. Send us your vehicle information, including year, make and model. We will confirm your information when we send your membership packet. See our website at www.NCconsumer.org/recall for full details.

How Does It Work?

When a recall or safety defect is issued, it is matched against all of the vehicles in our database. If your vehicle is a match and you have provided a VIN, we will contact the manufacturer on your behalf to verify if your particular vehicle is involved. If it is not involved, we won't bother you. If it is involved in the recall campaign, we will notify you via any of the contact information in your account, be it email, phone, or via postcard. If we cannot verify if the vehicle is involved in the recall campaign, we will notify you with the important next steps you should take.