



## **Consumer Federation of America**



**Susan Grant**  
**Director of Consumer Protection and Privacy**

Susan Grant is Director of Consumer Protection and Privacy at the Consumer Federation of America. She works specifically in the areas of privacy, identity theft, online safety and security, telemarketing, electronic and mobile commerce, deceptive marketing, fraud, and general consumer protection issues. Ms. Grant heads CFA's Consumer Protection Institute, conducts CFA's annual Consumer Complaint Survey, and is a recognized authority on combating consumer fraud and deception. She began her career in 1976 in the

Consumer Protection Division of the Northwestern Massachusetts District Attorney's Office and subsequently held positions at the National Association of Consumer Agency Administrators and the National Consumers League before joining the CFA staff in 2008.