

CONSUMER FEDERATION OF AMERICA'S

*Fifty-First Annual  
Awards  
Celebration*

---

*May 17, 2023*

---



# Program

**SUSAN WEINSTOCK**  
CHIEF EXECUTIVE OFFICER  
CONSUMER FEDERATION OF AMERICA

WELCOME

**JANET DOMENITZ**  
EXECUTIVE DIRECTOR, MASSPIRG  
CHAIR, CONSUMER FEDERATION OF AMERICA

INTRODUCTIONS

**THE HONORABLE PRAMILA JAYAPAL**  
U.S. HOUSE OF REPRESENTATIVES

PHILIP HART  
PUBLIC SERVICE  
AWARD

*PRESENTED BY*

**ROBERT WEISSMAN**  
PRESIDENT  
PUBLIC CITIZEN

**LINDA LIPSEN**  
CHIEF EXECUTIVE OFFICER  
AMERICAN ASSOCIATION FOR JUSTICE

ESTHER  
PETERSON  
CONSUMER  
SERVICE AWARD

*PRESENTED BY*

**SALLY GREENBERG**  
CHIEF EXECUTIVE OFFICER  
NATIONAL CONSUMERS LEAGUE

**LINDA SHERRY**  
FORMER DIRECTOR OF NATIONAL PRIORITIES  
CONSUMER ACTION

CONSUMER  
CHAMPION  
AWARD

*PRESENTED BY*

**JOHN BREYVAULT**  
VICE PRESIDENT OF PUBLIC POLICY,  
TELECOMMUNICATIONS AND FRAUD  
NATIONAL CONSUMERS LEAGUE

# 2023 Award Recipient

## **PHILIP HART PUBLIC SERVICE AWARD**

CONGRESSWOMAN PRAMILA JAYAPAL

Elected in 2016, Congresswoman Pramila Jayapal is now serving her fourth term in Congress representing Washington's 7th District. She is the first South Asian American woman elected to the U.S. House of Representatives and one of only two dozen naturalized citizens currently serving in the U.S. Congress.

Congresswoman Jayapal is a member of the House Judiciary Committee, where she serves as Ranking Member of the Subcommittee on Immigration Integrity, Security, and Enforcement. She also serves on the House Education and the Workforce Committee. She is the Chair of the Congressional Progressive Caucus, the Immigration Task Force for the Congressional Asian Pacific American Caucus, and a Vice Chair of the Congressional LGBTQ Equality Caucus where she is the co-chair of the Transgender Equality Task Force.

In Congress, Representative Jayapal's efforts on behalf of American consumers have had a profound impact on public policy, consumer protection, and marketplace fairness. Her dedication to fighting for working people and the most vulnerable has led to greater economic opportunity, a more equitable economy, and safer communities for all. A fierce advocate for workers' rights, immigrant rights, and economic justice, Congresswoman Jayapal has fought for competition and transparency across marketplaces, accountability for bad actors, and sufficient regulatory oversight. She has also championed student debt cancellation, advocated for ending forced arbitration for consumers and sexual assault survivors, fought against usurious debt collectors, challenged private insurance companies and big pharma, and combatted price gouging and corporate profiteering, as well as fought for protections for older Americans.

Prior to serving in elected office, Congresswoman Jayapal spent twenty years working internationally and domestically in global public health and development and as an award-winning national advocate for women's, immigrant, civil, and human rights. She spent almost a decade working on global health and development for the international nonprofit organization, Program for Appropriate Technology in Health (PATH), and spent 12 years as the founder and Executive Director of OneAmerica, the largest immigrant advocacy organization in Washington State and one of the largest in the country.

CFA is pleased to present the Philip Hart Public Service Award to Congresswoman Pramila Jayapal in recognition of her distinguished career and commitment, leadership, and powerful advocacy on the many pivotal consumer issues that she has championed in her career.

# 2023 Award Recipient

## **ESTHER PETERSON CONSUMER SERVICE AWARD**

LINDA LIPSEN, AMERICAN ASSOCIATION FOR JUSTICE

Linda Lipsen was named Chief Executive Officer of the American Association for Justice (AAJ), formerly known as the Association of Trial Lawyers of America (ATLA), in April 2010. She joined the organization in 1993 to direct AAJ's Public Affairs department.

Ms. Lipsen has led the trial lawyers' highly regarded Washington lobby team and successfully fought back efforts that would limit access to America's courts and make it impossible for the victims of negligence or willful wrongdoing to be fairly compensated for harm. She has directed countless legislative campaigns on behalf of a host of issues including patient, worker, and investor protections.

Following the tragedy of September 11th, she led the fight for enactment of a compensation program for the victims of the terrorist attacks on the World Trade Center and the Pentagon. The September 11th Victims Compensation Fund established by Congress allowed thousands of families to recover compensation for the loss of their loved ones. Following enactment of the Fund, Ms. Lipsen's leadership helped ATLA establish Trial Lawyers Care, the nation's largest-ever pro-bono legal representation program.

Prior to joining AAJ, Ms. Lipsen directed the legislative advocacy program for Consumers Union, the publisher of Consumer Reports. In that capacity, she represented consumers on Capitol Hill on a host of issues including antitrust, insurance reform, and health care.

Ms. Lipsen has fought tirelessly for consumers throughout her career and her efforts have had a profound effect on access to the court system enabling victims of wrongdoing to be fairly compensated for the harms that they've suffered. Her guidance on a wide array of significant matters has led to countless successful legislative and regulatory wins. Her commitment, leadership, and strong advocacy on critical consumer issues make Linda Lipsen an exceptionally worthy recipient of the Esther Peterson Consumer Service Award, which CFA is honored to present to her.

# 2023 Award Recipient

## **CONSUMER CHAMPION AWARD**

LINDA SHERRY, CONSUMER ACTION

Until her retirement early this year, Linda Sherry served as Consumer Action's Director of National Priorities and the organization's chief spokesperson. She joined the San Francisco-based national consumer education and advocacy group with a background as a newspaper reporter. Ms. Sherry, an authority on consumer rights, headed a Washington, DC-based team responsible for the organization's communications, national advocacy, website content, and free educational publications.

As a nationally recognized consumer advocate, Ms. Sherry responded regularly to requests for interviews and background information about consumer protection issues from the national and local media, Congress, and state and federal regulators. She participated in national coalitions centered on privacy, airline passengers' rights, and investor protection. She also received awards for Consumer Action publications from the National Association of Consumer Agency Administrators and the U.S. Office of Consumer Affairs.

Linda Sherry's efforts on behalf of consumers over the last twenty-eight years have had a profound impact on public policy, consumer protection, and the consumer community at large. She succeeded in transitioning Consumer Action from a state education and advocacy group to a national one which grew over the years, adding several advocates who represented underserved consumers before Congress, and educating consumers on financial issues ranging from credit reports and consumer complaints to medical debt and the latest scams.

Ms. Sherry skillfully determined Consumer Action's advocacy positions, providing formal and informal recommendations to legislative and regulatory policy makers and corporations and co-wrote and edited a multitude of educational publications, newsletter columns, and press releases. She provided effective leadership on a wide array of critically important issues throughout her career and has served as the backbone of Consumer Action, managing whatever task was needed to ensure success.

In recognition of her accomplishments during her career and her commitment, leadership, and effective advocacy on pivotal consumer protection issues, CFA is thrilled to present Linda Sherry with the Consumer Champion Award.

# Betty Furness Consumer Media Honors

The Betty Furness Consumer Media Honors highlight CFA staff picks of the previous year's top consumer-focused stories aimed at improving the lives of all Americans. Pulling from a variety of media ranging from print, to online, to podcast or broadcast, CFA's advocates have selected the top consumer-focused stories worthy of this honor.

## **Where State Farm Sees 'a Lot of Fraud Black', Customers See Discrimination**

In this article, Emily Flitter of The New York Times detailed the story of systemic racism in the handling of claims and fraud investigations at State Farm. The article - centered around a whistleblower's experience at the company - generated significant discussions among regulators about bias in the industry, helped propel the movement toward algorithmic audits of insurance companies, and led to a class action lawsuit against State Farm alleging discrimination resulting from its claims handling models.

- Doug Heller, Director of Insurance

## **Embarrassing, Uncomfortable and Risky: What Flying Is Like for Passengers Who Use Wheelchairs**

This story by Amanda Morris of The New York Times follows an individual with a mobilized wheelchair through the entire flight process, with photos to document each part. His journey is fascinating, horrifying, and thought provoking. There are a few references to the airline bill of rights, and the Air Carrier Access Act, but the article is more about sharing this human experience. It made me want to look into these issues and partner with Paralyzed Veterans of America.

- Erin Witte, Director of Consumer Protection

## **The FDA's Food Failure**

In this article, Helena Bottemiller Evich, writing for Politico, exposes failures within the U.S. Food and Drug Administration's food program that have hampered the agency's ability to address food safety threats and meet consumer expectations. Bottemiller uncovers the bureaucratic bumbling that contributed to a months long shortage of infant formula, and the agonizing delays that have stymied the implementation of clean water standards for fresh produce growers, required by Congress for over a decade. The article has helped to catalyze an ongoing process to reform the foods program at FDA.

- Thomas Gremillion, Director of Food Policy

Scan here to read the stories:



# About CFA

CFA is an association of non-profit consumer organizations, established in 1968 to advance the consumer interest through research, advocacy and education. Today, almost 250 of these groups participate in the Federation, working to protect consumers on the national, state, and local level. CFA's broad range of activities include Banking & Credit, Communications, Competition & Regulation, Consumer Protection, Energy, Food & Agriculture, Housing, Insurance, Investor Protection, Privacy, Product Safety, and the America Saves program.

## CFA Staff

**MATTHEW ADLER**  
DIRECTOR OF  
COMMUNICATIONS

**STEPHEN BROBECK**  
SENIOR FELLOW

**DYLAN BRUCE**  
FINANCIAL SERVICES  
COUNSEL

**MARK COOPER**  
SENIOR FELLOW

**SARA COOPER**  
PROJECT DIRECTOR

**MICHAEL DELONG**  
INSURANCE RESEARCH  
ADVOCATE

**RICHARD ECKMAN**  
COMMUNICATIONS  
MANAGER  
AND ENERGY  
ADVOCATE

**RACHEL GITTLEMAN**  
FINANCIAL SERVICES  
OUTREACH MANAGER

**SUSAN GRANT**  
SENIOR FELLOW

**COURTNEY GRIFFIN**  
DIRECTOR OF  
CONSUMER PRODUCT  
SAFETY

**THOMAS GREMILLION**  
DIRECTOR OF FOOD  
POLICY

**MICAH HAUPTMAN**  
DIRECTOR OF  
INVESTOR  
PROTECTION

**DOUGLAS HELLER**  
DIRECTOR OF  
INSURANCE

**MOLISHKA  
HERVIEAUX**  
ADMINISTRATIVE AND  
ADVOCACY  
ASSOCIATE

**ANNA MARIE LOWERY**  
DIRECTOR OF  
MEETINGS AND  
EVENTS

**TONY LUCAS**  
ADMINISTRATIVE  
DIRECTOR

**BENJAMIN MOSS**  
AMERICA SAVES  
SENIOR  
COMMUNICATIONS  
MANAGER

**CAROLYN  
PEMBERTON**  
AMERICA SAVES  
SENIOR PROGRAM  
MANAGER

**JAZZMYN PETERSON**  
ADMINISTRATIVE AND  
ADVOCACY  
ASSOCIATE

**STEPHEN ROSS**  
AMERICA SAVES  
SENIOR DATA AND  
RESEARCH  
COORDINATOR

**AMELIA SIMONS**  
AMERICA SAVES  
COMMUNICATIONS  
COORDINATOR

**KRYSTEL SPELL**  
AMERICA SAVES  
MANAGER OF  
MILITARY PROGRAMS

**CAROL TUCKER-  
FOREMAN**  
FOOD POLICY  
INSTITUTE  
DISTINGUISHED  
FELLOW

**SUSAN WEINSTOCK**  
CHIEF EXECUTIVE  
OFFICER

**ERIN WITTE**  
DIRECTOR OF  
CONSUMER  
PROTECTION

**AMANDA WOODS**  
AMERICA SAVES  
PARTNERSHIP  
COORDINATOR

**KIA MCCALLISTER-  
YOUNG**  
AMERICA SAVES  
DIRECTOR

**BARRY ZIGAS**  
SENIOR FELLOW

# Members of the Awards Committee

**JANET DOMENITZ, CHAIR**  
MASSPIRG

**WILL OGBURN**  
NATIONAL CONSUMER LAW CENTER

**LARRY BLANCHARD**  
CUNA MUTUAL GROUP

**KEN MCELLOWNEY**  
CONSUMER ACTION

# Thank You to Our Supporters

AARP

AMERICAN EXPRESS

AMERICAN ASSOCIATION FOR JUSTICE

ADAM K. LEVIN & HEATHER L. MCDOWELL

BANK OF AMERICA

BROADRIDGE FINANCIAL SOLUTIONS, INC.

CERTIFIED FINANCIAL PLANNER BOARD OF STANDARDS, INC

CONSUMER REPORTS

CREDIT UNION NATIONAL ASSOCIATION

CUNA MUTUAL

CUNEO GILBERT & LADUCA, LLP

FINRA—THE FINANCIAL INDUSTRY REGULATORY AUTHORITY

FITZGERALD AUTO MALLS

JPMORGAN CHASE & CO.

NAVY FEDERAL CREDIT UNION

NATIONAL RURAL ELECTRIC COOPERATIVE ASSOCIATION

PROCTER & GAMBLE

TICKET BUYER'S BILL OF RIGHTS

TRUIST FINANCIAL

UNITED FOOD AND COMMERCIAL WORKERS INTERNATIONAL  
UNION

VERIZON

---

**The American Association for  
Justice is proud to support the  
Consumer Federation of America  
and congratulates this year's  
award recipients:**

**Rep. Pramila Jayapal**  
U.S. House of Representatives

**Linda Lipsen**  
American Association for Justice

**Linda Sherry**  
Consumer Action

---

Thank you for your work to protect  
American consumers.





**“Others have said it before me. If you don't have a seat at the table, you're probably on the menu.”**

**- Sen. Elizabeth Warren**

**Thank you CFA honorees Rep. Pramila Jayapal, Linda Lipsen and Linda Sherry for all you do for American consumers. And thank you CFA and Senator Elizabeth Warren for fighting to get us a seat at the table and to keep us there.**

**Adam K. Levin &  
Heather L. McDowell**



Broadridge is proud to be sponsoring the 2023 CFA Consumer Media Honors this year.

Broadridge empowers investor engagement and corporate governance by linking thousands of public companies and mutual funds to tens of millions of investors around the world.



Ready for Next

## **CUNA congratulates CFA 51st Annual Award Honorees on behalf of America's 5,000 credit unions!**

- Consumer-owned, democratically controlled not-for-profit institutions: **135 million people use credit unions.**
- Diverse representation in leadership: **50% of credit union CEOs are women.**
- Access to affordable, reliable transportation: **auto loans that save buyers up to \$13,000.**
- Ability to build wealth: **home loans that save consumers up to \$70,000.**
- Advancing communities: **Over 90% of members say their credit union improved their financial well-being.**

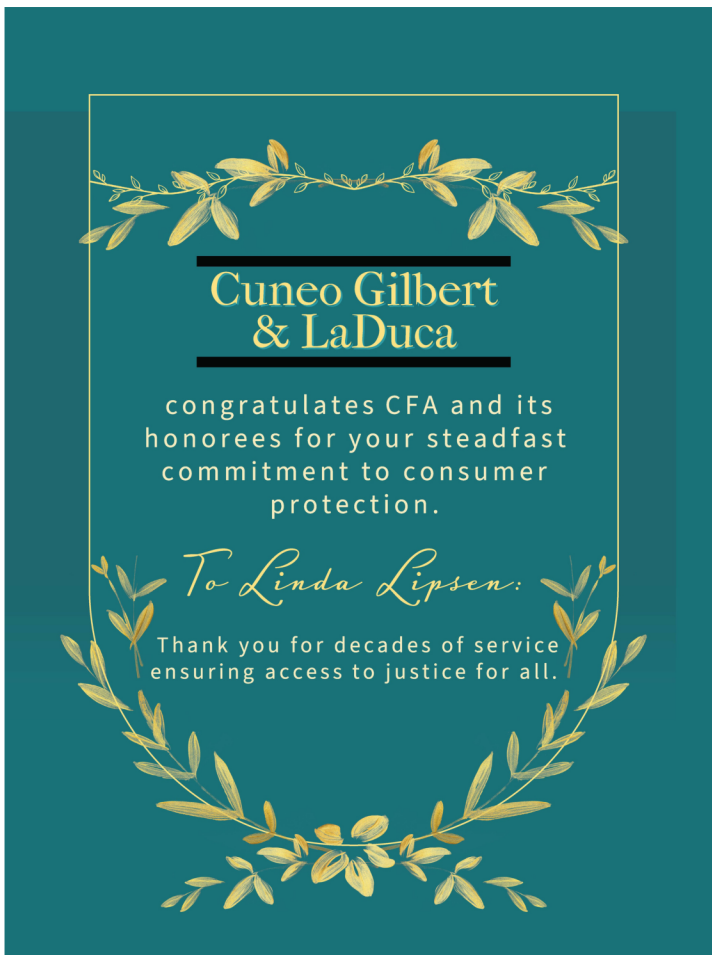


**America's Food and Retail Union**

The United Food and Commercial Workers International Union is proud to support the Consumer Federation of America. We would like to congratulate this year's honorees Representative Pramila Jayapal, Linda Lipsen, and Linda Sherry.



P&G congratulates the awardees.



**BANK OF AMERICA**

National sponsor

Bank of America  
congratulates the  
awardees.

