

# Consumer Justice Lobby Day Meeting Outline

## Pre-Meeting Role Assignment

1. **Pre-Meeting Email:** Though not required, it can be helpful to have someone send an introductory message to staff before the meeting. This email can include:
  - a. Overview of why we want to meet
  - b. Who will be in meeting
  - c. Issues we will cover
  - d. Materials attached
2. **Facilitator:** Assign someone to run the meeting—give an introduction to why you are there, make sure everyone introduces themselves, and make sure there is time for every issue to be presented.
3. **Issue Presenters:** Assign one person to take the lead on each issue for each meeting
  - a. **What are your clients seeing?**—Plan to spend the most time on this.  
Grounding a meeting in constituent stories is very effective but there will probably not be time for more than 3 stories in each meeting.
  - b. **Forced Arbitration**—Assign someone for each meeting to run through the talking points and give staff a hard copy of the three 1-pagers.
  - c. **Judiciary**—Assign someone for each meeting to run through the talking points and give staff a hard copy of the 1-pager.
4. **Note Taker:** Assign someone to take notes.
5. **Follow Up Email:** Assign someone to send a follow up thank you email that addresses any questions the staffer asked you to follow up on.

## Meeting Run of Show

1. **Overview of Consumer Justice Lobby Day:**
  - The Facilitator should begin by thanking the staffer you are meeting with and give a quick intro on why the meeting is happening. Something like: “We are consumer attorneys and advocates from your boss’ district who work with your constituents every day to make sure the economy works for struggling families, and that when people are treated unfairly in the economy bad actors are held accountable and families are made whole financially. We want to share some client stories and talk about why it’s important to pass the Forced Arbitration Injustice Repeal Act and other bills limiting forced arbitration, and why being thoughtful about judicial nominations is important to constituents.”
2. **Introductions:**
  - The facilitator should have every member of the group introduce themselves, including where they live and work. Then let the staffer introduce themselves. Make sure to emphasize that you are a constituent if you are.

### 3. What is Impacting your Clients:

- This is your opportunity to talk about what you believe are the most pressing issues in your practice. What issues do you see come up the most in your cases? What are you receiving calls about? What do you think lawmakers should know about what their constituents are experiencing?
- If there are specific bills you think would impact your clients, mention them.
- Aim to share 2-3 client stories. If there is a story around forced arbitration end with that as it will be a good segue to talking about the FAIR Act.

### 4. Forced arbitration:

- If the legislator you're meeting with is a co-sponsor of the FAIR Act, thank them for supporting the bill. Deliver top line messaging:
- Forced arbitration clauses strip consumers, workers, and small business owners of their freedom to choose where to bring their claims.
- Bad actors can avoid accountability by forcing legitimate claims into arbitration where consumers do not have the same protections that they do in a public court.
- Congress should restore individual liberty to seek justice before a judge and jury by passing the Forced Arbitration Injustice Repeal (FAIR) Act of 2025, H.R. 5350, S. 2799. The FAIR Act would ban pre-dispute forced arbitration in all consumer, employment, civil rights, and antitrust cases.
- The FAIR Act would not ban arbitration, but ensure it is voluntarily chosen and meaningfully consented to by all parties.
- In addition to the FAIR Act, other bills that limit forced arbitration have also been introduced this session
  - i. The Sunshine on Solar Lending Act, H.R. 4489 - Recognizing rampant deception and fraud in solar panel sales, this bill would promote transparency and open the courthouse doors for cheated consumers.
  - ii. The Protecting Older Americans Act, H.R. 5115, S. 2703 - This bipartisan bill ensures that corporations cannot keep serious claims against them like age discrimination out of the public eye.
- Please support the bills, and cosponsor if you haven't already!

### 5. Judiciary:

- Our courts best deliver justice when judges bring a variety of experiences to the bench. A judiciary with a comprehensive understanding of consumer protection laws would deliver more fair outcomes for the public and a level playing field for law-abiding businesses.
- If you have any examples of appearing before a judge who did not understand consumer protection laws, share them.
- What can lawmakers do?
  - i. Prioritize nominees who understand our consumer laws and have advocated on behalf of everyday families.
  - ii. Invite individuals with a variety of professional experiences to participate in judicial vetting committees.

- iii. We're happy to discuss further! Please contact NACA's Judicial Campaigns Director, Ryanne Olsen ([ryanne@consumeradvocates.org](mailto:ryanne@consumeradvocates.org)).
- 6. **Meeting Wrap Up:** Thank the staffer and let them know you will follow up by email with answers to any questions you couldn't answer in the moment or other materials promised.

## Tips & Tricks

1. **It's OK not to know the answer to a question:** Say what you know. If you don't know the answer to a question, acknowledge it and offer to get the facts and get back to the legislator or staffer. Trust is really important when lobbying staff they want to know they can trust what you say.
2. **Wherever possible be specific and direct about what you want.** If it seems possible the office might co-sponsor the FAIR Act or other legislation, ask them directly if their boss will.
3. **No matter what, stay cool.** Generally, even staff who disagree with you will be polite and we should do the same. Reasonable minds can differ, we can agree to agree, and sometimes can build bridges.
4. **Politely maintain control of the meeting.** Kick off the meeting by clearly stating what topics you are covering. Sometimes staff will drift to other topics and that can be fruitful but if doesn't feel helpful don't be afraid to politely nudge the meeting back on course.
5. **Follow-up and follow through.** Send a thank you note to the legislator or staffer. The note should also include any follow up answers or materials promised.