

# 8 Contacts

## Overview

This chapter includes addresses and/or phone numbers of ACH contacts. These contacts are provided to handle any problems or questions that you may have concerning ACH payments and collections.

## In this Chapter...

A. FMS Regional Financial Centers (RFCs) .....	8-2
B. FMS ACH Liaison .....	8-2
C. EFTPS Assistance .....	8-2
D. Major Paying Agency Contact Information .....	8-3
E. Defense Finance and Accounting Service (DFAS) Contacts .....	8-3
F. Go Direct Contact Information .....	8-3

## **A. FMS Regional Financial Centers (RFCs)**

For assistance with a payment issued by Treasury (see DFAS section for contact information for payments issued by the Department of Defense), please contact the Treasury’s Austin, TX Regional Financial Center (RFC) Help Desk OR other servicing Treasury RFC. Their telephone numbers are:

Austin, TX RFC Help Desk .....	(512) 342-7300
Kansas City, MO RFC .....	(816) 414-2100
Philadelphia, PA RFC .....	(215) 516-8154
San Francisco, CA RFC .....	(510) 594-7300

## **B. FMS ACH Liaison**

For general ACH questions, please contact:

Treasury ACH Liaison .....	(202) 874-6550
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## **C. EFTPS Assistance**

If a taxpayer is initiating Federal tax payments using EFTPS—Through a Financial Institution (ACH Credit) see below for the appropriate customer service helplines.

Routing Number .....	.061036000
Account Number .....	.23401009
Taxpayer Enrollment/Helpline .....	1 (800) 555-4477 (Businesses)
	1 (800) 316-6541 (Individuals)
Financial Institution Helpline .....	1 (800) 605-9876

## D. Major Paying Agency Contacts

Agency	Contact
Social Security Administration . . . . .	1 (800) SSA-1213 or <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>
Office of Personnel Management . . . . .	1 (888) 767-6738 or <a href="http://www.opm.gov/retire">www.opm.gov/retire</a>
Railroad Retirement Board . . . . .	(312) 751-4704 or <a href="http://www.rrb.gov">www.rrb.gov</a>
Department of Veterans Affairs . . . . .	1 (800) 827-1000 or <a href="http://www.va.gov">www.va.gov</a>
Veterans Compensation, Pension & Education . . . . .	1 (800) 827-1000 or <a href="http://www.vba.va.gov/ro/muskogee">www.vba.va.gov/ro/muskogee</a>
Veterans Life Insurance . . . . .	1 (800) 669-8477 or <a href="http://www.insurance.va.gov">www.insurance.va.gov</a>
Bureau of the Public Debt. . . . .	<a href="http://www.publicdebt.treas.gov">www.publicdebt.treas.gov</a>
TreasuryDirect . . . . .	1 (800) 943-6864 or <a href="http://www.treasurydirect.gov">www.treasurydirect.gov</a>
Internal Revenue Service . . . . .	1 (800) 829-1040 or <a href="http://www.irs.ustreas.gov">www.irs.ustreas.gov</a>
Department of Labor	
Black Lung . . . . .	1 (800) 638-7072 or <a href="http://www.dol.gov/esa/regs/compliance/owcp/bltable.htm">www.dol.gov/esa/regs/compliance/owcp/bltable.htm</a> See also Chapter 1, Appendix 2
Federal Employee Workers' Compensation . . . . .	See Chapter 1, Appendix 2, and/or <a href="http://www.dol.gov/esa/contacts/owcp/fecacont.htm">www.dol.gov/esa/contacts/owcp/fecacont.htm</a>
Longshore and Harbor Workers' Compensation. . . . .	(202) 693-0925 For address, see Chapter 1, Appendix 2, or <a href="http://www.dol.gov/esa/owcp/dlhwc/lstable.htm">www.dol.gov/esa/owcp/dlhwc/lstable.htm</a>

## E. Defense Finance and Accounting Service (DFAS) Contacts

For information about military retirement and annuitant payments, please contact 1-800-321-1080. For additional information about payments disbursed by the military, please visit [www.dfas.mil](http://www.dfas.mil).

## F. Go Direct Contact Information

For information about Go Direct, please contact 1 (800) 333-1795 (English) or 1 (800) 333-1792 (Spanish) or visit [www.godirect.org](http://www.godirect.org).