

Many federal agencies have enforcement and/or complaint-handling duties for products and services used by the general public. Others act for the benefit of the public, but do not resolve individual consumer problems. Agencies also have fact sheets, booklets and other information that may be helpful when making purchase decisions or dealing with consumer problems. If you need help in deciding which federal agency to contact, check the index at the end of this book or call the Federal Citizen Information Center (FCIC) toll free, 1-800 (FED) INFO (333-4636). The federal agencies listed below respond to consumer complaints and inquiries.

Architectural and Transportation Barriers Compliance Board (ACCESS Board)

1331 F St., NW, Ste. 1000
 Washington, DC 20004-1111
 202-272-0080
 Toll free: 1-800-872-2253
 TTY: 1-800-993-2822
 Fax: 202-272-0081
 e-mail: info@access-board.gov
www.access-board.gov

Commission on Civil Rights

624 9th St., NW
 Washington, DC 20743
 202-376-8513 (Complaint Referral in DC)
 202-376-8110 (Publications)
 Toll free: 1-800-552-6843 (Complaint Referral Outside DC)
 TTY: 202-376-8116 (Nationwide Complaint Referral)
www.usccr.gov, provides updates on briefings, rulings, enforcements and news

Commodity Futures Trading Commission (CFTC)

Office of External Affairs
 Lafayette Center
 1155 21st St., NW
 Washington, DC 20581
 202-418-5000
 202-418-5080
 Fax: 202-418-5525
 e-mail: oea@cftc.gov
www.cftc.gov
 The mission of the CFTC is to protect market users and the public from fraud, manipulation, and abusive practices related to the sale of commodity and financial futures and options, and to foster open, competitive, and financially sound futures and option markets. In pursuit of its mission, the CFTC investigates and prosecutes commodities

fraud, including foreign currency schemes, energy manipulation and hedge fund fraud, and works with other federal and state agencies to bring criminal and other actions. The CFTC also engages in public education and outreach by participating in consumer groups and issuing Consumer Advisories and other educational materials.

★ **Consumer Product Safety Commission (CPSC)**

4330 East West Highway
 Bethesda, MD 20814
 Toll free: 1-800-638-2772 (CPSC Hotline)
 TTY: 1-800-638-8270
 Fax: 301-504-0051
 e-mail: info@cpsc.gov
www.cpsc.gov
www.recalls.gov, government recalls
 CPSC is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products including: toys and nursery equipment, appliances, sports, yard and playground equipment, furniture, clothing, computers, and fireworks. CPSC announces more than 300 product recalls every year. Contact CPSC to get information on product recalls or report a dangerous product.

Department of Agriculture (USDA)

Animal and Plant Health Inspection Service

Legislative and Public Affairs
 1400 Independence Ave., SW
 South Building, Room 1147
 Washington, DC 20250
 202-720-2511
 e-mail: webmaster@aphis.usda.gov
www.aphis.usda.gov

Dept. of Agriculture, continued

★ **Cooperative State Research, Education, and Extension Service (CSREES)**

1400 Independence Ave., SW
Washington, DC 20250-2215
202-720-2908
202-720-7947
Fax: 202-690-2469 or 202-690-3162
www.csrees.usda.gov

To find your local Cooperative Extension office, consult the county government lists in your local telephone directory.

Center for Nutrition Policy and Promotion

Food, Nutrition and Consumer Services
3101 Park Center Dr., Room 1034
Alexandria, VA 22302-1594
703-305-7600
Fax: 703-305-3300
www.cnpp.usda.gov

Food and Nutrition Service

Food, Nutrition and Consumer Services
3101 Park Center Drive, Room 926
Alexandria, VA 22302
703-305-2281
e-mail: webmaster@fns.usda.gov
www.fns.usda.gov

Meat and Poultry Hotline

Food Safety and Inspection Service
Washington, DC 20250-3700
Toll free: 1-888-674-6854 (10 am-4 pm EST, English/
Spanish)
TTY: 1-800-256-7072
e-mail: mph hotline.fsis@usda.gov
www.fsis.usda.gov

Information Line USDA

1400 Independence Ave.
Washington, DC 20250
202-720-2791 (8:30 am - 5:00 pm EST)
www.usda.gov

Department of Commerce

Bureau of the Census

Customer Services
Washington, DC 20233
301-763-INFO (4636)
Fax: 301-457-4714
www.census.gov

Weights and Measures Division

National Institute of Standards and Technology
100 Bureau Drive, Stop 2600
Gaithersburg, MD 20899-2600
301-975-4004
Fax: 301-926-0647
e-mail: owm@nist.gov
www.nist.gov/owm
The Weights and Measures Division promotes uniformity in U.S. weights and measures laws, regulations, and standards to achieve equity between buyers and sellers in the marketplace.

Seafood Inspection Program

National Oceanic and Atmospheric Administration (NOAA)
1315 East-West Hwy., F/SI - Room 10837
Silver Spring, MD 20910
301-713-2355
Toll free: 1-800-422-2750
Fax: 301-713-1081
seafood.nmfs.noaa.gov
NOAA oversees fisheries management in the United States and provides a voluntary inspection service to the industry. The NOAA Seafood Inspection Program offers product quality evaluation, grading, and certification services. NOAA provides official marks to eligible products, such as U.S. Grade A, Processed Under Federal Inspection (PUFI), and Lot Inspection.

United States Patent and Trademark Office

Toll free: 1-800-786-9199
TTY: 571-272-9950
Fax: 703-872-9306
www.uspto.gov

Trademarks: Commissioner for Trademarks
Attention MPU
PO Box 1451
Alexandria, VA 22313-1451
e-mail: TrademarkAssistanceCenter@uspto.gov

Patents: Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450
e-mail: usptoinfo@uspto.gov

★ Department of Defense

National Committee for Employer Support of the Guard and Reserve

1555 Wilson Blvd., Ste. 200
Arlington, VA 22209-2405
703-696-1386

Toll free: 1-800-336-4590 (Outside DC)

Fax: 703-696-1409

www.esgr.com

This office provides assistance with employer/employee problems for members of the Guard and Reserve and their employers.

Department of Education

400 Maryland Ave., SW
Washington, DC 20202-2800

TTY: 1-800-437-0833

Fax: 202-401-0689

www.ed.gov

Publications Center (ED Pubs)

8242 Sandy Court
Jessup, MD 20794-1398

Toll free: 1-877-4ED-PUBS (433-7827)

TTY: 1-877-576-7734 (Toll free)

Fax: 301-470-1244

e-mail: edpubs@inet.ed.gov

www.edpubs.ed.gov

ED Pubs is the Education Publications Center for the Department of Education. You can contact ED Pubs to find out what's available on topics of interest to you and to order free copies of publications, videotapes, CD-ROMS, posters, bookmarks, and other products. Many Department publications can be acquired instantly in electronic form via the Internet. Use the contact information above to order copies of publications.

1-800-USA-LEARN

Toll free: 1-800-872-5327

TTY: 1-800-437-0833 (Toll free)

Fax: 202-401-0689

e-mail: USA_LEARN@ed.gov

www.ed.gov/about/contacts/tollfree/index.html

Use this phone number and website to obtain information on the Department of Education's programs and major initiatives; publications, videos, and other materials; directory assistance; and referrals to specialists or other experts.

No Child Left Behind

Toll free: 1-888-814-NCLB (6252)

TTY: 1-800-437-0833 (Toll free)

Fax: 202-401-0689

e-mail: NoChildLeftBehind@ed.gov

www.ed.gov/nclb/landing.jhtml

National Library of Education

202-205-5019

Toll free: 1-800-424-1616

TTY: 202-205-7561

e-mail: library@ed.gov

Use this phone number to obtain information about education statistics, research, and publications published by the Office of Educational Research and Improvement.

Educational Resources Information Center (ERIC)

Toll free: 1-800-LET-ERIC (538-3742)

e-mail: support@eric.com

www.eric.ed.gov

Use this phone number to find out about the Educational Resources Information Center (ERIC) and the world's largest database of educational materials. Call to learn about new materials or receive referrals to other agencies.

EDInfo Electronic Newsletter

www.ed.gov/news/newsletters/edinfo/index.html?src=In

Join the EDInfo mailing list by:

1. Addressing an email message to listproc@inet.ed.gov
2. Writing this (and nothing else) in the message: subscribe EDInfo yourfirstname yourlastname (for example "subscribe EDInfo John Doe"). If you have a signature block please turn it off.

Information Resource Center

400 Maryland Ave., SW
Washington, DC 20202-0498

202-401-2000 (DC Metro Area)

Toll free: 1-800-USA-LEARN (872-5327)

TTY: 1-800-437-0833

e-mail: education@custhelp.com

www.ed.gov/about/offices/list/oia/irc.html

The IRC provides customers with accurate education information and offers guidance in accessing education resources.

FEDERAL AGENCIES

Dept. of Education, continued

Office of Special Education and Rehabilitative Services (OSERS)

400 Maryland Ave., SW
Washington, DC 20202-2800
202-245-7488
Toll free: 1-866-889-6737
TTY: 202-205-4208
Fax: 202-245-7591
www.ed.gov/about/offices/list/osers/index.html

Federal Student Aid Information Center

319-337-5665
Toll free: 1-800-4FED-AID (433-3243)
TTY: 1-800-730-8913 (Toll free)
Fax: 202-708-7970
e-mail: OPE_SFA@ed.gov
www.ed.gov/finaid.html
www.studentaid.ed.gov, for students
www.ifap.ed.gov, for financial aid professionals
www.dl.ed.gov, for information about direct loans
The Center provides information about federal student aid programs, including: help completing the FAFSA; help making corrections to your Student Aid Report (the document that contains your application results); information about the process of determining financial need and awarding aid; and information about your federal student loans.

Department of Energy (DOE)

Office of Consumer Information

Department of Energy
1000 Independence Ave., SW
Washington, DC 20585
202-586-1908
Toll free: 1-800-342-5363
Fax: 202-586-8006
www.doe.gov

Energy Efficiency and Renewable Energy (EERE)

Office of the Assistant Secretary
Mail Stop EE-1
Department of Energy
Washington, DC 20585
202-586-9220
202-586-0303
Toll free: 1-877-337-3463
e-mail: eereic@ee.doe.gov
www.eere.energy.gov/consumer

Office of Scientific and Technical Information (OSTI)

PO Box 62
Oak Ridge, TN 37832
865-576-1188
865-576-8401 (Document Requests)
Fax: 865-576-3589
www.osti.gov
Use OSTI resources to find out about ongoing research projects, explore significant DOE discoveries, learn about DOE Nobel Prize Winners, access and search scientific e-prints, sign up for alerts, locate science conference papers and proceedings, and more.

Department of Health and Human Services (HHS)

Administration for Children & Families (ACF)

370 L'Enfant Promenade, SW
Washington, DC 20447
www.acf.dhhs.gov
ACF is responsible for federal programs that promote the economic and social well-being of families, children, individuals, and communities. ACF provides national leadership and creates opportunities for families to lead economically and socially productive lives. ACF's programs are designed to help children develop into healthy adults and communities become more prosperous and supportive of their members.

Child Welfare Information Gateway

Administration for Children and Families (ACF)
1250 Mayland Ave., SW, 8th Fl.
Washington, DC 20024
703-385-7565
Toll free: 1-800-394-3366 (M-F, 9 am-5:30 pm EST)
Fax: 703-385-3206
e-mail: info@childwelfare.gov
www.childwelfare.gov
www.childwelfare.gov/espanol/, Spanish website

Administration on Aging (AoA)

Washington, DC 20201
202-619-0724
Fax: 202-357-3555
e-mail: aoainfo@aoa.hhs.gov
www.aoa.gov
AoA is the Federal focal point and advocate agency for older persons and their concerns. In this role, AoA works to heighten awareness among

Dept. of HHS, continued

other Federal agencies, organizations, groups, and the public about the valuable contributions that older Americans make to the nation. AoA also alerts others to the needs of vulnerable older people. Through information, referral and outreach efforts at the community level, AoA seeks to educate older people and their caregivers about the benefits and services available to help them.

Eldercare Locator

Administration on Aging
Toll free: 1-800-677-1116 (M-F, 9 am-8 pm EST)
From Outside the United States: 301-419-3900
(When the operator answers - ask for the Eldercare Locator line)
TTY: 1-800-677-1116 (Toll free)
e-mail: eldercarelocator@spherix.com
www.eldercare.gov

The Eldercare Locator is the first step to finding resources for older adults in any U.S. community. It is a free national service of the Administration on Aging that provides an instant connection to resources that enable older persons to live independently in their communities and offers support for caregivers. The National Association of Area Agencies on Aging administers the Eldercare Locator in partnership with the National Association of State Units on Aging (NASUA).

Centers for Medicare & Medicaid Services (CMS)

Office of External Affairs
7500 Security Blvd.
Baltimore, MD 21244-1850
Toll free: 1-800-MEDICARE (24/7)
TTY: 1-866-226-1819 (Toll free)
www.medicare.gov
Call 1-800-MEDICARE to get help with your questions about Medicare. You can order Medicare publications (English, Spanish, audio-tape, braille), get detailed information about the Medicare managed care plans in your area, order Medicare health plan quality and customer satisfaction information, and listen to recorded questions and answers on topics such as Medicare health plan choices and health plan quality information. CMS runs the Medicare, Medicaid, Clinical Laboratories (under the CLIA program), and Children's Health Insurance programs, and works to make sure that the beneficiaries in these programs are able to get high quality health care.

Centers for Disease Control and Prevention

1600 Clifton Rd.
Atlanta, GA 30333
404-639-3534 (Public Inquiries)
Toll free: 1-800-311-3435
www.cdc.gov
www.cdc.gov/spanish, Spanish website

CDC National STD Hotline

Toll free: 1-800-227-8922 (24 hrs.)
TTY: 1-800-243-7889 (M-F, 10 am-10 pm - Toll free)
www.cdc.gov/nchstp/dstd

Food and Drug Administration

5600 Fishers Lane
Rockville, MD 20857-0001
Toll free: 1-888-INFO-FDA (463-6332)
www.fda.gov

Center for Food Safety and Applied Nutrition Information Line

Food and Drug Administration
Outreach and Information Center
5100 Paint Branch Parkway HFS-555
College Park, MD 20740-3835
Toll free: 1-888-SAFEFOOD (723-3366)
www.cfsan.fda.gov

National Institutes of Health (NIH)

9000 Rockville Pike
Bethesda, MD 20892
301-496-4000
TTY: 301-402-9612
e-mail: NIHinfo@od.nih.gov
www.nih.gov
salud.nih.gov, Spanish website
NIH is the primary Federal agency for conducting and supporting medical research.

National Runaway Switchboard

Administration for Children and Families
3080 N. Lincoln Ave.
Chicago, IL 60657
Toll free: 1-800-RUNAWAY (786-2929)
e-mail: info@nrscrisisline.org
www.1800runaway.org

Office of Child Support Enforcement

Administration for Children and Families
370 L'Enfant Promenade, SW,
4th Floor East
Washington, DC 20447
202-401-9373
Fax: 202-205-5927
www.acf.hhs.gov/programs/cse

Dept. of HHS, continued

National Health Information Center

PO Box 1133
Washington, DC 20013-1133
301-565-4167
Toll free: 1-800-336-4797
Fax: 301-984-4256
e-mail: info@nhic.org
www.health.gov/NHIC
www.healthfinder.gov
NHIC is a health information referral service that links consumers and health professionals with organizations best able to provide answers to their health-related questions.

National Cancer Institute (NCI)

NCI Public Inquiries Office
6116 Executive Blvd. - Room 3036A
Bethesda, MD 20892-8322
Toll free: 1-800-422-6237 (M-F, 9 am-4 pm)
TTY: 1-800-332-8615 (Toll free)
e-mail: cancergovstaff@mail.nih.gov
www.cancer.gov
www.cancer.gov/espanol, Spanish website

National Institute of Mental Health

National Institutes of Health
6001 Executive Blvd.
Room 8184, MSC 9663
Bethesda, MD 20892-9663
301-443-4513
Toll free: 1-866-615-6464
TTY: 301-443-8431, 1-866-415-8051 (Toll free)
Fax: 301-443-4279
e-mail: nimhinfo@nih.gov
www.nimh.nih.gov
NIMH is the federal agency that conducts and supports research that seeks to understand, treat, and prevent mental illness. Trained information specialists are available Monday-Friday, 8:30 am to 5:00 pm ET. Contact NIMH for information on the symptoms, diagnosis and treatment of mental disorders, clinical trials and research. A publications ordering system is available on the NIMH website. Some publications are available in Spanish.

President's Council on Physical Fitness and Sports

Department W
200 Independence Ave., SW, Room 738-H
Washington, DC 20201-0004
202-690-9000
Fax: 202-690-5211
www.fitness.gov

HHS-TIPS Fraud Hotline

Office of Inspector General
330 Independence Ave., SW
Cohen Building, Room 5541
Washington, DC 20201
Toll free: 1-800-HHS-TIPS (1-800-447-8477)
Fax: 1-800-223-8164 (Toll free)
e-mail: HHSTips@oig.hhs.gov
www.oig.hhs.gov

HIV/AIDS Prevention

Toll free: 1-800-232-4636 (24 hrs., 7 days a week, in English and Spanish)
TTY: 1-888-232-6348 (Toll free)
e-mail: cdcinfo@cdc.gov
www.cdc.gov/hiv

AIDSInfo

PO Box 6303
Rockville, MD 20849-6363
Toll free: 1-800-HIV-0440 (English/Spanish 12 pm-5 pm)
TTY: 1-888-480-3739 (Toll free)
Fax: 301-519-6616
e-mail: ContactUs@aidsinfo.nih.gov
www.aidsinfo.nih.gov
www.aidsinfo.nih.gov/infoSIDA, Spanish
www.aidsinfo.nih.gov/LiveHelp, Live help (M-F, 12 pm-4 pm, Spanish-speaking agents available)

Department of Homeland Security

Washington, DC 20528
202-282-8000
www.dhs.gov, Homeland Security homepage
www.ready.gov, terrorism or emergency preparation website

Federal Emergency Management Agency (FEMA)

500 C St., S.W.
Washington, DC 20472
Toll free: 1-800-621-FEMA (3362)
TTY: 1-800-462-7585 (Toll free)
www.fema.gov

National Flood Insurance Program

FEMA
500 C St., SW
Washington, DC 20472
202-646-2780
Toll free: 1-888-CALL-FLOOD
TTY: 1-800-427-5593 (Toll free)
Fax: 202-646-2531
e-mail: floodsmart@dhs.gov
www.floodsmart.gov

Dept. of Homeland Security, continued

Transportation Security Administration

601 South 12th St.
Arlington, VA 22202-4220
571-227-2900
Toll free: 1-866-289-9673
e-mail: TSA-ContactCenter@dhs.gov
www.tsa.gov

The TSA can assist you with questions or concerns about travel tips, permitted and prohibited items, and information on filing a claim for items that were damaged or lost during a TSA screening.

Bureau of Citizenship and Immigration Services (USCIS)

Toll free: 1-800-375-5283 (National Customer Service Center)
TTY: 1-800-767-1833
www.uscis.gov

U.S. Customs and Border Protection

1300 Pennsylvania Ave., NW
Washington, DC 20229
202-354-1000
Fax: 202-927-1380
www.cbp.gov

United States Coast Guard

Toll free: 1-800-424-8802 (To report chemical and oil spills)
www.uscgboating.org, boat safety tips
www.nrc.uscg.mil, for information about chemical or oil spills

United States Fire Administration

National Emergency Training Center (NETC)
16825 South Seton Ave.
Emmitsburg, MD 21727
301-447-1117 (Office of the Superintendent, National Fire Academy)
301-447-1286 (Office of the Superintendent, Emergency Management Institute)
Toll free: 1-800-238-3358
www.usfa.dhs.gov

Department of Housing and Urban Development (HUD)

Home Improvement Branch

451 7th St., SW, Room 9272
Washington, DC 20410
202-708-2121
Fax: 202-708-4308
www.hud.gov/improvements

Home Mortgage Insurance Division

451 7th St., SW, Room 9266
Washington, DC 20410
202-708-2121
Fax: 202-708-4308
www.hud.gov

Inspector General's Fraud Hotline

Office of Investigations
451 7th St., SW
Washington, DC 20410-4500
202-708-4200
Toll free: 1-800-347-3735 (Outside DC)
TTY: 1-800-304-9597 (Toll free)
Fax: 202-708-4829
e-mail: hotline@hudoig.gov
www.hud.gov/offices/oig/hotline

Office of Manufactured Housing Program

Office of Deputy Assistant Secretary for Regulatory Affairs and Manufactured Housing
451 7th St., SW, Room 9164
Washington, DC 20410-8000
202-708-6423

Toll free: 1-800-927-2891

Fax: 202-708-4213

e-mail: mhs@hud.gov

www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm,
manufactured housing

www.hud.gov/offices/hsg/sfh/mps/mpshome.cfm,
minimum property standards

The Manufactured Housing Program is a consumer protection program that regulates the construction of certain factory-built housing units called "manufactured homes," formerly known as "mobile homes." HUD works with 37 states to respond to consumer complaints. The Minimum Property Standards (MPS) establish certain minimum standards for buildings constructed under HUD housing programs. This includes new single family homes, multi-family housing and health care type facilities.

Office of Affordable Housing Programs

451 7th St., SW, Room 7164
Washington, DC 20410
202-708-2685

Toll free: 1-800-998-9999 (Community Connections)

Fax: 202-708-1744

www.hud.gov

FEDERAL AGENCIES

Dept. of HUD, continued

Office of Fair Housing and Equal Opportunity

451 7th St., SW - Room 5204
Washington, DC 20410-2000
202-708-4252
Toll free: 1-800-669-9777 (Complaints Hotline)
TTY: 1-800-927-9275 (Toll free)
Fax: 202-708-4483
www.hud.gov/complaints/housediscrim.cfm

Office of RESPA and Interstate Land Sales

Office of the Deputy Assistant Secretary for
Regulatory Affairs and Manufactured Housing
451 7th St., SW, Room 9158
Washington, DC 20410
202-708-0502
Toll free: 1-800-CALL-FHA (225-5342)
Fax: 202-708-4559
e-mail: hsg-respa@hud.gov
www.hud.gov/offices/hsg/sfh/res/respa_hm.cfm,
RESPA
www.hud.gov/offices/hsg/sfh/ils/ilshome.cfm,
interstate land sales
The office handles complaints and provides
information regarding real estate loan transactions
and borrower rights under the Real Estate
Settlement Procedures Act (RESPA). The
Interstate Land Sales program protects consumers
from fraud and abuse in the sale or lease of land.

Department of the Interior

Bureau of Reclamation

1849 C St., NW
Mail Code 92-00000
Washington, DC 20240
202-513-0535 (Public Affairs)
www.usbr.gov

Minerals Management Service

1849 C St. NW
Washington, DC 20240
202-208-3985 (Public Affairs)
www.mms.gov

Bureau of Indian Affairs

1849 C St., NW, Room 4542
Washington, DC 20240
202-208-3710 (Public Affairs)
www.doi.gov/bureau-indian-affairs
The Bureau of Indian Affairs administers and
manages 55.7 million acres of land held in trust
for American Indians, Indian tribes, and Alaska
Natives.

Bureau of Land Management

1849 C St., NW, Room 406-LS
Washington, DC 20240
202-452-5125 (Public Affairs)
Fax: 202-452-5124
www.blm.gov
BLM's website provides information on such topics
as energy, fire, grazing lands, wild horses and
burros, and recreation.

Fish and Wildlife Service

18th and C St., NW
MS 3351
Washington, DC 20240
202-208-5634 (Public Affairs)
Toll free: 1-800-344-WILD (9453)
www.fws.gov

Geological Survey

12201 Sunrise Valley Dr.
Reston, VA 20192
703-648-4460 (Public Affairs)
Toll free: 1-888-ASK-USGS (275-8747)
www.usgs.gov

National Park Service

1849 C St. NW
Washington, DC 20240
202-208-4747 (Public Inquiries)
www.nps.gov

Department of Justice

Americans with Disabilities Act (ADA) Information Line

Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section—NYAV
Washington, DC 20530
Toll free: 1-800-514-0301
TTY: 1-800-514-0383 (Toll free)
www.ada.gov

Drug Enforcement Administration (DEA)

Washington, DC 20537
202-305-8500
www.dea.gov

Department of Labor

Office of Disability Employment Policy

U.S. Department of Labor
200 Constitution Ave., NW, Room S1303
Washington, DC 20210
202-693-7880
Toll free: 1-866-633-7365
TTY: 202-693-7881 or 1-877-889-5627 (Toll free)
Fax: 202-693-7888
www.dol.gov/odep

U.S. Department of Labor National Contact Center

Toll free: 1-866-4-USA-DOL (487-2365)
TTY: 1-877-889-5627 (Toll free)
www.dol.gov

Employee Benefits Security Administration

Office of Program Services
Department of Labor, Room S2524
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-866-444-3272
TTY: 1-877-889-5627 (Toll free)
www.dol.gov/ebsa
The Employment Benefits Security Administration provides information and answers questions on private sector, employer-sponsored pension benefit and health benefit plans.

Employment Standards Administration

Department of Labor, Room S2321
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-866-4-USA-DOL (487-2365)
TTY: 1-877-889-5627 (Toll free)
www.dol.gov/esa

Employment and Training Administration

Office of Public Affairs
Department of Labor, Room N4643
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-877-US-2JOBS (872-5627)
TTY: 1-877-889-5627 (Toll free)
www.doleta.gov
The Employment and Training Administration manages federal government job training and worker dislocation programs, dispenses federal grants to states for public employment service programs, and administers unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.

Occupational Safety and Health Administration (OSHA)

Office of Information and Consumer Affairs
Department of Labor, Room N3647
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-800-321-OSHA (321-6742)
TTY: 1-877-889-5627 (Toll free)
www.osha.gov

Veteran's Employment and Training Service

Department of Labor, Room S1325
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-866-4-USA-DOL (487-2365)
TTY: 1-877-889-5627 (Toll free)
www.dol.gov/vets

Women's Bureau

Department of Labor, Room S3002
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-800-827-5335
TTY: 1-877-889-5627 (Toll free)
Fax: 202-693-6725
www.dol.gov/wb
The Women's Bureau addresses work issues such as sexual harassment, pregnancy discrimination, and family and medical leave, and dependent care (child and/or elder care) policies.

Department of State

Overseas Citizens Services

Washington, DC 20520
202-647-5225 (Emergencies and Non-emergencies, M-F, 8:15 am-10 pm)
202-647-4000 (After hours emergencies, Sundays, and holidays ask for the duty officer)
Toll free: 1-888-407-4747
www.travel.state.gov
Contact the State Department for help with emergencies and non-emergencies affecting private Americans abroad.

National Passport Information Center

Passport Services
Toll free: 1-877-4USA-PPT (487-2778)
TTY: 1-888-874-7793 (Toll free)
www.travel.state.gov
Contact the National Passport Information Center for information on U.S. passports, including the status of pending applications, as well as the locations of the over 4,500 passport acceptance facilities.

FEDERAL AGENCIES

Dept. of State, continued

Visa Services

Washington, DC 20520
202-663-1225 (8:30 am - 5:00 pm, EST, M-F)
202-647-1512 (Emergency after hours)
Fax: 202-663-3897
e-mail: usvisa@state.gov
www.travel.state.gov/visa
Contact Visa Services for information on U.S. visas for foreigners.

Department of Transportation (DOT)

Federal Motor Carrier Safety Administration

400 7th St., SW
Washington, DC 20590
202-366-2519
Toll free: 1-800-832-5660
TTY: 1-800-877-8339 (Toll free)
www.fmcsa.dot.gov
www.fmcsa.dot.gov/factsfigs/moving.htm,
information about your rights when moving
The Federal Motor Carrier Safety Administration
provides information about your rights when
moving across state lines (interstate moves).
Moves within the same state are the responsibility
of state and local authorities. Consumers should
submit household goods (HHG) commercial
complaints to the administration by calling toll free,
1-888-DOT-SAFE (368-7238). This same toll-free
number may be used to report dangerous safety
violations involving a commercial truck or bus.

Federal Aviation Administration

800 Independence Ave., SW
Washington, DC 20591
202-366-4000
Toll free: 1-866-835-5322
www.faa.gov

AIR Consumer Protection Division

Office of Aviation Enforcement & Proceedings
400 7th St., SW
C-75, Room 4107
Washington, DC 20590
202-366-2220 (Airline service complaints)
TTY: 202-366-0511
e-mail: airconsumer@dot.gov
airconsumer.ost.dot.gov/problems.htm
airconsumer.ost.dot.gov/spanish/index.cfm,
Spanish
Contact AIR Consumer Protection Division with
airline service complaints.

Office of Safety (RRS)

Federal Railroad Administration office address:
1120 Vermont Ave., NW
Washington, DC 20005
202-493-6300
Fax: 202-493-6309
www.fra.dot.gov
Railway Safety mailing address:
Federal Railroad Administration
400 7th St., SW
Mail Stop 25
Washington, DC 20590

National Highway Traffic Safety Administration (NHTSA)

400 7th St., SW, Room 5232
Washington, DC 20590
Toll free: 1-888-DASH 2 DOT (327-4236), Vehicle
Safety Hotline
www.nhtsa.dot.gov
NHTSA wants to hear from consumers regarding
potential defects in their cars. NHTSA's hotline
has information on safety recalls; crash test
ratings; child safety seats; bicycles; air bags; and
impaired driving prevention.

Department of the Treasury

Alcohol and Tobacco Tax and Trade Bureau

Public Information Officer
1310 G St., NW, 3rd Floor
Washington, DC 20220
202-927-8062
Fax: 202-927-5611
e-mail: ttbquestions@ttb.treas.gov
www.ttb.gov

Bureau of Engraving and Printing

Office of External Relations
14th and C Streets, SW, Room 533 M
Washington, DC 20228
202-874-8888
Toll free: 877-874-4114
Fax: 202-874-3177
www.moneyfactory.com

Bureau of the Public Debt

Customer Call Center
Treasury Direct
PO Box 9150
Minneapolis, MN 55480
Toll free: 1-800-722-2678
www.publicdebt.treas.gov

Dept. of the Treasury, continued

Comptroller of the Currency

Customer Assistance Group
1301 McKinney St., Ste. 3450
Houston, TX 77010
Toll free: 1-800-613-6743
www.occ.treas.gov

Financial Management Service

Office of Legislative and Public Affairs
Liberty Center 401, 14th St., SW
Room 555
Washington, DC 20227
202-874-6740
Fax: 202-874-7016
www.fms.treas.gov

Internal Revenue Service (IRS)

Toll free: 1-800-829-1040 (General Information)
Toll free: 1-800-829-4477 (Automated Refund Information)
TTY: 1-800-829-4059 (Toll free)
www.irs.gov

IRS e-file and IRS e-payment are now available through the IRS website. To find out whether the IRS received your return and whether it was processed, visit the IRS website or call 1-800-829-4477 or 1-800-829-1040. Whichever method you choose, you'll need your social security number, filing status, and the refund amount.

Employer Identification Numbers (EIN) can be obtained by fax, mail, or phone. To get an EIN by fax or mail, download Form SS-4, Application for Employer ID Number, from irs.gov or order a copy from 1-800-829-3676. Complete the form and fax or mail it to the number or address shown on the form for your state. To get an EIN by phone, call toll-free 1-866-816-2065 M-F, 7:30 am-5:30 pm local time.

Don't fall victim to a frivolous tax argument or abusive scheme. Be on guard for tax scams and recognize that if something sounds too good to be true, it probably is.

Office of Thrift Supervision

Compliance Policy
1700 G St., NW
Washington, DC 20552
202-906-6000
Toll free: 1-800-842-6929
www.ots.treas.gov

The Office of Thrift Supervision handles complaints about Federal savings and loans and Federal savings banks.

United States Mint

Customer Service Center
801 9th St., NW
Washington, DC 20220
Toll free: 1-800-872-6468
www.usmint.gov

Department of Veterans Affairs (VA)

Toll free: 1-800-827-1000
TTY: 1-800-829-4833
www.va.gov

For information about VA medical care or benefits, write, call or visit your nearest VA facility.

Consumer Affairs Service

810 Vermont Ave., NW
Washington, DC 20420
202-273-5770
Fax: 202-273-5716
www.va.gov

Contact the Consumer Affairs Service for consumer information or general assistance.

National Cemetery Administration

810 Vermont Ave., NW
Washington, DC 20420
202-273-5221
Fax: 202-273-6698
www.va.gov

Contact the National Cemetery Administration for information about burials, headstones or markers, the State Cemetery Grants Program, and presidential memorial certificates.

Veterans Benefits Administration

810 Vermont Ave., NW
Washington, DC 20420
202-461-9760 (Publications Only)
Toll free: 1-800-827-1000
www.va.gov

Veterans Health Administration

810 Vermont Ave., NW
Washington, DC 20420
Toll free: 1-877-222-8387
Fax: 202-273-9609

Environmental Protection Agency (EPA)

Energy Star® Program

1200 Pennsylvania Ave., NW
Room 6202J
Washington, DC 20460
Toll free: 1-888-STAR-YES (1-888-782-7937)
e-mail: info@energystar.gov
www.energystar.gov

The ENERGY STAR® label is awarded to products for the home and office that are highly energy efficient. Buying appliances, consumer electronics, lighting, heating and cooling equipment, and other products that carry this label can help protect the environment and save money.

Indoor Air Quality Information Clearinghouse (IAQ INFO)

PO Box 37133
Washington, DC 20013-7133
703-356-4020
Toll free: 1-800-438-4318
Fax: 703-356-5386
e-mail: IAQINFO@aol.com
www.epa.gov/iaq/iaqxline.html

The IAQ is central source of information on indoor air quality. The website lists numerous toll-free numbers and has links to information specialists and publications.

Inspector General's Fraud, Waste and Abuse Hotline

1200 Pennsylvania Ave., NW, Mail Code 2491T
Washington, DC 20460
202-566-2476
Toll free: 1-888-546-8740
Fax: 202-566-2549
e-mail: oig_hotline@epa.gov
www.epa.gov/oig/ombudsman-hotline.htm

EPA Headquarters Information Resources Center

1200 Pennsylvania Ave., NW
Mail Code 3404T
Washington, DC 20460
202-566-0556
Fax: 202-556-0562
e-mail: library-hq@epa.gov
www.epa.gov/natlibra/hqirc

This is the EPA headquarters library, which provides assistance in locating EPA and environmental information, including general interest, non-technical publications on a variety of environmental topics.

National Pesticide Information Center

Oregon State University
333 Weniger Hall
Corvallis, OR 97331-6502
Toll free: 1-800-858-7378 (United States, Puerto Rico, Virgin Islands)
Fax: 541-737-0761
e-mail: npic@ace.orst.edu
npic.orst.edu
A service that provides objective, science-based information about a wide variety of pesticide-related subjects, including: pesticide products, recognition and management of pesticide poisonings, toxicology, environmental chemistry.

Resource Conservation and Recovery Act

RCRA, Superfund and EPCRA Hotline
Washington, DC 20460
703-412-9810 (DC metro area)
Toll free: 1-800-424-9346 (Outside DC)
TTY: 1-800-553-7672; 703-412-3323 (local)
Fax: 703-412-3333
e-mail: epahotline@bah.com
www.epa.gov/epaoswer/hotline

Safe Drinking Water Hotline

703-412-3330
Toll free: 1-800-426-4791
e-mail: hotline-sdwa@epamail.epa.gov
www.epa.gov/safewater
The Office of Ground Water and Drinking Water oversees implementation of the Safe Drinking Water Act, which is the national law safeguarding tap water in America.

Toxic Substances Control Act Assistance Information Service Hotline (TSCA)

202-554-1404
Fax: 202-554-5603
e-mail: tsca-hotline@email.epa.gov

Equal Employment Opportunity Commission

Office of Communications and Legislative Affairs

1801 L St., NW
Washington, DC 20507
202-663-4900
Toll free: 1-800-669-4000
TTY: 202-663-4494
www.eeoc.gov

Federal Communications Commission (FCC)

Consumer & Governmental Affairs Bureau (CGB)

445 12th St., SW
 Washington, DC 20554
 Toll free: 1-888-CALL-FCC (225-5322)
 TTY: 1-888-TELL-FCC (835-5322)
 Fax: 1-866-418-0232
 e-mail: fccinfo@fcc.gov
www.fcc.gov
 FCC accepts public inquiries, informal complaints, and questions regarding cable, radio, satellite, telephone, television and wireless services.

Federal Reserve Board

Federal Reserve Consumer Help

PO Box 1200
 Minneapolis, MN 55480
 Toll free: 1-888-851-1920 (8 am-6 pm, CST)
 TTY: 1-877-766-8533 (Toll free)
 Fax: 1-877-888-2520 (Toll free)
www.federalreserveconsumerhelp.gov
 The Federal Reserve Board has consolidated its consumer channels to allow for more efficient investigation of complaints about state member banks.

★ **Federal Deposit Insurance Corporation (FDIC)**

Division of Supervision and Consumer Protection
 Consumer Response Center
 2345 Grand Boulevard, Ste 100
 Kansas City, MO 64108
 Toll free: 1-877-ASK-FDIC (1-877-275-3342)
 TTY: 1-800-925-4618 (Toll free)
 Fax: 816-234-9060
www.fdic.gov
 FDIC handles questions about federal deposit insurance coverage and complaints about FDIC-insured state banks which are not members of the Federal Reserve System.

★ **Federal Trade Commission (FTC)**

Federal Trade Commission

Bureau of Consumer Protection
 Consumer Response Center
 600 Pennsylvania Ave., NW
 Washington, DC 20580
 Toll free: 1-877-FTC-HELP (382-4357)
 TTY: 1-866-653-4261 (Toll free)
www.ftc.gov
 The FTC works for the consumer to prevent fraudulent, deceptive, and unfair business practices in the marketplace and to provide information to help consumers spot, stop, and avoid them. To file a complaint or to get free information on consumer issues, visit the website or call the toll-free numbers above. The FTC records Internet, telemarketing, identity theft, and other fraud-related complaints in Consumer Sentinel, a secure, online database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad.

Federal Maritime Commission (FMC)

Federal Maritime Commission (FMC)

Office of Consumer Affairs
 & Dispute Resolution Service
 800 North Capitol St., NW
 Washington, DC 20573
 202-523-5807
 Fax: 202 275-0059
 e-mail: Complaints@fmc.gov
www.fmc.gov/bureau/OfficeofConsumerAffairsandDisputeResolutionServices.asp
 FMC is the regulatory agency overseeing ocean carriers and certain other entities, operating in the waterborne foreign commerce of the U.S. FMC assists consumers engaged in disputes with transporting carriers, ocean transportation intermediaries and cruise operators.

★ **General Services Administration (GSA)**

Federal Citizen Information Center

Federal Citizen Information Center (FCIC)
 1800 F St., NW, Room G-142
 Washington, DC 20405
 202-501-1794
 Toll free: 1-800-FED-INFO
 Fax: 202-501-4281
www.USA.gov
www.pueblo.gsa.gov
www.ConsumerAction.gov
www.GobiernoUSA.gov
www.consumidor.gov
 FCIC publishes the free, quarterly Consumer Information Catalog, which lists more than 200 free

FEDERAL AGENCIES

General Services Administration, continued

and low-cost Federal booklets on a wide variety of consumer topics, and maintains a family of websites to help provide free, timely and useful information to citizens. Consumers can get the information they need in three ways: through printed publications, by calling toll-free 1-800 (FED) INFO (333-4636), or by visiting USA.gov, the U.S. government's official web portal.

Surplus Federal Property Sales

1800 F St., NW
Washington, DC 20405
Toll free: 1-800-488-3111
www.gsa.gov, GSA homepage
gsaauctions.gov, GSA online auctions
GSA helps federal agencies dispose of unneeded property by selling directly to the public. They sell personal property, real estate, and vehicles to the public. The GSA Auctions® e-tool offers the general public the opportunity to bid electronically on many federal assets. The auctions are web-enabled, allowing all registered participants to bid on a single item or multiple items (lots) within specified timeframes. To access GSA Auctions, visit the second website listed above.

National Archives and Records Administration

8601 Adelphi Rd.
College Park, MD 20740-6001
Toll free: 1-866-272-6272
TTY: 301-837-0482
Fax: 301-837-0483
e-mail: inquire@nara.gov
www.nara.gov
NARA is an independent federal agency that helps preserve our nation's history by overseeing the management of all federal records.

National Council on Disability (NCD)

Director of Communications
1331 F St., NW, Ste. 850
Washington, DC 20004
202-272-2004
TTY: 202-272-2074
Fax: 202-272-2022
e-mail: ncd@ncd.gov
www.ncd.gov
The National Council on Disability is an independent federal agency making recommendations to the President and Congress on policies affecting Americans with disabilities. NCD works to empower individuals with disabilities and to promote equal opportunity.

National Credit Union Administration

National Credit Union Administration (NCUA)

1775 Duke St.
Alexandria, VA 22314-3428
703-518-6300
Toll free: 1-800-827-9650 (Fraud Hotline)
e-mail: pacamail@ncua.gov
www.ncua.gov
NCUA is the federal agency that charters and supervises federal credit unions and insures savings in federal and most state-chartered credit unions across the country through the National Credit Union Share Insurance Fund.

National Labor Relations Board

Division of Information
1099 14th St., NW
Washington, DC 20570-0001
202-273-1991
Toll free: 1-866-667-NLRB (6572)
TTY: 1-866-315-NLRB (6572)
Fax: 202-273-1789
www.nlr.gov
The NLRB conducts elections to determine whether or not employees want union representation and investigates and remedies unfair labor practices by employers and unions.

Pension Benefit Guaranty Corporation

Contact Center

Consumer Contact Center
PO Box 151750
Alexandria, VA 22315-1750
Toll free: 1-800-400-PBGC (7242)
Fax: 202-326-4047 or 202-326-4147
www.pb.gc.gov
www.pb.gc.gov/workers-retirees/header-footer-general/content/page13308.html, Contact Us
Questions and comments about the website should go to webmaster@pb.gc.gov.
Personal Pension Inquiries should go to mypension@pb.gc.gov. When you call, it helps to have your Social Security number and your plan's name or number, which can be found on the upper left corner of letters sent to members.

Railroad Retirement Board

844 North Rush St.
Chicago, IL 60611-2092
312-751-7139
Toll free: 1-800-808-0772 (Helpline)
TTY: 312-751-4701
www.rrb.gov/default.asp

The Railroad Retirement Board is an independent agency in the executive branch of the Federal Government. The Board's primary function is to administer comprehensive retirement-survivor and unemployment-sickness benefit programs for the nation's railroad workers and their families, under the Railroad Retirement and Railroad Unemployment Insurance Acts.

★ **Securities and Exchange Commission (SEC)**

Office of Investor Education and Assistance

100 F St., NE
Washington, DC 20549-0213
202-551-6551
Toll free: 1-800-SEC-0330
Fax: 202-772-9295
www.sec.gov/complaint.shtml
www.sec.gov/investor.shtml, investor information

Small Business Administration (SBA)

409 3rd St., SW, Ste. 7600
Washington, DC 20416
202-205-6740
Toll free: 1-800-U-ASK-SBA (827-5722)
(Information)
TTY: 704-344-6640
Fax: 202-481-6190
e-mail: answerdesk@sba.com
www.sba.gov

SBA offices are located in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. For the office nearest you, look under "U.S. Government" in your telephone directory.

Social Security Administration

Office of Public Inquiries

2555 Windsor Park Bldg.
6401 Security Blvd.
Baltimore, MD 21235
Toll free: 1-800-772-1213
www.socialsecurity.gov

The Social Security Administration provides retirement, survivors and disability benefits, as well as administers Supplemental Security Income (SSI) payments. To report Social Security or SSI fraud, call toll free: 1-800-269-0271.

Surface Transportation Board (STB)

1925 K St., NW
Washington, DC 20423-0001
202-565-1500
www.stb.dot.gov

The STB resolves railroad rate and service disputes and reviews proposed railroad mergers. The STB is decisionally independent, although it is administratively affiliated with the Department of Transportation.

U.S. Postal Service

Vice President and Consumer Advocate

475 L'Enfant Plaza, SW
Room 10427
Washington, DC 20260-2200
202-268-2282
Toll free: 1-800-ASK-USPS (275-8777)
TTY: 1-877-889-2457
www.usps.gov

The US Postal Service Consumer Advocate listens to the voice of the customer and amplifies the message to postal management. Through proactive external messaging, the Consumer Advocate also channels information from the Postal Service to customers on postal policy and procedures and on ways to get the most from their Post Office.

United States Postal Inspection Service

Criminal Investigations Service Center
ATTN: Mail Fraud
222 S. Riverside Plaza, Ste. 1250
Chicago, IL 60606-6100
www.usps.gov/postalinspectors

If you believe you have been the victim of a crime involving the U.S. mail or need assistance with postal-related problems of a law enforcement nature, you should contact your nearest Postal Inspection Service office. Addresses and telephone numbers can be found in the government pages of your telephone book or by visiting the Postal Inspection Service website.