

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, Suite 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](mailto:info@access-board.gov)  
[www.access-board.gov](http://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](http://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](mailto:oea@cftc.gov)  
[www.cftc.gov](http://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: 301-504-0127  
 E-mail: [info@cpsc.gov](mailto:info@cpsc.gov)  
[www.cpsc.gov](http://www.cpsc.gov)  
[www.recalls.gov](http://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](mailto:webmaster@aphis.usda.gov)  
[www.aphis.usda.gov](http://www.aphis.usda.gov)

Dept. of Agriculture, continued

### The Cooperative State Research, Education, and Extension Service (CSREES)

1400 Independence Ave., SW  
Mail Stop 2215  
Washington, DC 20250-2215  
202-720-7947  
Fax: 202-690-3162  
[www.csrees.usda.gov](http://www.csrees.usda.gov)  
[www.extension.org](http://www.extension.org)  
To find your local Cooperative Extension office, consult the county government lists in your local telephone directory. For online resources, go to [www.eXtension.org](http://www.eXtension.org).

### Center for Nutrition Policy and Promotion

Food, Nutrition and Consumer Services  
3101 Park Center Dr., 10 Fl.  
Alexandria, VA 22302-1594  
703-305-7600  
Fax: 703-305-3300  
[www.cnpp.usda.gov](http://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](mailto:webmaster@fns.usda.gov)  
[www.fns.usda.gov](http://www.fns.usda.gov)

### Meat and Poultry Hotline

Food Safety and Inspection Service  
Toll free: 1-888-MPHotline (10am-4pm ET,  
English/Spanish)  
TTY: 1-800-256-7072  
E-mail: [mph hotline.fsis@usda.gov](mailto:mph hotline.fsis@usda.gov)  
[www.fsis.usda.gov](http://www.fsis.usda.gov)

### Information Line USDA

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

## Department of Commerce

### Bureau of the Census

4600 Silver Hill Road  
Washington, DC 20233  
301-763-INFO (4636)  
Toll free: 1-800-923-8282  
Fax: 301-457-4714  
[www.census.gov](http://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: 301-975-8091  
E-mail: [owm@nist.gov](mailto:owm@nist.gov)  
[www.nist.gov/owm](http://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  
[www.seafood.nmfs.noaa.gov](http://www.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](http://www.uspto.gov)

Trademarks: Commissioner for Trademarks  
Attention MPU  
PO Box 1451  
Alexandria, VA 22313-1451  
E-mail: [TrademarkAssistanceCenter@uspto.gov](mailto:TrademarkAssistanceCenter@uspto.gov)

Patents: Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450  
E-mail: [usptoinfo@uspto.gov](mailto:usptoinfo@uspto.gov)

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Department of Defense

National Committee for Employer Support of the Guard and Reserve

1555 Wilson Blvd., Suite 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

Publications Center (EDPUBS)

8242 Sandy Court  
PO Box 1398  
Jessup, MD 20794-1398  
Para español, llame al: 1-877-433-7827  
Toll free: 1-877-433-7827  
TTY: 1-877-576-7724 (Toll free)  
Fax: 301-470-1244

E-mail: [edpubs@inet.ed.gov](mailto:edpubs@inet.ed.gov)  
[www.edpubs.ed.gov](http://www.edpubs.ed.gov)

This office helps consumers identify and order free publications and resources from the U.S. Department of Education.

400 Maryland Ave., SW  
Washington, DC 20202-2800  
Toll free: 1-800-872-5327  
TTY: 1-800-437-0833  
Fax: 202-401-0689  
[www.ed.gov](http://www.ed.gov), Federal Resources for Educational Excellence

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](mailto:USA_LEARN@ed.gov)  
[www.ed.gov/about/contacts/tollfree/index.html](http://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: 1-888-814-6252  
TTY: 1-800-437-0833 (Toll free)  
Fax: 202-401-0689  
E-mail: [NoChildLeftBehind@ed.gov](mailto:NoChildLeftBehind@ed.gov)  
[www.ed.gov/nclb/landing.jhtml](http://www.ed.gov/nclb/landing.jhtml)  
No Child Left Behind is an initiative to ensure that all children receive a high quality education and requires greater accountability for that success by individual schools and school districts.

National Library of Education

400 Maryland Ave., SW  
BE-101  
Washington, DC 20202  
202-205-5019  
Toll free: 1-800-424-1616  
TTY: 202-205-7561  
E-mail: [library@ed.gov](mailto:library@ed.gov)  
The National Library of Education (NLE) serves as the federal government's primary resource center for education information, providing collections and information services to the public, education community and other government agencies on current and historical programs, activities and publications of the U.S. Department of Education, federal education policy, and education research.

Educational Resources Information Center (ERIC)

Toll free: 1-800-538-3742  
E-mail: [support@eric.com](mailto:support@eric.com)  
[www.eric.ed.gov](http://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

E-mail: [listserv@listserv.ed.gov](mailto:listserv@listserv.ed.gov)  
[www.ed.gov/news/newsletters/edinformo/index.html?src=ln](http://www.ed.gov/news/newsletters/edinformo/index.html?src=ln)  
Join the EDInfo mailing list by:  
1. Addressing an email message to [listserv@listserv.ed.gov](mailto:listserv@listserv.ed.gov)  
2. Writing this (and nothing else) in the message: subscribe EDInfo yourfirstname yourlastname (for example "subscribe EDInfo John Doe").



Dept. of Education, continued

### Information Resource Center

400 Maryland Ave., SW  
Washington, DC 20202-0498  
202-401-2000 (DC Metro Area)  
Toll free: 1-800-872-5327  
TTY: 1-800-437-0833  
E-mail: [education@custhelp.com](mailto:education@custhelp.com)  
[www.ed.gov/about/offices/list/oia/irc.html](http://www.ed.gov/about/offices/list/oia/irc.html)  
The Information Resource Center provides customers with accurate education information and offers guidance in accessing education resources.

### 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](http://www.ed.gov/about/offices/list/osers/index.html)

### Federal Student Aid Information Center

319-337-5665  
Toll free: 1-800-433-3243  
TTY: 1-800-730-8913  
Fax: 202-708-7970  
E-mail: [OPE\\_SFA@ed.gov](mailto:OPE_SFA@ed.gov)  
[www.ed.gov/finaid.html](http://www.ed.gov/finaid.html)  
[www.studentaid.ed.gov](http://www.studentaid.ed.gov), for students  
[www.ifap.ed.gov](http://www.ifap.ed.gov), for financial aid professionals  
[www.dl.ed.gov](http://www.dl.ed.gov), for information about direct loans  
The Center provides information about federal student aid for teachers, parents, students, administrators and others. They provide comprehensive information on federal student aid programs, including a Financial Aid and Scholarship Wizard, college savings calculator, and a career finder.

## Department of Energy

### Public Affairs

Department of Energy  
1000 Independence Ave., SW  
Washington, DC 20585  
202-586-5575  
Toll free: 1-800-342-5363  
Fax: 202-586-9987  
[www.doe.gov](http://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](mailto:eereic@ee.doe.gov)  
[www.eere.energy.gov/consumer](http://www.eere.energy.gov/consumer)

### Office of Scientific and Technical Information (OSTI)

One Science.gov Way  
PO Box 62 (ZIP: 37830)  
Oak Ridge, TN 37831  
865-576-1188  
865-576-8401 (Document Requests)  
Fax: 865-576-3589  
[www.osti.gov](http://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 20201  
[www.acf.hhs.gov](http://www.acf.hhs.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 & Families (ACF)  
1250 Mayland Ave., SW, 8th Fl.  
Washington, DC 20024  
703-385-7565  
Toll free: 1-800-394-3366 (M-F, 9am-5:30pm ET)  
Fax: 703-385-3206  
E-mail: [info@childwelfare.gov](mailto:info@childwelfare.gov)  
[www.childwelfare.gov](http://www.childwelfare.gov)  
[www.childwelfare.gov/espanol/](http://www.childwelfare.gov/espanol/), Spanish website

Automotive

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**Administration on Aging**

Washington, DC 20201  
202-619-0724  
Fax: 202-357-3555  
E-mail: [aoainfo@aoa.hhs.gov](mailto:aoainfo@aoa.hhs.gov)  
[www.aoa.gov](http://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 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  
From Outside the United States: 301-419-3900  
(When the operator answers – ask for the Eldercare Locator line)  
Toll free: 1-800-677-1116 (M-F, 9 A.M. - 8 P.M. ET)  
TTY: 1-800-677-1116 (Toll free)  
E-mail: [eldercarelocator@infospherix.com](mailto:eldercarelocator@infospherix.com)  
[www.eldercare.gov](http://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 (n4a) 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: 1-800-634.2273 (24 hours a day,  
7 days a week)  
TTY: 1-866-226-1819 (Toll free)  
[www.medicare.gov](http://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 (CDC)**

1600 Clifton Rd.  
Atlanta, GA 30333  
404-498-1515 (Public Inquiries)  
Toll free: 1-800-311-3435  
[www.cdc.gov](http://www.cdc.gov)  
[www.cdc.gov/spanish](http://www.cdc.gov/spanish), en español

**CDC National STD Hotline**

Centers for Disease Control and Prevention (CDC)  
Toll free: 1-800-232-4636 (24 hrs.)  
TTY: 1-800-243-7889 (M-F, 10 A.M. - 10 P.M. - Toll free)  
[www.cdc.gov/std](http://www.cdc.gov/std)

**Food and Drug Administration (FDA)**

5600 Fishers Lane  
Rockville, MD 20857-0001  
Toll free: 1-888-463-6332  
[www.fda.gov](http://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: 1-888-723-3366 (10 A.M. - 4 P.M. EST)  
[www.cfsan.fda.gov](http://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](mailto:NIHinfo@od.nih.gov)  
[www.nih.gov](http://www.nih.gov)  
[www.salud.nih.gov](http://www.salud.nih.gov), Spanish website  
The National Institutes of Health (NIH) is the primary Federal agency for conducting and supporting medical research.

**National Runaway Switchboard**

Administration for Children & Families (ACF)  
3080 N. Lincoln Ave.  
Chicago, IL 60657  
Toll free: 1-800-786-2929, 24/7  
E-mail: [info@nrscrisisline.org](mailto:info@nrscrisisline.org)  
[www.1800runaway.org](http://www.1800runaway.org)

Dept. of HHS, continued

**Office of Child Support Enforcement**

Administration for Children & Families (ACF)  
370 L'Enfant Promenade, SW  
Washington, DC 20447  
202-401-9373  
[www.acf.hhs.gov/programs/cse/](http://www.acf.hhs.gov/programs/cse/)

**Office For Civil Rights**

Filing Complaints with OCR  
200 Independence Ave. SW Room 509F, HHH Building  
Washington, DC 20201  
Toll Free: 1-800-368-1019  
TTY: 1-800-537-7697  
E-mail: [ocrprivacy@hhs.gov](mailto:ocrprivacy@hhs.gov)  
[www.dhhs.gov/ocr](http://www.dhhs.gov/ocr)

**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](mailto:info@nhic.org)  
[www.health.gov/nhic](http://www.health.gov/nhic)  
[www.healthfinder.gov](http://www.healthfinder.gov)  
[www.healthfinder.gov/espanol](http://www.healthfinder.gov/espanol), Spanish website  
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. NHIC also maintains [www.healthfinder.gov](http://www.healthfinder.gov).

**National Cancer Institute (NCI)**

National Institutes of Health  
NCI Public Inquiries Office  
6116 Executive Boulevard - Room 3036A  
Bethesda, MD 20892-8322  
Toll free: 1-800-422-6237 (M-F, 9 A.M. - 4:30 P.M. EST, English/Spanish)  
TTY: 1-800-332-8615 (Toll free)  
[www.cancer.gov](http://www.cancer.gov)  
[www.cancer.gov/espanol](http://www.cancer.gov/espanol), Spanish website  
<https://cissecure.nci.nih.gov/livehelp/welcome.asp>,  
(Live help online chat, M-F 9 A.M. - 11 P.M. EST)

**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](mailto:nimhinfo@nih.gov)  
[www.nimh.nih.gov](http://www.nimh.nih.gov)

NIMH is the federal agency that conducts and supports research that seeks to understand, treat, and prevent mental illness. 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  
E-mail: [fitness@hhs.gov](mailto:fitness@hhs.gov)  
[www.fitness.gov](http://www.fitness.gov)

**HHS-TIPS Fraud Hotline**

Office of Inspector General  
Attn: HOTLINE  
PO Box 23489  
Washington, DC 20026  
Toll free: 1-800-447-8477  
TTY: 1-800-377-4950  
Fax: 1-800-223-8164 (Toll free)  
E-mail: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)  
[www.oig.hhs.gov](http://www.oig.hhs.gov)

**HIV/AIDS Prevention**

Centers for Disease Control and Prevention (CDC)  
Toll free: 1-800-232-4636 (24 hrs., 7 days a week, in English and Español)  
TTY: 1-888-232-6348 (Toll free)  
E-mail: [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)  
[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

**AIDSinfo**

Centers for Disease Control and Prevention (CDC)  
PO Box 6303  
Rockville, MD 20849-6303  
Toll free: 1-800-448-0440 (English/Español 12 P.M.- 5 P.M.)  
TTY: 1-888-480-3739 (Toll free)  
Fax: 301-519-6616  
E-mail: [ContactUs@aidsinfo.nih.gov](mailto:ContactUs@aidsinfo.nih.gov)  
[aidsinfo.nih.gov](http://aidsinfo.nih.gov)  
[www.aidsinfo.nih.gov/infoSIDA](http://www.aidsinfo.nih.gov/infoSIDA), Spanish  
[www.aidsinfo.nih.gov/LiveHelp/](http://www.aidsinfo.nih.gov/LiveHelp/), Live help (M-F, 12 P.M. - 4 P.M. EST Spanish-speaking agents available)

Automotive

BBB

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Department of Homeland Security

Washington, DC 20528  
202-282-8000  
www.dhs.gov

U.S. Customs and Border Protection

1300 Pennsylvania Ave., NW  
Washington, DC 20229  
202-354-1000  
Toll free: 1-877-227-5511  
TTY: 1-866-880-6582  
Fax: 202-927-1380  
www.cbp.gov

United States Coast Guard

Coast Guard Headquarters  
2100 Second Street, SW  
Washington, DC 20593  
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

Bureau of Citizenship and Immigration Services (USCIS)

20 Massachusetts Avenue, NW  
Washington, DC 20529  
Toll free: 1-800-375-5283  
(National Customer Service Center)  
TTY: 1-800-767-1833  
www.uscis.gov  
The USCIS is responsible for processing immigration  
and naturalization applications and establishing  
policies regarding immigration services.

Ready Campaign

Washington, DC 20528  
202-282-8010  
Toll free: 1-888-735-4786 (Spanish)  
TTY: 202-447-3543  
E-mail: ready@dhs.gov  
www.ready.gov  
www.listo.gov, Spanish language version  
or www.Ready.gov

Transportation Security Administration

601 South 12th St.  
Arlington, VA 22202-4220  
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.

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: 1-888-379-9531  
TTY: 1-800-427-5593 (Toll free)  
Fax: 202-646-2531  
E-mail: floodsmart@dhs.gov  
www.floodsmart.gov

FEMA Disaster Assistance

PO Box 10055  
Hyattsville, MD 20782-7055  
Toll free: 1-800-621-3362  
TTY: 1-800-462-7585 (Toll free)  
Fax: 1-800-827-8112 (Toll free)  
E-mail: FEMA-Correspondence-Unit@dhs.gov  
www.fema.gov/assistance/index.shtm

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

Federal Housing Administration

451 7th Street, SW  
Washington, DC 20410  
Toll free: 1-800-225-5342  
TTY: 202-708-1455  
E-mail: hud@custhelp.com  
portal.hud.gov  
answers.hud.gov  
hud.custhelp.com

## Dept. of HUD, continued

FHA provides mortgage insurance on single-family, multifamily, manufactured home, and hospital loans made by FHA-approved lenders throughout the United States and its territories.

**Home Improvement Branch**

451 Seventh St., SW, Room 9272  
Washington, DC 20410  
202-708-2121  
Fax: 202-708-4308  
[www.hud.gov/improvements](http://www.hud.gov/improvements)

**Single Family Housing Program Development**

Home Mortgage Insurance Division  
451 Seventh St., SW, Room 9266  
Washington, DC 20410  
202-708-2121  
Fax: 202-708-4308  
[www.hud.gov](http://www.hud.gov)

**Inspector General's Fraud Hotline**

HUD OIG Hotline(GFI)  
451 7th St., SW  
Washington, DC 20410  
202-708-4200  
Toll free: 1-800-347-3735 (Outside DC)  
TTY: 1-202-708-2451  
Fax: 202-708-4829  
E-mail: [hotline@hudoig.gov](mailto:hotline@hudoig.gov)  
[www.hud.gov/offices/oig/hotline](http://www.hud.gov/offices/oig/hotline)  
The OIG accepts reports of fraud, waste, abuse, and serious mismanagement in HUD-funded programs and operations and refers such allegations to OIG investigators and auditors, or to HUD program officials to ensure that allegations of wrongdoing are independently addressed.

**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  
Toll free: 1-800-927-2891  
Fax: 202-708-4213  
E-mail: [mhs@hud.gov](mailto:mhs@hud.gov)  
[www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm](http://www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm),  
Manufactured Housing  
[www.hud.gov/offices/hsg/sfh/mps/mpshome.cfm](http://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](http://www.hud.gov), Office of Affordable Housing

**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  
E-mail: [fheo\\_webmanager@hud.gov](mailto:fheo_webmanager@hud.gov)  
[www.hud.gov/complaints/housediscrim.cfm](http://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 9154  
Washington, DC 20410  
202-708-0502  
Toll free: 1-800-225-5342  
Fax: 202-708-4559  
E-mail: [hsg-respa@hud.gov](mailto:hsg-respa@hud.gov)  
[www.hud.gov/offices/hsg/sfh/res/respa\\_hm.cfm](http://www.hud.gov/offices/hsg/sfh/res/respa_hm.cfm),  
RESPA  
[www.hud.gov/offices/hsg/sfh/ils/ilshome.cfm](http://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 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](http://www.ada.gov)

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State &amp; Local

Trade &amp; Professional

Index



**Drug Enforcement Administration (DEA)**

8701 Morrisette Drive  
 Springfield, VA 22152  
 202-307-1000  
[www.dea.gov](http://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  
 Fax: 202-693-7888  
[www.dol.gov/odep](http://www.dol.gov/odep)

**U.S. Department of Labor National Contact Center**

Toll free: 1-866-487-2365  
 TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov](http://www.dol.gov)

**Employee Benefits Security Administration**

Office of Program Services  
 Department of Labor, Room N5623  
 200 Constitution Ave., NW  
 Washington, DC 20210  
 Toll free: 1-866-444-3272  
 TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov/ebsa](http://www.dol.gov/ebsa)  
 The Employee Benefits Security Administration provides information and assistance on private sector, employer-sponsored retirement benefit and health benefit plans.

**Employment Standards Administration**

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

**Employment and Training Administration**

Office of Outreach  
 Department of Labor, Room N4643  
 200 Constitution Ave., NW  
 Washington, DC 20210  
 Toll free: 1-877-872-5627  
 TTY: 1-877-889-5627 (Toll free)  
[www.doleta.gov](http://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 (1-800-321-6742)  
 TTY: 1-877-889-5627 (Toll free)  
[www.osha.gov](http://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 (1-866-487-2365)  
 TTY: 1-877-889-5627 (Toll free)  
[www.dol.gov/vets](http://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/](http://www.dol.gov/wb/)  
 Established in 1920, the mission of the Women's Bureau is "to improve the status of wage-earning women, improve their working conditions, increase their efficiency, and advance their opportunities for profitable employment." Today's Women's Bureau promotes an environment that is responsive to the demands and challenges of the 21st Century workforce. The Bureau sponsors four Strengthening the Family Initiatives, which include Better Jobs!, Better Earnings!, Better Living!, and Value-Added Supporters! These initiatives will help prepare women for tomorrow's jobs and ensure opportunities for American women to achieve their potential in the workplace. The Women's Bureau provides programs, information, resources, and referral services for its constituents through one national and ten regional offices.

## Department of State

### Overseas Citizens Services

Washington, DC 20520  
 202-647-5225 (Emergencies and Non-emergencies,  
 Mon.-Fri., 8:15 A.M. - 10 P.M.)  
 202-647-4000 (After hours emergencies, Sundays, and  
 holidays, ask for the duty officer)  
 Toll free: 1-888-407-4747  
[www.travel.state.gov](http://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: 1-877-487-2778  
 TTY: 1-888-874-7793 (Toll free)  
[www.travel.state.gov/passport](http://www.travel.state.gov/passport)  
 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.

### Visa Services

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

## 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](http://www.usbr.gov)

### Minerals Management Service

1849 C Street NW  
 Washington, DC 20240  
 202-208-3985 (Public Affairs)  
[www.mms.gov](http://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](http://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  
 The BLM-managed public lands offer more diverse  
 recreational opportunities than any other Federal  
 agency. BLM's website provides information on such  
 topics as energy, fire, grazing lands, wild horses and  
 borros, and recreation.

### Fish and Wildlife Service

1849 C Street, NW  
 MS 3351  
 Washington, DC 20240  
 202-208-5634 (Public Affairs)  
 Toll free: 1-800-344-9453  
[www.fws.gov](http://www.fws.gov)

### Geological Survey

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

### National Park Service

1849 C Street NW  
 Washington, DC 20240  
 202-208-4747 (Public Inquiries)  
[www.nps.gov](http://www.nps.gov)

## Department of the Treasury

### Alcohol and Tobacco Tax and Trade Bureau

Public Information Officer  
 1310 G Street, NW, 3rd Floor  
 Washington, DC 20220  
 202-927-8062  
 Fax: 202-927-5611  
 E-mail: [ttbquestions@ttb.treas.gov](mailto:ttbquestions@ttb.treas.gov)  
[www.ttb.gov](http://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: 1-877-874-4114  
 Fax: 202-874-3177  
[www.moneyfactory.gov](http://www.moneyfactory.gov)

### Dept. of the Treasury, continued

#### 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](http://www.publicdebt.treas.gov)

#### Comptroller of the Currency

Customer Assistance Group  
1301 McKinney St., Suite 3450  
Houston, TX 77010  
Toll free: 1-800-613-6743  
[www.occ.treas.gov](http://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](http://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](http://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 [www.irs.gov](http://www.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 Monday through Friday between 7:30 a.m. and 5:30 p.m. 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](http://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 Street, NW  
Washington, DC 20220  
Toll free: 1-800-872-6468  
TTY: 1-888-321-6468  
[www.usmint.gov](http://www.usmint.gov)

### 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](http://www.fmcsa.dot.gov)  
[www.fmcsa.dot.gov/factsfigs/moving.htm](http://www.fmcsa.dot.gov/factsfigs/moving.htm),  
information about your rights when moving  
[www.protectyourmove.gov](http://www.protectyourmove.gov), Interstate moving  
information  
The Federal Motor Carrier Safety Administration provides information about your rights when moving across state lines (interstate moves). Consumers should submit household goods (HHG) commercial complaints or dangerous safety violations involving a commercial truck or bus to this agency.

#### Federal Aviation Administration

800 Independence Ave., SW  
Washington, DC 20591  
202-366-4000  
Toll free: 1-866-835-5322  
[www.faa.gov](http://www.faa.gov)

#### Aviation Consumer Protection Division

Office of Aviation Enforcement & Proceedings  
1200 New Jersey Avenue, SE  
C-75  
Washington, DC 20590  
202-366-2220 (Airline service complaints)  
Toll free: 1-800-778-4838 (Air travelers with disabilities hotline)  
TTY: 202-366-0511; 1-800-455-9880  
E-mail: [airconsumer@dot.gov](mailto:airconsumer@dot.gov)  
[airconsumer.ost.dot.gov/problems.htm](http://airconsumer.ost.dot.gov/problems.htm)  
[airconsumer.ost.dot.gov/spanish/index.cfm](http://airconsumer.ost.dot.gov/spanish/index.cfm),  
Spanish  
Contact AIR Consumer Protection Division with airline service complaints.



Dept. of Transportation, continued

### Office of Safety (RRS)

Federal Railroad Administration office address:

1200 New Jersey Avenue, SE

Washington, DC 20090

202-493-6300

Fax: 202-493-6309

[www.fra.dot.gov](http://www.fra.dot.gov)

Railway Safety mailing address:

Federal Railroad Administration

400 Seventh Street, SW

Mail Stop 25

Washington, DC 20590

### National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue, SE,

West Building

Washington, DC 20590

Toll free: 1-888-327-4236,

Vehicle Safety Hotline

TTY: 1-800-424-9153

[www.nhtsa.dot.gov](http://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 Veterans Affairs (VA)

Toll free: 1-800-827-1000

TTY: 1-800-829-4833

[www.va.gov](http://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

202-461-7402

Fax: 202-273-5716

[www.va.gov](http://www.va.gov)

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

### National Cemetery Administration

810 Vermont Ave., NW

Washington, DC 20420

202-461-6240

Fax: 202-273-6698

[www.va.gov](http://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

202-461-9763 (Publications Only)

Toll free: 1-800-827-1000

[www.va.gov](http://www.va.gov)

### Veterans Health Administration

810 Vermont Ave., NW

Washington, DC 20420

Toll free: 1-877-222-8387

Fax: 202-273-9609

[www.va.gov/health](http://www.va.gov/health), Veteran health resources

### Environmental Protection Agency (EPA)

#### Energy Star Program

1200 Pennsylvania Ave., NW

Room 6202J

Washington, DC 20460

703-412-3086

Toll free: 1-888-782-7937

E-mail: [hotline@energystar.gov](mailto:hotline@energystar.gov)

[www.energystar.gov](http://www.energystar.gov)

The ENERGY STAR label is awarded to products for the home and office that are highly energy efficient. The program encourages the use of energy efficient products that both protect the environment and save consumers 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](mailto:IAQINFO@aol.com)

[www.epa.gov/iaq/iaqxline.html](http://www.epa.gov/iaq/iaqxline.html)

This agency is central source of information on indoor air quality. It is responsible for implementing the Indoor Environments Program, a voluntary (non-regulatory) program to address indoor air pollution.

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State &amp; Local

Trade &amp; Professional

Index

### Environmental Protection Agency, continued

#### Inspector General's Fraud, Waste and Abuse Hotline

1200 Pennsylvania Ave., NW, (2443)  
 Washington, DC 20460  
 202-566-2476  
 Toll free: 1-888-546-8740 (Fraud, Waste and Abuse Hotline)  
 Fax: 202-566-2549  
 E-mail: [oig\\_hotline@epa.gov](mailto:oig_hotline@epa.gov)  
<http://www.epa.gov/oig/ombudsman-hotline.htm>  
 EPA's Hotline Coordinator receives, reviews, and processes complaints and allegations about agency waste and abuse.

#### 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](mailto:library-hq@epa.gov)  
[www.epa.gov/natlibra/hqirc](http://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](mailto:npic@ace.orst.edu)  
[npic.orst.edu](http://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)

US EPA Office of Solid Waste (5305P)  
 1200 Pennsylvania Avenue, NW  
 Washington, DC 20460  
[www.epa.gov/osw](http://www.epa.gov/osw)

#### Safe Drinking Water Hotline

703-412-3330  
 Toll free: 1-800-426-4791  
[www.epa.gov/safewater/hotline](http://www.epa.gov/safewater/hotline)  
 The Office of Ground Water and Drinking Water helps protect public health by ensuring safe drinking water and protecting ground water. This office 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](mailto:tsca-hotline@email.epa.gov)  
[www.epa.gov](http://www.epa.gov)

### Equal Employment Opportunity Commission

#### Office of Communications and Legislative Affairs

1801 L St., NW  
 Washington, DC 20507  
 202-663-4191  
 Toll free: 1-800-669-4000  
 TTY: 202-663-4494 or 1-800-669-6820  
 Fax: 202-663-4912  
 E-mail: [info@eeoc.gov](mailto:info@eeoc.gov)  
[www.eeoc.gov](http://www.eeoc.gov)

### Federal Communications Commission (FCC)

#### Consumer Center

Consumer & Governmental Affairs Bureau (CGB)  
 445 12th St., SW  
 Washington, DC 20554  
 Toll free: 1-888-225-5322  
 TTY: 1-888-835-5322  
 Fax: 1-866-418-0232  
 E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[www.fcc.gov/cgb](http://www.fcc.gov/cgb)  
 FCC accepts public inquiries, informal complaints, and questions regarding cable, radio, satellite, telephone, television and wireless services.

**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: 1-877-275-3342  
 TTY: 1-800-925-4618 (Toll free)  
 Fax: 703-812-1020  
[www.fdic.gov](http://www.fdic.gov)  
<https://www4.fdic.gov/STARSMAIL/index.asp>,  
 Online Consumer Assistance Form  
 FDIC responds to questions about federal deposit insurance coverage and handles complaints and inquiries about FDIC-insured state banks that are not members of the Federal Reserve System.

**Federal Maritime Commission****Federal Maritime Commission (FMC)**

Office of the Secretary  
 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](mailto:Complaints@fmc.gov)  
[www.fmc.gov](http://www.fmc.gov)  
 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.

**Federal Reserve System****Federal Reserve Consumer Help**

PO Box 1200  
 Minneapolis, MN 55480  
 Toll free: 1-888-851-1920 (8am-6pm, CT)  
 TTY: 1-877-766-8533 (Toll free) (8am-6pm, CT)  
 Fax: 1-877-888-2520 (Toll free)  
 E-mail: [consumerhelp@federalreserve.gov](mailto:consumerhelp@federalreserve.gov)  
[www.federalreserveconsumerhelp.gov](http://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 Trade Commission (FTC)****Federal Trade Commission**

Bureau of Consumer Protection  
 Consumer Response Center  
 600 Pennsylvania Ave., NW  
 Washington, DC 20580  
 Toll free: 1-877-382-4357  
 TTY: 1-866-653-4261 (Toll free)  
[www.ftc.gov](http://www.ftc.gov)  
[www.OnGuardOnline.gov](http://www.OnGuardOnline.gov), Internet fraud protection  
 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.

**General Services Administration****Federal Citizen Information Center**

Federal Citizen Information Center (FCIC)  
 1800 F Street, NW  
 Room G-142  
 Washington, DC 20405  
 For Catalog Orders: Send your name and address to Catalog, Pueblo, CO 81009  
 202-501-1794  
 Toll free: 1-800-333-4636  
 Fax: 202-501-4281  
[www.USA.gov](http://www.USA.gov), the U.S. government's official web portal  
[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov), FCIC homepage  
[www.ConsumerAction.gov](http://www.ConsumerAction.gov), consumer information and tips  
[www.info.gov](http://www.info.gov), citizen services  
[www.kids.gov](http://www.kids.gov), USA.gov for kids  
[www.GobiernoUSA.gov](http://www.GobiernoUSA.gov), USA.gov in Spanish  
[www.consumidor.gov](http://www.consumidor.gov), consumer information in Spanish  
 FCIC publishes the free, quarterly Consumer Information Catalog, which lists more than 200 free 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 [www.USA.gov](http://www.USA.gov), the U.S. government's official web portal.



GSA, continued

**Surplus Federal Property Sales**

1800 F Street, NW  
 Washington, DC 20405  
 Toll free: 1-800-488-3111  
[www.gsa.gov](http://www.gsa.gov), GSA homepage  
[gsaauctions.gov](http://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. For more information, visit [www.gsa.gov](http://www.gsa.gov) and click "For Citizens." The GSA Auctions' e-tool offers the general public the opportunity to bid electronically on many federal assets. The auctions are completely web-enabled, allowing all registered participants to bid on a single item or multiple items (lots) within specified timeframes. To access GSA Auctions, visit [gsaauctions.gov](http://gsaauctions.gov).

**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](mailto:inquire@nara.gov)  
[www.archives.gov](http://www.archives.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,  
 Suite 850  
 Washington, DC 20004  
 202-272-2004  
 TTY: 202-272-2074  
 Fax: 202-272-2022  
 E-mail: [ncd@ncd.gov](mailto:ncd@ncd.gov)  
[www.ncd.gov](http://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](mailto:pacamail@ncua.gov)  
[www.ncua.gov](http://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: 1-866-667-6572  
 TTY: 1-866-315-6572  
 Fax: 202-273-1789  
[www.nlrb.gov](http://www.nlrb.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.

**Office of Personnel Management (OPM)**

1900 E Street, NW  
 Washington, DC 20415  
 202-606-1800  
 TTY: 202-606-2532  
 E-mail: [general@opm.gov](mailto:general@opm.gov)  
[www.opm.gov](http://www.opm.gov)  
 OPM manages the civil service of the federal government, coordinates the recruitment of new government employees, and manages their health insurance and retirement benefits programs. It also provides resources for locating student jobs, summer jobs, scholarships, and internships.

**Pension Benefit Guaranty Corporation****Customer Contact Center**

PO Box 151750  
 Alexandria, VA 22315-1750  
 Toll free: 1-800-400-7242  
 TTY: 1-800-877-8339  
 Fax: 202-326-4047 or 202-326-4147  
[www.pbgc.gov](http://www.pbgc.gov)  
[www.pbgc.gov/about/contact.html](http://www.pbgc.gov/about/contact.html)  
 The Pension Benefit Guaranty Corporation protects the retirement incomes of workers in private sector defined pension benefit plans.

**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](http://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 Advocacy**

100 F Street, NE  
 Washington, DC 20549-0213  
 202-551-6551  
 Toll free: 1-800-732-0330  
 Fax: 202-772-9295  
 E-mail: [help@sec.gov](mailto:help@sec.gov)  
[www.sec.gov/investor.shtml](http://www.sec.gov/investor.shtml), Investor information  
[www.sec.gov/complaint.shtml](http://www.sec.gov/complaint.shtml), Complaint form  
 The SEC's Office of Investor Education and Advocacy provides a variety of services to help individuals address the problems and questions they may face as an investor. OIEA's investor website above contains an extensive collection of free information on investing wisely and avoiding fraud.

**Small Business Administration (SBA)**

409 3rd Street, SW, Suite 7600  
 Washington, DC 20416  
 202-205-6740  
 Toll free: 1-800-827-5722 (Information)  
 TTY: 704-344-6640  
 Fax: 202-481-6190  
 E-mail: [answerdesk@sba.gov](mailto:answerdesk@sba.gov)  
[www.sba.gov](http://www.sba.gov)  
 The SBA helps Americans start, build, and grow businesses through an extensive network of field offices and partnerships with public and private organizations. 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](http://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)**

Department of Transportation  
 395 E Street, SW  
 Washington, DC 20423-0001  
 202-245-0245  
 TTY: 1-800-877-8339  
[www.stb.dot.gov](http://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.

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State &amp; Local

Trade &amp; Professional

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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: 1-800-275-8777  
TTY: 1-877-889-2457  
[www.usps.gov](http://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, Suite 1250  
Chicago, IL 60606-6100  
Toll free: 1-877-876-2455  
[postalinspectors.uspis.gov/](http://postalinspectors.uspis.gov/)

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.