

The background of the slide is a faded, waving American flag. The stars and stripes are visible but semi-transparent, allowing the text to be the primary focus.

Sharing Government Information with Citizens

**Federal Citizen Information Center
U.S. General Services Administration
Mary Levy, Director
Consumer Information and Outreach
April 16, 2008**

Our Information Channels

We provide citizens with the government information they need through channels of their choice

“It’s government made easy”

- Web: USA.gov and other web sites
- E-mail
- FAQ’s
- Web Chat
- E-mail updates
- Telephone: 1-800-FED INFO
- Publications: Pueblo, CO 81009

USA.gov

- The official portal of the U.S. Government
- Catalogs millions of federal and state web pages for ease of navigation
- Best-in-class search engine for government information
- **1.5 million** web sites link to USA.gov
- **97 million** visits in 2007

USA.gov Government Made Easy

Government Web | Images | News | USA.gov

Home About Us Site Index Frequent Questions Help Español Other Languages

for Citizens for Businesses and Nonprofits for Federal Employees Government-to-Government for Visitors to the U.S.

By Organization »

- A-Z Agency Index
- Federal Government
- State Government
- Local Government
- Tribal Governments A-Z

Contact Your Government »

- Frequently Asked Questions
- Call by Phone
- E-mail Us
- Chat With Us Online
- Visit an Office In-Person [more](#)

Reference Center »

- Data & Statistics
- Forms
- Laws & Regulations
- Libraries
- Photos and Multimedia [more](#)

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- [RSS](#) USA.gov RSS Feeds
- Government E-Newsletters
- Podcast & RSS Libraries

Citizens: *Get It Done Online!*

- Shop Government Auctions
- Apply for Government Jobs
- Contact Elected Officials
- Get or Renew a Passport
- E-file Your Taxes
- Check Tax Refund Status
- [100 More Online Services](#)

Government Information by Topic »

- **Benefits and Grants**
Loans, money, funding, financial aid, food stamps...
- **Jobs and Education**
Employment, career, workplace, labor, school, students, teachers...
- **Consumer Guides**
Identity theft, fraud, scams, recalls, consumer credit, debt...
- **Money and Taxes**
Unclaimed government money, credit, saving, retirement...
- **Defense and International**
Military, international affairs, trade, embassies, visas, immigration...
- **Public Safety and Law**
Crime, prison, law enforcement, disasters, emergencies...
- **Environment, Energy, and Agriculture**
Farms, food production, natural resources, conservation, weather...
- **Reference and General Government**
Libraries, forms, government news, laws, photos, maps, research...
- **Family, Home, and Community**
Housing, human services, community development...
- **Science and Technology**
Space, biology, Internet security, media, phone, radio, patents...
- **Health and Nutrition**
Medical, health care, insurance, diet, food stamps, fitness, public health...
- **Travel and Recreation**
Transportation, air, train, international, tourism...
- **History, Arts, and Culture**
Museums, libraries, genealogy, ethnic traditions...
- **Voting and Elections**
Voter registration, contact elected officials...

What's FREE this Month?

Order Free 2007 Consumer Action Handbook
This guide to being a smart shopper gives tips on buying a car or home, preventing identity theft, understanding credit, resolving problems after a purchase, a sample complaint letter, and more.

News and Features

- Family History and Genealogy
- Federal Tax Filing Deadline for 2007 is April 17
- Government May Owe You Money
- Identity Theft Information
- [News and Media](#)
- [Past News and Features](#)

By Audience

- Kids
- Parents
- Seniors
- Military and Veterans
- Español
- Americans Abroad
- [More Audiences](#)

Free E-mail Updates

Sign Up by Topic

Important Notices Privacy Contact Us Suggest-A-Link Link to Us

E.GOV USA.gov™ is the U.S. government's official web portal: Office of Citizen Services and Communications, U.S. General Services Administration
1800 F Street, NW, Washington, DC 20405
If you have questions about the federal government, check our [frequently asked questions](#), [e-mail USA.gov](#), or call 1 (800) FED INFO (1-800-333-4636).

White House
President George W. Bush

USA.gov

- Provides easy access to official government information and services from a single location
- Do not need to know organizational hierarchy or agency names
- Federal, state, local, territorial, and tribal information
- Rated #1 in the world by the United Nations World Public Sector report

GobiernoUSA.gov

- The official Spanish portal of the U.S. Government
- Over **32,500** web sites link to GobiernoUSA.gov
- **1.6 million** visits in 2007

Busque información del gobierno Buscar

Búsqueda avanzada Ayuda para búsquedas

Página principal Quiénes somos Contactos Mapa del sitio English Home

Recursos generales Recién llegados Negocios Visitantes extranjeros

Hágalo en línea

- Haga una cita con la oficina de inmigración de los EE.UU.
- Encuentre programas de ayuda del Gobierno
- Busque trabajos en el Gobierno federal
- Verifique el estatus de su caso de inmigración

Más servicios por Internet...

Temas

- Agricultura, energía y medio ambiente**
Recursos naturales, desarrollo rural, protección ambiental, calidad del aire y agua...
- Inmigración y ciudadanía**
Su caso de inmigración, visas, cómo hacerse ciudadano, noticias...
- Negocios**
Cómo comenzar un negocio, préstamos, comercio...
- Beneficios y ayuda financiera**
Becas, beneficios federales, seguro social, medicare...
- Protección al consumidor**
Fraudes, reclamos, quejas, comprar con seguridad...
- Ciencia y tecnología**
El espacio, la naturaleza, computadoras, la Internet...
- Salud, nutrición y seguridad**
Enfermedades, nutrición, prevención, seguro médico, publicaciones, guías médicas...
- Derechos civiles y leyes**
Sus derechos, servicios legales...
- Viajes, turismo y recreación**
Licencias de manejar/conducir, arte, cultura, viajes domésticos e internacionales...
- Desastres y emergencias**
Huracanes, terrorismo, incendios, asistencia...
- Vivienda y familia**
Cómo comprar o alquilar una vivienda, recursos para padres, personas de edad avanzada...
- Dinero e impuestos**
Crédito, finanzas, cómo ahorrar, inversiones...
- Votaciones y elecciones**
Inscribese para votar, elecciones, campañas...
- Educación**
Ayuda financiera, estudiar en EE.UU., bibliotecas públicas...
- Empleo**
Trabajo, derechos de los trabajadores, discriminación, seguridad en el trabajo...

Envíe esta página

Reciba e-mail gratis

Suscribese por tema

Noticias y enlaces importantes

- Impuestos 2006
- Alergias: síntomas, tratamientos y noticias
- Protección al consumidor: consejos útiles
- Guía para nuevos inmigrantes: bienvenidos a los EE.UU. (Formato PDF | Se requiere Adobe Acrobat Reader [gratis])
- Noticias nacionales e internacionales

Información para...

- Niños y jóvenes
- Recién llegados a los Estados Unidos
- Visitantes extranjeros
- Estudiantes
- Medios de comunicación

Página principal Privacidad Enlace su sitio al nuestro Sugiera un enlace

GobiernoUSA.gov es el portal oficial del Gobierno de los Estados Unidos en español.
Administración de Servicios Generales de los Estados Unidos
1800 F Street, NW, Washington, DC 20405

¿Tiene una pregunta sobre el Gobierno de los Estados Unidos?
Envíe un correo electrónico a GobiernoUSA.gov
o llame al 1 (800) FED INFO (1-800-333-4636)

What Does America Ask Us?

Top Requests at USA.gov

- **How to get Government Benefits and Grants**
 - Help with buying a home
 - Starting or running a small business
 - Social security
 - Government grants
 - Disaster assistance
- **How to buy things from Government** – cars, homes, guide to buying
- **International Travel**
 - Passport applications and questions
 - Immunization needs
- **Naturalization and Immigration**
 - Visas
 - Check status of green cards
 - Becoming a citizen
- **How to get a Federal job**
- **Other areas of interest**
 - A-Z Index of Government Agencies
 - Address change, drivers licenses, vital records
 - How to comment on legislation or contact Congress or White House
 - Money: wage and hour issues, investments, savings, savings bonds, credit, making a will, taxes
 - Consumer protection: scams and fraud, ID theft, Do Not Call Registry
 - Weather
 - State lottery results
- **Seasonal/Sporadic**
 - Taxes, foreign policy issues, disasters, top news items

E-mail Us



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Identity theft, fraud, scams, recalls, consumer credit, debt...
- Defense and International**
Military, international affairs, trade, embassies, visas, immigration...
- Environment, Energy, and Agriculture**
Farms, food production, natural resources, conservation, weather...
- Family, Home, and Community**
Housing, human services, community development...
- Health and Nutrition**
Medical, health care, insurance, diet, food stamps, fitness, public health...
- History, Arts, and Culture**
Museums, libraries, genealogy, ethnic traditions...
- Jobs and Education**
Employment, career, workplace, labor, school, students, teachers...
- Money and Taxes**
Unclaimed government money, credit, saving, retirement...
- Public Safety and Law**
Crime, prison, law enforcement, disasters, emergencies...
- Reference and General Government**
Libraries, forms, government news, laws, photos, maps, research...
- Science and Technology**
Space, biology, internet security, media, phone, radio, patents...
- Travel and Recreation**
Transportation, air, train, international, tourism...
- Voting and Elections**
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- [Past News and Features](#)

By Audience

- Kids
- Parents
- Seniors
- Military and Veterans**
- Español
- Americans Abroad
- More Audiences

Free E-mail Updates

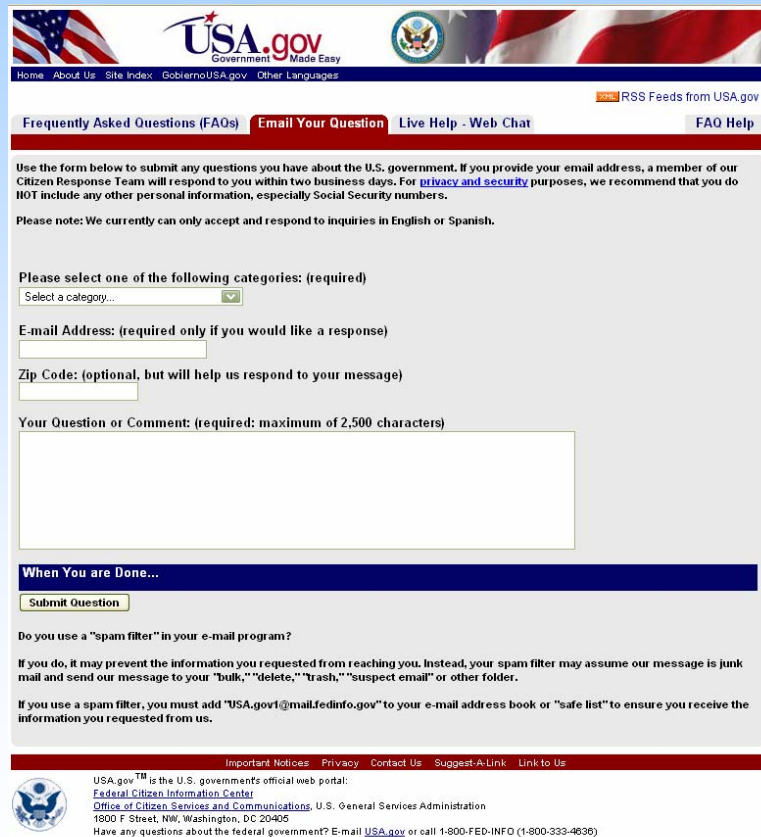
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President George W. Bush

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E-mail form



USA.gov Government Made Easy

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RSS Feeds from USA.gov

Frequently Asked Questions (FAQs) **Email Your Question** Live Help - Web Chat [FAQ Help](#)

Use the form below to submit any questions you have about the U.S. government. If you provide your email address, a member of our Citizen Response Team will respond to you within two business days. For [privacy and security](#) purposes, we recommend that you do NOT include any other personal information, especially Social Security numbers.

Please note: We currently can only accept and respond to inquiries in English or Spanish.

Please select one of the following categories: (required)

Select a category...

E-mail Address: (required only if you would like a response)

Zip Code: (optional, but will help us respond to your message)

Your Question or Comment: (required: maximum of 2,500 characters)

When You are Done...

Do you use a "spam filter" in your e-mail program?

If you do, it may prevent the information you requested from reaching you. Instead, your spam filter may assume our message is junk mail and send our message to your "bulk," "delete," "trash," "suspect email" or other folder.

If you use a spam filter, you must add "USA.gov@mail.fedinfo.gov" to your e-mail address book or "safe list" to ensure you receive the information you requested from us.

Important Notices Privacy Contact Us Suggest-A-Link Link to Us

USA.gov™ is the U.S. government's official web portal:
[Federal Citizen Information Center](#)
[Office of Citizen Services and Communications](#), U.S. General Services Administration
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Have any questions about the federal government? E-mail [USA.gov](#) or call 1-800-FED-INFO (1-800-333-4636)

USA.gov Frequently Asked Questions



[Home](#) [About Us](#) [Site Index](#) [GobiernoUSA.gov](#) [Other Languages](#)

[RSS Feeds from USA.gov](#)

[Frequently Asked Questions \(FAQs\)](#) [Email Your Question](#) [Live Help - Web Chat](#) [FAQ Help](#)

Choose a Topic  Enter Search Term(s) [Search Tips](#)

1996 Answers Found (if results are 0, expand your search by selecting "all topics") Page: of 100

Summary
1 USA.gov's Web Chat Feature
2 Obtain a Government Grant
3 Apply for Food Stamps
4 Contacting the U.S. Citizenship and Immigration Services National Customer Service Center
5 Assistance to Buy a House
6 HUD's Local Office Directory Locator
7 Entry Requirements: Foreign Countries
8 Locate a State or Territorial Housing Finance Agency
9 Locate a State Social Service Agency
10 Contact a State or Territorial Government
11 Advise Me on Starting a Business
12 Social Security Administration
13 Contacting the National Passport Information Center
14 Locate State Vital Records Office
15 Contact the American Red Cross
16 Contacting State Fish and Wildlife Agencies
17 Contact the Federal Trade Commission's (FTC) Consumer Response Center
18 Contact the Department of Labor's Nationwide Call Center
19 Contact the Small Business Administration (SBA)
20 Contact the Federal Emergency Management Agency

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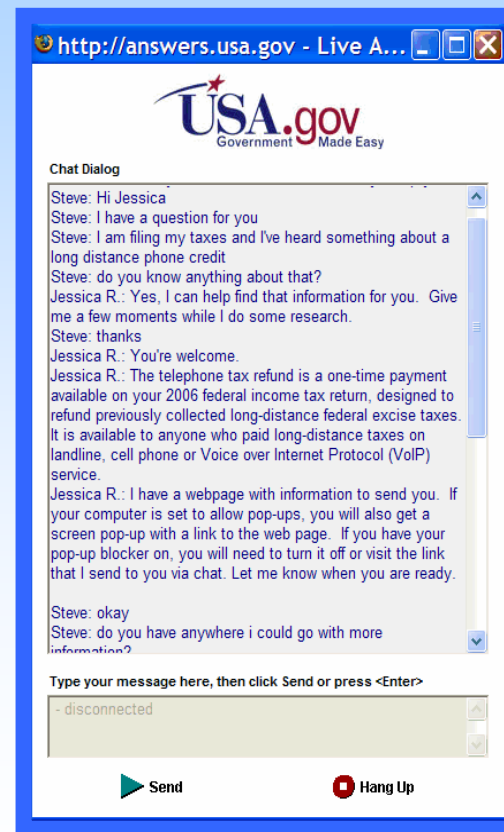
USA.gov™ is the U.S. government's official web portal:
[Federal Citizen Information Center](#)
[Office of Citizen Services and Communications](#), U.S. General Services Administration
1800 F Street, NW, Washington, DC 20405
Have any questions about the federal government? E-mail USA.gov or call 1-800-FED-INFO (1-800-333-4636)

Web Chat



The screenshot shows the USA.gov website with a navigation menu at the top including Home, About Us, Site Index, Frequent Questions, Help, Español, and Other Languages. Below the navigation is a search bar and a section for "Citizens: Get It Done Online!" with links to Shop Government Auctions, Apply for Government Jobs, Contact Elected Officials, Get or Renew a Passport, E-file Your Taxes, and Check Tax Refund Status. There are also sections for "Government Information by Topic" with categories like Benefits and Grants, Consumer Guides, Defense and International, Environment, Energy, and Agriculture, Family, Home, and Community, Health and Nutrition, History, Arts, and Culture, Jobs and Education, Money and Taxes, Public Safety and Law, Reference and General Government, Science and Technology, Travel and Recreation, and Voting and Elections. A "What's FREE this Month?" section highlights the Order Free 2007 Consumer Action Handbook. Other sections include "News and Features" and "By Audience". A "Free E-mail Updates" section is at the bottom.

Web Chat Window



The screenshot shows a web chat window titled "http://answers.usa.gov - Live A...". The chat dialog shows a conversation between Steve and Jessica R. Steve asks for help with a question about filing taxes and long distance phone credit. Jessica R. offers to help find information. Steve thanks her. Jessica R. explains that the telephone tax refund is a one-time payment available on the 2006 federal income tax return. Steve asks for more information, and Jessica R. offers to send a webpage link. Steve asks if there is anywhere else to get more information. The chat window has a "Send" button and a "Hang Up" button.

Other FCIC Websites

Pueblo.gsa.gov

- Order, read, print, or save publications
- Product recalls and scams
- Consumer news from federal agencies
- Gov Gab blog

Tuesday
April 08, 2008

SITE SEARCH: [GO](#)

Books

- ▶ Cars
- ▶ Computers
- ▶ Education
- ▶ Employment
- ▶ Español
- ▶ Family
- ▶ Federal Programs
- ▶ Food
- ▶ Health
- ▶ Housing
- ▶ Money
- ▶ Small Business
- ▶ Travel
- ▶ And more...

Resources

- ▶ Consumer Help
- ▶ Kids.Gov
- ▶ Our Blog
- ▶ Recalls
- ▶ Scams/Frauds
- ▶ Subscribe Now
- ▶ Teachers







Federal Citizen Information Center

1-888-8 PUEBLO (1-888-878-3266)

Pueblo,
Colorado

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Press Room
FAQ
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Links
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About us
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Easy Ways to Order Publications»

- [View Free Publication Offers](#)
- [Use Catalog Item Numbers](#)
- [Browse By Topic](#)
- [Browse Top Sellers](#)

Consumer Focus
Autism Spectrum Disorders

Chances are you know of an autistic child, or a family adapting to an autism diagnosis. Since the mid-1990s, parent advocacy groups, personal reports from family members, and the autistic themselves have spoken out to put a public face on what has been a baffling condition.

[Visit our Consumer Focus Archive](#)

[Sign up for Consumer Focus e-mail updates.](#)



Publication of the Week
Estate Planning

The process of estate planning includes inventorying your assets; talking over important decisions with family members; and making a will and/or establishing a trust. This brochure provides a general overview of estate planning.

[Sign up for Publication of the Week e-mail updates.](#)



Consumer Information Catalog

View (.pdf), Order or Subscribe to our free quarterly Catalog of publications.

[Sign up to get e-mail notices of each new Catalog.](#)



National Contact Center

Have a question about Federal agencies, programs, benefits, or services?

[Read our FAQs.](#)

E-mail or Chat with us or Call 1 (800) FED INFO (333-4636) (8 am - 8 pm, M-F, ET)



Federal Information in Other Languages

For many Americans, English is their second language. Our Spanish resources page offers news, tips, and Spanish language publications, including the *Guía del Consumidor 2007*. Also, visit our multi-language gateway for information in many other languages.



What's New@FCIC

Take a look at great features on our [What's New page](#).



Important Notices - Site Map

This service is provided by the Federal Citizen Information Center of the U.S. General Services Administration. E-mail us your comments or questions.



Other FCIC Websites

Multi-language Gateway

Links to federal government information in 28 languages

The screenshot displays the Federal Citizen Information Center (FCIC) website. On the left is a dark blue sidebar with the FCIC Home logo (a star with a flag) and a search bar labeled "SITE SEARCH:" with a "GO" button. Below the search bar is a "Books" section with a list of categories: Cars, Computers, Education, Employment, Family, Federal Programs, and Food. The main content area has a white background with the FCIC logo and name, the address "Pueblo, Colorado", and the phone number "1-888-8 PUEBLO (1-888-878-3256)". A navigation bar contains links for "In the News", "Press Room", "FAQ", "Order", "Links", "Fun Stuff", "About us", and "Contact Us". Below this is a breadcrumb trail: "Home > General Information in Other Languages". The main heading is "General Information in Other Languages" in red. The text reads: "Here are some helpful links to Federal resources in other languages. When you click on these links, you will be leaving our website, so don't forget to bookmark us." To the right of this text is an "Adobe Reader" logo. Below the text is a grid of 28 language links: Arabic, Armenian, Cambodian, Chinese, Dutch, Farsi, French, German, Greek, Haitian-Creole, Hebrew, Hindi, Hmong, Italian, Japanese, Korean, Laotian, Polish, Portuguese, Punjabi, Russia (highlighted with a yellow box), Samoan, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese.

Other FCIC Websites

Kids.gov

The Official Kids Portal for
the U.S. Government

The screenshot shows the Kids.gov website. At the top left is the Kids.gov logo with a star and the tagline "The Official Kids Portal for the U.S. Government". To the right is a search bar with a "Go" button. Below the logo is a navigation menu with links for HOME, GRADES K - 5, GRADES 6 - 8, EDUCATORS, and SITE MAP. The main content area is divided into several sections. On the left, a blue box says "WELCOME TO KIDS.GOV" and "Find links to government and other kids' sites -- grouped by age and subject. Explore, learn, and have fun!". To the right of this is a photo of three children wearing helmets. Further right is a red-bordered box titled "2008 Primary Elections" with a sub-header "Learn about the election process." and three bullet points: "Election of the President & Vice President: Primary", "Elections... the American Way", and "The Race Is On". Below the welcome message is a section for the "Environmental Kids Club" featuring a colorful cartoon illustration of children and environmental symbols. To the right of this is a "Site of the Month" section with the heading "Environmental Kids Club - Celebrate Earth Day April 22." and a paragraph of text about the club's activities and membership. At the bottom of the page, there is a footer with links for "ABOUT OUR SITE", "SITE MAP", "CONTACT US", "KIDS PRIVACY", "IMPORTANT NOTICES", "USA.GOV", and "WHITE HOUSE KIDS". A small note at the bottom right says "Page Revised - 4/1/2008". At the very bottom of the slide, a line of text reads "This service is provided by the Federal Citizen Information Center of the Office of Citizen Services, U.S. General Services Administration."

Other FCIC Websites

ConsumerAction.gov

Everyday guide to being a smart shopper and getting help resolving consumer problems

Consumer Action Website
Federal Citizen Information Center

Home | **FAQ's** | Order Handbook | View Handbook | Our Partners | Sample Complaint Letter & E-mail

Search
Advanced Search

CONSUMER TOPICS >
HOW TO FILE A COMPLAINT >
WHERE TO FILE A COMPLAINT >
SPECIFIC AUDIENCES >
ORDER PUBLICATIONS >
WANT MORE HELP? >

Español

2008 Consumer Action Handbook Now Available!

Order the **2008 Consumer Action Handbook**. This everyday guide to being a smart shopper is hot off the press and chocked full of helpful tips about buying a car or home, preventing identity theft, understanding credit, filing a consumer complaint, and much more. In the 2008 edition, you'll find updated information about filing for bankruptcy, finding a lawyer, and planning a funeral, along with many other useful topics.

Have a consumer question or problem? You've come to the right place for help. All of the information available in the Consumer Action Handbook is available right here online. Just use the left hand navigation bar to browse through the site. Here are a few pointers...

- Check out **CONSUMER TOPICS** to get helpful tips on specific consumer issues, like buying a car or home or preventing identity theft.
- Scroll over **WHERE TO FILE A COMPLAINT** to contact a specific company or your [local consumer protection office](#) or BBB.
- If you're a teacher, a member of the [military](#) or the media, or a person with disabilities, try our **SPECIFIC AUDIENCES** tab.
- If you still haven't found what you need, try **WANT MORE HELP** for links to other useful websites.

Quick Consumer Tip

Work-at-Home ads usually don't payoff. Be especially wary of ads that promise huge annual salaries; they often require expensive upfront fees with no guarantee. You risk losing your money and wasting a lot of time and energy.

[More Quick Consumer Tips >>](#)

Consumer News

- **FTC Cautions Consumers About Tax and Rebate Scams**
- **Airborne Agrees to Pay \$23.3 Million to Settle Lawsuit Over False Advertising of its 'Miracle Cold Buster'**
- **Economic Stimulus Payments to More than 130 Million Individuals**
- **FTC Releases List of Top Consumer Fraud Complaints in 2007**
- **Dispelling Myths about Flood Insurance**
- **12 Money Mistakes That Could Cost You \$1,000,000**
- **10 Tips to Fix Credit Report Errors**
- **10 Things Your Fitness Club Won't Tell You**
- **Six Financial New Year's Resolutions That You Might Actually Keep**
- **Winter Storms and Extreme Cold**

[More Items >>](#)

Feature Links

- **Foreclosure Resources for Consumers**
- **Product Safety Recalls**
- **Kids.Gov**
- **National Clearinghouse for Long-Term Care Information**
- **A Cautionary Tale: Don't Gamble on Foreign Lotteries**
- **National Highway Traffic Safety Administration**
- **New OnGuard Online Section Offers Tips for Internet Auction Buyers and Sellers**
- **Life Stages Insurance Tool**
- **Short-Term Energy Outlook**
- **Federal Reserve Board - Consumer Information**

[More Items >>](#)

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USA.gov
Empowering. Making Easy.

This service is provided by the [Federal Citizen Information Center](#) of the [U.S. General Services Administration](#).

GSA

Other FCIC Websites

Consumidor.gov Spanish version of ConsumerAction.gov

Sitio Web de la Guía del Consumidor
Centro Federal de Información para el Público

Inicio Preguntas frecuentes Solicitar la Guía Ver la Guía Nuestros asociados Carta de queja

In English

Desplegar | Reducir todo

Temas para el consumidor

Presentar una queja

Directorio de recursos

Públicos específicos

Ayuda

¿Tiene alguna pregunta o algún problema como consumidor? Usted ha venido al lugar correcto para obtener ayuda. Toda la información disponible en la Guía del Consumidor está disponible aquí en línea. Sólo utilice la barra de navegación del lado izquierdo para explorar el sitio. A continuación, hay algunas sugerencias...

- Revise los temas para el consumidor para obtener consejos útiles sobre asuntos específicos del consumidor, como comprar un auto o vivienda o prevenir el robo de identidad.
- Utilice el directorio de recursos para comunicarse con una compañía específica, o con la oficina local de servicio al consumidor u Oficina de Mejores Prácticas Comerciales.
- Si usted es docente, miembro del ejército o de los medios de comunicación, o una persona con discapacidades, pruebe nuestra sección para públicos específicos.
- Si todavía no ha encontrado lo que necesita, pruebe en **Ayuda Adicional** para enlaces a otros sitios útiles en el Web.

¡Ordene hoy su copia gratuita de la Guía del Consumidor de 2007!

Solicite la Guía del Consumidor 2007. Esta guía diaria para ser un comprador inteligente está llena de consejos útiles sobre cómo comprar un auto o una vivienda, prevenir el robo de identidad, entender qué es el crédito, resolver problemas después de una compra y mucho más. En la edición de 2007, usted encontrará nueva información sobre cómo declarar bancarrota, cómo encontrar un abogado y cómo organizar un funeral y otros muchos otros temas de utilidad.

Consejo práctico para el consumidor

Los anuncios de trabajo en casa normalmente no son rentables. Esté especialmente alerta con los anuncios que prometen salarios anuales inmensos; a menudo requieren matriculas iniciales caras sin garantías. Usted se arriesga a perder dinero, mucho tiempo y energía.

Otros consejos prácticos para el consumidor>>

Noticias para el consumidor (en inglés)

- U.S. Government Sues Jackson Hewitt Tax Preparation Franchises in Four States, Alleging Pervasive Fraud
- IRS Warns of Phony e-Mails Claiming to Come from the IRS
- Delitos por Internet -- Los más recientes números
- Estaciones de potencia máxima cesarán transmisiones análogas después del 17 de febrero de 2009
- Estafa usa el nombre "BBB" (Better Business Bureau) para atraer víctimas
- Nuevo fraude con préstamos dirigido a propietarios
- 10 millones de contribuyentes no aprovechan reembolsos por teléfono. IRS pide a la gente que verifiquen antes de hacer su declaración
- Salmonelosis - Investigación sobre brote, febrero 2007
- Anunciado el mayor incremento de la beca Pell en tres décadas
- La Comisión Federal de Comercio publica relación de las principales quejas del consumidor

■ Más artículos >>

Enlaces de interés (en inglés)

- Centro Nacional de Datos para Información sobre el Cuidado a Largo Plazo
- Un Cuento con Moraleja: No Apueste en Loterías Extranjeras
- Administración Nacional de Seguridad del Tráfico en las Carreteras
- Nueva sección OnGuard en línea ofrece consejos para compradores y vendedores de subastas en Internet
- Herramienta "Life Stages" para seguros
- Administración de Drogas y Alimentos de EE. UU.
- Junta de la Reserva Federal - Información para el consumidor

Other FCIC Websites

MyMoney.gov

U.S. government's website dedicated to teaching the public the basics of sound financial management

The screenshot shows the MyMoney.gov website. At the top left, it reads "U.S. Financial Literacy and Education Commission" and "Providing financial education resources for all Americans". To the right is the MyMoney.gov logo, which features a telephone handset and the text "mymoney.gov". Below the logo is a navigation bar with links for "Home", "About Us", "Pueblo.gsa.gov", "Consumer.gov", "en Español", and "E-mail Us".

The main content area is divided into three columns. The left column, titled "Click on the topics below for more information.", lists various financial topics such as "Budgeting & Taxes", "Credit", "Financial Planning", "Home Ownership", "Kids", "Paying for Education", "Privacy, Fraud & Scams", "Responding To Life Events", "Retirement Planning", "Saving & Investing", "Starting a Small Business", "Financial Education Grants", "en Español", and "Member Agencies". Below this list is a "Tell a Friend:" section with a form to enter an e-mail address and a "Send this URL" button.

The middle column, titled "Do you want to learn how to save, invest, and manage your money better?", contains the text "MyMoney.gov can help you." and "MyMoney.gov is the U.S. government's website dedicated to teaching all Americans the basics about financial education. Whether you are planning to buy a home, balancing your checkbook, or investing in your 401k, the resources on MyMoney.gov can help you do it better. Throughout the site, you will find important information from 20 federal agencies government wide." Below this is a "News" section with two items: a "Message" from President George W. Bush on Financial Literacy Month and a notice about the next public meeting of the Financial Literacy and Education Commission in May 2007. A link for "Free 'My Money' Tool kit Order Form" is also present.

The right column features a "Take the Money 20 Interactive Quiz!" with an image of coins, a "National Strategy for Financial Literacy (1,919k pdf)" with a green document icon titled "Taking Ownership of the Future", and a "Quick Reference Guide (306k pdf)" and "Adueshándonos del futuro (2,236k pdf)".

At the bottom of the page, there are links for "Privacy | Linking Statement", "Site Map | Whitehouse.gov", and "USA.gov | ExpectMore.gov".

Other FCIC Websites

WebContent.gov

Web managers helping one another by sharing:

- experiences,
- common challenges,
- lessons learned,
- successes,
- new ideas, and
- training opportunities.

The screenshot shows the WebContent.gov website. At the top, the header reads "Webcontent.gov" with the tagline "Your Guide to Managing U.S. Government Websites". A search bar is located on the right. Below the header is a navigation menu with links for Home, About Us, FAQ's, Topics A-Z, Contact Us, and Jobs. The main content area features a "Spotlight" section with a registration announcement for "Web Manager University". Below this are several categorized sections: "REQUIREMENTS & BEST PRACTICES", "USABILITY & DESIGN", "IMPROVING YOUR WEBSITE", "USING TECHNOLOGY", "MANAGING CONTENT", "MANAGEMENT & GOVERNANCE", "RESOURCES & TOOLS", and "GETTING STARTED". Each section lists specific topics and resources. On the right side, there are sections for "News & Events" (listing various webinars and workshops), "Our Community" (with links to networks, forums, and directories), and "Top Requests" (listing job descriptions, posting content schedules, metadata, and emergency planning). The footer contains a navigation menu, a disclaimer about the website's management by the Web Content Managers Advisory Council and GSA, and the USA.gov logo.

National Contact Center (1-800-FED INFO)

- English and Spanish agents
- Available 8am to 8pm (M-F)
- IVR 24 x 7
- Online Knowledgebase



National Contact Center

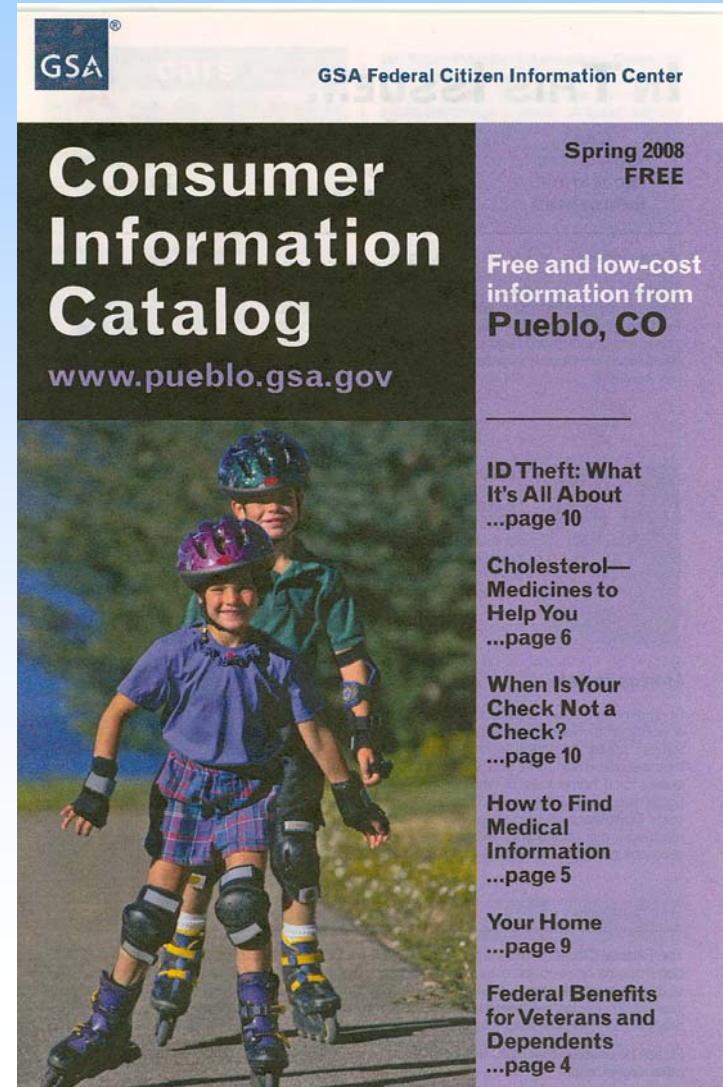
- Outsourced to ICT Group, Lakeland, FL
- Almost 1.7 million calls and emails in FY2007



- Phone support for other agencies including Bureau of Consular Affairs, Dept of State:
 - Travel abroad, international adoptions & abductions
 - Emergencies: hurricanes, tsunamis
 - Help with passport calls

Publication Distribution

- *Consumer Information Catalog*
- Pueblo, Colorado 81009
- More than 200 free & low-cost federal publications
- Full text available online at pueblo.gsa.gov
- Topics include health, federal benefits, money, housing, childcare, employment, small business, education, nutrition, cars, travel, and more
- 21 million publications distributed in FY2007



Pueblo Publication Distribution

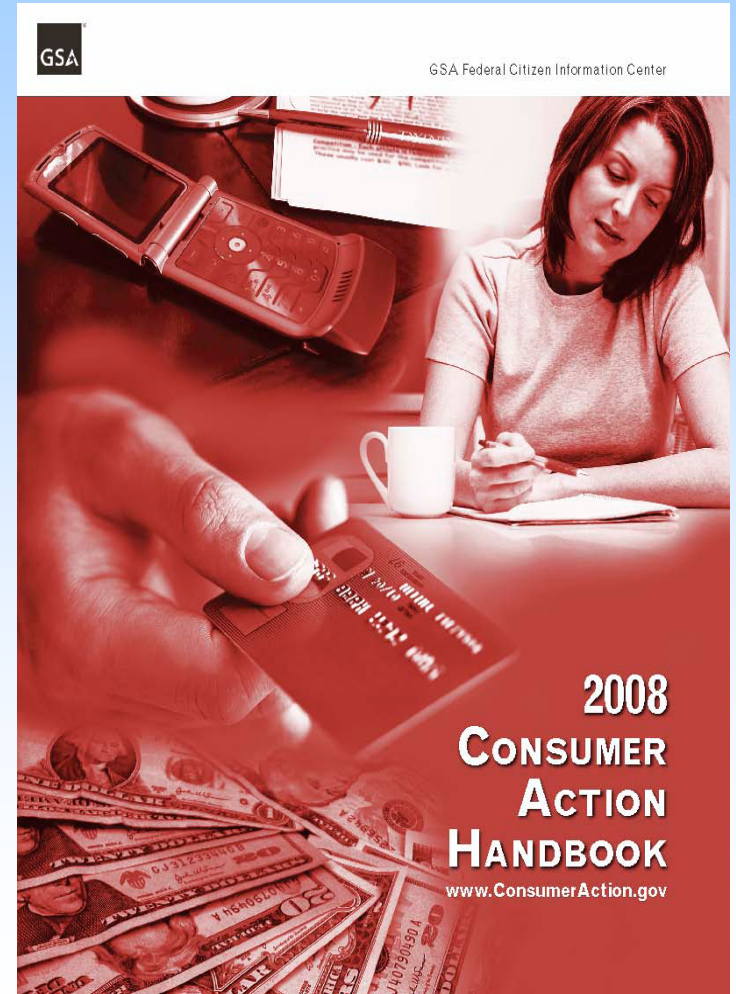


- GPO facility, worked together since 1973
- 95% of work at the facility is for FCIC
- 365 million publications from more than 40 agencies
- FCIC bills agencies and reimburses GPO for all services



Consumer Action Handbook

- Helps with consumer problems and questions
- Lists contact information for thousands of Better Business Bureaus, corporate consumer contacts, and state and local government consumer protection agencies
- Available at www.ConsumerAction.gov



Tools For Citizens

- **Email Alerts:** sign up to get an email when we add new information to our sites
 - <http://www.usa.gov/Contact/E-mail-subscriptions.shtml>
 - <http://www.pueblo.gsa.gov/subscribe/>
- **RSS Feeds:** add our feeds to your RSS reader and receive the latest news from us
 - <http://www.usa.gov/rss/index.shtml>
- **E-newsletters:** receive our email newsletters
 - <http://apps.gsa.gov/FirstGovCommonSubscriptionService.php>
 - <http://www.pueblo.gsa.gov/subscribe/>

Using the Media

- “Dear Abby”
 - Retirement Planning Package
- Sunday, March 14, 2008

“The **U.S. General Services Administration** Federal Citizen Information Center offers free information that could help you. Log on to www.pueblo.gsa.gov and look under the heading ‘Retirement Planning’ in the ‘Money’ section. You’ll find lots of good advice, and you can even order free and low-cost booklets on saving and investing and much more. Or call (888) 878-3256 for a free Consumer Information Catalog.”



Using the Media

- April 2008 issue of *Real Simple* “Savvy Strategies for Buying Online”
- 2 million readers informed about buying safely online



Some e-tailers collect information about you, down to the site you visited just before theirs, then sell or share it. The privacy policy should clearly explain what a company does with your data and should allow you to opt out if anything makes you uncomfortable. "If not, you may want to steer clear of using that particular e-tailer," says Mary Levy of the [Federal Citizen Information Center](#), a government-run consumer resource that is part of the U.S. General Services Administration.

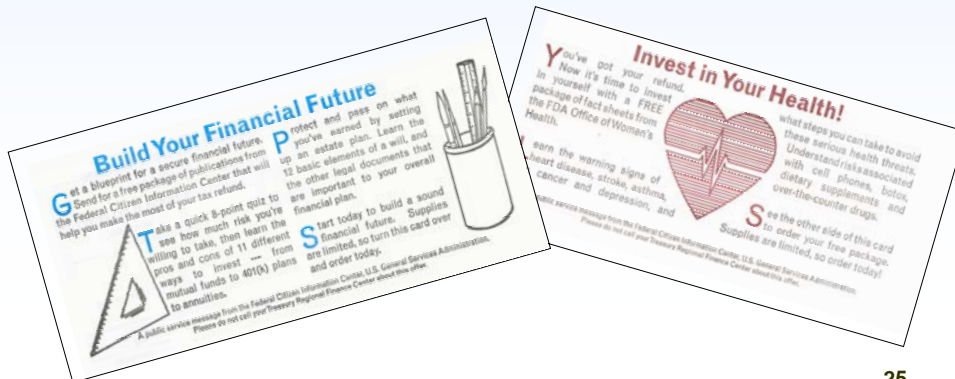
Marketing Outreach

“Back of the Tax Refund Envelope”

(12 million envelopes)



Tax Refund Check Inserts



Spanish Targeted Mailing (1.1 million pubs distributed)

FREE Booklets In Spanish!

Here's your opportunity to receive free Federal publications in Spanish on health, finances, seniors, children, and more. These valuable publications are available in large quantities for you to share with individuals who would prefer to receive information in Spanish. And, they are absolutely free.

Simply check the quantity desired, detach and mail the postage-paid card. Or place your order online at www.pueblo.gsa.gov/spanishoffer.

Supplies are limited and are available on a first-come, first-served basis. You will receive free copies of a wide variety of publications. Order today!

¡Publicaciones gratis en español!

Aquí está su oportunidad para recibir publicaciones federales GRATIS en español sobre temas tales como salud, finanzas, niños, personas de la tercera edad y mucho más. Estas publicaciones están disponibles en grandes cantidades para que usted pueda compartirlas con sus clientes que prefieren leer información en español.

Simplemente indique el número de publicaciones que desea, separe y envíe la tarjeta con franqueo pre-pagado. O haga su orden por Internet en www.pueblo.gsa.gov/spanishoffer.

Usted recibirá copias gratis sobre varios temas. Las cantidades son limitadas así que haga su orden hoy.

Federal Citizen Information Center
U.S. General Services Administration

Summer 2006

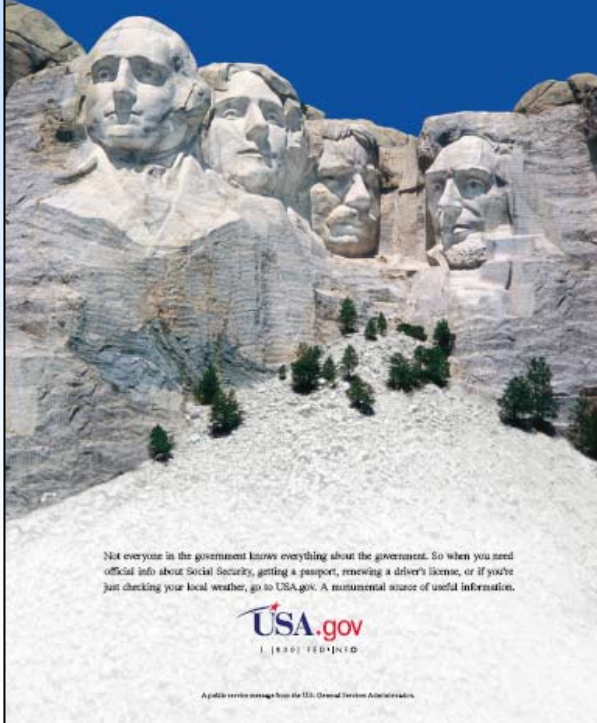
Please drop this postage-paid card in the mail. Allow 4 weeks for delivery.

Yes! Please send me **FREE** publications in Spanish in the following total amounts:

200 400 600

Summer 2006

“Monuments” 2006 PSA Campaign



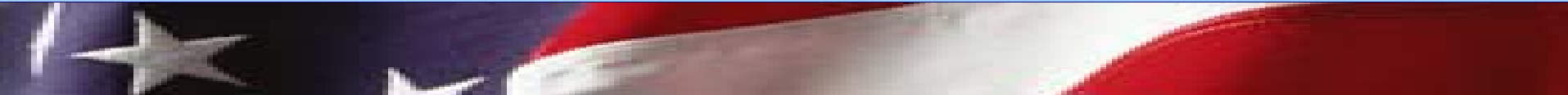
**You'd think at least one
of them could tell you
how to renew a passport.**

Not everyone in the government knows everything about the government. So when you need official info about Social Security, getting a passport, renewing a driver's license, or if you're just checking your local weather, go to USA.gov. A monumental source of useful information.

USA.gov
I | R | S | E | E | D

A public service message from the U.S. General Services Administration.

Our Public Contacts



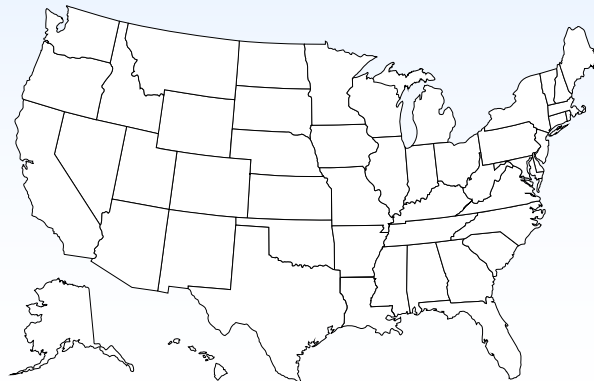
Channel	2007
USA.gov visits	97,014,575
Other Web visits	21,636,892
Print publications	21,321,581
Toll-free telephone calls	1,716,990
Telephone calls for other agencies	33,450,157
Email	108,516
Subscriber emailings	5,375,948
Total Contacts	222,284,873

In summary

- Citizens are eager to get government information and will continue to use a variety of channels (websites, email, phone, print) to contact the U.S. government
- Preference for using the Internet has increased while in-person contact is declining
- Citizens expect that the information they get via a combination of channels will be consistent
- The government needs to keep up-to-date as new ways to share information services with citizens are developed

In summary continued

- Citizens expect the government to proactively ‘push’ information and services to them
- Citizens expect that their privacy and security will be protected
- Citizens’ expectations do not vary significantly by location or region across the United States





THANK YOU!

Mary Levy

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General Services Administration

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Washington, DC 20405

(202)501-1798