

Contacting Federal Agencies

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 create fact sheets, booklets, and websites that may be helpful when making purchase decisions or dealing with consumer problems. Some agencies provide timely information to citizens through profile pages on social media outlets, blogs, text messages, and news feeds. 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 at 1-800-FED-INFO (333-4636).

Commission on Civil Rights

624 9th St., NW
 Washington, DC 20425
 202-376-8128 (Publications)
 Toll free: 1-800-552-6843 (Complaint Referrals)
 TTY: 202-376-8116 (Nationwide Complaint Referral)
 ✉: referrals@usccr.gov
www.usccr.gov
 The U.S. Commission on Civil Rights is an independent, bipartisan agency charged with monitoring federal civil rights enforcement.

Consumer Financial Protection Bureau (CFPB)

1500 Pennsylvania Ave., NW
 Washington, DC 20220
 202-435-7000
 Toll free: 1-855-411-2372
 TTY: 1-855-729-2372
 ✉: info@consumerfinance.gov
www.consumerfinance.gov
 The CFPB ensures that financial products and services work for consumers. The Bureau helps consumers by providing educational materials and accepts complaints. They also supervise banks, credit unions, and other financial companies. CFPB also works to make credit card, mortgage, and other loan disclosures clearer so consumers can understand their rights and responsibilities.

Consumer Product Safety Commission (CPSC) ♦

4330 East West Highway
 Bethesda, MD 20814
 Toll free: 1-800-638-2772 (CPSC Hotline; 8:00 am - 5:30 pm, ET)
 TTY: 1-800-638-8270
 ✉: info@cpsc.gov
www.cpsc.gov
www.recalls.gov (Government Recalls)
www.saferproducts.gov (Report product safety incidents, injuries or concerns)

The CPSC protects the public from unreasonable risks of serious injury or death from thousands of types of consumer products under its jurisdiction, including products that pose a fire, electrical, chemical, or mechanical hazard or can injure children.

Department of Agriculture (USDA)

Center for Nutrition Policy and Promotion (CNPP)

3101 Park Center Dr., 10th Floor
 Alexandria, VA 22302-1594
 703-305-7600

www.cnpp.usda.gov

www.choosemyplate.gov

The CNPP works to improve the health and well-being of Americans by developing and promoting dietary guidance that links scientific research to the nutrition needs of consumers.

Food and Nutrition Service (FNS)

3101 Park Center Dr.
 Alexandria, VA 22302
 703-305-2281

www.fns.usda.gov

FNS provides children and low-income people access to food, a healthful diet, and nutrition education.

General Information Line

1400 Independence Ave., SW
 Washington, DC 20250
 202-720-2791

www.usda.gov

This automated information line provides answers regarding USDA programs and activities.

Meat and Poultry Hotline

Food Safety and Inspection Service
 Toll free: 1-888-674-6854 (10:00 am - 4:00 pm, ET, English and Spanish)
 TTY: 1-800-256-7072

✉: mph hotline.fsis@usda.gov

www.fsis.usda.gov

This toll free service helps prevent foodborne illness by answering questions about the safe storage, handling, and preparation of meat, poultry, and egg products.

National Institute of Food and Agriculture

1400 Independence Ave., SW
 Mail Stop 2215
 Washington, DC 20250-2215
 202-720-7947

www.nifa.usda.gov

www.extension.org

NIFA responds to issues that are critical to daily life (health, nutrition, parenting, personal finances) by sharing, relevant research-based information through a network of county extension offices. The educators in extension offices conduct workshops, create, and distribute publications. To find your local Cooperative Extension office, consult the county government listings in your local telephone directory.

Department of Commerce (DOC)

Bureau of the Census

4600 Silver Hill Rd.
Washington, DC 20233
301-763-4636
Toll free: 1-800-923-8282
TTY: 1-800-877-8339
www.census.gov

Seafood Inspection Program

National Oceanic and Atmospheric Administration (NOAA)
1315 East West Highway, F/SI - Room 10837
Silver Spring, MD 20910
301-713-2355
Toll free: 1-800-422-2750
✉: NMFS.Seafood.Services@noaa.gov
www.seafood.nmfs.noaa.gov

NOAA oversees fisheries management in the United States and provides a voluntary inspection service to the industry. The 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 (USPTO)

PO Box 1450
Arlington, VA 22313-1450
Toll free: 1-800-786-9199
TTY: 571-272-9950
✉: usptoinfo@uspto.gov
www.uspto.gov

The USPTO grants patents for intellectual property and trademarks for brand names and symbols, protecting the rights of inventors and designers.

Weights & Measures Division (WMD)

National Institute of Standards and Technology
100 Bureau Dr., Stop 2600
Gaithersburg, MD 20899-2600
301-975-4004
✉: owm@nist.gov
www.nist.gov/owm

The WMD promotes uniformity in U.S. weights and measures laws, regulations, and standards to achieve equity between buyers and sellers in the marketplace.

Department of Education (ED)

The Education Publications Center (EDPUBS)

PO Box 22207
Alexandria, VA 22304
Toll free: 1-877-433-7827 (in English and Spanish)
TTY: 1-877-576-7734
✉: edpubs@edpubs.ed.gov
www.edpubs.gov

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

Federal Student Aid Information Center

PO Box 84
Washington, DC 20044-0084
319-337-5665
Toll free: 1-800-433-3243
TTY: 1-800-730-8913 (in English and Spanish)
✉: FederalStudentAidCustomerService@ed.gov
www.studentaid.ed.gov

Federal Student Aid provides over \$150 billion in grants, work-study, and federal loans for students attending career and trade schools, community colleges, and four-year colleges or universities. Visit the website to learn about planning and paying for your postsecondary education and to apply for federal student aid. Also, the website provides federal student loan information such as descriptions of repayment plans and actions to take if you are having trouble making loan payments.

Office for Civil Rights (OCR)

400 Maryland Ave., SW
Washington, DC 20202-1100
202-245-6700
Toll free: 1-800-421-3481
TTY: 1-877-521-2172
✉: ocr@ed.gov
www.ed.gov/ocr

This office works to ensure equal access to education and resolve complaints of discrimination.

Office of the Inspector General (OIG)

400 Maryland Ave., SW
Washington, DC 20202-1500
Toll free: 1-800-647-8733
www2.ed.gov/about/offices/list/oig/hotline.html
The OIG Hotline is available for anyone suspecting fraud, waste, or abuse involving U.S. Department of Education funds or programs.

Office of Postsecondary Education (OPE)

1990 K St., NW
Washington, DC 20006
202-502-7750
www2.ed.gov/about/offices/list/ope/index.html
www.ope.ed.gov/accreditation (Searchable Accreditation Database)
OPE develops programs to increase access to postsecondary education. This office works with state accreditation agencies to recognize institutions of higher learning that provide quality education.

Office of Special Education and Rehabilitative Services (OSERS)

400 Maryland Ave., SW
 Washington, DC 20202-2800
 202-245-7468
 Toll free: 1-800-872-5327
 TTY: 202-205-4208

www.ed.gov/about/offices/list/osers/index.html

www.ed.gov/about/offices/list/osers/osep/index.html (Office of Special Education Programs)

www.ed.gov/about/offices/list/osers/rsa/index.html, (Rehabilitation Services Administration)

www.ed.gov/about/offices/list/osers/nidrr/index.html (National Institute of Disability & Rehabilitation Research)

OSERS provides a wide array of support to parents and individuals, school districts and states in three main areas: special education, vocational rehabilitation and research.

Office of Vocational and Adult Education (OVAE)

400 Maryland Ave., SW
 Washington, DC 20202-7100
 202-245-7700
 ✉: ovae@ed.gov

www2.ed.gov/about/offices/list/ovae/index.html

OVAE administers and coordinates programs that are related to adult education and literacy, career and technical education, and community colleges.

Department of Energy (DOE)

Public Affairs

1000 Independence Ave., SW
 Washington, DC 20585
 202-586-5575
 Toll free: 1-800-342-5363

www.doe.gov

www.energy.gov/forconsumers.htm

Energy Efficiency and Renewable Energy (EERE)

Department of Energy, Mail Stop EE-1
 Washington, DC 20585
 202-586-9220
 202-586-0303

Toll free: 1-877-337-3463

✉: eereic@ee.doe.gov

www.energysavers.gov

The EERE Information Center answers questions about EERE's products, services, and technology programs, and refers callers to the most appropriate EERE resources.

Department of Health and Human Services (HHS)

AIDS.gov

200 Independence Ave., SW
 Room 443

Washington, DC 20201

Toll free: 1-800-458-5231

✉: info@cdcnpin.org

www.aids.gov

AIDS.gov works to increase HIV testing and care among people at-risk for living with HIV and AIDS.

HHS-TIPS Fraud Hotline

Office of Inspector General (OIG)

Attn: Hotline

PO Box 23489

Washington, DC 20026

Toll free: 1-800-447-8477

TTY: 1-800-377-4950

www.oig.hhs.gov

The mission of the Office of Inspector General (OIG) is to protect the integrity of HHS programs, as well as the health and welfare of the beneficiaries of those programs.

National Health Information Center (NHIC)

PO Box 1133

Washington, DC 20013-1133

301-565-4167

Toll free: 1-800-336-4797

✉: info@nhic.org

www.health.gov/nhic

www.healthfinder.gov

www.healthfinder.gov/espanol (in Spanish)

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.

Office for Civil Rights (OCR)

200 Independence Ave., SW

Room 509F, HHH Building

Washington, DC 20201

Toll free: 1-800-368-1019

TTY: 1-800-537-7697

✉: OCRMail@hhs.gov

www.dhhs.gov/ocr

OCR protects you from discrimination in healthcare and social service programs. They educate communities about civil and health information privacy rights, and investigate violations of these rights.

Administration for Children & Families (ACF)

370 L'Enfant Promenade, SW

Washington, DC 20447

Toll free: 1-888-289-8442 (Fraud Alert Hotline)

www.acf.hhs.gov

The ACF funds state, territory, local, and tribal organizations to provide family assistance (welfare), child support, child care, Head Start, child welfare, and other programs relating to children and families.

Child Welfare Information Gateway

Administration for Children & Families (ACF)
1250 Mayland Ave., SW, 8th Floor
Washington, DC 20024

Toll free: 1-800-394-3366 (8:30 am - 5:30 pm, ET)

✉: info@childwelfare.gov

www.childwelfare.gov

Child Welfare Information Gateway connects child welfare and related professionals to comprehensive information and resources to help protect children and strengthen families.

National Runaway Switchboard (NRS)

Administration for Children & Families (ACF)
3080 N. Lincoln Ave.

Chicago, IL 60657

773-880-9860

Toll free: 1-800-786-2929 (24 hrs./7 days a week)

✉: info@1800RUNAWAY.org

www.1800runaway.org

www.facebook.com/1800RUNAWAY.org

(Information for youth and teens)

NRS helps keep America's runaway and at-risk youth safe and off the streets. The organization serves as the federally designated national communication system for runaway and homeless youth.

Office of Child Support Enforcement (OCSE)

Administration for Children & Families (ACF)

370 L'Enfant Promenade, SW

Washington, DC 20447

202-401-9373

www.acf.hhs.gov/programs/cse

The OCSE assures that assistance in obtaining support (both financial and medical) is available to children through locating parents, establishing paternity and support obligations, and enforcing those obligations.

Administration on Aging (AoA)

One Massachusetts Ave., NW

Washington, DC 20001

202-619-0724

✉: aoainfo@aoa.hhs.gov

www.aoa.gov

AoA is the Federal focal point and advocate agency for older persons and their concerns. In this role, AoA works to heighten awareness among 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 (AoA)

Toll free: 1-800-677-1116 (M-F, 9:00 am-8:00 pm, ET)

TTY: 1-800-677-1116

✉: eldercarelocator@n4a.org

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 Eldercare Locator is administered by The National Association of Area Agencies on Aging.

Centers for Disease Control and Prevention (CDC)

1600 Clifton Rd.

Atlanta, GA 30333

Toll free: 1-800-232-4636 (24 hrs./7 days a week)

TTY: 1-888-232-6348

✉: cdcinfo@cdc.gov

www.cdc.gov

www.cdc.gov/spanish (in Spanish)

CDC collaborates to create the expertise, information, and tools that people and communities need to protect their health through health promotion, prevention of disease, injury and disability, and preparedness for new health threats.

CDC National STD Hotline

Centers for Disease Control and Prevention (CDC)

Toll free: 1-800-232-4636 (24 hrs./7 days a week, in

English and Spanish)

TTY: 1-888-232-6348 (in English and Spanish)

✉: cdcinfo@cdc.gov

www.cdc.gov/std

www.cdc.gov/std/Spanish (in Spanish)

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 Spanish)

TTY: 1-888-232-6348

✉: cdcinfo@cdc.gov

www.cdc.gov/hiv

www.cdc.gov/hiv/spanish (in Spanish)

The Division of HIV/AIDS Prevention provides national leadership and support for HIV prevention research and the development, implementation, and evaluation of evidence-based HIV prevention programs serving persons affected by, or at risk for, HIV infection.

Centers for Medicare & Medicaid Services (CMS)

Office of External Affairs
7500 Security Blvd.
Baltimore, MD 21244-1850
Toll free: 1-800-447-8477 (Medicare Fraud Hotline)
TTY: 1-877-486-2048

www.cms.gov

www.medicare.gov

The Medicare Service Center answers your questions about Medicare topics, manages your orders of Medicare publications, provides detailed information about the Medicare managed care plans in your area, shares Medicare health plan quality and customer satisfaction information. Contact the Center to obtain the phone number to your state Medicaid office.

Food and Drug Administration (FDA)

10903 New Hampshire Ave.
Silver Spring, MD 20993
Toll free: 1-888-463-6332

www.fda.gov

The FDA is responsible for protecting the public health by assuring the safety, efficacy, and security of human and veterinary drugs, biological products, medical devices, our nation's food supply, cosmetics, and products that emit radiation. The FDA also provides accurate, science-based health information to the public.

Center for Food Safety and Applied Nutrition Information Line (CFSAN)

Food and Drug Administration (FDA)
Outreach and Information Center
5100 Paint Branch Parkway, HFS-009
College Park, MD 20740
Toll free: 1-888-723-3366 (M-F, 10:00 am-4:00 pm, ET)

www.fda.gov/Food

The CFSAN Information Line is a general information line for questions pertaining to food safety and applied nutrition.

National Institutes of Health (NIH)

9000 Rockville Pike
Bethesda, MD 20892
301-496-4000
TTY: 301-402-9612
✉: NIHinfo@od.nih.gov

www.nih.gov

www.salud.nih.gov (in Spanish)

The National Institutes of Health (NIH) is the primary federal agency for conducting and supporting medical research.

AIDSinfo

National Institutes of Health (NIH)
PO Box 6303
Rockville, MD 20849-6303
301-315-2816
Toll free: 1-800-448-0440 (12:00 pm - 5:00 pm, ET, in English and Spanish)
TTY: 1-888-480-3739

✉: ContactUs@aidsinfo.nih.gov

www.aidsinfo.nih.gov

www.aidsinfo.nih.gov/infoSIDA (in Spanish)

www.aidsinfo.nih.gov/LiveHelp/default.aspx (Real time, online assistance M-F, 12:00 pm - 4:00 pm ET. Spanish-speaking agents available)

AIDSinfo offers the latest federally approved information on HIV/AIDS clinical research, treatment and prevention, and medical practice guidelines for people living with HIV/AIDS, their families and friends, health care providers, scientists, and researchers.

National Cancer Institute (NCI)

National Institutes of Health (NIH)
NCI Office of Communications and Education
6116 Executive Blvd., Suite 300
Bethesda, MD 20892-8322
Toll free: 1-800-422-6237 (M-F, 8:00am - 8:00 pm ET, English and Spanish)

✉: cancergovstaff@mail.nih.gov

www.cancer.gov

www.cancer.gov/espanol (in Spanish)

cissecure.nci.nih.gov/livehelp/welcome.asp (Live help online chat, M-F, 8:00 am - 11:00 pm)

NCI coordinates the National Cancer Program, which conducts and supports research, training, health information dissemination, and other programs with respect to the cause, diagnosis, prevention, and treatment of cancer, rehabilitation from cancer, and the continuing care of cancer patients and the families of cancer patients.

National Institute of Allergy and Infectious Diseases (NIAID)

6610 Rockledge Dr.
MSC 6612
Bethesda, MD 20892-6612
301-496-5717
Toll free: 1-866-284-4107
TTY: 1-800-877-8339

✉: ocpostoffice@niaid.nih.gov

www.niaid.nih.gov

NIAID provides health information on allergic, infectious, and immunologic diseases. Diseases include food allergy, sinusitis, and genital herpes. Consumers can call or write to the institute with questions and can order publications over the phone or on the website.

National Institute of Mental Health (NIMH)

National Institutes of Health (NIH)

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

✉: nimhinfo@nih.gov**www.nimh.nih.gov**

NIMH is the federal agency that conducts and supports research that seeks to understand, treat, and prevent mental illness. 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.

Department of Homeland Security (DHS)

202-282-8000

www.dhs.gov**Transportation Security Administration (TSA)**

601 S. 12th St.

Arlington, VA 20598-6002

Toll free: 1-866-289-9673

✉: 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.

U.S. Citizenship and Immigration Services (USCIS)

Information and Customer Service Division

111 Massachusetts Ave., NW

MS 2260

Washington, DC 20529-2260

Toll free: 1-800-375-5283 (National Customer Service Center, M-F, 8:00 am - 8:00 pm, ET)

TTY: 1-800-767-1833

www.uscis.gov**www.uscis.gov/portal/site/uscis-es** (in Spanish)

The USCIS is responsible for processing immigration and naturalization applications and establishing policies regarding immigration services.

U.S. Customs and Border Protection

1300 Pennsylvania Ave., NW

Washington, DC 20229

703-526-4200

Toll free: 1-877-227-5511

TTY: 1-866-880-6582

www.cbp.gov

CBP prevents individuals from entering the country illegally or bringing harmful and illegal substances into the U.S. They also protect agricultural products from pests and American businesses from theft of their intellectual property.

Federal Emergency Management Agency (FEMA)

500 C St., SW

Washington, DC 20472

Toll free: 1-800-621-3362

TTY: 1-800-462-7585

www.fema.gov**www.fema.gov/esp** (in Spanish)**www.ready.gov** (Disaster Preparedness)**www.listo.gov** (Disaster Preparedness, in Spanish)**www.disasterassistance.gov** (Disaster Assistance)

FEMA supports citizens and emergency personnel to build, sustain, and improve the nation's capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

FEMA Disaster Assistance

PO Box 10055

Hyattsville, MD 20782-8055

Toll free: 1-800-621-3362

TTY: 1-800-462-7585

www.fema.gov/assistance**www.disasterassistance.gov**

FEMA Disaster Assistance provides information about how you can get help before, during, or after a disaster and apply for assistance from the federal government. This office also provides information to help you prepare for, respond to, and recover from disasters.

National Flood Insurance Program (NFIP)

Federal Emergency Management Agency

500 C St., SW

Washington, DC 20472

Toll free: 1-888-379-9531

TTY: 1-800-427-5593

✉: FloodSmart@dhs.gov**www.floodsmart.gov**

NFIP provides a means for property owners to financially protect themselves. The NFIP offers flood insurance to homeowners, renters, and business owners if their community participates in the NFIP.

Department of Housing and Urban Development (HUD)**Office of Fair Housing and Equal Opportunity (FHEO)**

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

www.hud.gov/complaints/housediscrim.cfm**www.hud.gov/offices/fheo**

FHEO enforces federal laws and establishes policies that make sure all Americans have equal access to the housing of their choice. If you believe that you have been the victim of housing discrimination, file a complaint with this office.

Department of Housing

451 7th St., SW
 Washington, DC 20410
portal.hud.gov/portal/page/portal/HUD/program_offices/housing
 The Department of Housing provides public services through its nationally administered programs. It oversees the Federal Housing Administration mortgage insurance program and regulates the housing industry business.

Federal Housing Administration (FHA)

451 7th St., SW
 Washington, DC 20410
 Toll free: 1-800-225-5342
 TTY: 1-877-833-2483
 ✉: info@fhaoutreach.com

portal.hud.gov

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.

Office of Interstate Land Sales

451 7th St., SW, Room 9146
 Washington, DC 20410
 202-708-0502
 Toll free: 1-800-225-5342
 TTY: (202) 708-1455
 ✉: hsg-respa@hud.gov

www.hud.gov/complaints/landsales.cfm

The Interstate Land Sales program protects consumers from fraud and abuse when buying or selling land from developers.

Office of Manufactured Housing Programs

451 7th St., SW, Room 9164
 Washington, DC 20410-8000
 202-708-6423
 Toll free: 1-800-927-2891
 TTY: 202-708-1455
 ✉: mhs@hud.gov

www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm

The Manufactured Housing Program is a consumer protection program that regulates the construction of certain factory-built housing units called “manufactured homes”. HUD works with 37 states to respond to consumer complaints.

Department of the Interior (DOI)

Fish and Wildlife Service

1849 C St., NW
 Washington, DC 20240
 202-208-5634 (Public Affairs routes all calls from here)
 Toll free: 1-800-344-9453

www.fws.gov

The Fish and Wildlife Service works to conserve, protect and enhance fish, wildlife and plants and their habitats.

National Park Service (NPS)

1849 C St., NW
 Room 7012
 Washington, DC 20240
 202-208-6843 (Public Affairs routes all calls from here)

www.nps.gov

www.recreation.gov (Federal recreational activities and reservations)

NPS preserves the nation’s national parks and historic landmarks so that individuals may enjoy the natural environment for years to come. You can explore federal parks, forests, museums and other recreation sites, and make reservations for an upcoming visit.

Department of Justice (DOJ)

Americans with Disabilities Act (ADA) Information Line

950 Pennsylvania Ave., NW
 Disability Rights Section–NYAV
 Washington, DC 20530
 Toll free: 1-800-514-0301 (M-W, F 9:00 am-5:30 pm, ET, T 12:30 pm-5:30 pm, ET)
 TTY: 1-800-514-0383

www.ada.gov

This service permits businesses, state and local governments, or others to call and ask questions about general or specific ADA requirements including questions about the ADA Standards for Accessible Design.

U.S. Trustee Program

Executive Offices for U.S. Trustees
 20 Massachusetts Ave., NW
 Suite 8000
 Washington, DC 20530
 202-307-1399

✉: ustrustee.program@usdoj.gov

www.justice.gov/ust

www.justice.gov/ust/eo/bapcpa/ccde/cc_approved.htm

The Trustee Program protects the integrity of the federal bankruptcy system. The Program monitors the conduct of bankruptcy parties and private estate trustees. It also identifies and helps investigate bankruptcy fraud and abuse.

Department of Labor (DOL)**Employee Benefits Security Administration (EBSA)**

Department of Labor
200 Constitution Ave., NW
Office of Participant Assistance, Room N5623
Washington, DC 20210
Toll free: 1-866-444-3272
TTY: 1-877-889-5627

www.dol.gov/ebsa

www.askebsa.dol.gov

The EBSA provides information and assistance on private sector, employer-sponsored retirement benefit and health benefit plans. The agency educates plan participants, beneficiaries, and sponsors to insure that they have access to documents related to their benefit plan.

Job Corps

200 Constitution Ave., NW
Suite N4463
Washington, DC 20210
202-693-3000
Toll free: 1-800-733-5627

✉: national_office@jobcorps.gov

www.jobcorps.gov

Job Corps is a no-cost education and vocational training program that helps young people (ages 16 to 24) improve the quality of their lives through vocational and academic training.

National Contact Center

Department of Labor
Toll free: 1-866-487-2365
TTY: 1-877-889-5627

www.dol.gov

Occupational Safety and Health Administration (OSHA)

Department of Labor
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-800-321-6742
TTY: 1-877-889-5627

www.osha.gov

OSHA ensures safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education and assistance.

Office of Disability Employment Policy (ODEP)

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

www.dol.gov/odep

www.disability.gov

ODEP works to create policies to ensure that people with disabilities are fully integrated in the workforce.

Veteran's Employment and Training Service (VETS)

Department of Labor
200 Constitution Ave., NW, Room S1325
Washington, DC 20210
Toll free: 1-866-487-2365
TTY: 1-877-889-5627

www.dol.gov/vets

VETS provides resources to prepare and assist veterans obtain meaningful careers and maximize their employment opportunities.

Department of State (DOS)**American Citizens Services and Crisis Management**

Department of State
2201 C St., NW
Washington, DC 20520
202-501-4444
Toll free: 1-888-407-4747 (within U.S.)

www.travel.state.gov/travel

Contact the State Department for help with emergencies and non-emergencies affecting private Americans abroad.

National Passport Information Center (NPIC)

Toll free: 1-877-487-2778
TTY: 1-888-874-7793

www.travel.state.gov/passport

Contact the NPIC 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 (M-F, 8:30 am - 5:00 pm, ET)
Emergency after hours: 202-647-1512

✉: nvcinquiry@state.gov

www.travel.state.gov/visa

Contact Visa Services for information on U.S. visas for foreigners.

Department of Transportation (DOT)**Aviation Consumer Protection Division (ACPD)**

Office of Aviation Enforcement and Proceedings
1200 New Jersey Ave., SE
Washington, DC 20590
202-366-2220 (Airline Service Complaints)
Toll free: 1-800-778-4838 (Air travelers with disabilities hotline)
TTY: 202-366-0511; Toll free: 1-800-455-9880
✉: airconsumer@dot.gov

airconsumer.ost.dot.gov/problems.htm

airconsumer.ost.dot.gov/spanish (in Spanish)

The ACPD receives complaints from members of the public regarding air travel consumer issues. It verifies compliance with the Department's aviation consumer protection requirements and provides guidance to the industry and members of the public on consumer protection matters.

Federal Aviation Administration (FAA)

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

www.faa.gov

The FAA works to ensure that all air travel is safe.

Federal Motor Carrier Safety Administration (FMCSA)

1200 New Jersey Ave., SE
 Suite W60-300
 Washington, DC 20590
 202-366-2519
 Toll free: 1-800-832-5660 (FMCSA Information Line)
 TTY: 1-800-877-8339

www.fmcsa.dot.gov

www.protectyourmove.gov (Interstate moving information)

The FMCSA provides information about your rights when moving across state lines (interstate moves). Consumers should submit household goods commercial complaints or dangerous safety violations involving a commercial truck or bus (including charter buses) to this agency.

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Ave., SE
 West Building
 Washington, DC 20590
 Toll free: 1-888-327-4236 (Vehicle Safety Hotline)
 TTY: 1-800-424-9153

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 and distracted driving prevention.

Department of the Treasury

Bureau of the Public Debt

Treasury Direct
 PO Box 7015
 Parkersburg, WV 26106-7015
 Toll free: 1-800-722-2678

www.publicdebt.treas.gov

www.treasurydirect.gov

This agency borrows moneys to make sure that the federal government continues to operate. You can contact them to purchase bonds or to check on the maturity of bonds you have already purchased.

Internal Revenue Service (IRS)

Toll free: 1-800-829-1040 (Help for individuals)
 Toll free: 1-800-829-4933 (Help for businesses)
 TTY: 1-800-829-4059

www.irs.gov

Free tax help is available from the Internal Revenue Service at www.irs.gov 24 hours a day, seven days a week. Numerous on-line applications, resources and taxpayer assistance services are available. Learn about electronic filing options, look up the status of your refund, print tax forms and instructions, look for preparers who can electronically file tax returns and find ways to connect with the IRS through New Media. If your personal tax questions require face-to-face assistance you may visit the Taxpayer Assistance Centers closest to you. Locations are listed on www.irs.gov.

Office of the Comptroller of the Currency (OCC)

Customer Assistance Group
 1301 McKinney St., Suite 3450
 Houston, TX 77010
 Toll free: 1-800-613-6743 (M-F, 7:00 am-7:00 pm CST)
 TTY: 713-658-0340

www.helpwithmybank.gov

The Office of the Comptroller of the Currency charters, regulates, and supervises all national banks. The OCC also supervises federal savings associations (thrifts) and the federal branches and agencies of foreign banks.

United States Mint

Customer Service Center
 2799 Reeves Rd.
 Plainfield, IN 46168
 202-756-6468
 TTY: 1-888-321-6468 (M-F, 8:30 am - 5:00 pm, ET)

www.usmint.gov

The Mint produces the the coins that circulate throughout the US. They also produce special edition coinage that can be purchased for coin collections.

Department of Veterans Affairs (VA) ♦

1722 I St., NW
 Washington , DC 20421
 Toll free: 1-800-827-1000
 TTY: 1-800-829-4833

www.va.gov

The VA oversees and administers benefits for veterans and their families. Some programs include home loans, life insurance policies, financing education through the GI bill, job training, and health resources. For more information about VA medical care or benefits, write, call or visit your nearest VA facility.

National Cemetery Administration (NCA)

810 Vermont Ave., NW
Washington, DC 20420
202-461-6240
TTY: 1-800-829-4833

www.cem.va.gov

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

Veterans Benefits Administration (VBA)

810 Vermont Ave., NW
Washington, DC 20420
202-461-9763 (Publications only)
Toll free: 1-800-827-1000
TTY: 1-800-829-4833

www.vba.va.gov/VBA

The VBA helps veterans receive benefits, such as educational and financial resources.

Veterans Health Administration (VHA)

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

www.va.gov/health (Veteran health resources)

VHA serves the needs of America's veterans by providing primary care, specialized care, and related medical and social support services.

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

✉: hotline@energystar.gov

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 Environments Division

1200 Pennsylvania Ave., NW
Mail Code 6609J
Washington, DC 20460
202-343-9370

Toll free: 1-800-438-4318

✉: IAQINFO@aol.com

www.epa.gov/iaq/iaqxline.html

This agency is a 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.

National Pesticide Information Center

Toll free: 1-800-858-7378 (6:30 am - 4:30 pm, PT)

✉: npic@ace.orst.edu

www.npic.orst.edu

A service that provides objective, science-based information about a wide variety of pesticide-related subjects, including pesticide products, pesticide poisonings, toxicology, and environmental chemistry.

National Service Center for Environmental Publications (NSCEP)

PO Box 42419
Cincinnati, OH 45242-0419
Toll free: 1-800-490-9198

✉: nscep@bps-lmit.com

www.epa.gov/nscep

NSCEP distributes EPA's publications to the public. Consumers can order copies by phone and mail or download digital versions of the publications.

Safe Drinking Water Hotline

1200 Pennsylvania Ave., NW, 4606M
Washington, DC 20460
703-412-3330

Toll free: 1-800-426-4791 (10:00 am - 4:00 pm, ET, in English and Spanish)

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.

Equal Employment Opportunity Commission (EEOC)

131 M St., NE
Washington, DC 20507
202-663-4900
Toll free: 1-800-669-4000
TTY: 202-663-4494

✉: info@eeoc.gov

www.eeoc.gov

The EEOC enforces laws that make discrimination illegal in the workplace. The commission oversees all types of work situations including hiring, firing, promotions, harassment, training, wages, and benefits.

Federal Communications Commission (FCC)**Consumer Center**

445 12th St., SW
Washington, DC 20554
Toll free: 1-888-225-5322
TTY: 1-888-835-5322

✉: fccinfo@fcc.gov

www.fcc.gov/cgb

FCC accepts public inquiries, informal complaints, and questions regarding cable, radio, satellite, telephone, television and wireless services.

Wireless Telecommunications Bureau (WTB)

445 12th St., SW
 Washington, DC 20554
 Toll free: 1-877-480-3201
 TTY: 717-338-2824

wireless.fcc.gov

The WTB handles the majority of FCC's wireless telecommunication programs. They provide guidance for consumers about selecting wireless communication providers and products.

Federal Deposit Insurance Corporation (FDIC) ♦

Division of Depositor and Consumer Protection
 Consumer Response Center
 1100 Walnut St., Box #11
 Kansas City, MO 64106
 Toll free: 1-877-275-3342
 TTY: 1-800-925-4618

www.fdic.gov

www2.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 which are not members of the Federal Reserve System.

Federal Maritime Commission (FMC)

800 N. Capitol St., NW
 Washington, DC 20573
 202-523-5807
 ✉: Complaints@fmc.gov

www.fmc.gov

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 (8:00 am - 6:00 pm, CT)
 TTY: 1-877-766-8533 (8:00 am - 6:00 pm, CT)

✉: consumerhelp@federalreserve.gov

www.federalreserveconsumerhelp.gov

This division receives and tracks consumer complaints and questions regarding practices by banks and other financial institutions supervised by the Board of Governors of the Federal Reserve System.

Federal Trade Commission (FTC) ♦

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

www.ftc.gov

www.OnGuardOnline.gov (Online security tips)
www.Admongo.gov (Advertising literacy for kids)

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 number above. The FTC records consumer complaints (Internet, telemarketing, identity theft, and other fraud-related complaints) into the Consumer Sentinel Network, a secure, online database and investigative tool available to hundreds of civil and criminal law enforcement agencies.

General Services Administration (GSA) ♦

Federal Citizen Information Center (FCIC) ♦

1275 1st St., NE
 11th Floor
 Washington, DC 20417
 To order the *Consumer Information Catalog* send your name and address to: Catalog, Pueblo, CO 81009
 202-501-1794
 Toll free: 1-800-333-4636

www.USA.gov (the U.S. government's official web portal)

www.GobiernoUSA.gov (USA.gov in Spanish)

www.Publications.USA.gov

www.kids.gov (government websites for kids)
 FCIC publishes the free, quarterly *Consumer Information Catalog*, which lists nearly 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 at www.Publications.USA.gov, by calling toll free 1-800-FED-INFO (333-4636), or by visiting www.USA.gov, the U.S. government's official web portal. You can also follow FCIC on social media on Facebook: www.facebook.com/USAgov and on Twitter: [@USAgov](https://twitter.com/USAgov).

Surplus Federal Property Sales

✉: [gsaauctions@gsa.gov](mailto:gaauctions@gsa.gov)
 Toll free: 1-800-333-7472

www.gsauctions.gov

GSA helps federal agencies dispose of unneeded property by selling directly to the public. It sells personal property, real estate, and vehicles to the public through online auctions.

National Council on Disability (NCD)

1331 F St., NW
Suite 850
Washington, DC 20004
202-272-2004
TTY: 202-272-2074
✉: ncd@ncd.gov
www.ncd.gov

The NCD 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 (NCUA)

1775 Duke St.
Alexandria, VA 22314-3428
703-518-6300
Toll free: 1-800-827-9650 (Fraud Hotline)
✉: consumerassistance@ncua.gov
www.ncua.gov

NCUA is the federal agency that charters and supervises federal credit unions and insures savings in federal and most state-chartered credit unions across the country through the National Credit Union Share Insurance Fund.

Office of Personnel Management (OPM)

1900 E St., NW
Washington, DC 20415
202-606-1800
TTY: 202-606-2532
✉: general@opm.gov
www.opm.gov

www.usajobs.gov (Federal employment opportunities)
OPM manages the civil service of the federal government, coordinates recruiting of new government employees, and manages their health insurance and retirement benefits programs. OPM also provides resources for locating student jobs, summer jobs, scholarships, and internships.

Pension Benefit Guaranty Corporation (PBGC)**Customer Contact Center**

PO Box 151750
Alexandria, VA 22315-1750
Toll free: 1-800-400-7242
TTY: 1-800-877-8339
✉: mypension@pbgc.gov
www.pbgc.gov

The PBGC protects the retirement incomes of workers in private sector defined pension benefit plans. When you call, it helps to have your social security number and your plan's name or number.

Securities and Exchange Commission (SEC) ♦**Office of Investor Education and Advocacy (OIEA)**

100 F St., NE
Washington, DC 20549-0213
Toll free: 1-800-732-0330
✉: help@sec.gov

www.investor.gov (Investor information)
www.sec.gov/complaint.shtml (Complaint form)
The SEC's Office of Investor Education and Advocacy serves individual investors and is ready to assist you in resolving your complaints and answering questions. OIEA's website, www.investor.gov, is an online resource to help you invest wisely and avoid fraud.

Small Business Administration (SBA)

409 3rd St., SW, Suite 7600
Washington, DC 20416
202-205-6740
Toll free: 1-800-827-5722 (Information)
TTY: 704-344-6640
✉: answerdesk@sba.gov

www.sba.gov
The SBA helps Americans start, build and grow businesses. Through an extensive network of field offices and partnerships the SBA aids, counsels, assists and protects the interests of small business concerns.

Social Security Administration (SSA)**Office of Public Inquiries**

6401 Security Blvd.
Baltimore, MD 21235
Toll free: 1-800-772-1213
TTY: 1-800-325-0778 (M-F, 7:00 am - 7:00 pm, ET)

www.socialsecurity.gov
www.socialsecurity.gov/espanol (in Spanish)
The Social Security Administration provides retirement, survivors and disability benefits, as well as administers Supplemental Security Income (SSI) payments.

U.S. Commodity Futures Trading Commission (CFTC)

Office of External Affairs
Three Lafayette Center
1155 21st St., NW
Washington, DC 20581
202-418-5000
TTY: 202-418-5514
✉: questions@cftc.gov

www.cftc.gov

CFTC protects 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.

U.S. Postal Service (USPS)

Toll free: 1-800-275-8777

usps.com

The USPS is the federal agency responsible for the delivery of mail across the nation. You can visit your local post office to ship packages, purchase money orders, and apply for a passport (at select locations). The USPS has also made many of their services available online, such as purchasing and printing postage, tracking packages, and changing your address.

United States Postal Inspection Service

Attn: Mail Fraud
222 S. Riverside Plaza, Suite 1250
Chicago, IL 60606-6100
Toll free: 1-877-876-2455

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.