

## 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 various social media outlets, blogs, and instant messaging. 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).

### 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](mailto:referrals@usccr.gov)  
**www.usccr.gov**  
 The Commission on Civil Rights is an independent, bipartisan agency charged with monitoring federal civil rights enforcement.

### Consumer Product Safety Commission (CPSC)

4330 East West Hwy.  
 Bethesda, MD 20814  
 Toll-free: 1-800-638-2772 (CPSC Hotline;  
 8:30 am-5 pm ET)  
 TTY: 1-800-638-8270  
 ✉: [info@cpsc.gov](mailto:info@cpsc.gov)  
**www.cpsc.gov**  
**www.recalls.gov** (Government Recalls)  
 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**  
 3101 Park Center Dr., 10th Floor  
 Alexandria, VA 22302-1594  
 703-305-7600  
**www.cnpp.usda.gov**  
**www.mypyramid.gov**  
 The USDA Center for Nutrition Policy and Promotion (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

3101 Park Center Dr., Room 926  
 Alexandria, VA 22302  
 703-305-2281  
 ✉: [webmaster@fns.usda.gov](mailto:webmaster@fns.usda.gov)  
**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 am-4 pm ET, English/  
 Spanish)  
 TTY: 1-800-256-7072  
 ✉: [mphotline.fsis@usda.gov](mailto:mphotline.fsis@usda.gov)  
**www.fsis.usda.gov**

This toll-free service helps prevent food-borne 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**

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

### Department of Commerce

#### 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**

The Census Bureau collects information about the population of the United States as well as data about the economy.

#### Weights and Measures Division (WMD)

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

**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

✉: [NMFS.Seafood.Services@noaa.gov](mailto:NMFS.Seafood.Services@noaa.gov)

[seafood.nmfs.noaa.gov](http://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**

Office of the General Counsel  
U.S. Patent and Trademark Office  
PO Box 15667

Arlington, VA 22215

Toll-free: 1-800-786-9199

TTY: 571-272-9950

✉: [TrademarkAssistanceCenter@uspto.gov](mailto:TrademarkAssistanceCenter@uspto.gov)

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

**Commissioner for Trademarks**

Attn: MPU

PO Box 1451

Alexandria, VA 22313-1451

✉: [TrademarkAssistanceCenter@uspto.gov](mailto:TrademarkAssistanceCenter@uspto.gov)

[www.uspto.gov/trademarks](http://www.uspto.gov/trademarks)

**Commissioner for Patents**

PO Box 1450

Alexandria, VA 22313-1450

✉: [usptoinfo@uspto.gov](mailto:usptoinfo@uspto.gov)

[www.uspto.gov/patents](http://www.uspto.gov/patents)

The USPTO grants trademarks and patents to protect investments of those who develop new ideas and technologies.

**Department of Education (ED)****The Education Publications Center (EDPUBS)**

PO Box 22207

Alexandria, VA 22304

Toll-free: 1-877-433-7827

TTY: 1-877-576-7734

✉: [edpubs@inet.ed.gov](mailto:edpubs@inet.ed.gov)

[www.edpubs.gov](http://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**

319-337-5665

Toll-free: 1-800-433-3243

Toll-free: 1-800-621-3115 (Defaulted Loans)

Toll-free: 1-800-557-7392 (Loan Consolidation)

TTY: 1-800-730-8913 (Spanish speakers are available)

✉: [OPE\\_SFA@ed.gov](mailto:OPE_SFA@ed.gov)

[www.ed.gov/finaid/landing.jhtml?src=In](http://www.ed.gov/finaid/landing.jhtml?src=In)

[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) (Information about Direct Loans)

The Center provides information about federal student aid for teachers, parents, students, administrators, and others. It provides comprehensive information on federal student aid programs, including a Financial Aid and Scholarship Wizard, college savings calculator, and a career finder.

**Office for Civil Rights (OCR)**

202-245-6800

Toll-free: 1-800-421-3481

TTY: 1-877-521-2172

✉: [ocr@ed.gov](mailto:ocr@ed.gov)

[www.ed.gov/about/offices/list/ocr](http://www.ed.gov/about/offices/list/ocr)

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

**Office of Postsecondary Education (OPE)**

1990 K St., NW

Washington, DC 20006

202-502-7750

[www2.ed.gov/about/offices/list/ope/index.html](http://www2.ed.gov/about/offices/list/ope/index.html)

[www.ope.ed.gov/accreditation](http://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

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

[ed.gov/about/offices/list/osers/osep/index.html](http://ed.gov/about/offices/list/osers/osep/index.html)

(Office of Special Education Programs)

[ed.gov/about/offices/list/osers/rsa/index.html](http://ed.gov/about/offices/list/osers/rsa/index.html)

(The Rehabilitation Services Administration)

[ed.gov/about/offices/list/osers/nidrr/index.html](http://ed.gov/about/offices/list/osers/nidrr/index.html)

(The National Institute of Disability & Rehabilitation Research)

OSERS provides a wide array of supports 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](mailto:ovae@ed.gov)

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](http://www.doe.gov)

[www.energy.gov/forconsumers.htm](http://www.energy.gov/forconsumers.htm)  
(Consumer Site)

### 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

✉: [eereic@ee.doe.gov](mailto:eereic@ee.doe.gov)

[www.eere.energy.gov/consumer](http://www.eere.energy.gov/consumer)

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)

### 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

✉: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

[www.oig.hhs.gov](http://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](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) (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)

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

✉: [OCRAMail@hhs.gov](mailto:OCRAMail@hhs.gov)

[www.dhhs.gov/ocr](http://www.dhhs.gov/ocr)

OCR helps to protect you from discrimination in certain health care and social service programs.

## Administration for Children & Families (ACF)

370 L'Enfant Promenade, SW  
Washington, DC 20447

[www.acf.hhs.gov](http://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 Maryland Ave., SW, 8th Floor  
Washington, DC 20024

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

✉: [info@childwelfare.gov](mailto:info@childwelfare.gov)

[www.childwelfare.gov](http://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@nrscrisisline.org](mailto:info@nrscrisisline.org)

[www.1800runaway.org](http://www.1800runaway.org)

The mission of the National Runaway Switchboard (NRS) is to help 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/](http://www.acf.hhs.gov/programs/cse/)

The OCSE ensures 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](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. 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 am-8 pm ET)  
TTY: 1-800-677-1116

✉: [eldercarelocator@n4a.org](mailto:eldercarelocator@n4a.org)

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

Administered by the National Association of Area Agencies on Aging (n4a), the Eldercare Locator is the first step in finding resources for older adults in any U.S. community. This free national service of the Administration on Aging provides an instant connection to resources that enable older persons to live independently in their communities and offers support for caregivers.

**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, English and Spanish)  
TTY: 1-888-232-6348

✉: [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)

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

[www.cdc.gov/spanish](http://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; prevent disease, injury, and disability; and prepare 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, English and Spanish)  
TTY: 1-888-232-6348

✉: [dstd@cdc.gov](mailto:dstd@cdc.gov)

[www.cdc.gov/std](http://www.cdc.gov/std)

[www.cdc.gov/std/Spanish/default.htm](http://www.cdc.gov/std/Spanish/default.htm)

(in Spanish)

**HIV/AIDS Prevention**

Centers for Disease Control and Prevention (CDC)  
Toll-free: 1-800-232-4636 (24 hrs./7 days a week, English and Spanish)  
TTY: 1-888-232-6348

✉: [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)

[www.cdc.gov/hiv](http://www.cdc.gov/hiv)

[www.cdc.gov/hiv/spanish/](http://www.cdc.gov/hiv/spanish/) (in Spanish)

The Division of HIV/AIDS Prevention provides national leadership of 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: 1-800-633-4227 (Medicare Service Center)  
Toll-free: 1-800-447-8477 (Medicare Fraud Hotline)  
TTY: 1-877-486-2048

[www.cms.gov](http://www.cms.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, and shares Medicare health plan quality and customer satisfaction information. Contact the Center to obtain the phone number of 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](http://www.fda.gov)

The FDA is responsible for protecting the public health by ensuring 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 (CFSAN)**

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

[www.fda.gov/Food](http://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](mailto:NIHinfo@od.nih.gov)

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

[www.salud.nih.gov](http://www.salud.nih.gov) (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 (English/Spanish 12 pm-5 pm)  
 TTY: 1-888-480-3739  
 ✉: [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) (Real-time, online assistance M-F, 12 pm - 4 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  
 NCI Public Inquiries Office  
 6116 Executive Blvd., Suite 300  
 Bethesda, MD 20892-8322  
 Toll-free: 1-800-422-6237 (M-F, 8 am-8 pm ET, English/Spanish)

✉: [cancergovstaff@mail.nih.gov](mailto:cancergovstaff@mail.nih.gov) (English); [nciespanol@mail.nih.gov](mailto:nciespanol@mail.nih.gov) (Spanish)

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

[www.cancer.gov/espanol](http://www.cancer.gov/espanol) (Spanish)

<https://cissecure.nci.nih.gov/livehelp/welcome.asp>

(Live help online chat, M-F, 8 am-11 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 their families.

**National Institute of Allergy and Infectious Diseases**

National Institutes of Health (NIH)  
 6610 Rockledge Dr.  
 MSC 6612  
 Bethesda, MD 20892-6612  
 301-496-5717

Toll-free: 1-866-284-4107

✉: [ocpostoffice@niaid.nih.gov](mailto:ocpostoffice@niaid.nih.gov)

[www.niaid.nih.gov](http://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**

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](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 publication ordering system is available on the NIMH website. Some publications are available in Spanish.

**Department of Homeland Security (DHS)**

Washington, DC 20528  
 202-282-8000

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

**Transportation Security Administration (TSA)**

601 S. 12th St.  
 Arlington, VA 20598  
 Toll-free: 1-866-289-9673

✉: [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov)

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

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

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

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

### U.S. Customs and Border Protection (CBP)

1300 Pennsylvania Ave., NW  
Washington, DC 20229  
703-526-4200

Toll-free: 1-877-227-5511

TTY: 1-866-880-6582

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

CBP prevents individuals from entering the country illegally or bringing harmful and illegal substances into the U.S. It also protects 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](http://www.fema.gov)

[www.ready.gov](http://www.ready.gov) (Disaster Preparedness)

[www.listo.gov](http://www.listo.gov) (Disaster Preparedness, Spanish)

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

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 20782-7055  
Toll-free: 1-800-621-3362  
TTY: 1-800-462-7585

✉: [AskFEMA@dhs.gov](mailto:AskFEMA@dhs.gov)

[www.fema.gov/assistance/index.shtm](http://www.fema.gov/assistance/index.shtm)

### National Flood Insurance Program (NFIP)

FEMA  
500 C St., SW  
Washington, DC 20472  
Toll-free: 1-800-621-3362  
TTY: 1-800-427-5593

✉: [FloodSmart@dhs.gov](mailto:FloodSmart@dhs.gov)

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

National Flood Insurance Program (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)

#### 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/offices/fheo/](http://www.hud.gov/offices/fheo/)

[www.hud.gov/offices/fheo/online-complaint.cfm](http://www.hud.gov/offices/fheo/online-complaint.cfm) (Online Form)

[www.hud.gov/complaints/housediscrim.cfm](http://www.hud.gov/complaints/housediscrim.cfm)

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](http://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 and regulates the housing industry business.

#### Federal Housing Administration (FHA)

Department of Housing  
451 7th St., SW  
Washington, DC 20410  
Toll-free: 1-800-225-5342  
TTY: 1-877-833-2483  
✉: [info@fhaoutreach.com](mailto:info@fhaoutreach.com)

[portal.hud.gov](http://portal.hud.gov)

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

#### Office of Manufactured Housing Programs

Department of Housing  
Office of Deputy Assistant Secretary for Regulatory Affairs and Manufactured Housing  
451 7th St., SW, Room 9164  
Washington, DC 20410-8000  
202-708-1112  
Toll-free: 1-800-927-2891  
TTY: 202-708-1455  
✉: [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)

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.

## Office of RESPA and Interstate Land Sales

Department of Housing  
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  
TTY: 202-708-1455  
✉: [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)

This office handles complaints and provides information regarding real estate loan transactions and borrower rights under the Real Estate Settlement Procedures Act (RESPA). The Interstate Land Sales program protects consumers from fraud and abuse in the sale or lease of land.

## Department of the Interior (DOI)

### Fish and Wildlife Service

Mail Stop 3351  
Washington, DC 20240  
202-208-5634 (Public Affairs routes all calls from here)  
Toll-free: 1-800-344-9453

[www.fws.gov](http://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](http://www.nps.gov)

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

## 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](http://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](mailto:ustrustee.program@usdoj.gov)

[www.justice.gov/ust](http://www.justice.gov/ust)

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)

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

[www.dol.gov/ebsa](http://www.dol.gov/ebsa)

The EBSA provides information and assistance on private sector, employer-sponsored retirement benefit and health benefit plans.

### Job Corps

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

✉: [national\\_office@jobcorps.gov](mailto:national_office@jobcorps.gov)

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

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

✉: <http://www.dol.gov/dol/contact/contact-email.htm>

[www.dol.gov](http://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](http://www.osha.gov)

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

**Office of Disability Employment Policy (ODEP)**

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**

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, Room S1325  
 200 Constitution Ave., NW  
 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****National Passport Information Center (NPIC)**

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

**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 passport acceptance facilities.

**Overseas Citizens Services**

Bureau of Consular Affairs  
 Room 4811  
 Washington, DC 20520-4818  
 202-647-5225 (Emergencies and Non-emergencies, M-F, 8:15 am-10 pm ET)  
 202-647-4000 (After hours emergencies, Sundays, and holidays ask for the duty officer)  
 Toll-free: 1-888-407-4747

**travel.state.gov/travel**

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

**Visa Services**

Washington, DC 20520  
 202-663-1225 (M-F, 8:30 am-5:00 pm ET)  
 Emergency after hours: 202-647-1512

✉: [usvisa@state.gov](mailto:usvisa@state.gov)

**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 the Assistant General Counsel for 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  
 TTY: 1-800-455-9880

✉: [airconsumer@dot.gov](mailto:airconsumer@dot.gov)

**airconsumer.ost.dot.gov/problems.htm**

**airconsumer.ost.dot.gov/spanish/index.cfm**

(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 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 to this agency.

**National Highway Traffic Safety Administration (NHTSA)**

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

✉: <https://www.nhtsa.dot.gov/email.cfm>

**www.nhtsa.dot.gov**

NHTSA wants to hear from consumers regarding potential defects in their cars. NHTSA's hotline has information on safety recalls, crash test ratings, child safety seats, bicycles, air bags, and impaired driving prevention.



**Department of the Treasury**

**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 it to purchase bonds or to check on the maturity of bonds you have already purchased.

**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  
TTY: 713-658-0340

**www.helpwithmybank.gov**  
The OCC charters, regulates, and supervises all national banks.

**Internal Revenue Service (IRS)**

Toll-free: 1-800-829-1040 (Help for Individuals)  
Toll-free: 1-800-829-1954 (Refund Status)  
TTY: 1-800-829-4059

**www.irs.gov**  
Free tax help is available from the Internal Revenue Service at [www.irs.gov](http://www.irs.gov) 24 hours a day, seven days a week. Numerous online 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, and look for preparers who can electronically file tax returns. If your personal tax questions require face-to-face assistance, visit the Taxpayer Assistance Centers closest to you. Locations are listed on **www.irs.gov**.

**Office of Thrift Supervision (OTS)**

1700 G St., NW  
Washington, DC 20552  
Toll-free: 1-800-842-6929  
TTY: 1-800-877-8339

**www.ots.treas.gov**  
The OTS supervises federal savings and loans and federal savings banks and handles complaints about these organizations.

**United States Mint**

Customer Service Center  
2799 Reeves Rd.  
Plainfield, IN 46168  
Toll-free: 1-800-872-6468 (8:00 am-12:00 am ET)  
TTY: 1-888-321-6468 (M-F, 8:30 am-5:00 pm ET)

**www.usmint.gov**  
The Mint produces the coins that circulate throughout the U.S. 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**  
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  
TTY: 1-800-829-4833

**www.va.gov**  
Contact Consumer Affairs Service for consumer information or general assistance.

**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**  
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](mailto: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**

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**

Oregon State University  
 333 Weniger Hall  
 Corvallis, OR 97331-6502  
 Toll-free: 1-800-858-7378 (6:30 am-4:30 pm, PT)  
 ✉: npic@ace.orst.edu

**npic.orst.edu**

This service 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.

**Safe Drinking Water Hotline**

Safe Drinking Water Hotline, 4606M  
 1200 Pennsylvania Ave., NW  
 Washington, DC 20460  
 703-412-3330  
 Toll-free: 1-800-426-4791 (10 am-4 pm ET, 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 groundwater.

**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

**http://reboot.fcc.gov/consumers**

**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. It provides guidance for consumers about selecting wireless communication providers and products.

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

Division of Supervision and Consumer Protection  
 Consumer Response Center  
 2345 Grand Blvd., Suite 1200  
 Kansas City, MO 64108  
 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 that are not members of the Federal Reserve System.

**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 provided. 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 law enforcement agencies.

**General Services Administration (GSA) ♦**

**Federal Citizen Information Center (FCIC) ♦**

1275 First St., NE  
11th Floor  
Washington, DC 20417  
For catalog orders, send your name and address to:  
Catalog, Pueblo, CO 81009  
202-501-1794  
Toll-free: 1-800-FED-INFO (333-4636)

**www.usa.gov** (U.S. government's official web portal)  
**www.pueblo.gsa.gov** (FCIC homepage)  
**www.ConsumerAction.gov** (consumer information and tips)  
**www.info.gov** (citizen services)  
**www.kids.gov** (government websites for kids)  
**www.gobiernousa.gov** (USA.gov in Spanish)  
**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 the toll-free phone number, or by visiting [www.USA.gov](http://www.USA.gov), the U.S. government's official web portal.

**Surplus Federal Property Sales**

1800 F St., NW  
Washington, DC 20405  
Toll-free: 1-800-488-3111

**www.govsales.gov**

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

**National Council on Disability (NCD)**

Director of Communications  
1331 F St., NW  
Suite 850  
Washington, DC 20004  
202-272-2004  
TTY: 202-272-2074

✉: [ncd@ncd.gov](mailto:ncd@ncd.gov)

**www.ncd.gov**

The NCD is an independent federal agency that makes 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](mailto: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](mailto:general@opm.gov)

**www.opm.gov**

**www.usajobs.gov** (Federal employment information)

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 (PBGC)

### Customer Contact Center

Alexandria, VA 22315-1750  
Toll-free: 1-800-400-7242  
TTY: 1-800-877-8339 (Federal relay service)  
✉: [mypension@pbgc.gov](mailto:mypension@pbgc.gov)

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

[www.pbgc.gov/about/contact.html](http://www.pbgc.gov/about/contact.html)

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](mailto:help@sec.gov)

[www.investor.gov](http://www.investor.gov) (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 contains an extensive collection of free information on investing wisely and avoiding 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](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, the SBA aids, counsels, 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 am-7 pm ET)

[www.socialsecurity.gov](http://www.socialsecurity.gov) (Spanish)

The Social Security Administration provides retirement, survivors and disability benefits, and 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](mailto:questions@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. 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. Government Printing Office (GPO)

732 N. Capitol St., NW  
Washington, DC 20401  
202-512-1800

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

GPO prints, authenticates, catalogs, sells, and distributes America's documents of democracy. It also produces The Congressional Record, Federal Register, and the Annual Budget, along with thousands of other titles. The newly renovated GPO Bookstore offers titles involving military, history, and health. Even children's books are available.

**U.S. Postal Service (USPS)****Vice President and Consumer Advocate**

475 L'Enfant Plaza, SW  
Room 10427  
Washington, DC 20260-4258  
202-268-2282  
Toll-free: 1-800-275-8777  
TTY: 1-877-889-2457

**[www.usps.gov](http://www.usps.gov)**

The U.S. Postal Service Consumer Advocate listens to the voice of the customer and amplifies the message to postal management. 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 the 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 on the organization's website.