

**HELPFUL RESOURCES AT THE  
MASSACHUSETTS ATTORNEY GENERAL'S OFFICE  
FOR PRO BONO LAWYERS**

**Presentation to Senior Lawyers for Justice  
Massachusetts Attorney General's Office  
April 27, 2021**

## I. **LINKS TO SPECIFIC AGO DIGITAL RESOURCES**

### A. **“Resources During Covid 19” Link**

<https://www.mass.gov/guides/resources-during-covid-19#>

1. Your Rights as an Employee
2. Multilingual Resources on Earned Sick Time
3. Protecting Yourself from Scams and Fraud
4. Health Care and Insurance
5. Housing
6. Child care and Other Resources for Families
7. Resources for Immigrant Communities
8. Student and Student Borrowers
9. Protecting Your Civil Rights
10. Small Businesses
11. Domestic Violence & Sexual Assault Resources
12. Utilities
13. Advocacy and Other Actions
14. Guidance on Serving Time-Sensitive Initial Pleadings, Complaints, and Summonses in Cases Against State Agencies or Officials on the Attorney General’s Office During the COVID-19 Stay at Home Advisory Period

### B. **Other Specific AGO Digital Resources by Topic**

1. Housing
  - a) Evictions: Know Your Rights (English)  
<https://www.mass.gov/doc/eviction-know-your-rights-flyer/download>
  - b) Eviction Help Request  
<https://www.mass.gov/forms/eviction-help-request>
  - c) CDC Declaration Form (necessary for tenants to take advantage of CDC moratorium that now runs through June)  
[CDC Eviction Declaration Form](#)

- d) AGO Funding for Technology to Help Tenants Access Remote Eviction Hearings

<https://www.mass.gov/news/ag-healey-provides-funding-for-technology-to-help-tenants-access-remote-eviction-hearings>

- e) Facing eviction? We can help (Executive Office of Housing and Economic Development)

<https://www.mass.gov/guides/facing-eviction-we-can-help>

## 2. Consumers

- a) How to file a Consumer Complaint with the AGO

<https://www.mass.gov/how-to/file-a-consumer-complaint>

- b) Consumer Complaints Received by the AGO

<https://www.mass.gov/service-details/list-of-complaints-received-by-the-attorney-generals-consumer-advocacy-and-response>

- c) AGO Consumer Protection Regulations

<https://www.mass.gov/law-library/940-cmr>

### Table of Contents

940 CMR 2.00: Regulations of the director of public charities

940 CMR 3.00: General regulation

940 CMR 4: Long term care facilities

940 CMR 5:00: Motor vehicle regulations

940 CMR 6.00: Retail advertising

940 CMR 7.00: Debt collection regulations

940 CMR 8.00: Mortgage brokers and mortgage lenders

940 CMR 9: Group Health Care Insurers, termination of coverage

940 CMR 10: Manufactured housing community regulations

940 CMR 11.00: Fair information practices act

940 CMR 12.00: Regulations governing raffles

940 CMR 13:00: Regulations governing bazaars

940 CMR 14.00: Compensation of victims of violent crimes

940 CMR 15: The sale of travel services

940 CMR 16.00: Handgun sales  
940 CMR 17: Industrial homework  
940 CMR 18: Viatical settlements and viatical locations  
940 CMR 19: Retail marketing and sale of electricity  
940 CMR 20: Employee leave for certain family obligations  
940 CMR 21.00: Sales and distribution of cigarettes, smokeless tobacco products and electronic smoking devices in Massachusetts  
940 CMR 22.00 Sales and distribution of cigars in Massachusetts  
940 CMR 23: Brownfields covenant not to sue agreements  
940 CMR 24: Tobacco product manufacturer certifications  
940 CMR 25.00: Foreclosure rescue transactions and foreclosure-related services  
940 CMR 26: Discount health plans and discount health plan organizations  
940 CMR 27.00: Safeguard of personal information  
940 CMR 29.00: Open meetings  
940 CMR 30.00: Illegal lotteries, sweepstakes and de facto gambling establishments  
940 CMR 31.00: For-profit and occupational schools  
940 CMR 32.00: Domestic workers  
940 CMR 33.00: Earned sick time  
940 CMR 34.00: Daily fantasy sports contest operators in Massachusetts

### 3. Debt Collection

#### a) Fair Debt Collection

<https://www.mass.gov/service-details/fair-debt-collection#:~:text=The%20Attorney%20General's%20debt%20collection,as%20your%20place%20of%20work>

b) Understanding Debt and Credit

<https://www.mass.gov/understanding-debt-and-credit>

c) File a Consumer Complaint

<https://www.mass.gov/how-to/file-a-consumer-complaint>

4. Student Borrowers

a) Learn About Student Loan Assistance

<https://www.mass.gov/service-details/learn-about-student-loan-assistance>

b) Submit a Student Loan Help Request to the AGO

<https://www.mass.gov/forms/submit-a-student-loan-help-request>

5. Employee Rights

a) Wage and Hour Laws

<https://www.mass.gov/wage-and-hour-laws>

b) File a Workplace Complaint with the AGO

<https://www.mass.gov/how-to/file-a-workplace-complaint>

6. Immigrant Communities

a) Protection for Immigrant Communities

<https://www.mass.gov/protections-for-immigrant-communities>

**C. AGO Website**

<https://www.mass.gov/orgs/office-of-attorney-general-maura-healey>

To locate a Directory of Contacts within the Attorney General's Office website, scroll down to:

More Actions & Services

Contact the Attorney General's Office of the Attorney  
General  
What you Need to Know  
Directory of Contacts

**II. MAIN TELEPHONE NUMBERS FOR AGO BOSTON AND REGIONAL OFFICES**

Boston (617) 727-2200

New Bedford (508) 990-9700

Springfield (413) 784-1240

Worcester (508) 792-7600

### III. LIST OF AGO DIVISIONS, ETC. AND RELEVANT TYPES OF INQUIRIES

Division etc. Name	Telephone Number for External Callers (If there is no number listed in this column but you still believe you need to speak to this division, please call our main switchboard at 617-727-2200 and ask the operator to connect you.)	Brief description of public calls accepted by this Division etc.	Notes to help you determine if this is the right Division etc. for your needs.
Administrative Law Division		Calls regarding service of new litigation against state agencies and officials & queries for Assistant Attorneys General assigned to cases.	Call this division if you are suing or looking to sue a state agency or officials.
Antitrust Division		Citizen calls regarding antitrust issues, including “anticompetitive behavior” “price fixing” or “bid-rigging.”	
Appeals Division		Calls related to cases being handled by the Division, usually appeals in a criminal case or a habeas corpus action.	
Bid Unit		Bid Unit only handles public construction, not goods and services.	The Office of the Inspector General handles bid matters for public procurement of goods and service. That

			number is 617-722-8838 or <a href="mailto:30Bhotline@mass.gov">30Bhotline@mass.gov</a> .
Civil Rights Division	Civil Rights Hotline 617-963-2917 (voicemail only)	<p>Calls relating to complaints of:</p> <ol style="list-style-type: none"> <li>1. Discrimination based on: <ul style="list-style-type: none"> <li>- Race / color</li> <li>- National origin</li> <li>- Disability</li> <li>- Pregnancy</li> <li>- Sex</li> <li>- Gender identity</li> <li>- Sexual orientation</li> <li>- Religion</li> <li>- Veteran status</li> <li>- Household status</li> <li>- Age</li> </ul> </li> <li>2. Interference with the right to vote.</li> <li>3. Interference with the right to free speech by a government entity.</li> <li>4. Hate crimes.</li> <li>5. School-related issues, specifically: <ul style="list-style-type: none"> <li>- Bullying</li> <li>- Harassment</li> <li>- Unfair discipline</li> <li>- Police / school resource officers</li> </ul> </li> <li>6. Interference with access to contraception, abortion, or other reproductive rights.</li> <li>7. Misconduct by police or in jails/prisons, specifically: <ul style="list-style-type: none"> <li>- Claims of excessive force</li> <li>- Denial of medical care</li> <li>- Other deprivation of constitutional rights</li> </ul> </li> </ol>	Calls relating to violations of labor laws (e.g. relating to payment of wages, breaks, earned sick leave, etc.) should be made to Fair Labor Division.
Constituent Services	Constituent Services 617-963-2023 (Voicemail only)	All callers who would like to express an opinion about our office's work.	



Consumer Advocacy and Response Division	Consumer Hotline 617-727-8400	Calls regarding any consumer issue including mortgages, landlord/tenant, utilities, auto, trades and professional services, retail, etc.	
Contributory Retirement Appeal Board		Calls regarding status of Retirement Appeals/ procedure to file an appeal.	
Data Breach Team		Calls from businesses with questions about how to report a data breach if caller has additional questions AFTER reviewing the website.	Calls from consumers about a data breach should be made to the Consumer Hotline.  Consumers may also submit a Consumer Advocacy & Response Division Complaint Form <a href="http://www.mass.gov/how-to-file-a-consumer-complaint">www.mass.gov/how-to-file-a-consumer-complaint</a>
Division of Open Government	Open Meeting Law Hotline 617-963-2540 (Answered live when possible, otherwise VM.)	Calls about Open Meeting Law. Open meeting issues deal with meetings of a public body where the public is in attendance generally to observe or to offer public comment.	
ELDER Hotline	(888) AG-ELDER  or  (888) 243-5337	Elder consumers who require additional time or help completing a consumer complaint form should call the AGO Elder Hotline.	
Energy and Telecommunications Division		Calls with questions about gas and electric utilities, competitive suppliers or clean energy (electric vehicles, renewables, solar, hydro, wind) that are not	Gas and electric service disruption issues should be reported to the Department of Public Utilities at 877-886-5066. Billing issues

		general billing disputes or disruptions of service.	should go to the Consumer Hotline.
Environmental Crimes Strike Force		Calls related to ECSF cases. <b>NO TIP CALLS</b>	For Environmental Crime Tips call MassDEP Environmental Crime Tip Line at 617-556-1000 or 888-846-5283. You can also provide this email for TIPS: <a href="mailto:esf.hotline@mass.gov">esf.hotline@mass.gov</a>
Environmental Protection Division		<u>Generally</u> : Calls regarding the protection of natural resources (land, water, air, species) from pollution or other damage.  <u>Common specific topics</u> : <ul style="list-style-type: none"> <li>• Asbestos</li> <li>• Brownfields covenants</li> <li>• Hazardous Waste</li> <li>• Pesticides</li> <li>• Land use/ Open Space/Article 97</li> <li>• Beach/pond access</li> <li>• Drinking Water</li> <li>• Wetlands</li> <li>• Endangered Species</li> <li>• Animal Health</li> </ul>	Gas and electric service disruption issues should be reported to the Department of Public Utilities at 877-886-5066. Billing issues should go to the Consumer Hotline.
Fair Labor Division	Fair Labor Hotline 617-727-3465	Calls relating to payment of wages, breaks, earned sick leave, labor trafficking, workplace health/safety/covid-19, waiver for meal breaks or child labor, public construction wage (prevailing wage), temporary workers/staffing agency, bid protests for public construction projects	Calls relating to discrimination in the workplace should be made to Civil Rights Division.  Calls relating to <i>unemployment insurance</i> should be made to the Department of Unemployment Assistance (DUA) 617-626-6800 or the Executive Office of Labor and Workforce Development 617-626-7100.
False Claims Division	False Claims Line	The division is interested in matters that involve a false statement or misrepresentation	

	617-963-2600 (voicemail box only)	in connection with a state or municipal contract.	
Gaming Enforcement Division	Gaming Tip Line 617-963-2970	Tips related to gaming criminal activity.	
Government Bureau		Calls regarding Initiative Petition process or Elections Issues	
Hate Crimes Hotline	800-994-3228 617-573-5350 (voicemail only)	Calls alleging a hate crime.	
Health Care Division	888-830-6277 ext. 1 (Voicemail only)	Calls related to health insurance coverage and provider billing	
Human Trafficking Division		Takes calls from individuals looking to follow up on information on the AGO website looking for resources, asking about training or speaking engagements. <a href="https://www.mass.gov/fighting-human-trafficking">https://www.mass.gov/fighting-human-trafficking</a> .	Any person calling to make an allegation of criminal conduct, either related to what they observed or what has happened to themselves or someone they know, should follow the criminal bureau criminal compliant process. <a href="https://www.mass.gov/how-to/file-a-request-for-review-with-the-attorney-generals-criminal-bureau">https://www.mass.gov/how-to/file-a-request-for-review-with-the-attorney-generals-criminal-bureau</a>
Insurance & Financial Services Division	(888) 830-6277 ext. 4 (Voicemail only)	<ul style="list-style-type: none"> <li>• Consumer lines of insurance (e.g., auto, home, life)</li> <li>• Securities (e.g., issues with investment accounts, stocks, variable annuities)</li> <li>• GAP products</li> <li>• <u>Only</u> the following mortgage servicing disputes: force-placed insurance by mortgage lenders; failure of servicers to disburse insurance premium to homeowner's insurance</li> </ul>	<p><u>Topics division does not handle:</u></p> <ul style="list-style-type: none"> <li>• Health and dental insurance: Health Care Division at (888) 830-6277, option 1</li> <li>• Insurance fraud allegations: Insurance Fraud Tip line at (617) 573-5330</li> <li>• Obvious scams/ponzi schemes</li> </ul>

		company; obtaining homeowners insurance claim proceeds from servicers; personal mortgage insurance (PMI).	<ul style="list-style-type: none"> <li>• contractor or public adjuster complaints where insurance claim is not at issue</li> <li>• Obtaining information about a business or third party's insurance on behalf of consumer</li> <li>• Instances where consumer made a substantial loan to a company or individual and seeks assistance collecting</li> </ul>
Insurance and Unemployment Fraud Unit	617-573-5330 (voicemail only)	Issues regarding any fraud related to individual insurance products or unemployment insurance	Unemployment fraud issues should first be reported using the Massachusetts Division of Unemployment fraud form at <a href="https://www.mass.gov/info-details/report-unemployment-benefits-fraud">https://www.mass.gov/info-details/report-unemployment-benefits-fraud</a>
Manufactured Housing Unit	Manufactured Housing Line 617-963-2460 (voicemail only)	Primarily two areas: 1) Disputes between resident and property/park owner; 2) Complaints regarding owner's failure to comply with and/or fairly enforce community rules.	Can also send emails to <a href="mailto:mhu@mass.gov">mhu@mass.gov</a>  Calls relating to construction, taxes etc. that are not specific to the owner/resident relationship should be made to the Consumer Hotline.
Medicaid Fraud Division	Medicaid Fraud Tip line 617-963-2360	All calls with concerns related to Medicaid (NOT Medicare.)	<ul style="list-style-type: none"> <li>• Medicare issues should be sent to MassHealth at 800-841-2900.</li> </ul>
Municipal Law Unit	774-214-4445 (Voicemail only.)	Town meetings and city and town charter issues only.	Town Meetings are meetings where residents vote on some action to be taken by the town. See the <a href="#">Citizen's Guide to Town Meeting</a> for more information.
Neighborhood Renewal		Calls from municipalities, potential receivers, and	Division does not operate a hotline but will accept calls

Division (formerly Abandoned Housing Initiative)		members of the public interested in the AGO's receivership program for abandoned houses or calling regarding distressed vacant houses.	or return voicemails from the public.
Non-Profit Organizations/ Public Charities Division	Charities Hotline 617-963-2101 (live answer only)	Questions from or regarding the administration of charitable assets, including compliance requirements (new registrations, annual filings – Form PC, certificates of solicitation, notices, dissolutions), charitable solicitations, probate accounts and fiduciary duties.	
Opioid/Substance Use Disorder (SUD)		Most of the calls fall into four buckets: 1) what is the AG/AGO doing to combat the opioid epidemic? <ul style="list-style-type: none"> <li>○ specific policies and legislation that have been enacted / amended</li> <li>○ civil and criminal enforcement actions re: fentanyl and opioid manufacturers</li> </ul> 2) how to access our naloxone fund 3) report a clinician or practice 4) how and where to get treatment	
Policy & Government	617-963-2700 (voicemail only)	Inquiries about public policy or legislation.	
Purdue Pharma	617-963-2714 (voicemail only)	Callers seeking information about the Purdue Pharma bankruptcy or claims against the Sacklers.	
Student Loan Assistance Unit	(888) 830-6277 ext. 3	<ul style="list-style-type: none"> <li>● Federal loans</li> <li>● Private loans</li> </ul>	Topics unit does not handle:

	(Voicemail only)	<ul style="list-style-type: none"> <li>• Student loan “debt relief” companies/scams</li> <li>• Debt collection on defaulted student loans</li> <li>• For-profit schools</li> <li>• Help comparing financial aid award letters</li> </ul>	<ul style="list-style-type: none"> <li>• Nonprofit school complaints unless there is a student loan repayment component: Call to Board of Higher Education (degree granting school) or Department of Professional Licensure (non-degree granting occupational school, e.g., certificate or diploma programs)</li> <li>• Problems with FAFSA application, financial aid offices at nonprofit schools: Call to Office of Student Financial Assistance and/or Federal Department of Education</li> </ul>
Victim Compensation & Assistance Division	VCD Duty Line 617-963-2160	Calls about applications to state’s victim compensation fund.	
Victim Services Division	617-963-2205	Victims of crime seeking resources and referrals.	
White Collar/Public Integrity Division		Calls involving allegations of criminal public corruption by a public employee or upon a public entity.	

#### IV. OUTSIDE REFERRAL SERVICES FOR PARTICULAR TYPES OF INQUIRIES

Topic	Outside Referrals	Notes	Phone Number	Potential AGO Resources
<b>Airlines</b>				
Planes, Travel, Vacation				
Advertising and Pricing	<a href="#">US Department of Transportation</a>		(202) 366-4000	
Billing Disputes	<a href="#">US Department of Transportation Aviation Consumer Protection Division</a>		(202) 366-2220	
	<a href="#">Federal Aviation Administration</a>	Oversight Agency	(866) 835-5322	
Business Practices	<a href="#">Federal Trade Commission</a>	Headquarters' Phone Number	(202) 326-2222	
General airline complaints	<a href="#">US Department of Transportation Aviation Consumer Protection Division</a>	<a href="#">Their online complaint form</a>	(202) 366-2220	Consumers may also want to file a consumer complaint with the AGO
Service and Safety	<a href="#">US Department of Transportation Aviation Consumer Protection Division</a>		(202) 366-2220	
	<a href="#">Federal Aviation Administration</a>	Oversight Agency	(866) 835-5322	
<b>Animals</b>				
Pets, Dogs, Cats				
Complaints about Animal Hospitals or Medications	<a href="#">Department of Environmental Protection</a>	Boston Office Number	(617) 292-5500	
	<a href="#">Executive Office of Energy &amp; Environmental Affairs</a>	Oversight Agency	(617) 626-1000	

<b>Complaints about Pet Shops or Breeders</b>	<a href="#">Department of Agricultural Resources</a>	Boston Office Number	(617) 626-1700	
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	Oversight Agency	(617) 973-8787	
<b>Complaints about Veterinarians (Vet)</b>	<a href="#">Board of Registration in Veterinary Medicine</a>		(617) 701-8723	
<b>Miscellaneous Types of Assistance</b>				
<b>Domestic Violence and Sexual Assault Assistance</b>	<a href="#">Safelink</a>	24/7 statewide domestic violence and sexual assault referral hotline	(877) 785-2020	
<b>Elder Assistance</b>	<a href="#">Elder Care Locator</a>	Offered by the <a href="#">Administration on Aging</a>	(800) 677-1116	Callers may also want to speak to AGO's Elder Hotline (888) 243-5337
<b>Food Assistance</b>	<a href="#">Project Bread</a>		(617) 723-5000	
<b>Fuel Assistance</b>	<a href="#">Department of Housing and Community Development</a> (DHCD)	This is DHCD's special "heatline"	(800) 632-8175	
<b>Housing Assistance</b>	<a href="#">Emergency Housing</a>	Offered by the <a href="#">Department of Housing and Community Development</a>	(866) 584-0653	
	<a href="#">RAFT</a>	Provides funding to low income families to stabilize housing	<a href="#">Find a regional RAFT Agency</a>	
<b>Victim Services</b>	<a href="#">Massachusetts Office for Victim Assistance</a> (MOVA)		(617) 586-1340	Caller may also want to speak to AGO's Victim Compensation



				Unit (617-963-2160) or AGO's Victim Witness Assistance Division (617-963-2205)
<b>Auctions</b>				
<b>Auction Permits</b>	Local government			
<b>Concerns about the licensing of an auctioneer</b>	<a href="#">Division of Standards</a>		(617) 727-3480	
<b>Auto</b>				
Cars, Motor Vehicles				
<b>Arbitration</b>	Better Business Bureau	The BBB has an <a href="#">auto line</a> where callers can get information on their arbitration program	(800) 955-5100	Consumers may also want to file a consumer complaint with the AGO if the vehicle was purchased from a dealer
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	OCABR has an <a href="#">arbitration</a> program for new and used cars bought from a dealership that fall under the lemon laws	(617) 973-8787	
<b>Auto Insurance</b>	<a href="#">Massachusetts Division of Insurance</a>	Main Number	(617) 521-7794	Consumers may also want to speak to AGO's Insurance & Financial Services

				Division (888) 830-6277
<b>Emissions Inspections</b>	<a href="#">Registry of Motor Vehicles</a> Emissions Line	This number is specific for emissions inspections	(857) 368-8130	
<b>Excise Tax</b>	<a href="#">Department of Revenue</a>	General Number	(800) 392-6089	
	<a href="#">Registry of Motor Vehicles</a> Excise Tax Line		(857) 368-8180	
	Their Local Government			
<b>General</b>	<a href="#">Registry of Motor Vehicles</a> (RMV)	Number for all departments	(857) 368-8000	
	<a href="#">Massachusetts Department of Transportation</a> (MassDOT)	Oversight Agency	(857) 368-4636	
<b>Lemon Laws</b>	Small Claims Court	Consumers may want to search “small claims” on mass.gov, or call the <a href="#">Small Claims Advisory Service</a>	(617) 497-5690	Consumers may also want to file a consumer complaint with the AGO if the vehicle was purchased from a dealer
<b>Recalls</b>	<a href="#">National Highway Traffic Safety Administration</a>		(888) 327-4236	Consumers may also want to file a consumer complaint with the AGO
<b>Registration</b>	<a href="#">Registry of Motor Vehicles</a>		(857) 368-8000	
<b>Repair Shops</b>	<a href="#">Division of Standards</a>	All auto repair shops must be registered with the Division of Standards	(617) 727-3480	Consumers may also want to file a consumer

				complaint with the AGO
<b>Safety</b>	<a href="#">National High National Highway Traffic Safety Administration</a>		(888) 327-4236	
<b>Titles</b>	<a href="#">Registry of Motor Vehicles</a> Title Line	Title Line	(857) 368-8050	Consumers may also want to file a consumer complaint with the AGO
	<a href="#">Massachusetts Department of Transportation</a> (MassDOT)	Oversight Agency	(857) 368-4636	
<b>Bottle Redemption</b>				
Recycling				
<b>Bottle Redemption</b>	<a href="#">Bottle Bill Hotline</a>	Operated by the MA <a href="#">Dept. of Environmental Protections</a> (DEP)	(617) 556-1054	
	<a href="#">Department of Environmental Protection</a> (DEP)	Boston Office	(617) 292-5500	
	<a href="#">Executive Office of Energy and Environmental Affairs</a>	Oversight Agency	(617) 626-1000	
<b>Business Issues</b>				
Corporations				
<b>All Business to Business Matters</b>	Private Legal Counsel			
	<a href="#">Small Business Administration</a> (SBA)	This is the number for SBA's <a href="#">Massachusetts Office</a>	(617) 565-5590	
<b>Children</b>				
Daycare, Day Care, Childcare, Abuse, Child Support, Adoption, Foster Care, Families				

<b>Adoption and Foster Care</b>	<a href="#">Department of Children and Families</a> (DCF)	This number is specifically for questions related to foster care and adoption	(800) 543-7508	
	<a href="#">Office of Children, Youth, and Family Services</a>	Oversight Agency	(617) 573-1600	
<b>General Concerns Relating to DCF</b>	<a href="#">DCF Ombudsman's Office</a>		(617) 748-2444	
<b>Child Abuse and Domestic Violence</b>	<a href="#">MA Child Abuse Emergency Line</a>		(800) 792-5200	AGO's Children's Justice Unit is an additional resource
	<a href="#">Department of Children and Families</a> (DCF)	Oversight Agency	(617) 748-2000	
<b>Child Support Disputes</b>	<a href="#">Department of Revenue</a>	<a href="#">Child Support Enforcement Division</a>	(800) 332-2733	
	<a href="#">Executive Office for Administration and Finance</a>	Oversight Agency	(617) 727-2040	
<b>Complaints about Childcare Providers</b>	<a href="#">Department of Early Education and Care</a>		(617) 988-6600	The AGO may also take complaints against childcare providers but may be able to provide only limited assistance
<b>Complaints about State Agencies Providing Child Services</b>	<a href="#">Office of the Child Advocate</a>	The OCA is an independent agency that serves children and families across the Commonwealth	(617) 979-8360	
<b>Condominiums</b>				

Condos, Condo Association				
Condominium Issues	Private Attorney			In most cases, the AGO does not take complaints against condominium management companies or condo associations.
	<a href="#">Community Associations Institute New England Chapter (CAINE)</a>	Information about regulations	(781) 237-9020	
Courts				
Trial Court				
District Court Issues	<a href="#">Office of Chief Justice Paul C. Dawley</a>		(617) 788-8810	
Ethics Violations	<a href="#">Massachusetts Commission on Judicial Conduct</a>		(617) 725-8050	
Help Navigating the Court System	<a href="#">Trial Court Helpline</a>		(833) 912-6878	
Housing Court Issues	<a href="#">Office of Chief Justice Timothy F. Sullivan</a>		(617) 788-6500	
Probate and Family Court Issues	<a href="#">Office of Chief Justice Angela M. Ordoñez</a>		(617) 788-6600	
Small Claims Court	<a href="#">Small Claims Advisory Board</a>		(617) 497-5690	
Superior Court Issues	<a href="#">Office of Chief Justice Judith Fabricant</a>		(617) 788-8230	
Supreme Judicial Court Issues	<a href="#">Massachusetts Supreme Judicial Court</a>		(617) 557-1000	
Credit Reports				
Credit Report	<a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>		(877) 322-8228	

<b>Dispute Error on Credit Report</b>	Credit Reporting Agencies	Credit reporting agency must investigate, free of charge, the dispute within 30 business days, beginning on the date it receives the consumer's request for a correction		
<b>Crime Victims</b>				
<b>Domestic Violence</b>	<a href="#">National Domestic Violence Hotline</a>		Text LOVEIS to 22522 (800) 799-7233	
	<a href="#">Safelink</a>	24/7 statewide domestic violence and sexual assault referral hotline	(877) 785-2020	
<b>Sexual Assault</b>	<a href="#">Jane Doe</a>	Massachusetts Coalition Against Sexual Assault and Domestic Violence	(617) 248-0922	
	<a href="#">Safelink</a>	24/7 statewide domestic violence and sexual assault referral hotline	(877) 785-2020	
<b>Victim Services</b>	<a href="#">Massachusetts Office for Victim Assistance (MOVA)</a>		(617) 586-1340	Callers may also want to speak to AGO's Victim Compensation Unit (617-963-2160) or

				AGO's Victim Witness Assistance Division (617- 963-2205)
<b>Criminal Records</b>				
Crime, CORI Checks, Prison, Jail, Inmates, Felony Convictions				
<b>Criminal Records Check (CORI)</b>	<a href="#">Department of Criminal Justice Information Services</a>		(617) 660-4600	
<b>Debt Collection</b>				
Debt Collector				
<b>Cease and Desist Letter</b>	<a href="http://www.masslegalhelp.org">www.masslegalhelp.org</a>	Callers can send a Cease and Desist Letter to dispute a debt		Consumers may also want to file a consumer complaint with the AGO to dispute a debt
<b>Credit Report</b>	<a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>	Callers may want to check their credit reports for any sign of a debt	(877) 322-8228	
<b>Debt Collector: Attorney</b>	<a href="#">Massachusetts Board of Bar Overseers</a>		(617) 728-8750	
<b>Debt Collector: Bank</b>	<a href="#">Division of Banks</a>		(617) 956-1500	Consumers may also want to file a consumer complaint with the AGO
<b>Fair Debt Collection Practices</b>	<a href="http://www.mass.gov">www.mass.gov</a>	Search "fair debt collection"		Consumers may also want to file a consumer

				complaint with the AGO
<b>Disability</b>				
<b>Abuse or Neglect</b>	<a href="#">Disabled Persons Protection Commission</a>	<a href="#">Reporting abuse and neglect</a>	(617) 727 6465	
<b>Developmental Disabilities</b>	<a href="#">Massachusetts Development Disabilities Council</a>		(617) 770-7676	
<b>Discrimination</b>	<a href="#">Massachusetts Commission Against Discrimination</a>		(617) 994-6000	Callers may also want to speak to AGO's Civil Rights Division (617) 963-2917
<b>General</b>	<a href="#">Massachusetts Office on Disability (MOD)</a>		(617) 727-7440	
<b>Legal Referral</b>	<a href="#">Disability Law Center</a>		(617) 723-8455	
<b>Service Animals</b>	<a href="#">Massachusetts Office on Disability (MOD)</a>	<a href="#">Information on Service Animals</a>	(617) 727-7440	
<b>Discrimination</b>				
Civil Rights				
<b>Discrimination and Civil Rights Violations</b>	<a href="#">Massachusetts Commission Against Discrimination</a>		(617) 994-6000	Callers may also want to speak to AGO's Civil Rights Division (617) 963-2917
<b>Driving Schools</b>				
<b>Issues with Driving Schools</b>	<a href="#">Registry of Motor Vehicles (RMV)</a>	General Number	(857) 368-8000	Consumers may also want to file a consumer



				complaint with the AGO
<b>Dry Cleaners</b>				
Laundry, Laundromat				
<b>Complaints about Dry Cleaners and Laundromats</b>	<a href="#">North East Fabricare Association</a>		(603) 635-0322	Consumers may also want to file a consumer complaint with the AGO
<b>Elders</b>				
Senior Citizens				
<b>Elder Abuse</b>	<a href="#">Elder Abuse Hotline</a>		(800) 922-2275	
	<a href="#">Executive Office of Elder Affairs</a>		(617) 727-7750	
<b>Elder Care</b>	<a href="#">Elder Care Locator</a>	Offered by the <a href="#">Administration on Aging</a>	(800) 677-1116	
<b>Elder Fraud</b>	<a href="#">Savvy Seniors Guide</a>			Consumers may also want to call the AGO Elder Hotline (888) 243-5337
<b>Elder Legal Services</b>	<a href="#">Greater Boston Legal Services (GBLS)</a>	GBLS only provides services for <a href="#">these towns</a> , and they offer free legal advice to elders	(617) 371-1234	
	<a href="#">Massachusetts Senior Legal Helpline</a>	Open Monday through Friday 9AM-12PM	(800) 342-5297	

<b>General</b>	<a href="#">Executive Office of Elder Affairs</a>		(617) 727-7750	
<b>Employment</b>				
Work, Employer, Wages, Pay, Benefits				
<b>Benefits and Retirement</b>	<a href="#">Employee Benefits Security Administration</a>	Massachusetts Regional Office	(617) 565-9600	
	<a href="#">United States Department of Labor</a>	Oversight Agency	(866) 487-2365	
<b>Discrimination or Wrongful Termination</b>	<a href="#">Massachusetts Commission Against Discrimination</a>		(617) 994-6000	
<b>General</b>				Callers may want to speak to AGO's Fair Labor Division  (617) 727-3465
<b>Workers Compensation: Private Employment</b>	<a href="#">Department of Industrial Accidents</a>		(617) 727-4900	
	<a href="#">Executive Office of Labor and Workforce Development</a>	Oversight Agency	(617) 626-7100	
<b>Workers Compensation: State Employment</b>	<a href="#">Executive Office for Administration and Finance</a>		(617) 727-2040	
<b>Pension</b>	<a href="#">Employee Benefits Security Administration</a>	Massachusetts Regional Office	(617) 565-9600	
	<a href="#">United States Department of Labor</a>	Oversight Agency	(866) 487-2365	
<b>Financial Services</b>				
Banks, Banking, Loans, Credit Card, Debit Card				
<a href="#">Basic Banking for MA Program</a>	<a href="#">Massachusetts Community and Banking Council</a>		(800) 982-8268	

<b>Brokers or Financial Services</b>	<a href="#">Secretary of State Securities Division</a>		(617) 727-3548	
<b>Credit Unions</b>	<a href="#">Credit Union Administration</a>	Consumer Assistance Line	(800) 755-1030	
	<a href="#">Office of the Inspector General</a>	Oversight Agency	(800) 778-4806	
<b>General Complaints</b>	<a href="#">Consumer Financial Protection Bureau</a>	<a href="#">Submit a Complaint Online</a>	(855) 411-2372	
<b>Insurance</b>	<a href="#">Massachusetts Division of Insurance</a>		(617) 521-7794	Consumers may also want to speak to AGO's Insurance & Financial Services Division  (888) 830-6277 ext. 3
<b>National Banks</b>	<a href="#">Comptroller of Currency</a>		(202) 649-6800	
	<a href="#">US Department of Treasury</a>	Oversight Agency	(202) 622-2000	
<b>State-Chartered Banks</b>	<a href="#">Division of Banks</a>		(800) 495-2265	
	<a href="#">Office of Consumer Affairs and Business Regulations</a>	Oversight Agency	(617) 973-8787	
<b>Food Safety</b>				
<b>Food Safety Complaints</b>	<a href="#">Food Protection Program</a>		(617) 983-6712	
	<a href="#">Department of Public Health</a>	Oversight Agency	(617) 624-6000	
<b>Food Stamps</b>				
SNAP Benefits				
<b>Fraud Complaints</b>	<a href="#">Department of Transitional Assistance Fraud Hotline</a>	Fraud Hotline	(800) 372-8399	

	<a href="#">Executive Office of Health and Human Services</a>	Oversight Agency	(617) 573-1600	
<b>Information and Assistance</b>	<a href="#">Department of Transitional Assistance Food Stamps Benefit Hotline</a>	Food Stamps Benefit Hotline	(877) 382-2363	
	<a href="#">Executive Office of Health and Human Services</a>	Oversight Agency	(617) 573-1600	
<b>Fraud</b>				
<b>Fraud or Abuse by Government Agency</b>	<a href="#">Office of the Inspector General</a>	Fraud, Waste and Abuse Hotline	(800) 332-1323	Callers may also want to speak to AGO's Public Integrity Division
	<a href="#">State Ethics Commission</a>	Conflict of Interest	(617) 371-9500	
<b>Fraud of Abuse by Someone Receiving Government Benefits</b>	<a href="#">Bureau of Special Investigations Fraud Hotline</a>	Fraud Hotline	<a href="#">Report Online</a> (617) 727-6771	If something is misrepresented on a state or municipal contract, callers may want to speak to AGO's False Claims Division
	<a href="#">Office of the State Auditor</a>	Oversight Agency	(617) 727-2075	
<b>Fraud by Healthcare Professional</b>	<a href="#">Health Care Fraud Tip Line</a>	Fraud Tip Line	(617) 727-4499	
	<a href="#">Division of Professional Licensure</a>	Oversight Agency	(617) 701-8600	
<b>Insurance of Unemployment Fraud</b>	<a href="#">Division of Insurance</a>	Oversight Agency General Number	(617) 521-7794	Consumers may also want to call AGO's Insurance and Unemployment Fraud Division (617-573-5330)
	<a href="#">Insurance Fraud Bureau of Massachusetts</a>	Confidential 24-Hour Hotline	(800) 323-7283	
<b>Medicaid Fraud</b>	<a href="#">Executive Office of Health and Human Services</a>		(617) 573-1600	Consumers may also want to speak to AGO's

				Medicaid Fraud Unit (617-963- 2360)
<b><u>Social Security Fraud</u></b>	<a href="#">Social Security Administration Office of the Inspector General's Fraud Hotline</a>		<a href="#">Report Online</a> (800) 269-0271	
<b>Funeral Homes</b>				
<b>Complaints</b>	<a href="#">Board of Registration for Embalming and Funeral Directing</a>		(617) 727-1718	Consumers may also want to file a consumer complaint with the AGO
	<a href="#">Division of Professional Licensure</a>	Oversight Agencies	(617) 701-8600	
<b>Gaming</b>				
<b>General</b>	<a href="#">Massachusetts Gaming Commission</a>		(617) 979-8400	If a caller wants to report gaming criminal activities, they can call AGO's Gaming Tip Line (617) 963-2970
<b>Gasoline</b> Gas Station, Oil				
<b>Measurements or Price Signage</b>	<a href="#">Division of Standards</a>		(617) 727-3480	Consumers may also want to file a consumer complaint if they are reporting price gouging
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Oversight Agency	(617) 973-8787	
<b>Healthcare</b>				

<b>Ambulances</b>	<a href="#">Office of Emergency Medical Services</a>		(617) 753-7300	
<b>Athletic Trainers</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Oversight Agency	(617) 973-8787	
<b>Audiologists</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Oversight Agency	(617) 973-8787	
<b>Dentists</b>	<a href="#">Bureau of Health Professions Licensure</a>		(800) 414-0168	
<b>Doctors</b>	<a href="#">Board of Registration in Medicine</a> Consumer Hotline	Also physicians and other medical specialists  Consumer Hotline	(800) 377-0550	
<b>Emergency Medical Services</b>	<a href="#">Office of Emergency Medical Services</a>		(617) 753-7300	
<b>General</b>	<a href="#">Massachusetts Department of Public Health</a>		(617) 624-6000	
<b>Healthcare Fraud</b>	<a href="#">Health Care Fraud Tip Line</a>	Offered by the <a href="#">Division of Professional Licensure</a> (617-727-3074)	(617) 727-4499	
<b>Health Insurance</b>	<a href="#">Massachusetts Division of Insurance</a>		(617) 521-7794	Consumers may also want to speak to AGO's Healthcare Division (888) 830-6277 ext. 1

<b>Hospitals</b>	<a href="#">Bureau of Health Care Safety and Quality</a>		(617) 753-8000	
<b>Long Term Care Facilities and Nursing Homes</b>	<a href="#">Division of Health Care Facility Licensure and Certification</a> Complaint Unit	This is a specific complaint line	(800) 462-5540	Consumers may also want to file a consumer complaint with the AGO
<b>Medical Records</b>	<a href="#">Board of Registration in Medicine</a>	Consumer Hotline	(800) 377-0550	
<b>Mental Health Counselors</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	Oversight Agency	(617) 973-8787	
<b>Nurses</b>	<a href="#">Bureau of Health Professions Licensure</a>	Nurses and physician's assistants	(800) 414-0168	
<b>Nutritionists</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	Oversight Agency	(617) 973-8787	
<b>Pharmacists</b>	<a href="#">Bureau of Health Professions Licensure</a>		(800) 414-0168	
<b>Physical Therapists</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	Oversight Agency	(617) 973-8787	
<b>Rehabilitation Counselors</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations</a> (OCABR)	Oversight Agency	(617) 973-8787	

<b>Speech Pathologists</b>	<a href="#">Division of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Oversight Agency	(617) 973-8787	
<b>Home Improvement</b>				
<b>Central Air Conditioning or Central Heating (HVAC)</b>	<a href="#">Department of Public Safety, Engineering Section</a>	Trade license	(617) 727-3200	
<b>Licensed Home Improvement Contractors</b>	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Licensed through OCABR	(617) 973-8787	Consumers may also want to file a consumer complaint with the AGO
<b>Plumbers</b>	<a href="#">Board of State Examiners of Plumbers and Gas Fitters</a>	Trade license	(617) 701-8798	
<b>Septic System Repairs/Installation</b>	<a href="#">Department of Environmental Protection</a>	Licensed through DEP	(617) 292-5500	
<b>Unlicensed Home Improvement Contractors</b>				Consumers may also want to file a consumer complaint with the AGO
<b>Wiring (Electricians)</b>	<a href="#">Board of State Examiners of Electricians</a>	Trade license	(617) 727-9931	
<b>Housing, Landlord-Tenant, Mortgages</b>				
<b>Building Code</b>	Local building inspector			
	<a href="#">Board of Building Regulations and Standards</a>	Oversight Agency	(617) 727-3200	
<b>Eviction Technology Access Centers</b>	Centers for tenants to access remote eviction hearings at selected housing and district courts	The United Way of Greater Plymouth County's Family Center at	Brockton: (508) 857-0272	Centers funded by AGO grants



	through computers hosted by nonprofit organizations.	Community Connections in Brockton		
		Centro de Apoyo Familiar in Lawrence	Lawrence: (978) 332-7108	
		The YMCA in Lynn	Lynn: (781) 581-3105	
		Eliot Community Human Services in Everett	Everett: (781) 581-4750	
<b>Fire Code</b>	Local fire department or public safety inspector			
	<a href="#">Board of Fire Prevention Regulations</a>	Oversight Agency	(978) 567-3301	
<b>Foreclosure</b>	<a href="#">Department of Housing and Urban Development (HUD) Housing Counselor</a>	<a href="#">Housing Counselor</a>	(800) 569-4287	
	<a href="#">Massachusetts Division of Banks</a>	If a consumer's property is scheduled to be auctioned within the next two weeks	(617) 956-1500	Consumers may also want to file a consumer complaint with the AGO
<b>Health Violations, Sanitation</b>	Local Board of Health			
	<a href="#">Department of Public Health</a>	Oversight Agency	(617) 624-6000	
<b>Housing Assistance</b>	<a href="#">Department of Housing and Community Development Emergency Housing Resource Line</a>	Specifically for emergency housing	(866) 584-0653	

	<a href="#">Residential Assistance for Families in Transition (RAFT)</a>		<a href="#">Find their Regional Agency</a>	
<b>Housing Discrimination</b>	<a href="#">Massachusetts Commission against Discrimination (MCAD)</a>		(617) 994-6000	Callers may also want to speak to AGO's Civil Rights Division  (617) 963-2917
	<a href="#">Office of Fair Housing and Equal Opportunity</a>	This is a federal office, number for fair housing complaints	(800) 669-9777	
<b>Loan Modification</b>	<a href="#">Department of Housing and Urban Development (HUD) Housing Counselor</a>	<a href="#">Housing Counselor</a>	(800) 569-4287	
<b>Mortgage Issues</b>	<a href="#">Department of Housing and Urban Development (HUD) Housing Counselor</a>	Housing Counselor number, callers should call HUD if they have not yet attempted to work with their lender	(800) 569-4287	Consumers may also want to file a consumer complaint with the AGO
<b>Mortgage: State-Chartered Banks</b>	<a href="#">Massachusetts Division of Banks</a>	Mortgage issues with state-chartered banks	(617) 956-1500	Consumers may also want to file a consumer complaint with the AGO
<b>Mortgage: Nationally Chartered Banks</b>	<a href="#">Office of the Comptroller of the Currency</a>	Mortgage issues with nationally chartered banks	(202) 649-6800	Consumers may also want to file a consumer complaint with the AGO
<b>Post-Foreclosure</b>	<a href="#">Department of Housing and Urban Development (HUD) Housing Counselor</a>		(800) 569-4287	Consumers may also want to file a consumer complaint with the AGO, but our

				assistance will likely be limited.
<b>Reverse Mortgage</b>	<a href="#">Homeowner Options for Massachusetts Elders (HOME)</a>		(800) 583-5337	
	<a href="#">Department of Housing and Urban Development (HUD) Housing Counselor</a>		(800) 569-4287	
<b>Inspectional Services</b>				
Sanitation, Safety, Code				
<b>Building Code</b>	Local building inspector			
	<a href="#">Board of Building Regulations and Standards</a>	Oversight Agency	(617) 727-3200	
<b>Complaints About Inspectors</b>	<a href="#">Department of Professional Licensure</a>		(617) 701-8600	
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>	Oversight Agency	(617) 973-8787	
<b>Fire Code</b>	Local fire department or public safety inspector			
	<a href="#">Board of Fire Prevention Regulations</a>	Oversight Agency	(978) 567-3301	
<b>Lead Paint</b>	<a href="#">Lead Paint Hotline</a>		(800) 532-9571	
	<a href="#">Department of Public Health</a>	Oversight Agency	(617) 624-6000	
<b>Sanitation</b>	Local Board of Health			
	<a href="#">Department of Public Health</a>	Oversight Agency	(617) 624-6000	
<b>Labor Unions</b>				
<b>Questions and Complaints</b>	<a href="#">Department of Labor Relations</a>	Boston Office	(617) 626-7132	

	<a href="#">Executive Office of Labor and Workforce Development</a>	Oversight Agency	(617) 626-7100	
<b>Marijuana</b>				
<b>General</b>	<a href="#">Cannabis Control Commission</a>		(833) 869-6820	
<b>Manufactured Housing</b>				
Mobile Homes				
<b>Health Concerns</b>	Local Board of Health			
	<a href="#">Department of Public Health</a>		(617) 624-6000	
<b>Other Complaints</b>	<a href="#">Manufactured Home Commission</a>		(617) 573-1313	Callers may also want to speak to the AGO's Manufactured Housing Unit (617) 963-2460
	<a href="#">Department of Housing and Community Development</a>		(617) 573-1100	
<b>Mental Health</b>				
<b>General</b>	<a href="#">Department of Mental Health</a>	General Number	(617) 626-8000	
		Emergency/Crisis Line	(877) 382-1609	
<b>Legal Referral</b>	<a href="#">Mental Health Legal Advisors Committee</a>		(800) 342-9092	
<b>Moving Companies and Towing</b>				
Movers, Shippers, Shipping Companies				
<b>In-State Moves</b>	<a href="#">Transportation Division of the Department of Public Utilities</a>	Transportation Division	(617) 305-3559	Consumers may also want to file a consumer complaint with the AGO
<b>Out-of-State Moves</b>	<a href="#">U.S. Department of Transportation's Federal</a>	Federal Motor Carrier Safety Administration	(800) 832-5660	

	<a href="#">Motor Carrier Safety Administration</a>			
<b>Towing</b>	<a href="#">Transportation Division of the Department of Public Utilities</a>	Transportation Division	(617) 305-3559	
<b>Patents/Trademarks</b>				
Copyright				
<b>Questions</b>	<a href="#">U.S. Patent and Trademark Office</a>		(800) 786-9199	
<b>Police</b>				
Law Enforcement				
<b>Complaints</b>	Police Department/Local Government			If callers feel they were discriminated against, they can call AGO's Civil Rights Division  (617) 963-2917
	Private Legal Counsel			
<b>Pornography</b>				
<b>Unsolicited Mail</b>	<a href="#">US Postal Inspection Service</a>		(877) 876-2455	Child pornography can be reported to the AGO Criminal Bureau
<b>Product Safety</b>				
Recalls				
<b>Auto Recalls</b>	<a href="#">National Highway Traffic Safety Administration</a>		(888) 327-4236	Consumers may also want to file a consumer

				complaint with the AGO
<b>Product Safety/Recalls</b>	<a href="#">Consumer Product Safety Commission</a>		(800) 638-2772	
<b>Raffles and Lotteries</b> Bazaars, Drawings, Sweepstakes				
<b>Distribution of Proceeds</b>	<a href="#">Office of the Treasurer</a>		(617) 367-6900	
<b>Licensing</b>	Local Government			
<b>Real Estate Agents</b> Brokers				
<b>Licensing and Ethics</b>	<a href="#">Board of Registration of Real Estate Brokers</a>		(617) 701-8661	If consumers are having a billing dispute, they may also want to file a consumer complaint with the AGO
	<a href="#">Division of Professional Licensure</a>	Oversight Agency	(617) 701-8600	
<b>Retail</b>				
<b>Price Scanner</b>	<a href="#">Division of Standards</a>	If a store's price scanner shows a different price than advertised	(617) 727-3480	
<b>Scams and Identity Theft</b>				
<b>Email Scams</b>	<a href="#">Federal Trade Commission (FTC)</a>	Forward the email to the FTC	spam@uce.gov	
<b>General Information</b>	Search "consumer guide to scams" on Mass.gov		<a href="#">Consumer Guide to Scams</a>	
<b>Identity Theft</b>	Credit Reporting Bureaus: <a href="#">Freeze Your Credit</a>	<a href="#">Equifax</a>	(888) 298-0045	Consumers may also want to file a
		<a href="#">Experian</a>	(888) 397-3742	

		<a href="#">Trans Union</a>	(888) 909-8872	consumer complaint with the AGO, if they have provided personal or financial information to scammers
	<a href="#">Federal Trade Commission</a> (FTC): <a href="#">identitytheft.gov</a>	Callers who cannot access the website can call the FTC	<a href="#">identitytheft.gov</a> (877) 438-4338	
	Financial Institutions	They should notify their banks and credit card companies		
	Local Police	They may want to file a police report with their local police department		
	<a href="#">Social Security Administration</a>	If their social security number has been compromised	(800) 772-1213	
<b>Mail Scams</b>	<a href="#">U.S. Postal Inspection Service</a>		(877) 876-2455	
<b>Online Scams</b>	FBI's <a href="#">Internet Crime Complaint Center</a>		<a href="#">www.ic3.gov</a>	
<b>Phone Scams</b>	<a href="#">Do Not Call List</a>		<a href="#">www.donotcall.gov</a>	If consumers have been scammed of more than \$10,000 over the phone, they can file a consumer complaint with the AGO
	<a href="#">Federal Trade Commission</a> (FTC)		<a href="#">www.donotcall.gov</a> or (877) 438-4338	
<b>Schools</b>				
Public Education, Private Education, K-12, Colleges, University, Universities				

<b>Colleges/Universities</b>	<a href="#">Board of Higher Education</a>		(617) 994-6950	
<b>Elementary School</b>	<a href="#">Department of Elementary and Secondary Education</a>	General Number	(781) 338-3000	
<b>K-12 School Districts looking for Legal Referrals</b>	Department of Elementary and Secondary Education's Legal Office		(781) 338-3400	
<b>Private Schools</b>				Consumers may also want to file a consumer complaint with the AGO
<b>Secondary School</b>	<a href="#">Department of Elementary and Secondary Education</a>	General Number	(781) 338-3000	
<b>Student Loans</b>				AGO Student Loan Assistance Unit (888) 830-6277 ext. 2
<b>State Government Offices and Agencies</b>				
<a href="#">Board of Registration of Medicine</a>	General Number		(781) 876-8200	
	Consumer Hotline		(800) 377-0550	
<a href="#">Board of Registration of Real Estate Brokers</a>	General Number		(617) 701-8661	
<a href="#">Bureau of Firearms Records</a>	General Number		(617) 660-4782	
<a href="#">Bureau of Health Professions Licensure</a>	General Number		(800) 414-0168	
<a href="#">Commission on Judicial Conduct</a>	General Number		(617) 725-8050	



<a href="#"><u>Criminal Offender Record Information (CORI)</u></a>	Questions go to the Department on Criminal Justice Information Services (617) 660-4600	<a href="#"><u>CORI Request</u></a>	
<a href="#"><u>Department of Children and Families (DCF)</u></a>	General Number	(617) 748-2000	
	Child at Risk Hotline	(800) 792-5200	
<a href="#"><u>Department of Elementary and Secondary Education</u></a>	General Number	(781) 338-3000	
<a href="#"><u>Department of Environmental Protection (DEP)</u></a>	Boston Office	(617) 292-5500	
<a href="#"><u>Department of Higher Education</u></a>	General Number	(617) 994-6950	
<a href="#"><u>Department of Housing and Community Development (DHCD)</u></a>	General Number	(617) 573-1100	
<a href="#"><u>Department of Industrial Accidents</u></a>	General Number	(617) 727-4900	
<a href="#"><u>Department of Labor Standards</u></a>	General Number	(617) 626-6975	
<a href="#"><u>Department of Mental Health</u></a>	General Number	(617) 626-8000	
	Emergency/Crisis Line	(877) 382-1609	
<a href="#"><u>Department of Public Health (DPH)</u></a>	General Number	(617) 624-6000	
<a href="#"><u>Department of Public Safety</u></a>	General Number	(617) 727-3200	
<a href="#"><u>Department of Public Utilities (DPU)</u></a>	General Number	(617) 305-3500	

<a href="#"><u>Department of Revenue (DOR)</u></a>	Tax Department	(617) 887-6367	
	<a href="#"><u>Child Support</u></a>	(800) 332-2733	
<a href="#"><u>Department of Telecommunications &amp; Cable (DTC)</u></a>	General Number	(617) 305-3580	
	Consumer Hotline	(800) 392-6066	
<a href="#"><u>Department of Transitional Assistance (DTA)</u></a>	DTA Assistance Line	(877) 382-2363	
<a href="#"><u>Department of Transportation (DOT)</u></a>	General Number	(857) 368-4636	
	Registrar	(857) 368-9460	
<a href="#"><u>Department of Unemployment Assistance (DUA)</u></a>	Call Center	(877) 626-6800	
	<a href="#"><u>Fraud Reporting</u></a> info on mass.gov		
<a href="#"><u>Department of Veterans' Services</u></a>	General Number	(617) 210-5480	
<a href="#"><u>Division of Banks</u></a>	General Number	(617) 956-1500	
<a href="#"><u>Division of Health Care Facility Licensure and Certification</u></a>	General Number	(617) 753-8000	
	Consumer Hotline	(800) 462-5540	
<a href="#"><u>Division of Insurance</u></a>	General Number	(617) 521-7794	
<a href="#"><u>Division of Professional Licensure</u></a>	General Number	(617) 701-8600	
<a href="#"><u>Executive Office of Elder Affairs</u></a>	General Number	(617) 727-7750	
	Elder Abuse Hotline	(800) 922-2275	

	Connect to Local Elder Service Agency	(800) 243-4636	
<a href="#"><u>Executive Office of Health and Human Services</u></a>	General Number	(617) 573-1600	
<a href="#"><u>Executive Office of Housing and Economic Development</u></a>	General Number	(617) 788-3610	
<a href="#"><u>Executive Office of Labor and Workforce Development</u></a>	General Number	(617) 626-7100	
<a href="#"><u>Governors' Office</u></a>	General Number	(617) 725-4005	
<a href="#"><u>Inspector General</u></a>	General Number	(617) 727-9140	
	Fraud, Waste and Abuse Hotline	(800) 322-1323	
	Chapter 30B Assistance Hotline	(617) 722-8838	
<a href="#"><u>Massachusetts Bay Transit Authority (MBTA)</u></a>	General Number	<a href="#"><u>Customer Support</u></a> (617) 222-3200	
<a href="#"><u>Massachusetts Commission Against Discrimination (MCAD)</u></a>	General Number	(617) 994-6000	
<a href="#"><u>Massachusetts Office on Disability</u></a>	General Number	(617) 727-7440	
<a href="#"><u>Office of Consumer Affairs and Business Regulations (OCABR)</u></a>	Consumer Hotline	(617) 973-8787	
<a href="#"><u>Office of Criminal Justice Information Services</u></a>	General Number	(617) 660-4600	
<a href="#"><u>Registry of Motor Vehicles (RMV)</u></a>	General Number	(857) 368-8000	

	Ombudsman Office	(857) 368-9455	
<a href="#">Secretary of the Commonwealth: William (Bill) Galvin</a>	General Number	(617) 727-7030	
	Corporations Division	(617) 7272-9640	
	Elections Division	(617) 727-2828	
	Public Records Division	(617) 727-2832	
<b>Senator Edward Markey's Office</b>	Boston Office	(617) 565-8519	
<b>Senator Elizabeth Warren's Office</b>	Boston Office	(617) 565-3170	
<a href="#">State Ethics Commission</a>	General Number	(617) 371-9500	
<a href="#">State Police</a>	General Number	(508) 820-2300	
<b>Storage</b>			
<b>Complaints</b>	<a href="#">Department of Public Safety</a>	(617) 727-3200	Consumers may also want to file a consumer complaint with the AGO
<b>Taxation</b>			
<b>Federal Taxes</b>	<a href="#">Internal Revenue Service (IRS)</a>		(800) 829-1040
	<a href="#">IRS Boston Taxpayer Advocate</a>		(617) 316-2690
	<a href="#">Department of Treasury</a>	Oversight Agency	(202) 622-2000
<b>Local or State Taxes</b>	<a href="#">Department of Revenue</a>		(617) 887-6367
	<a href="#">Executive Office of Administration and Finance</a>	Oversight Agency	(617) 727-2040

<b>Tax-Related Scam or Fraud</b>	<a href="#">Treasury Inspector General</a>		www.tigta.gov	
<b>Timeshares</b>				
<b>Complaints</b>	<a href="#">Federal Trade Commission</a>		(202) 326-2222	
<b>Unclaimed Property</b>				
<b>Unclaimed Property</b>	<a href="#">State Treasurer's Abandoned Property Division</a>		(617) 367-0400	
<b>Utilities</b>				
<b>Cable Television</b>	<a href="#">Department of Telecommunications and Cable</a>	For general inquiries and disputes	(617) 305-3580	Consumers may also want to file a consumer complaint with the AGO for billing disputes
	<a href="#">Federal Communications Commission</a>	For issues with broadcast content and technological aspects of the service	(888) 225-5322	
<b>Electric: Privately Owned</b>	<a href="#">Massachusetts Department of Public Utilities (DPU)</a>		(617) 305-3500	Consumers may also want to file a consumer complaint with the AGO for billing disputes
<b>Electric: Municipally Owned</b>	Local government			
<b>Fuel Assistance</b>	<a href="#">Department of Housing and Community Development (DHCD)</a>	This is DHCD's special "heatline"	(800) 632-8175	

<b>Gas</b>	<a href="#">Massachusetts Department of Public Utilities (DPU)</a>		(617) 305-3500	
<b>Internet</b>	<a href="#">Department of Telecommunications and Cable</a>	For complaints about a specific internet provider	(617) 305-3580	Consumers may also want to file a consumer complaint with the AGO
	<a href="#">Federal Communications Commission</a>	For technical internet issues, like with bandwidth	(888) 225-5322	
<b>Landline Telephone Service</b>	<a href="#">Department of Telecommunications and Cable</a>		(617) 305-3580	Consumers may also want to file a consumer complaint with the AGO for billing disputes, scamming, or deceptive practices
<b>Oil and Propane</b>	<a href="#">Department of Energy Resources</a>	For questions about pricing of heating oil	(617) 626-7300	Consumers may also want to file a consumer complaint with the AGO for billing disputes or issues with oil/propane dealers
	<a href="#">Division of Standards</a>	For complaints about fuel delivery amounts or meter tampering	(617) 727-3480	
<b>Pipeline Safety</b>	<a href="#">Massachusetts Department of Public Utilities (DPU)</a>		(617) 305-3500	
<b>Satellite Television</b>	<a href="#">Federal Communications Commission</a>	For technological concerns of the service	(888) 225-5322	Consumers may also want to file a consumer complaint

				with the AGO about satellite television
<b>Shutoffs</b>	Most utility shutoff complaints should go to the appropriate regulatory agency UNLESS it is imminent			Consumers should call the Consumer Hotline at 617-727-8400 if the shut-off has already happened or will happen in the next seven days
<b>Taxis</b>	Contact local licensing department			
<b>Transportation-for-hire (towing, bussing, in-state movers)</b>	<a href="#">Massachusetts Department of Public Utilities</a> (DPU)		(617) 305-3500	
<b>Water: Privately Owned</b>	<a href="#">Massachusetts Department of Public Utilities</a> (DPU)		(617) 305-3500	Consumers may also want to file a consumer complaint with the AGO for billing disputes
<b>Water: Municipally Owned</b>	Local government			
<b>Wind &amp; Solar Siting: Privately Owned</b>	<a href="#">Massachusetts Department of Public Utilities</a> (DPU)		(617) 305-3500	Consumers may also want to file a consumer complaint with the AGO for billing disputes

<b>Wind &amp; Solar Siting: Municipally Owned</b>	Local government			
<b>Wireless Telephone Service</b>	<a href="#">Federal Communications Commission</a>	For technological concerns of the service	(888) 225-5322	Consumers may also want to file a consumer complaint with the AGO
<b>Veterans</b>				
<b>General</b>	<a href="#">Department of Veterans' Services</a>		(617) 210-5480	
<b>Weapons</b> Firearms, Guns, Weaponry				
<b>Registering</b>	<a href="#">Firearms Records Bureau</a>		(617) 660-4782	
	<a href="#">Executive Office of Public Safety and Security</a>	Oversight	(617) 727-7775	
<b>Weights and Measures</b>				
<b>Complaints</b>	<a href="#">Division of Standards</a>		(617) 727-3480	
	<a href="#">Office of Consumer Affairs and Business Regulations (OCABR)</a>		(617) 973-8787	