



Office of the Attorney General Programs and Services

Attorney General Kwame Raoul is the chief legal officer for the state of Illinois and protects the public interests of its residents. The Attorney General enforces state laws, advocates on behalf of all of the people of Illinois and works with members of the General Assembly to enact new laws. The Attorney General provides a broad range of services to help Illinois residents and families, many of which are outlined below.

Consumer Protection

The Attorney General's Consumer Protection Division offers informal mediation services to help consumers resolve complaints concerning purchases or health care. Consumers can file a complaint on Raoul's website at IllinoisAttorneyGeneral.gov or contact his office. Attorneys cannot represent an individual in a personal lawsuit, but may be able to resolve disputes or complaints through mediation.

Identity Theft Hotline

The Identity Theft Hotline provides Illinoisans who have been victimized by identity theft with one-on-one assistance as they work to report the incident to local law enforcement and financial institutions, repair their credit, and prevent future problems. Attorney General Raoul's office can help if you have been a victim of identity theft or believe your personal or financial information has been compromised. Call 866-999-5630 for more information.

Student Loan Help

The Office of the Illinois Attorney General is a national leader in investigating and enforcing consumer protection violations in the higher education field, and his office provides struggling student loan borrowers with free resources about repayment options and information on how to avoid default.

Public Utilities

The Public Utilities Bureau advocates on behalf of Illinois ratepayers before regulatory bodies, the courts and the General Assembly to ensure that public utilities, such as gas and electricity, provide vital services at fair rates.

Crime Victim Services

Raoul's office provides services to help victims and their families meet their challenges and recover from violent crime. Programs administered by the Crime Victim Services Division include:

- The *Illinois Crime Victim Compensation Program* offers reimbursement up to \$45,000 (\$27,000 for crimes before 8/7/22) for expenses incurred by eligible victims as a result of a violent crime.
- Illinois VINE (Victim Information and Notification Everyday) is a free, secure, and confidential way to access custody status and criminal case information about an offender or defendant. Illinois VINE is available online at www.vinelink.com, a public website that allows visitors to search for offender custody and case status. Users can register online for notification of changes in an offender's custody and/or court case status.

Protecting Children on the Internet

The Office of the Illinois Attorney General leads the Illinois Internet Crimes Against Children (ICAC) Task Force, which conducts investigations and training for law enforcement across the state and has led to the arrests of thousands of predators. The office also trains teachers, students and families in the best internet safety practices, including how to guard against cyberbullying. Resources are available on the Attorney General's website www.OnlineSafeOnlineSmart.com.

Child Support Enforcement

The Child Support Enforcement Division of the Attorney General's office works with the Department of Healthcare and Family Services (HFS) to ensure that Illinois families receive the support they need to raise their children by handling child support enforcement in most counties across Illinois.

Advocating for Seniors

The Attorney General protects the rights and safety of Illinois' older residents, who often are targeted by scam artists and abusers. The office can assist with special needs of older residents, including those related to consumer fraud, health care, abuse and neglect, financial exploitation and veterans' rights.

Disability Rights Bureau

The Disability Rights Bureau enforces the Americans with Disabilities Act in Illinois and works to ensure access to buildings and services for people with disabilities by investigating complaints and working to resolve problems through mediation or litigation.

Health Care Fraud

The Health Care Bureau is responsible for handling a broad spectrum of health care related-consumer protection activities. Its focus is to protect Illinois residents from fraudulent or harmful health care and health insurance business practices. It engages in investigations of possible fraud or deception and, when appropriate, files enforcement actions in state or federal court.

Military and Veterans Rights Bureau

The Attorney General's Military and Veterans Rights Bureau is dedicated to ensuring that active duty service members and their families are aware of their rights and veterans receive the benefits they have earned. The bureau provides assistance in the form of health care outreach, consumer protection, and advocacy on employee benefits while fulfilling military commitments.

Workers' Rights

The Workplace Rights Bureau protects the employment rights of all Illinois workers, particularly the state's low-income workers. The office investigates cases of serious or persistent wage law violations and other fraudulent employment practices.

Civil Rights Bureau

The Attorney General's Civil Rights Bureau enforces civil rights laws to prohibit discrimination. The bureau investigates complaints of "pattern and practice" discrimination in housing, public accommodations, employment and financial matters. The bureau can also initiate civil investigations of hate crimes and potentially unconstitutional policing practices or policies.

Immigrant Assistance Program

The Immigrant Assistance Program addresses the needs of Illinois' immigrant population and the barriers that may prevent immigrants from seeking and obtaining government services.

Charitable Organizations

Illinois law requires charitable organizations and fundraisers to register annually with the Attorney General's office. Donors can research important information about a charity, such as income and expenditures, before donating money on Attorney General Raoul's website, charitable.illinoisattorneygeneral.gov/search.

Ensuring Open and Honest Government

In Illinois, our most important transparency laws — the Freedom of Information Act (FOIA) and the Open Meetings Act (OMA) — ensure public access to government. The Office of the Illinois Attorney General established the Public Access Counselor position. The Public Access Counselor helps to ensure the public is able to obtain public documents and access public meetings. The PAC provides regular training on FOIA and OMA guidelines for organizations.

Medicaid Fraud Control Unit

The Illinois Attorney General's Medicaid Fraud Control Unit (MFCU) investigates and prosecutes: Medicaid provider fraud, misappropriation of patient or resident funds, patient abuse and neglect in Medicaid facilities.

To make sure that Illinois residents have resources to address incidents of potential fraud or abuse, the Attorney General's MFCU operates from five locations across the state: Belleville, Chicago, Montvale, Oak Brook, and Rockford. Anyone can submit a tip online on our website or use the toll-free tipline 866-748-2297.

Environmental Protection

The Environmental Division enforces the state's environmental laws by prosecuting pollution of air, land and water and ensuring that polluters pay the cost of cleanup. The Attorney General also leads efforts to address environmental justice issues.

Criminal Division

The Attorney General's Criminal Division provides assistance to state's attorneys throughout Illinois. In addition, under the law, the Criminal Division prosecutes cases involving sexually violent persons, multi-jurisdictional drug crimes, Medicaid fraud and tax fraud. The Criminal Division also runs the Illinois Internet Crimes Against Children Task Force, which conducts investigations and trainings for law enforcement across the state. It heads the Organized Retail Crime Task Force, a collaboration with law enforcement, retailers and online marketplaces.

For more information or for assistance, please contact Attorney General Raoul's office in Chicago, Springfield, Carbondale or other locations throughout the state. Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.

MAIN OFFICES

Chicago

115 S. LaSalle Street
Chicago, IL 60603
312-814-3000

Springfield

500 S. Second Street
Springfield, IL 62701
217-782-1090

Carbondale

1745 Innovation, Suites C & D
Carbondale, IL 62903
618-529-6400/6401

REGIONAL OFFICES

Chicago South

8100 S. Stony Island
Suite C
Chicago, IL 60617
773-768-5926

Chicago West

1701 S. 1st. Avenue
Maywood, IL 60153
217-278-3366

East-Central Illinois

1776 E. Washington Street
Urbana, IL 61802
217-278-3366

Northern Illinois

Zeke Giorgi Center
200 S Wyman Street
Suite 307
Rockford, IL 61101
815-967-3883

West-Central Illinois

628 Maine Street
Quincy, IL 62301
217-223-2221

Metro East Illinois

201 West Pointe Drive
Suite 7
Belleville, IL 62226
618-236-8616

For more information, visit us online at IllinoisAttorneyGeneral.gov, call or stop by any of our offices.

Attorney General Raoul's Helplines

In addition to the Attorney General's offices throughout the state, Illinois residents can contact specialized phone lines that were created for help on a wide array of topics. The helplines are staffed during weekday business hours and maintain a voicemail system that is monitored actively to ensure a prompt response to concerns or questions.

Consumer Fraud Hotlines

1-800-386-5438 (Chicago)
1-800-243-0618 (Springfield)
1-800-243-0607 (Carbondale)

Identity Theft Hotline

1-866-999-5630

Student Loan Helpline

1-800-455-2456

Línea Gratuita en Español

1-866-310-8398

Homeowner Helpline

312-814-5094

Senior Citizens Consumer Fraud Hotline

1-800-243-5377

Military & Veterans Rights Hotline

1-800-382-3000

Medicaid Fraud Control Unit

1-866-748-2297

Crime Victim Assistance Line

1-800-228-3368

Illinois Sex Offender Registration Team

1-888-41-ISORT
(1-888-414-7678)

Disability Rights Hotline

312-814-5684 (Chicago)
217-524-2660 (Springfield)

Health Care Hotline

1-877-305-5145

Public Access Counselor

1-877-299-FOIA
(1-877-299-3642)

Environmental Crime Hotline

1-888-288-9436

Work Place Rights Helpline

1-844-740-5076

Civil Rights Helpline

1-877-581-3692

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