



Illinois Attorney General
Kwame Raoul

Resource Directory

www.IllinoisAttorneyGeneral.gov

This resource directory contains contact information for state and federal agencies and other organizations to help you handle a wide range of issues. Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.

Illinois Attorney General Senior Consumer Fraud Hotline: Call 1-800-243-5377

Illinois Attorney General Consumer Fraud Hotlines:

Chicago
1-800-386-5438

Springfield
1-800-243-0618

Carbondale
1-800-243-0607

Illinois Attorney General Military and Veterans Rights Hotline:

Call 1-800-382-3000

Illinois Attorney General Charitable Trust Bureau: Before you give to a charity, call 312-814-2595

Illinois Attorney General Disability Rights Bureau: Call 312-814-5684, or 217-524-2660

Illinois Attorney General Civil Rights Hotline: Call 1-877-581-3692

Illinois Attorney General Crime Victim Assistance: Call 1-800-228-3368

Illinois Attorney General Environmental Crime Hotline: Call 1-888-288-9436 (1-800-964-3013)

Illinois Attorney General Health Care Hotline: Call 1-877-305-5145

Illinois Attorney General Homeowner Helpline: Call 1-866-544-7151 (312-814-5094)

Illinois Attorney General Identity Theft Hotline: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, call 1-866-999-5630

Linea Gratuita en Español: 1-866-310-8398

Illinois Attorney General Executive Inspector General Hotline: Report waste, fraud, abuse or misconduct by Illinois Attorney General Employees at 1-888-814-4646

Illinois Department on Aging Senior Helpline: To obtain a Benefit Access Application for the Seniors Free Transit Ride Program, Persons with Disabilities Free Transit Ride Program and Secretary of State License Plate Discount, call 1-800-252-8966 (7-1-1 relay service) or visit ilagingillinois.gov.

Illinois Department on Aging Protective Services Hotline (formerly the Elder Abuse Hotline): Call the 24-hour hotline at 1-866-800-1409 (TTY: 1-888-206-1327) or visit ilagingillinois.gov.

Illinois Department on Aging Senior Health Insurance Program: For free statewide health insurance counseling for Medicare, contact 1-800-252-8966 or visit ilagingillinois.gov/ship.

Illinois Commerce Commission: Report towing companies and household goods movers at 217-782-6171 or visit www.icc.illinois.gov.

Illinois Department of Financial and Professional Regulation: Check regulation, licensure and discipline of Illinois professionals at 1-888-473-4858 or visit idfr.illinois.gov.

Illinois Department of Financial and Professional Regulation: Cemetery/Funeral Oversight: To request information or make a complaint about a cemetery, call the Cemetery Consumer Helpline at 1-888-756-8331 or visit idfr.illinois.gov.

Illinois Department of Insurance: For information on the regulation of health, homeowner, auto and life insurance, or to file a complaint, call 1-866-445-5364 (TTY: 1-866-323-5321) or visit idoi.illinois.gov.

State of Illinois Comptroller: For information on Pre-need Licensing and Certification Enforcement, call the Cemetery Care and Burial Trust Hotline at 312-814-2896 or visit illinoiscomptroller.gov.

State of Illinois Domestic Violence Hotline: Call 1-877-863-6338 (TTY: 1-877-863-6339).

Illinois Attorney Registration & Disciplinary Commission: To request an investigation of an Illinois licensed attorney, contact:

- Springfield: 1-800-252-8048
- Chicago: 1-800-826-8625

www.iardc.org

Illinois State Treasurer: Call the Unclaimed Property Division at 800-961-8303 or visit illinoistreasurer.gov.

Illinois Secretary of State: Call the Information Line at 1-800-252-8980 or visit ilsos.gov.

Illinois Secretary of State Police: For information about the regulation of new and used auto dealers, auto parts, auto repairers and auto builders, call 217-782-7126 or visit www.cyberdriveillinois.com/departments/police/home.html.

Illinois Secretary of State Securities: For information about the regulation of the securities industry in Illinois and protection of investors, contact:

- Chicago: 312-793-3384
 - Springfield: 217-782-2256
- www.cyberdriveillinois.com/departments/securities/home.html

Illinois Department of Human Rights: For assistance under the Illinois Human Rights Act, contact:

- Chicago: 312-814-6200
- Springfield: 217-785-5100
- TTY: 1866-740-3953
- www.illinois.gov/dhr

Illinois Department of Human Services: Call the Customer Helpline at 1-800-843-6154 (TTY: 1-866-324-5553) or visit www.dhs.state.il.us.

Illinois Department of Healthcare and Family Services: For information regarding health care coverage for adults and children who qualify for Medicaid visit hfs.illinois.gov. For child support assistance, call the Child Support Services Call Center at 1-800-447-4278 (TTY: 1-800-526-5812) or visit hfs.illinois.gov/childsupport.

Illinois Department of Public Health: To file a complaint against a nursing home, call the Nursing Home Hotline at 1-800-252-4343 or visit dph.illinois.gov.

Illinois Department of Labor: To file a complaint regarding unpaid wages, call 312-793-2800 or visit labor.illinois.gov.

State of Illinois Judicial Inquiry Board: To file a complaint regarding judicial misconduct or the failure/inability of a judge to perform judicial duties, call 1-800-227-9429 (TTY: 312-814-1881) or visit jib.illinois.gov.

Social Security Administration: Call 1-800-772-1213 (TTY: 1-800-325-0778) or visit www.ssa.gov.

Medicare: For specific questions about your claims, medical records or expenses, call 1-800-633-4227 or visit www.mymedicare.gov.

Report Medicare Fraud: Report fraud to the U.S. Department of Health & Human Services Inspector General at HHSTips@oig.hhs.gov or call 1-800-447-8477 (TTY: 1-800-377-4950).

Illinois Department of Public Health, Division of Environmental Health: Call 217-782-5830, TTY (hearing-impaired use only) 800-547-0466.

Internal Revenue Service (IRS) Customer Service: Call 1-800-829-0582 (ext. 462) or visit www.irs.gov.

Federal Trade Commission: If you receive unsolicited email offers or spam, you can forward the messages to the Federal Trade Commission at spam@uce.gov or call the FTC consumer helpline at 1-877-382-4357 (TTY: 1-866-653-4261) or visit www.ftc.gov.

Federal Bureau of Investigation (FBI) Internet Crime Complaint Center: To report potential e-scams, visit www.ic3.gov.

Consumer Financial Protection Bureau: For assistance with mortgage, credit card and student loans or other consumer financial products, call 1-855-411-2372 (TTY: 1-855-729-2372) or visit www.consumerfinance.gov.

National Do Not Call: To avoid telemarketing or solicitor calls, register for the Do Not Call Registry at 1-888-382-1222 (TTY: 1-866-290-4236) or www.donotcall.gov.

Opt Out: To opt out of receiving pre-screened credit card offers, call 1-888-5-OPTOUT (1-888-567-8688) or visit www.optoutprescreen.com.

Mail Preference Service: To reduce unwanted junk mail, contact the Direct Marketing Association at 212-768-7277, www.dmachoice.org or 2020 K Street, NW, Suite 660, Washington, D.C. 20006.

Credit Reporting Agencies:

- To get your free annual credit reports, call 1-877-322-8228 or visit www.annualcreditreport.com
- To place a security freeze on your credit, contact:
 - o Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 105069, Atlanta, GA 30348
 - o Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013
 - o TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19016

Illinois Better Business Bureaus:

- Central Illinois: 309-688-3741
 - Chicago: 312-832-0500 or Toll Free at 888-982-0210
 - Rockford: 815-963-2222
- Or visit www.bbb.org/en/us/il

The Circuit Court of Cook County Elder Justice Center: For legal assistance for residents age 60 and older, call 312-603-9233 or visit www.cookcountycourt.org/, www.cookcountyclerkofcourt.org/senior-citizens-resources.