

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

City, county and state consumer offices offer a variety of important services. They might mediate complaints, conduct investigations, prosecute offenders of consumer laws, license and regulate professionals, provide educational materials and advocate in the consumer interest.

An advantage of contacting a city or county government office is that they may be familiar with local businesses and local ordinances. If there is not consumer office in your local area, contact your state consumer office. State offices are familiar with state laws and look for statewide patterns of problems.

To save time, call before sending a written complaint. Ask if the office handles the type of complaint you have and if complaint forms are provided. Many offices distribute consumer materials specifically geared to state laws and local issues. You may also want to ask if any information is available on your problem.

This list is arranged in alphabetical order by state name.

### Alabama

#### County Offices

Consumer Affairs Section  
Office of the Attorney General  
11 South Union St.

**Montgomery**, AL 36130

334-242-7335

Toll free in AL: 1-800-392-5658

[www.ago.state.al.us](http://www.ago.state.al.us)

### Alaska

#### State Offices

Consumer Protection Unit  
Office of the Attorney General  
1031 West 4th Ave., Ste. 200

**Anchorage**, AK 99501-5903

907-269-5100

Fax: 907-276-8554

[www.law.state.ak.us](http://www.law.state.ak.us)

### Arizona

#### State Offices

Consumer Protection and  
Advocacy Section  
Office of the Attorney General  
1275 West Washington St.

**Phoenix**, AZ 85007

602-542-3702

602-542-5763 (Consumer  
Information and Complaints)

Toll free in AZ: 1-800-352-8431

TDD: 602-542-5002

Fax: 602-542-4579

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

Consumer Protection  
Office of the Attorney General  
400 West Congress South Bldg.,  
Ste. 315

**Tucson**, AZ 85701

520-628-6504

Toll free in AZ: 1-800-352-8431

Fax: 520-628-6532

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

#### County Offices

Greenlee Co. Attorney's Office  
PO Box 1717

**Clifton**, AZ 85533

928-865-4108

Fax: 928-865-4665

Coconino Co. Attorney's Office  
110 East Cherry Ave.

**Flagstaff**, AZ 86001

928-779-6518

Fax: 928-779-5618

[co.coconino.az.us/countyattorney](http://co.coconino.az.us/countyattorney)

Pinal Co. Attorney's Office  
PO Box 887

**Florence**, AZ 85232

520-866-6271

Fax: 520-866-6423

e-mail: [PinalCountyAttorney@co.pinal.az.us](mailto:PinalCountyAttorney@co.pinal.az.us)

[www.pinalcounty.org/Attorney](http://www.pinalcounty.org/Attorney)

Gila Co. Attorney's Office  
1400 East Ash St.

**Globe**, AZ 85501

928-425-3231, ext. 8630

Fax: 928-425-3720

Navajo County Attorney's  
Office

PO Box 668

**Holbrook**, AZ 86025

928-524-4026

Fax: 928-524-4244

Mohave County Attorney's  
Office

315 North 4th St.

PO Box 7000

**Kingman**, AZ 86402-7000

928-753-0719

Fax: 928-753-2669

Santa Cruz County Attorney's  
Office

2150 N. Congress Dr., Ste 201

**Nogales**, AZ 85621

520-375-7780

Fax: 520-761-7859

La Paz County Attorney's Office  
1320 Kofa Ave.

**Parker**, AZ 85344

928-669-6118

Fax: 928-669-2019

Yavapai County Attorney's  
Office

Yavapai County Courthouse  
255 East Gurley

**Prescott**, AZ 86301

928-771-3344

Fax: 928-771-3110

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Graham County Attorney's Office  
Graham County Courthouse  
800 West Main  
**Safford, AZ 85546**  
928-428-3620  
Fax: 928-428-7200  
[www.graham.az.gov/attorney.htm](http://www.graham.az.gov/attorney.htm)

Apache County Attorney's Office  
PO Box 637  
**St. Johns, AZ 85936**  
928-337-7560  
Fax: 928-337-2427

Yuma County Attorney's Office  
168 South Second Ave.  
**Yuma, AZ 85364**  
928-329-2270  
Fax: 928-373-1551  
[www.co.yuma.az.us/atty/](http://www.co.yuma.az.us/atty/)

### Arkansas State Offices

Consumer Protection Division  
Office of the Attorney General  
323 Center St., Ste. 200  
**Little Rock, AR 72201**  
501-682-2007  
501-682-2341 (Consumer Hotline)  
Toll free: 1-800-482-8982 (Do Not Call Program)  
Toll free: 1-800-448-3014 (Crime Victims Hotline)  
1-877-866-8225 (In State Do Not Call Program)  
501-682-1334 (Local Do Not Call)  
TDD: 501-682-6073  
Fax: 501-682-8118  
e-mail:  
[consumer@ag.state.ar.us](mailto:consumer@ag.state.ar.us)  
[www.ag.state.ar.us](http://www.ag.state.ar.us)

### California State Offices

California Department of Consumer Affairs  
400 R St., Ste. 1080  
**Sacramento, CA 95814**  
916-445-1254  
916-445-4465  
916-445-2643 (Correspondence and Complaint Review Unit)  
Toll free in CA: 1-800-952-5210  
TTY: 916-322-1700

TTY Toll free: 1-800-326-2297  
e-mail: [dca@dca.ca.gov](mailto:dca@dca.ca.gov)  
[www.dca.ca.gov](http://www.dca.ca.gov)

Office of the Attorney General  
Public Inquiry Unit  
PO Box 944255  
**Sacramento, CA 94244-2550**  
916-322-3360  
Toll free in CA: 1-800-952-5225  
TDD: 916-324-5564  
Fax: 916-323-5341  
[www.caag.state.ca.us](http://www.caag.state.ca.us)

Bureau of Automotive Repair  
California Department of Consumer Affairs  
10240 Systems Pkwy.  
**Sacramento, CA 95827**  
916-255-4300  
Toll free in CA: 1-800-952-5210  
TDD: 916-322-1700  
Fax: 916-255-1369  
[www.autorepair.ca.gov](http://www.autorepair.ca.gov)

### County Offices

Consumer and Environmental Protection Unit  
Solano County District Attorney's Office  
600 Union Ave.  
**Fairfield, CA 94533**  
707-421-6859  
707-421-6800  
Fax: 707-421-7986

Consumer & Environmental Protection Division  
Fresno County District Attorney's Office  
1250 Van Ness Ave., 2nd Fl.  
**Fresno, CA 93721**  
559-488-3836  
559-488-3156  
Fax: 559-495-1315

Los Angeles County Department of Consumer Affairs  
500 West Temple St., Rm. B-96  
**Los Angeles, CA 90012-2706**  
213-974-1452  
Toll free in L.A. County: 1-800-593-8222  
TDD/TTY: 213-626-0913  
Fax: 213-687-0233  
[consumer-affairs.co.la.ca.us](http://consumer-affairs.co.la.ca.us)

Contra Costa County District Attorney's Office  
627 Ferry St.  
**Martinez, CA 94553**  
925-646-4620  
Fax: 925-646-4683

Consumer Fraud Unit  
Stanislaus County District Attorney's Office  
PO Box 442  
**Modesto, CA 95353-0442**  
209-525-5550  
Fax: 209-525-5545  
[www.stanislaus-da.org](http://www.stanislaus-da.org)

Consumer Affairs Division  
Napa County District Attorney's Office  
931 Pkwy. Mall  
PO Box 720  
**Napa, CA 94559**  
707-253-4059 (Hotline)  
Fax: 707-253-4041

Consumer & Environmental Unit  
San Mateo County District Attorney's Office  
400 County Center, 3rd Fl.  
**Redwood City, CA 94063**  
650-363-4651

Consumer Protection Division  
Monterey County District Attorney's Office  
PO Box 1131  
**Salinas, CA 93902**  
831-755-5070  
Fax: 831-755-5068

San Diego County District Attorney's Office  
330 W. Broadway, Ste. 750  
**San Diego, CA 92101**  
619-531-4070  
Fax: 619-531-4481  
[genesis.sannet.gov/infospc/templates/attorney/index.jsp](http://genesis.sannet.gov/infospc/templates/attorney/index.jsp)

Consumer and Environmental Unit  
San Francisco County District Attorney's Office  
732 Brannan St.  
**San Francisco, CA 94103**

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

415-551-9595  
Fax: 415-551-9504  
[www.sfgov.org/da](http://www.sfgov.org/da)

Consumer Protection Unit  
Santa Clara County District  
Attorney's Office  
70 West Hedding St.  
West Wing, 4th Fl.  
**San Jose**, CA 95110  
408-792-2880  
Fax: 408-279-8742  
[www.santaclara-da.org](http://www.santaclara-da.org)

Economic Crime Division  
Consumer Fraud Department  
County Government Center  
1050 Monterey St., Rm. 223  
**San Luis Obispo**, CA 93408  
805-781-5856  
Fax: 805-781-1173  
[www.sloda.com](http://www.sloda.com)

Consumer Protection Unit  
Marin County District  
Attorney's Office  
Hall of Justice, Rm. 130  
3501 Civic Center Dr.  
**San Rafael**, CA 94903  
415-499-6495  
Fax: 415-499-3719  
e-mail:  
[consumer@co.marin.ca.us](mailto:consumer@co.marin.ca.us)

Consumer Protection Unit  
Santa Barbara County District  
Attorney's Office  
1112 Santa Barbara St.  
**Santa Barbara**, CA 93101  
805-568-2300  
Fax: 805-568-2398

Division of Consumer Affairs  
Santa Cruz County District  
Attorney's Office  
701 Ocean St., Rm. 200  
**Santa Cruz**, CA 95060  
831-454-2050  
TDD/TTY: 831-454-2123  
Fax: 831-454-2920  
e-mail:  
[dat155@co.santa-cruz.ca.us](mailto:dat155@co.santa-cruz.ca.us)  
[www.CO.Santa-Cruz.CA/US](http://www.CO.Santa-Cruz.CA/US)

Consumer Mediation Section  
Ventura County District  
Attorney's Office  
800 South Victoria Ave.  
**Ventura**, CA 93009  
805-654-3110  
Fax: 805-648-9255  
[www.ventura.org/vcda](http://www.ventura.org/vcda)

Consumer/Environmental  
Protection Unit  
Orange County District  
Attorney's Office  
401 Civic Center Dr.  
**West Santana**, CA 92701  
714-347-8706  
Fax: 714-568-1250

**City Offices**  
Criminal Division  
Kern County District Attorney's  
Office  
1215 Truxtun Ave., 3rd Fl.  
**Bakersfield**, CA 93301  
661-868-2340  
Fax: 661-868-2700  
e-mail:  
[dacriminal@co.kern.ca.us](mailto:dacriminal@co.kern.ca.us)  
[www.co.kern.ca.us/da/criminal.asp](http://www.co.kern.ca.us/da/criminal.asp)

Los Angeles City Attorney's  
Office  
500 City Hall East  
200 North Main St.  
**Los Angeles**, CA 90012  
213-978-8070  
Fax: 213-978-8111  
e-mail: [dkass@atty.lacity.org](mailto:dkass@atty.lacity.org)

Consumer and Environmental  
Protection Unit  
1200 Third Ave., Ste. 700  
**San Diego**, CA 92101-4106  
619-533-5600  
Fax: 619-533-5504  
e-mail: [cepu@sandiego.gov](mailto:cepu@sandiego.gov)  
[www.sannet.gov/city-attorney](http://www.sannet.gov/city-attorney)

Santa Monica City Attorney's  
Office  
1685 Main St., Rm. 310  
**Santa Monica**, CA 90401  
310-458-8336  
Fax: 310-395-6727  
[pen.ci.santa-monica.ca.us/atty/consumer\\_protection/](http://pen.ci.santa-monica.ca.us/atty/consumer_protection/)

### Colorado

#### State Offices

Consumer Protection Division  
Colorado Attorney General's  
Office  
1525 Sherman St., 5th Fl.  
**Denver**, CO 80203-1760  
303-866-5079  
Toll free: 1-800-222-4444  
Fax: 303-866-5443

#### ElderWatch

A program with the Colorado  
Attorney General and the  
AARP Foundation fighting  
elder financial abuse and fraud  
through information, referrals  
and consumer advocacy.  
1301 Pennsylvania #280  
**Denver**, CO 80203  
1-800-222-4444 option 2

#### County Offices

Economic Crime Division  
El Paso and Teller Counties  
District Attorney's Office  
105 East Vermijo, Ste. 205  
**Colorado Springs**, CO 80903-  
2083  
719-520-6002  
Fax: 719-520-6006  
[dao.elpasoco.com/default.asp](http://dao.elpasoco.com/default.asp)

Economic Crime Unit  
Denver District Attorney's  
Office  
201 West Colfax Ave., Dept. 801  
**Denver**, CO 80202  
720-913-9179  
TDD/TTY: 720-913-9182  
Fax: 720-913-9177  
[www.denverda.org](http://www.denverda.org)

Weld County District Attorney's  
Office  
PO Box 1167  
**Greeley**, CO 80632  
970-356-4010  
Fax: 970-352-8023

Pueblo County District  
Attorney's Office  
201 West 8th St., Ste. 801  
**Pueblo**, CO 81003  
719-583-6030  
Fax: 719-583-6666

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### Connecticut

#### State Offices

Department of Consumer Protection  
165 Capitol Ave.  
**Hartford, CT 06106**  
860-713-6050  
Fax: 860-713-7243  
[www.ct.gov/dcp](http://www.ct.gov/dcp)

#### City Offices

Director of Consumer Protection  
City of Middletown  
245 DeKoven Dr.  
PO Box 1300  
**Middletown, CT 06457-1300**  
860-344-3491  
TDD: 860-344-3521  
Fax: 860-344-3561  
e-mail: [phil.cacciola@cityofmiddleton.com](mailto:phil.cacciola@cityofmiddleton.com)

### Delaware

#### State Offices

Fraud and Consumer Protection Division  
Office of the Attorney General  
Carvel State Office Building  
820 North French St., 5th Fl.  
**Wilmington, DE 19801**  
302-577-8600  
Toll free in DE: 1-800-220-5424  
TTY: 302-577-6499  
Fax: 302-577-2496  
e-mail: [Attorney.General@State.DE.US](mailto:Attorney.General@State.DE.US)  
[www.state.de.us/attgen/](http://www.state.de.us/attgen/)

### District of Columbia

District of Columbia Offices  
Consumer & Trade Protection Section  
Office of the Attorney General  
for the District of Columbia  
441 4th St., NW, Ste. 450 N  
**Washington, DC 20001**  
202-442-9828  
Fax: 202-727-6546  
e-mail: [consumercomplaint.occ@dc.gov](mailto:consumercomplaint.occ@dc.gov)

### Florida

#### State Offices

Florida Dept. of Agriculture and Consumer Service  
2005 Apalachee Pkwy.  
**Tallahassee, FL 32399-6500**  
850-922-2966  
Toll free in FL only: 1-800-435-7352  
Fax: 850-410-3839  
[www.800helpfla.com](http://www.800helpfla.com)

Economic Crimes Division  
Office of the Attorney General  
PL-01 The Capitol  
**Tallahassee, FL 32399**  
850-414-3600  
Toll free in FL: 1-866-966-7226  
TDD toll free: 1-800-955-8771  
Fax: 850-488-4483  
[myfloridalegal.com](http://myfloridalegal.com)

Multi-State Litigation and Intergovernmental Affairs  
Office of the Attorney General  
PL-01 The Capitol  
**Tallahassee, FL 32399**  
850-414-3300  
Toll free in FL: 1-866-966-7226  
Fax: 850-410-2672  
[myfloridalegal.com](http://myfloridalegal.com)

#### Regional Offices

Economic Crimes Division  
Office of the Attorney General  
110 SE 6th St.  
**Fort Lauderdale, FL 33301-5000**  
954-712-4600  
Fax: 954-712-4658  
Economic Crimes Division

Office of the Attorney General  
135 West Central Blvd.,  
Ste. 1000  
**Orlando, FL 32801**  
407-999-5588  
Fax: 407-245-0365  
[myfloridalegal.com](http://myfloridalegal.com)

Economic Crimes Division  
Office of the Attorney General  
Concourse Center 4  
3507 E. Frontage Rd., Ste. 325  
**Tampa, FL 33607-1795**  
813-287-7950  
Fax: 813-281-5515

Economic Crimes Division  
Office of the Attorney General  
1515 N. Flagler Ave., Ste. 900  
**West Palm Beach, FL 33401**  
561-837-5000  
Fax: 561-837-5109

#### County Offices

Pinellas County Office of Consumer Protection  
15251 Roosevelt Blvd., Ste. 209  
**Clearwater, FL 33760**  
727-464-6200  
TDD/TTY: 727-464-6088  
Fax: 727-464-6129  
[www.pinellascounty.org](http://www.pinellascounty.org)

Broward County Consumer Affairs Division  
115 South Andrews Ave., A460  
**Fort Lauderdale, FL 33301**  
954-357-5332  
Fax: 954-765-5309  
e-mail: [mfaudel@broward.org](mailto:mfaudel@broward.org)  
[www.broward.org/consumer](http://www.broward.org/consumer)

Dade County Economic Crime Unit  
1350 NW 12th Ave.  
**Miami, FL 33136-2111**  
305-547-0671  
Fax: 305-547-0717  
[www.miamisao.com](http://www.miamisao.com)

Miami-Dade County Consumer Services Department  
140 West Flagler St., Ste. 903  
**Miami, FL 33130**  
305-375-3677 (Complaint Mediation Center)  
Fax: 305-375-4120  
e-mail: [consumer@miamidade.gov](mailto:consumer@miamidade.gov)  
[www.miamidade.gov/csd](http://www.miamidade.gov/csd)

Pasco County Consumer Affairs Division  
7530 Little Rd., Ste. 140  
**New Port Richey, FL 34654**  
727-847-8106  
Fax: 727-847-8191  
e-mail: [drjones@pascocountyfl.net](mailto:drjones@pascocountyfl.net)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Orange County Consumer  
Fraud Unit  
415 North Orange Ave.  
PO Box 1673  
**Orlando, FL 32802**  
407-836-2490  
Fax: 407-836-1210  
e-mail: [fraudhelp@sao9.org](mailto:fraudhelp@sao9.org)  
[www.orangecountyfl.net](http://www.orangecountyfl.net)

Hillsborough County Consumer  
Protection Agency  
8900 N. Armenia Ave., Ste 226  
**Tampa, FL 33604-1072**  
813-903-3430  
Fax: 813-903-3432  
[www.hillsboroughcounty.org/  
consumerprotection](http://www.hillsboroughcounty.org/consumerprotection)

Palm Beach County Division of  
Consumer Affairs  
50 South Military Trail, Ste. 201  
**West Palm Beach, FL 33415**  
561-712-6600  
Fax: 561-712-6610  
e-mail: [consumer@pbcgov.com](mailto:consumer@pbcgov.com)  
[www.pbcgov.com/consumer](http://www.pbcgov.com/consumer)

### Georgia

#### State Offices

Governor's Office of Consumer  
Affairs  
Two Martin Luther King, Jr. Dr.  
Ste 356  
**Atlanta, GA 30334**  
404-656-3790  
Toll free in GA (outside Atlanta  
area): 1-800-869-1123  
Fax: 404-651-9018  
[www2.state.ga.us/gaoca](http://www2.state.ga.us/gaoca)

### Hawaii

#### State Offices

Office of Consumer Protection  
Department of Commerce and  
Consumer Affairs  
345 Kekuanaoa St., Rm. 12  
**Hilo, HI 96720**  
808-933-0910  
Fax: 808-933-8845

Office of Consumer Protection  
Department of Commerce and  
Consumer Affairs  
235 South Beretania St., Rm. 801  
**Honolulu, HI 96813-2419**  
808-586-2636  
Fax: 808-586-2640

Office of Consumer Protection  
Dept of Commerce and  
Consumer Affairs  
1063 Lower Main St., Ste C-216  
**Wailuku, HI 96793**  
808-984-8244  
Fax: 808-243-5807  
[www.hawaii.gov/dcca/ocp](http://www.hawaii.gov/dcca/ocp)

### Idaho

#### State Offices

Consumer Protection Unit  
Idaho Attorney General's Office  
650 West State St.  
**Boise, ID 83720-0010**  
208-334-2424  
Toll free in ID: 1-800-432-3545  
Fax: 208-334-2830  
[www.state.id.us/ag](http://www.state.id.us/ag)

### Illinois

#### State Offices

Consumer Fraud Bureau  
1001 East Main St.  
**Carbondale, IL 62901**  
618-529-6400  
Toll free in IL: 1-800-243-0607  
TTY: 618-529-0607 or toll free in  
IL: 1-877-675-9339  
Fax: 618-529-6416  
e-mail:  
[ag\\_consumer@atg.state.il.us](mailto:ag_consumer@atg.state.il.us)  
[www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

Consumer Fraud Bureau  
100 West Randolph, 12th Fl.  
**Chicago, IL 60601**  
312-814-3580  
Toll free in IL: 1-800-386-5438  
TDD: 312-814-3374  
Fax: 312-814-2549  
e-mail:  
[ag\\_consumer@atg.state.il.us](mailto:ag_consumer@atg.state.il.us)  
[www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

Governor's Office of Citizens  
Assistance  
222 South College, Rm. 106  
**Springfield, IL 62706**  
217-782-0244  
Toll free in IL: 1-800-642-3112  
Fax: 217-524-4049  
e-mail: [governor@state.il.us](mailto:governor@state.il.us)

#### County Offices

Consumer Fraud Division  
Cook County State Attorney's  
Office  
69 West Washington, Ste. 900  
**Chicago, IL 60602**  
312-603-8700

Consumer Fraud Bureau  
Office of the Attorney General  
500 South Second St.  
**Springfield, IL 62706**  
217-782-1090  
Toll free in IL: 1-800-243-0618  
TTY: 217-785-2771 or toll free in  
IL: 1-877-844-5461  
Fax: 217-782-1097  
e-mail:  
[ag\\_consumer@atg.state.il.us](mailto:ag_consumer@atg.state.il.us)  
[www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

#### City Offices

Chicago Department of  
Consumer Services  
Daley Center, Rm. 208  
50 W. Washington  
**Chicago, IL 60602**  
312-744-4006  
TDD: 312-744-9385  
Fax: 312-744-9089  
[www.cityofchicago.org/  
ConsumerServices](http://www.cityofchicago.org/ConsumerServices)

City of Des Plaines Consumer  
Protection Office  
1420 Miner St.  
**Des Plaines, IL 60016**  
847-391-5006  
Fax: 847-391-5378  
e-mail: [consumerprotection@  
desplaines.org](mailto:consumerprotection@desplaines.org)

### Indiana

#### State Offices

Consumer Protection Division  
Office of the Attorney General  
Indiana Government Center  
South  
402 West Washington St., 5th Fl.  
**Indianapolis, IN 46204**  
317-232-6201  
Toll free in IN: 1-800-382-5516  
Consumer Hotline  
Fax: 317-232-7979  
[www.in.gov/attorneygeneral](http://www.in.gov/attorneygeneral)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### County Offices

Marrion County Prosecuting  
Attorney's Office  
251 E Ohio St, Ste. 160  
**Indianapolis, IN** 46204  
317-327-3522  
Fax: 317-327-5409  
www.indygov.org

### Iowa

#### State Offices

Consumer Protection Division  
Office of the Attorney General  
1305 East Walnut St., 2nd Fl.  
**Des Moines, IA** 50319  
515-281-5926  
Toll free in IA: 1-888-777-4590  
Fax: 515-281-6771  
e-mail:  
consumer@ag.state.ia.us  
www.iowaAttorneyGeneral.org

### Kansas

#### State Offices

Consumer Protection &  
Antitrust Division  
Office of the Attorney General  
120 SW 10th, 2nd Fl.  
**Topeka, KS** 66612-1597  
785-296-3751  
Toll free in KS: 1-800-432-2310  
TDD/TTY toll free: 785-291-3767  
Fax: 785-291-3699  
e-mail: cprotect@ksag.org  
www.ink.org/public/ksag

#### County Offices

Consumer Protection Division  
Johnson County District  
Attorney's Office  
Johnson County Courthouse  
100 North Kansas Ave.  
**Olathe, KS** 66061  
913-715-3003  
Fax: 913-715-3040

Consumer Fraud & Economic  
Crime Division  
Office of the District Attorney  
535 North Main St., 1st Fl.  
**Wichita, KS** 67203-3747  
316-383-7921  
Toll free in KS: 1-800-432-6878  
Fax: 316-383-4638  
e-mail:  
consumer@sedgwick.gov

### Kentucky

#### State Offices

Consumer Protection Division  
Office of the Attorney General  
1024 Capital Center Dr.  
**Frankfort, KY** 40601  
502-696-5389  
Toll free in KY: 1-888-432-9257  
Fax: 502-573-8317  
e-mail: consumerprotection@  
ag.ky.gov  
ag.ky.gov

Consumer Protection Division  
Office of the Attorney General  
8911 Shelbyville Rd.  
**Louisville, KY** 40222  
502-425-4825  
Fax: 502-573-8317

### Louisiana

#### State Offices

Consumer Protection Section  
Office of the Attorney General  
PO Box 94005  
**Baton Rouge, LA** 70804-9005  
Toll free: 1-800-351-4889  
Fax: 225-342-326-6499  
www.ag.state.la.us

#### County Offices

Consumer Protection Section  
Jefferson Parish District  
Attorney  
200 Derbigny St.  
**Gretna, LA** 70053-5894  
504-368-1020  
Fax: 504-361-2899

### Maine

#### State Offices

Office of Consumer Credit  
Regulation  
35 State House Station  
**Augusta, ME** 04333-0035  
207-624-8527  
Toll free in ME: 1-800-332-8529  
TDD/TTY: 207-624-8563  
Fax: 207-582-7699  
www.mainecreditreg.org

Consumer Protection Division  
Office of the Attorney General  
6 State House Station  
**Augusta, ME** 04333  
207-626-8800  
Fax: 207-626-8812  
e-mail: consumer.mediation@  
state.me.us  
www.maine.gov

### Maryland

#### State Offices

Consumer Protection Division  
Office of the Attorney General  
200 Saint Paul Pl., 16th Fl.  
**Baltimore, MD** 21202-2021  
410-528-8662 (Consumer  
Complaints)  
410-576-6550 (Consumer  
Information)  
410-528-1840 (Health Advocacy  
unit)  
TDD: 410-576-6372 (Maryland  
only)  
Fax: 410-576-7040  
e-mail: consumer@  
oag.state.md.us  
www.oag.state.md.us/consumer

#### Regional Offices

Consumer Protection Division  
Maryland Attorney Generals'  
Office  
138 East Antietam St., Ste. 210  
**Hagerstown, MD** 21740-5684  
301-791-4780  
TDD/TTY: 410-576-6372  
Fax: 301-791-7178

Consumer Protection Division  
Eastern Shore Branch Office  
Office of the Attorney General  
201 Baptist St., Ste. 30  
**Salisbury, MD** 21801-4976  
410-543-6620  
Fax: 410-543-6642  
www.oag.state.md.us

#### County Offices

Howard County Office of  
Consumer Affairs  
6751 Columbia Gateway Dr.  
**Columbia, MD** 21046  
410-313-6420  
Fax: 410-313-6453  
e-mail: shannan@co.ho.md.us

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Montgomery County Division of  
Consumer Affairs  
100 Maryland Ave., Ste. 330  
**Rockville, MD** 20850  
240-777-3636  
TDD: 240-777-3679  
Fax: 240-777-3768  
[www.montgomerycountymd.gov/  
consumer](http://www.montgomerycountymd.gov/consumer)

### Massachusetts State Offices

Consumer Protection and  
Antitrust Division  
Office of the Attorney General  
One Ashburton Pl.  
**Boston, MA** 02108  
617-727-8400 (Consumer  
Hotline)  
Fax: 617-727-3265  
[www.mass.gov/ago](http://www.mass.gov/ago)

Executive Office of Consumer  
Affairs and Business  
Regulation  
10 Park Plaza, Rm 5170  
**Boston, MA** 02116  
617-973-8700 (General  
Information)  
617-973-8787 (Consumer  
Hotline)  
Toll free in MA: 1-888-283-3757  
TDD/TTY: 617-973-8790  
Fax: 617-973-8798  
e-mail: [consumer@state.ma.us](mailto:consumer@state.ma.us)  
[www.mass.gov/Consumer](http://www.mass.gov/Consumer)

Southern Massachusetts  
Division  
Office of the Attorney General  
105 William St.  
**New Bedford, MA** 02740  
508-990-9700  
Fax: 508-990-8686

Western Massachusetts  
Division  
Office of the Attorney General  
436 Dwight St.  
**Springfield, MA** 01103  
413-784-1240  
Fax: 413-784-1244  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Central Massachusetts Division  
Office of the Attorney General  
One Exchange Pl.  
**Worcester, MA** 01608  
508-792-7600  
Fax: 508-795-1991

### County Offices

Franklin County  
Northwestern District  
Attorney's Office  
13 Conway St.  
**Greenfield, MA** 01301  
413-774-5102  
Fax: 413-773-3278  
e-mail: [Janice.garrett@  
state.ma.us](mailto:Janice.garrett@state.ma.us)

Consumer Protection Division  
North Western District  
Attorney's Office  
1 Gleason Plaza  
**Northampton, MA** 01060  
413-586-9225  
Fax: 413-586-9225

Berkshire County Consumer  
Advocates, Inc.  
150 North St., Rm. 34  
**Pittsfield, MA** 01201  
413-443-9128  
Toll free: 1-800-540-9128 (in  
Berkshire County only)  
Fax: 413-496-9225

Norfolk District Attorney's  
Office  
Consumer Protection Division  
1515 Hancock St., 4th Fl.  
**Quincy, MA** 02169  
617-769-6118  
Fax: 617-769-6101

Consumer Council of Worcester  
County  
484 Main St., 2nd Fl.  
**Worcester, MA** 01608-1690  
508-754-1176 ext 130  
Fax: 508-754-0203  
e-mail: [dreilly@wcac.net](mailto:dreilly@wcac.net)

### City Offices

City of Boston Consumer  
Affairs & Licensing  
Boston City Hall, Rm. 817  
**Boston, MA** 02201  
617-635-3834  
Fax: 617-635-4174  
e-mail: [carol.maynard@  
ci.boston.ma.us](mailto:carol.maynard@ci.boston.ma.us)  
[www.cityofboston.gov/consumeraffairs](http://www.cityofboston.gov/consumeraffairs)

Cambridge Consumers' Council  
831 Massachusetts Ave.  
**Cambridge, MA** 02139  
617-349-6150  
Fax: 617-349-6148  
e-mail: [Consumer@  
CambridgeMA.gov](mailto:Consumer@CambridgeMA.gov)  
[www.ci.cambridge.ma.us/  
~Consumer](http://www.ci.cambridge.ma.us/~Consumer)

Greater Fall River/New Bedford  
residents contact:  
One Government Center  
**Fall River, MA** 02722  
508-324-2672  
Fax: 508-324-2668

Consumer Protection Program  
Haverhill Community Action,  
Inc.  
25 Locust St.  
**Haverhill, MA** 01830  
978-373-1971  
Fax: 978-373-8966

Cape Cod residents contact:  
Consumer Assistance Council,  
Inc.  
149 Main St.  
**Hyannis, MA** 02601  
508-771-0700  
Toll free in MA: 1-800-867-0701  
Fax: 508-771-3011  
e-mail: [cac@capecod.net](mailto:cac@capecod.net)  
[www.consumerCouncil.org](http://www.consumerCouncil.org)

Consumer Protection Program  
Greater Lawrence Community  
Action Council, Inc.  
305 Essex St.  
**Lawrence, MA** 01840  
978-681-4990  
Fax: 978-681-4949  
[www.glcac.org/consumer.htm](http://www.glcac.org/consumer.htm)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Middlesex Community College  
Law Center  
33 Kearney Square  
**Lowell**, MA 01852-1987  
978-656-3342  
Fax: 978-441-1794  
e-mail:  
dunnk@middlesex.mass.edu  
www.geocities.com/mcclawcenter

Medford Consumer Advisory  
Commission  
90 Main St.  
**Medford**, MA 02155  
781-393-2460  
Fax: 781-393-2342

Consumer Assistance Office -  
Metro West, Inc.  
209 West Central St.  
**Natick**, MA 01760  
508-651-8812  
Fax: 508-647-0661  
www.consumermetrowest.org

Newton-Brookline Consumer  
Office  
Newton City Hall  
1000 Commonwealth Ave.  
**Newton**, MA 02459  
617-796-1292  
Fax: 617-796-1293  
e-mail: consumer@ci.newton.  
ma.us

Mass PIRG Consumer Action  
Center  
182 Green St.  
**North Weymouth**, MA 02191  
781-335-0280  
Fax: 781-340-3991

South Shore Community Action  
Council, Inc.  
265 South Meadow Rd.  
**Plymouth**, MA 02360  
508-747-7575 ext 226  
Fax: 508-746-5140  
e-mail: lmtilly@sscac.org

Revere Consumer Affairs Office  
150 Beach St.  
**Revere**, MA 02151  
781-286-8114  
Fax: 781-485-2788

Mayor's Office of Consumer  
Information  
1600 East Columbus Ave.  
**Springfield**, MA 01103-1654  
413-787-6437  
Fax: 413-787-7781  
e-mail: mjohnson@  
springfieldcityhall.com  
www.cityofboston.gov/consum  
eraffairs

Brockton residents contact:  
Bentley Consumer Action Line  
Lindsay Hall  
Bentley College  
175 Forest St.  
**Waltham**, MA 02452-4705  
Toll free: 1-800-273-9494  
Fax: 781-891-2478

### Michigan

**State Offices**  
Consumer Protection Division  
Office of Attorney General  
PO Box 30213  
**Lansing**, MI 48909  
517-373-1140  
Toll free: 1-877-765-8388  
Fax: 517-241-3771

### County Offices

Macomb County Consumer  
Protection Department  
Office of the Prosecuting  
Attorney  
Macomb County Admin. Bldg  
One South Main St., 3rd FL  
**Mt. Clemens**, MI 48043  
586-469-5350  
Fax: 586-469-5609

### City Offices

Consumer Advocacy  
City of Detroit  
65 Cadillac Square, Ste. 300  
**Detroit**, MI 48226  
313-224-3508  
313-224-6995 (Complaints)  
Fax: 313-224-1476  
e-mail: andersonst.cadtwr@  
seniors.ci.detroit.mi.us

### Minnesota

**State Offices**  
Consumer Services Division  
Attorney General's Office  
1400 NCL Tower

445 Minnesota St.  
**St. Paul**, MN 55101  
612-296-3353  
Toll free: 1-800-657-3787  
Fax: 612-282-2155  
e-mail: attorney.general@  
state.mn.us  
www.ag.state.mn.us/consumer

### County Offices

Citizen Information Hotline  
Hennepin County Attorney's  
Office  
C-2000 County Government  
Center  
**Minneapolis**, MN 55487  
612-348-4528  
TDD/TTY: 612-348-6015  
Fax: 612-348-9712  
e-mail: citizeninfo@  
hennipin.mn.us  
www.co.hennepin.mn.us/coatty/  
hcatty.htm

### City Offices

Division of Licenses &  
Consumer Services  
Minneapolis Department of  
Regulatory Services  
City Hall, Rm. 1C  
350 South 5th St.  
**Minneapolis**, MN 55415  
612-673-2080  
TTY: 612-673-2157  
Fax: 612-673-3399  
www.ci.minneapolis.mn.us

### Mississippi

**State Offices**  
Consumer Protection Division  
Attorney General's Office  
PO Box 22947  
**Jackson**, MS 39225-2947  
601-359-4230  
Toll free in MS: 1-800-281-4418  
Fax: 601-359-4231  
www.ago.state.ms.us

Bureau of Regulatory Services  
Department of Agriculture and  
Commerce  
121 North Jefferson St.  
PO Box 1609  
**Jackson**, MS 39201  
601-359-1111  
Fax: 601-359-1175  
www.mdac.state.ms.us

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### Missouri

#### State Offices

Consumer Protection and Trade  
Offense Division  
PO Box 899  
1530 Rax Court  
**Jefferson City, MO** 65102  
573-751-6887  
573-751-3321  
Toll free in MO: 1-800-392-8222  
TDD/TTY toll free in MO:  
1-800-729-8668  
Fax: 573-751-7948  
e-mail: attgenmail@moago.org  
www.ago.state.mo.us

### Montana

#### State Offices

Office of Consumer Protection  
Department of Justice  
1219 8th Ave.  
PO Box 200151  
**Helena, MT** 59620-0151  
406-444-4500  
Fax: 406-444-9680  
www.state.mt.us/doa/consumer  
protection

### Nebraska

#### State Offices

Office of the Attorney General  
Department of Justice  
2115 State Capitol  
PO Box 98920  
**Lincoln, NE** 68509  
402-471-2682  
402-471-3891 (Spanish)  
Toll free in NE: 1-800-727-6432  
Toll free in NE: 1-800-850-7555  
(Spanish)  
Fax: 402-471-0006  
www.nol.org/home/ago

### Nevada

#### State Offices

Bureau of Consumer Protection  
555 E. Washington Ave., Ste. 3900  
**Las Vegas, NV** 89101  
702-486-3420

Consumer Affairs Division  
1850 East Sahara Ave, Ste. 101  
**Las Vegas, NV** 89104  
702-486-7355  
Toll free: 1-800-326-5202  
TDD: 702-486-7901  
Fax: 702-486-7371  
e-mail: ncad@fyiconsumer.org  
www.fyiconsumer.org

Consumer Affairs Division  
4600 Kietzke Lane, Building B,  
Ste. 113  
**Reno, NV** 89502  
775-688-1800  
Toll free in NV: 1-800-326-5202  
TDD: 702-486-7901  
Fax: 775-688-1803  
e-mail:  
renocad@fyiconsumer.org  
www.fyiconsumer.org

Bureau of Consumer Protection  
1000 E. William, #200  
**Carson City, NV** 89701  
775-687-6300

### New Hampshire

#### State Offices

Consumer Protection and  
Antitrust Bureau  
Attorney General's Office  
33 Capitol St.  
**Concord, NH** 03301  
603-271-3641  
TDD toll free: 1-800-735-2964  
Fax: 603-271-2110  
www.doj.nh.gov/consumer/  
index.html

### New Jersey

#### State Offices

Division of Consumer Affairs  
Department of Law and Public  
Safety  
124 Halsey St  
PO Box 45025  
**Newark, NJ** 07102  
973-504-6200  
Toll free in NJ: 1-800-242-5846  
e-mail: askconsumeraffairs@  
lps.state.nj.us  
www.state.nj.us/lps/ca/home.htm

### County Offices

Atlantic County Division of  
Consumer Affairs  
1333 Atlantic Ave., 8th Fl.  
**Atlantic City, NJ** 08401  
609-343-2376  
609-345-6700  
Fax: 609-343-2322

Camden County Office of  
Consumer Protection/Weights  
and Measures  
DiPiero Center  
Lakeland Rd.  
**Blackwood, NJ** 08012  
856-374-6161 (Consumer  
Protection)  
856-374-6001 (Weights &  
Measures)  
Toll free in NJ: 1-800-999-9045  
Fax: 856-232-0748  
www.camdencounty.com

Cumberland County  
Department of Consumer  
Affairs/Weight & Measures  
788 East Commerce St.  
**Bridgeton, NJ** 08302  
856-453-2203  
Fax: 856-453-2206  
e-mail: louismo@  
co.cumberland.nj.us

Cape May County Consumer  
Affairs Weights and Measures  
4 Moore Rd. DN 310\302  
**Cape May Court House, NJ**  
08210  
609-463-6475  
Fax: 609-463-6472  
e-mail: mbrogan@  
co.cape-may.nj.us  
www.capemaycountygov.net

Essex County Division of  
Community Action/Consumer  
Services  
50 South Clinton St., Ste. 3201  
**East Orange, NJ** 07018  
973-395-8350  
Fax: 973-395-8433

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Hunterdon County Office of  
Consumer Affairs  
PO Box 2900  
**Flemington, NJ 08822**  
908-806-5174  
Fax: 908-806-2057  
e-mail: [jferrari@co.hunterdon.nj.us](mailto:jferrari@co.hunterdon.nj.us)

Monmouth County Department  
of Consumer Affairs  
50 East Main St.  
PO Box 1255  
**Freehold, NJ 07728-1255**  
732-431-7900  
Fax: 732-845-2037

Bergen County Office of  
Consumer Protection  
One Bergen County Plaza, 3rd Fl.  
**Hackensack, NJ 07601-7000**  
201-336-6400  
Fax: 201-336-6414

Hudson County Division of  
Consumer Affairs  
583 Newark Ave.  
**Jersey City, NJ 07306**  
201-795-6295  
201-795-6163  
Fax: 201-795-6468

Burlington County Office of  
Consumer Affairs/Weights and  
Measures  
49 Rancocas Rd.  
PO Box 6000  
**Mount Holly, NJ 08060**  
609-265-5098 (Weights &  
Measures)  
609-265-5054 (Consumer Affairs)  
Fax: 609-265-5065

Middlesex County Consumer  
Affairs  
Middlesex County Admin. Bldg.  
JFK Square, 2nd Fl., Ste. 290  
**New Brunswick, NJ 08901**  
732-745-3875  
Fax: 732-745-3815  
[www.co.middlesex.nj.us](http://www.co.middlesex.nj.us)

Somerset County Division of  
Consumer Affairs  
PO Box 3000  
**Somerville, NJ 08876-1262**  
908-203-6080  
Fax: 908-575-3905  
e-mail: [consumeraffairs@co.somerset.nj.us](mailto:consumeraffairs@co.somerset.nj.us)  
[www.co.somerset.nj.us](http://www.co.somerset.nj.us)

Ocean County Department of  
Consumer Affairs/Weights and  
Measures  
1027 Hooper Ave.  
PO Box 2191  
**Toms River, NJ 08754-2191**  
732-929-2105  
Toll free in NJ: 1-800-722-0291  
ex. 2105  
Fax: 732-506-5330

Mercer County Consumer  
Affairs  
640 South Broad St., Rm 404  
PO Box 8068  
**Trenton, NJ 08650-0068**  
609-989-6671  
Fax: 609-989-6670

Passaic County Department of  
Consumer Protection/Weights  
and Measures  
Dept of Law  
1310 Route 23 North  
**Wayne, NJ 07470**  
973-305-5750 (Weights &  
Measures)  
973-305-5881 (Consumer  
Protection)  
Fax: 973-628-1796

Union County Division of  
Consumer Affairs  
300 North Ave. East  
**Westfield, NJ 07090**  
908-654-9840  
Fax: 908-654-3082  
e-mail: [fpeterson@ucnj.org](mailto:fpeterson@ucnj.org)  
[www.unioncountynj.org](http://www.unioncountynj.org)

Gloucester County Department  
of Consumer Protection  
Weights and Measures  
115 Budd Blvd.  
**Woodbury, NJ 08096**  
856-384-6855

TDD: 856-848-6616  
Fax: 856-384-6858  
[co.gloucester.nj.us/protection](http://co.gloucester.nj.us/protection)

### City Offices

Middlesex Borough Consumer  
Affairs  
1200 Mountain Ave.  
**Middlesex, NJ 08846**  
732-356-8090 ext. 250  
Fax: 732-356-1249

Nutley Consumer Affairs  
Public Affairs Building  
149 Chestnut St.  
**Nutley, NJ 07110**  
973-284-4975  
Fax: 973-661-9411

Perth Amboy Consumer Affairs  
Office of Social Services  
Fayette and Read Sts.  
**Perth Amboy, NJ 08861**  
732-826-4300  
Fax: 732-826-6192

Plainfield Action Services  
City Hall Annex  
510 Watchung Ave.  
**Plainfield, NJ 07060**  
908-753-3519  
Fax: 908-753-3540

Secaucus Department of  
Consumer Affairs  
Municipal Government Center  
1203 Patterson Plank Rd.  
**Secaucus, NJ 07094**  
201-330-2008

Consumer Affairs Office  
1976 Morris Ave.  
**Union, NJ 07083**  
908-851-5477  
Fax: 908-851-4679

Woodbridge Township  
Consumer Affairs  
Municipal Building  
One Main St.  
**Woodbridge, NJ 07095**  
732-634-4500  
Fax: 732-602-6016

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### New Mexico

#### State Offices

Consumer Protection Division  
PO Drawer 1508  
407 Galisteo

**Santa Fe, NM** 87504-1508

505-827-6060

Toll free in NM: 1-800-678-1508

Fax: 505-827-6685

www.ago.state.nm.us

### New York

#### State Offices

Bureau of Consumer Frauds  
and Protection  
Office of the Attorney General  
State Capitol

**Albany, NY** 12224

518-474-5481

Toll free in NY: 1-800-771-7755

TTY toll free: 1-800-788-9898

Fax: 518-474-3618

www.oag.state.ny.us

New York State Consumer  
Protection Board  
5 Empire State Plaza, Ste. 2101

**Albany, NY** 12223-1556

518-474-8583 (Capitol Region)

Toll free: 1-800-697-1220

Fax: 518-474-2474

e-mail: webmaster@state.ny.us

www.nysconsumer.gov

Consumer Frauds and  
Protection Bureau  
Office of the Attorney General  
120 Broadway, 3rd Fl.

**New York, NY** 10271

212-416-8000

212-416-8345

Toll free: 1-800-771-7755

Fax: 212-416-6003

#### Regional Offices

Binghamton Regional Office  
Office of the Attorney General  
State Office Building, 17th Fl.  
44 Hawley St.

**Binghamton, NY** 13901-4433

607-721-8771

Brooklyn Regional Office  
Office of the Attorney General  
55 Hanson Pl., Rm. 732

**Brooklyn, NY** 11217

718-722-3949

Buffalo Regional Office  
Office of the Attorney General  
Statler Towers  
107 Delaware Ave.

**Buffalo, NY** 14202-3473

716-853-8400

Hauppauge Regional Office  
Office of the Attorney General  
300 Motor Pkwy., Ste. 205

**Hauppauge, NY** 11788-5127

516-231-2400

Minneola Regional Office  
Office of the Attorney General  
200 Old Country Rd.

**New York, NY** 11501

516-248-3302

Harlem Regional Office  
Office of the Attorney General  
163 West 125th St.

**New York, NY** 10027-8201

212-961-4475

Fax: 212-961-4003

Plattsburgh Regional Office  
Office of Attorney General  
70 Clinton St.

**Plattsburgh, NY** 12901-2818

518-562-3282

Rochester Regional Office  
Office of the Attorney General  
144 Exchange Blvd., 2nd Fl.

**Rochester, NY** 14614

585-546-7430

TDD: 585-327-3249

Fax: 585-546-7514

Syracuse Regional Office  
Office of the Attorney General  
615 Erie Blvd. West, Ste. 102

**Syracuse, NY** 13204-2465

315-448-4848

Fax: 315-448-4851

Utica Regional Office  
Office of the Attorney General  
207 Genesee St., Rm. 508

**Utica, NY** 13501

315-793-2225

Fax: 315-793-2228

Watertown Regional Office  
Office of the Attorney General  
Dulles State Office Building  
317 Washington St.

**Watertown, NY** 13601-3744

315-785-2444

Westchester Regional Office  
Office of the Attorney General  
101 East Post Rd.

**White Plains, NY** 10601-5008

914-422-8755

Fax: 914-422-8706

#### County Offices

Department of Consumer  
Affairs/Weights & Measures  
112 State St., Rm. 1207

**Albany, NY** 12207

518-447-7581

Fax: 518-487-5048

www.albanycounty.com

Consumer Fraud Bureau  
Erie County District Attorney's  
Office

Statler Towers

107 Delaware Ave., 4th Fl.

**Buffalo, NY** 14202

716-853-8404

Toll free in NY: 1-800-771-7755

Fax: 716-853-8414

Putnam County Department of  
Consumer Affairs/Weights and  
Measures

110 Old Route 6 - Bldg 3

**Carmel, NY** 10512

845-225-2039

Fax: 845-225-3403

Orange County Department of  
Consumer Affairs and Weights  
and Measures

99 Main St.

**Goshen, NY** 10924

845-291-2400

Fax: 845-291-2385

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Ulster County District  
Attorney's Consumer Fraud  
Bureau  
20 Lucas Ave.  
**Kingston, NY 12401**  
845-340-3260

Nassau County Office of  
Consumer Affairs  
200 County Seat Drive  
**Mineola, NY 11501**  
516-571-2600

Sullivan County Department of  
Consumer Affairs  
Sullivan County Government  
Center  
100 North St., PO Box 5012  
**Monticello, NY 12701-5012**  
845-794-3000  
Fax: 845-794-0230

Rockland County Office of  
Consumer Protection  
50 Sanatorium Rd., Building P  
**Pomona, NY 10970**  
845-364-2681  
Fax: 845-364-2694

Dutchess County Department  
of Consumer Affairs  
98 Peach Rd.  
**Poughkeepsie, NY 12601**  
845-486-2949  
Fax: 845-486-2947  
e-mail: [consumeraffairs@  
co.dutchess.ny.us](mailto:consumeraffairs@co.dutchess.ny.us)  
[www.dutchessny.gov](http://www.dutchessny.gov)

Schenectady County Consumer  
Affairs  
64 Kellar Ave.  
**Schenectady, NY 12307**  
518-356-6795  
518-356-7473  
Fax: 518-357-0319

Westchester County District  
Attorney's Office  
Economic Crimes Unit  
County Courthouse  
111 Martin Luther King Jr. Blvd.  
**White Plains, NY 10601**  
914-995-3303  
Fax: 914-995-3594

Westchester County Dept. of  
Consumer Protection  
112 East Post Rd., 4th Fl.  
**White Plains, NY 10601**  
914-995-2155  
Fax: 914-995-3115  
e-mail: [epp4@  
co.westchestergov.com](mailto:epp4@co.westchestergov.com)

**City Offices**  
Mt. Vernon Office of Consumer  
Protection/Bureau of Weights  
and Measures  
One Roosevelt Square, Rm. 11  
**Mount Vernon, NY 10550**  
914-665-2433

New York City Department of  
Consumer Affairs  
42 Broadway  
**New York, NY 10004**  
212-487-4444  
TDD: 212-487-4465  
[www.ci.nyc.ny.us/html/dca/home  
.html](http://www.ci.nyc.ny.us/html/dca/home.html)

Town of Colonia Consumer  
Protection  
Memorial Town Hall  
**Newtonville, NY 12128**  
518-783-2790

Schenectady Bureau of  
Consumer Protection  
City Hall, Rm. 204  
Jay St.  
**Schenectady, NY 12305**  
518-382-5061  
Fax: 518-382-5074

Yonkers Office of Consumer  
Protection  
87 Nepperhan Ave.  
**Yonkers, NY 10701**  
914-377-6808  
Fax: 914-377-6811

**North Carolina**  
**State Offices**  
Consumer Protection Division  
Office of the Attorney General  
9001 Mail Service Center  
**Raleigh, NC 27699-9001**  
919-716-6400  
Toll free in NC: 1-877-566-7226  
Fax: 919-716-6050  
[www.ncdoj.com](http://www.ncdoj.com)

**North Dakota**  
**State Offices**  
Consumer Protection and  
Antitrust Division  
Office of the Attorney General  
4205 State St.  
PO Box 1054  
**Bismarck, ND 58502-1054**  
701-328-3404  
Toll free in ND: 1-800-472-2600  
TTY toll free: 1-800-366-6888  
Fax: 701-328-5568  
e-mail: [cpat@state.nd.us](mailto:cpat@state.nd.us)  
[www.ag.state.nd.us](http://www.ag.state.nd.us)

**Ohio**  
**State Offices**  
Ohio Consumers' Counsel  
10 W. Broad St. 18th Fl.  
**Columbus, OH 43215**  
614-466-8574 (outside OH)  
Toll free in OH: 1-877-PICK-  
OCC (1-877-742-5622)  
e-mail: [occ@occ.state.oh.us](mailto:occ@occ.state.oh.us)  
[www.pickocc.org](http://www.pickocc.org)

Consumer Protection Section  
Attorney General's Office  
30 East Broad St., 14th Fl.  
**Columbus, OH 43215-3428**  
614-466-8831  
Toll free in OH: 1-800-282-0515  
TDD: 614-466-1393  
Fax: 614-728-7583  
e-mail:  
[consumer@ag.state.oh.us](mailto:consumer@ag.state.oh.us)  
[www.ag.state.oh.us](http://www.ag.state.oh.us)

**County Offices**  
Summit County Office of  
Consumer Affairs  
PO Box 22448  
**Akron, OH 44302-2448**  
330-643-2879  
email:  
[consumeraffairs@summitoh.net](mailto:consumeraffairs@summitoh.net)  
[www.co.summit.oh.us/cona  
ffairs.htm](http://www.co.summit.oh.us/cona<br/>ffairs.htm)

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### Oklahoma

#### State Offices

Commission on Consumer Credit  
4545 North Lincoln Blvd., #104

**Oklahoma City, OK 73105**

405-521-3653

Toll free: 1-800-448-4904

Fax: 405-521-6740

[www.okdocc.state.ok.us](http://www.okdocc.state.ok.us)

Consumer Protection Unit  
Oklahoma Attorney General  
4545 N. Lincoln Ave., Ste. 260

**Oklahoma City, OK 73105**

405-521-2029

Fax: 405-528-1867

[www.oag.state.ok.us](http://www.oag.state.ok.us)

### Oregon

#### State Offices

Financial Fraud/Consumer  
Protection Section

Department of Justice

1162 Court St., NE

**Salem, OR 97310**

503-947-4333

503-378-4320 (Hotline Salem  
only)

503-229-5576 (Hotline Portland  
Only)

Toll free in OR: 1-877-877-9392

TDD/TTY: 503-378-5939

Fax: 503-378-5017

[www.doj.state.or.us](http://www.doj.state.or.us)

### Pennsylvania

#### State Offices

Bureau of Consumer Protection  
Office of Attorney General

14th Fl., Strawberry Square

**Harrisburg, PA 17120**

717-787-9707

Toll free in PA: 1-800-441-2555

Toll free in PA: 1-877-888-4877

(Health Care Section)

Fax: 717-787-1190

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

Office of the Consumer  
Advocate

Office of the Attorney General

Forum Pl., 5th Fl.

**Harrisburg, PA 17101-1921**

717-783-5048 (Utilities only)

Toll free in PA: 1-800-684-6560

Fax: 717-783-7152

e-mail: [consumer@paoca.org](mailto:consumer@paoca.org)

[www.oa.state.pa.us](http://www.oa.state.pa.us)

#### Regional Offices

Allentown Regional Office -

Bureau of Consumer Protection

Office of Attorney General

801 Hamilton St., 4th Fl.

**Allentown, PA 18101**

610-821-6690

Fax: 610-821-6529

Ebensburg Regional Office -

Bureau of Consumer Protection

Office of Attorney General

171 Lovell Ave., Ste. 202

**Ebensburg, PA 15931**

814-471-1831

Fax: 814-471-1840

Erie Regional Office - Bureau of

Consumer Protection

Office of the Attorney General

1001 State St., Ste. 1009

**Erie, PA 16501**

814-871-4371

Fax: 814-871-4848

Harrisburg Regional Office -

Bureau of Consumer Protection

Office of Attorney General

301 Chestnut St., Ste. 105

**Harrisburg, PA 17101**

717-787-7109

Fax: 717-772-3560

Philadelphia Regional Office -

Bureau of Consumer Protection

Office of Attorney General

21 South 12th St., 2nd Fl.

**Philadelphia, PA 19107**

215-560-2414

Fax: 215-560-2494

Pittsburgh Regional Office -

Bureau of Consumer Protection

Office of Attorney General

Manor Building, 6th Fl.

564 Forbes Ave.

**Pittsburgh, PA 15219**

412-565-5135

Fax: 412-880-0196

Scranton Regional Office -

Bureau of Consumer Protection

Office of Attorney General

100 Samter Building

101 Penn Ave.

**Scranton, PA 18503**

570-963-4913

Fax: 570-963-3418

#### County Offices

Bucks County Consumer

Protection, Weights and

Measures

50 North Main St.

**Doylestown, PA 18901**

215-348-7442

Fax: 215-348-4570

Delaware County Consumer  
Affairs

Delaware County Courthouse

201 West Front St.

**Media, PA 19063**

610-891-4865

Fax: 610-566-3947

Montgomery County Consumer  
Affairs

Montgomery County Human

Services Center

1430 DeKalb St.

PO Box 311

**Norristown, PA 19404-0311**

610-278-3565

Fax: 610-278-5228

e-mail: [consumeraffairs@](mailto:consumeraffairs@)

[mail.montcopa.org](mailto:mail.montcopa.org)

[www.montcopa.org/consumer](http://www.montcopa.org/consumer)  
affairs

Chester County Consumer  
Affairs

601 Westtown Rd., Ste. 295

**West Chester, PA 19382-4991**

610-344-6150

[dsf.chesco.org/health/consaf](http://dsf.chesco.org/health/consaf)

fairs

### Puerto Rico

Puerto Rico Offices

Department of Justice

PO Box 902192

**San Juan, PR 00902**

787-721-2900

Fax: 787-725-2475

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

### Rhode Island

#### State Offices

Consumer Protection Unit  
Dept. of Attorney Gen.  
150 South Main St.  
**Providence, RI** 02903  
401-274-4400  
TDD: 401-453-0410  
Fax: 401-222-5110  
[www.riag.state.ri.us/](http://www.riag.state.ri.us/)

### South Carolina

#### State Offices

State Ombudsman  
Office of Executive Policy and  
Program  
1205 Pendleton St., Rm. 308  
**Columbia, SC** 29201  
803-734-5049  
Toll free in SC: 1-866-300-9333  
Fax: 803-734-0799  
[www.myscgov.com](http://www.myscgov.com)

South Carolina Department of  
Consumer Affairs  
3600 Forest Dr., Ste. 300  
PO Box 5757  
**Columbia, SC** 29250  
803-734-4200  
Toll free in SC: 1-800-922-1594  
Fax: 803-734-4286  
e-mail: [scdca@dca.state.sc.us](mailto:scdca@dca.state.sc.us)  
[www.sconsumer.gov](http://www.sconsumer.gov)

Office of the Attorney General  
PO Box 11549  
**Columbia, SC** 29211  
803-734-3970  
Fax: 803-734-4323  
e-mail:  
[info@scattorneygeneral.com](mailto:info@scattorneygeneral.com)  
[www.scattorneygeneral.org](http://www.scattorneygeneral.org)

### South Dakota

#### State Offices

Consumer Affairs  
Office of the Attorney General  
State Capitol Building  
500 East Capitol  
**Pierre, SD** 57501-5070  
605-773-4400  
Toll free in SD: 1-800-300-1986  
TDD: 605-773-6585  
Fax: 605-773-7163  
e-mail:  
[consumerhelp@sate.sd.us](mailto:consumerhelp@sate.sd.us)  
[www.state.sd.us/atg](http://www.state.sd.us/atg)

### Tennessee

#### State Offices

Division of Consumer Affairs  
500 James Robertson Pkwy.  
5th Fl.  
**Nashville, TN** 37243-0600  
615-741-4737  
Toll free in TN: 1-800-342-8385  
Fax: 615-532-4994  
e-mail:  
[consumer.affairs@state.tn.us](mailto:consumer.affairs@state.tn.us)  
[www.state.tn.us/consumer](http://www.state.tn.us/consumer)

Consumer Advocate and  
Protection Division  
Office of the Attorney General  
PO Box 20207  
**Nashville, TN** 37202-02071  
615-741-1671  
Fax: 615-532-2910  
[attorneygeneral.state.tn.us/  
cpro/cpro](mailto:attorneygeneral.state.tn.us/cpro/cpro)

### Texas

#### Regional Offices

Austin Regional Office  
PO Box 12548  
**Austin, TX** 78711-2548  
512-463-2185  
Toll free: 1-800-621-0508  
Fax: 512-473-8301  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

Dallas Regional Office  
Office of the Attorney General  
1600 Pacific Ave., Ste. 1700  
**Dallas, TX** 75201-3513  
214-969-5310  
Fax: 214-969-7615  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

El Paso Regional Office  
Office of the Attorney General  
401 East Franklin St., Ste. 530  
**El Paso, TX** 79901  
915-834-5800  
Fax: 915-592-1546  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

Houston Regional Office -  
Consumer Protection  
Office of the Attorney General  
808 Travis, Ste. 300  
**Houston, TX** 77002  
713-223-5886  
Fax: 713-223-5821  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

Lubbock Regional Office  
Office of the Attorney General  
916 Main St., Ste. 806  
**Lubbock, TX** 79401-3410  
806-747-5238  
Fax: 806-747-6307  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

McAllen Regional Office  
Office of the Attorney General  
3201 North McColl Rd., Ste. B  
**McAllen, TX** 78501-1685  
956-682-4547  
Fax: 956-682-1957  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

San Antonio Regional Office  
Office of the Attorney General  
115 East Travis St., Ste. 925  
**San Antonio, TX** 78205-1605  
210-224-1007  
Fax: 210-225-1075  
e-mail: [cac@oag.state.tx.us](mailto:cac@oag.state.tx.us)  
[www.oag.state.tx.us](http://www.oag.state.tx.us)

#### County Offices

Harris County Consumer Fraud  
Division  
District Attorney's Office  
1201 Franklin, Ste. 600  
**Houston, TX** 77002-1923  
713-755-5836  
Fax: 713-755-5262

#### City Offices

Department of Environmental  
and Health Services  
City Hall - Rm. 7A-North  
1500 Marilla  
**Dallas, TX** 75201  
214-670-5711  
Fax: 214-670-3863  
e-mail: [kbradford@ci.dallas.  
tx.us](mailto:kbradford@ci.dallas.tx.us)

# STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

## Utah

### State Offices

Division of Consumer Protection  
Department of Commerce  
160 East 300 South  
Box 146704  
**Salt Lake City, UT** 84114-6704  
801-530-6601  
Fax: 801-530-6001  
e-mail:  
consumerproection@utah.gov  
www.consumerprotection.utah.gov

## Vermont

### State Offices

Consumer Assistance Program  
Office of the Attorney General  
104 Morrill Hall, UVM  
**Burlington, VT** 05405  
802-656-3183  
Toll free in VT: 1-800-649-2424  
TTY: 802-828-3665  
Fax: 802-656-1423  
e-mail: consumer@uvm.edu  
www.atg.state.vt.us

Consumer Assurance Section  
Food Safety and Consumer Assurance Division  
Agency of Agriculture  
116 State St.

**Montpelier, VT** 05620-2901  
802-828-2436  
Fax: 802-828-5983

## Virgin Islands

Virgin Islands Offices  
Department of Licensing and Consumer Affairs  
Golden Rock Shopping Center  
Christiansted  
**St. Croix, VI** 00820  
340-773-2226  
Fax: 340-778-8250  
www.dlca.gov.vi

### State Offices

Department of Licensing and Consumer Affairs  
Property and Procurement Bldg.  
No. 1 Sub Base, Rm. 205  
**St. Thomas, VI** 00802  
340-774-3130  
Fax: 340-776-0675  
www.dlca.gov.vi

## Virginia

### State Offices

Antitrust and Consumer Litigation Section  
Office of the Attorney General  
900 East Main St.  
**Richmond, VA** 23219  
804-786-2116  
Toll free: 1-800-451-1525  
Fax: 804-786-0122  
e-mail: mail@oag.state.va.us  
www.oag.state.va.us

Office of Consumer Affairs  
Department of Agriculture and Consumer Services  
PO Box 1163  
**Richmond, VA** 23218  
804-786-2042  
Toll free in VA: 1-800-552-9963  
TDD toll free: 1-800-828-1120  
Fax: 804-225-2666  
www.vdacs.state.va.us

### County Offices

Consumer Affairs Office  
#1 Court House Plaza, Ste. 302  
2100 Clarendon Blvd.  
**Arlington, VA** 22201  
703-228-3260  
Fax: 703-228-3295  
e-mail: mgray@arlingtonva.us  
www.arlingtonva.us

Fairfax County Department of Cable Communications and Consumer Protection  
12000 Government Center Pkwy., Ste. 433  
**Fairfax, VA** 22035  
703-222-8435 (Complaints)  
703-324-8484 (Consumer Services)  
Fax: 703-322-9542

### City Offices

Consumer Affairs  
City Hall  
PO Box 178  
**Alexandria, VA** 22313  
703-838-4350  
TDD: 703-838-5056  
Fax: 703-838-6426  
www.alexandria.va.gov

Office of the Commonwealth's Attorney  
Consumer Affairs Division  
2425 Nimmo Pkwy.  
**Virginia Beach, VA** 23456-9060  
757-426-5836  
Fax: 757-427-8779  
www.vbgov.com/dept/oca/ca.htm

## Washington

### State Offices

Office of the Attorney General (see Regional Consumer Resource Centers)  
1125 Washington St. SE  
**Olympia, WA** 98504-0100  
Toll free: 1-800-551-4636  
www.atg.wa.gov/

### Regional Offices

Bellingham Consumer Resource Center (Island, San Juan, Skagit and Whatcom Counties)  
Office of the Attorney General  
103 East Holly St., Ste. 308  
**Bellingham, WA** 98225-4728  
360-738-6185  
Toll free in WA: 1-800-551-4636  
Fax: 360-738-6190

Kennewick Consumer Resource Center (Southeast Washington)  
Office of the Attorney General  
500 N. Morain St., Ste. 1250  
**Kennewick, WA** 99336-2607  
509-734-7140  
Toll free in WA: 1-800-551-4636  
Fax: 509-734-7475  
www.atg.wa.gov

## STATE, COUNTY AND CITY CONSUMER PROTECTION OFFICES

Seattle Consumer Resource Center (King, Snohomish, Clallam and Jefferson Counties)  
Office of the Attorney General  
900 Fourth Ave., Ste. 2000  
**Seattle, WA** 98164-1012  
206-464-6684  
Toll free in WA: 1-800-551-4636  
Fax: 206-464-6451

Spokane Consumer Resource Center (Northeast Washington)  
Office of the Attorney General  
1116 West Riverside Ave.  
**Spokane, WA** 99201-1194  
509-456-3123  
Toll free in WA: 1-800-551-4636  
Fax: 509-458-3548

Tacoma Consumer Resource Center (Pierce, Mason, Grays Harbor and Kitsap Counties)  
Consumer Protection Division  
Office of the Attorney General  
PO Box 2317  
**Tacoma, WA** 98401  
253-593-2904  
Toll free in WA: 1-800-551-4636  
Fax: 253-593-2449  
e-mail: [cynthial@atg.wa.gov](mailto:cynthial@atg.wa.gov)  
[www.wa.gov/ago](http://www.wa.gov/ago)

Vancouver Consumer Resource Center (Southwest Washington)  
Office of the Attorney General  
1220 Main St., Ste. 549  
**Vancouver, WA** 98660-2964  
360-759-2150  
Toll free in WA: 1-800-551-4636  
Fax: 360-759-2159  
[www.atg.wa.gov/consumer](http://www.atg.wa.gov/consumer)

### West Virginia

**State Offices**  
Consumer Protection Division  
Office of the Attorney General  
812 Quarrier St., 6th Fl.  
PO Box 1789  
**Charleston, WV** 25326-1789  
304-558-8986  
Toll free in WV: 1-800-368-8808  
Fax: 304-558-0184  
e-mail:  
[consumer@wvago.state.wv.us](mailto:consumer@wvago.state.wv.us)  
[www.wvs.state.wv.us/wvag](http://www.wvs.state.wv.us/wvag)

### Wisconsin

**State Offices**  
Department of Agriculture,  
Trade and Consumer Protection  
2811 Agriculture Dr.  
PO Box 8911  
**Madison, WI** 53708-8911  
608-224-4949  
Toll free in WI: 1-800-422-7128  
TDD: 608-224-5058  
Fax: 608-224-4939  
e-mail:  
[hotline@datcp.state.wi.us](mailto:hotline@datcp.state.wi.us)  
[www.datcp.state.wi.us](http://www.datcp.state.wi.us)

### Regional Offices

Bureau of Consumer Protection  
Dept. of Agriculture, Trade &  
Consumer Protection  
200 North Jefferson St.  
Ste. 146A  
**Green Bay, WI** 54301  
920-448-5110  
Fax: 920-448-5118  
e-mail:  
[datcphotline@datcp.state.wi.us](mailto:datcphotline@datcp.state.wi.us)

Bureau of Consumer Protection  
Dept. of Agriculture, Trade and  
Consumer Protection  
10930 West Potter Rd., Ste. C  
**Milwaukee, WI** 53226-3450  
414-266-1231

### County Offices

Racine County Sheriff's  
Department  
717 Wisconsin Ave.  
**Racine, WI** 53403  
262-636-3126  
Fax: 262-637-5279

### Wyoming

**State Offices**  
Consumer Protection Unit  
Office of the Attorney General  
123 State Capitol Building  
**Cheyenne, WY** 82002  
307-777-7874  
Toll free in WY: 1-800-438-5799  
Fax: 307-777-7956  
e-mail:  
[agwebmaster@state.wy.us](mailto:agwebmaster@state.wy.us)  
[attorneygeneral.state.wy.us](mailto:attorneygeneral.state.wy.us)

## STATE BANKING AUTHORITIES

The officials listed below regulate and supervise state-chartered banks. Many of them handle or refer problems and complaints about other types of financial institutions as well. Some also answer general questions about banking and consumer credit. If you are dealing with a federally chartered bank, check "Selected Federal Agencies" on page 111. Also see "Banking" on page 13.

### Alabama

Superintendent of Banks  
Center for Commerce  
Ste. 689  
401 Adams Ave.  
**Montgomery, AL** 36130-1201  
334-242-3452  
Fax: 334-242-3500  
[www.bank.state.al.us](http://www.bank.state.al.us)

### Alaska

Division of Banking and  
Securities, Dept. of Commerce  
Community and Economic  
Development  
PO Box 11807  
**Juneau, AK** 99811-0807  
907-465-2521  
TDD: 907-465-5437  
Fax: 907-465-2549  
e-mail: [dbsc@dced.state.ak.us](mailto:dbsc@dced.state.ak.us)  
[www.dced.state.ak.us/bsc/bsc.htm](http://www.dced.state.ak.us/bsc/bsc.htm)

### Arizona

State Banking Department  
2910 North 44th St., Ste. 310  
**Phoenix, AZ** 85018  
602-255-4421  
Toll free in AZ: 1-800-544-0708  
Fax: 602-381-1225  
[www.azbanking.com](http://www.azbanking.com)

### Arkansas

State Bank Department  
400 Hardin Rd., Ste. 100  
**Little Rock, AR** 72211  
501-324-9019  
Fax: 501-324-9028  
e-mail:  
[asbd@banking.state.ar.us](mailto:asbd@banking.state.ar.us)  
[www.accessarkansas.org/bank](http://www.accessarkansas.org/bank)

### California

State Department of Financial  
Institutions  
111 Pine St., Ste. 1100

**San Francisco, CA** 94111  
415-263-8555  
Toll free in CA: 1-800-622-0620  
(Call with consumer complaints against CA state-licensed banks; the "800" number reaches the Consumer Services Office, located in Sacramento, CA.)  
Fax: 415-989-5310  
e-mail: [consumer@dfi.ca.gov](mailto:consumer@dfi.ca.gov)  
[www.dfi.ca.gov](http://www.dfi.ca.gov)

### Colorado

Division of Banking  
Department of Regulatory  
Agencies  
1560 Broadway, Ste. 1175  
**Denver, CO** 80202  
303-894-7575  
Fax: 303-894-7570  
e-mail:  
[banking@dora.state.co.us](mailto:banking@dora.state.co.us)  
[www.dora.state.co.us/banking/](http://www.dora.state.co.us/banking/)

### Connecticut

Connecticut Department of  
Banking  
260 Constitution Plaza  
**Hartford, CT** 06103  
860-240-8200  
Toll free in CT: 1-800-831-7225  
Fax: 860-240-8178  
[www.state.ct.us/dob](http://www.state.ct.us/dob)

### Delaware

Office of the State Bank  
Commissioner  
555 East Lockerman St.  
Ste. 210  
**Dover, DE** 19901  
302-739-4235  
Fax: 302-739-2356  
e-mail:  
[choffecker@state.de.us](mailto:choffecker@state.de.us)  
[www.state.de.us/bank](http://www.state.de.us/bank)

### District of Columbia

Department of Insurance,  
Securities and Banking  
1400 L St., NW  
**Washington, DC** 20005  
202-727-1563  
Fax: 202-727-1290  
[www.dbfj.dc.gov](http://www.dbfj.dc.gov)

### Florida

Department of Financial  
Services  
200 East Gaines St.  
**Tallahassee, FL** 323990300  
850-413-3100  
Toll free in FL: 1-800-342-2762  
TDD: 850-410-9700  
Fax: 850-488-2349  
[www.fldfs.com](http://www.fldfs.com)

### Georgia

Department of Banking and  
Finance  
2990 Brandywine Rd., Ste. 200  
**Atlanta, GA** 30341-5565  
770-986-1653  
Toll free in GA: (888) 986-1633  
Fax: 770-986-1654  
[www.gadbf.org](http://www.gadbf.org)

### Hawaii

Financial Institutions  
Department of Commerce and  
Consumer Affairs  
1010 Richards St., Room 602A  
**Honolulu, HI** 96805  
808-586-2820  
Toll free in Kauai: 1-800-274-3141  
Toll free in Maui: 1-800-984-2400  
Toll free in Hawaii: 1-800-974-4000  
TDD/TTY: 808-586-2820  
Fax: 808-586-2818  
e-mail: [dfu@dcca.gawauu.giv](mailto:dfu@dcca.gawauu.giv)  
[www.hawaii.gov/dcca/dci](http://www.hawaii.gov/dcca/dci)

## STATE BANKING AUTHORITIES

### Michigan

Office of Financial and Insurance Services  
611 W. Ottawa St., 3rd Fl.  
PO Box 30220  
**Lansing, MI** 489330220  
517-373-3460  
Toll free: 1-877-999-6442  
Fax: 517-335-4978  
[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

### Minnesota

Financial Examinations Division  
Department of Commerce  
85 Seventh Pl. East, Ste. 500  
**St. Paul, MN** 55101  
651-296-2715  
Fax: 651-296-8591  
e-mail:  
[kevin.murphy@state.mn.us](mailto:kevin.murphy@state.mn.us)  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)

### Mississippi

Department of Banking and Consumer Finance  
PO Box 23729  
**Jackson, MS** 39205-3729  
601-359-1031  
Toll free in MS: 1-800-844-2499  
Fax: 601-359-3557  
e-mail:  
[bass@dbcf.state.ms.us](mailto:bass@dbcf.state.ms.us)  
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

### Missouri

Department of Finance  
PO Box 716  
**Jefferson City, MO** 65102  
573-751-3242  
Fax: 573-751-9192  
e-mail: [finance@ded.mo.gov](mailto:finance@ded.mo.gov)  
[www.missouri-finance.org](http://www.missouri-finance.org)

### Montana

Division of Banking & Financial Institutions  
301 South Park, Ste. 316  
PO Box 200546  
**Helena, MT** 59620-0546  
406-841-2920  
Fax: 406-841-2930  
[www.discoveringmontana.com/doa/banking](http://www.discoveringmontana.com/doa/banking)

### Kentucky

Department of Financial Institutions  
Department of Financial Institutions  
1025 Capitol Center Dr.  
Ste. 200  
**Frankfort, KY** 40601  
502-573-3390  
Toll free: 1-800-223-2579  
Fax: 502-573-8787  
[www.dfi.state.ky.us](http://www.dfi.state.ky.us)

### Louisiana

Office of Financial Institutions  
PO Box 94095  
**Baton Rouge, LA** 70804-9095  
225-925-4660  
Fax: 225-925-4524  
e-mail:  
[la\\_ofi@mail.premier.net](mailto:la_ofi@mail.premier.net)  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

### Maine

Bureau of Financial Institutions  
36 State House Station  
**Augusta, ME** 04333-0036  
207-624-8570  
Toll free: 1-800-965-5235  
TDD: 207-624-8563  
Fax: 207-624-8590  
[www.mainebankingreg.org](http://www.mainebankingreg.org)

### Maryland

Commissioner of Financial Regulation  
500 North Calvert St., Ste. 402  
**Baltimore, MD** 21202  
410-230-6100  
Toll free in MD: 1-888-784-0136  
TTY: 410-767-2117  
Fax: 410-333-0475  
e-mail:  
[fin\\_reg@dllr.state.md.us](mailto:fin_reg@dllr.state.md.us)  
[www.dllr.state.md.us/finance/](http://www.dllr.state.md.us/finance/)

### Massachusetts

Division of Banks  
One South Station  
**Boston, MA** 02110  
617-956-1500  
Toll free in MA: 1-800-495-2265  
TDD: 617-956-1577  
Fax: 617-956-1597  
[www.mass.gov/dob](http://www.mass.gov/dob)

### Idaho

Department of Finance  
PO Box 83720  
**Boise, ID** 83720-0031  
208-332-8000  
Toll free in ID: 1-888-346-3378  
Fax: 208-332-8098  
e-mail: [finance@fin.state.id.us](mailto:finance@fin.state.id.us)  
[finance.state.id.us/home.asp](http://finance.state.id.us/home.asp)

### Illinois

Division of Banks and Real Estate  
310 South Michigan Ave., Ste. 2130  
**Chicago, IL** 60604  
312-793-3000  
Toll free: 1-877-793-3470  
TDD: 312-793-0291  
Fax: 312-793-7097  
[www.obre.state.il.us](http://www.obre.state.il.us)

### Indiana

Department of Financial Institutions  
30 S. Meridian St., Ste. 300  
**Indianapolis, IN** 46204  
317-232-3955  
Toll free in IN: 1-800-382-4880  
Fax: 317-232-7655  
[www.in.gov/dfi](http://www.in.gov/dfi)

### Iowa

Division of Banking  
200 East Grand, Ste. 300  
**Des Moines, IA** 50309-1827  
515-281-4014  
Toll free: 1-800-972-2018  
Fax: 515-281-4862  
e-mail: [idob@max.state.ia.us](mailto:idob@max.state.ia.us)  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

### Kansas

Office of the State Bank Commissioner  
700 Jackson St., Ste. 300  
**Topeka, KS** 66603-3714  
785-296-2266  
Toll free: 1-877-387-8523  
(Consumer Helpline)  
Fax: 785-296-0168  
[www.osbckansas.org](http://www.osbckansas.org)

## STATE BANKING AUTHORITIES

### Nebraska

Department of Banking & Finance  
1230 O St., Ste. 400  
PO Box 95006  
**Lincoln, NE** 68509-5006  
402-471-2171  
Fax: 402-471-3062  
www.ndbf.org

### Nevada

Financial Institutions Division  
Department of Business & Industry  
2501 E. Sahara Ave, #300  
**Las Vegas, NV** 89704  
702-486-4120  
Fax: 702-486-4563  
e-mail: ctidd@fid.state.nv.us  
www.fid.state.nv.us

### New Hampshire

State Banking Department  
64B Old Suncook Rd.  
**Concord, NH** 03301  
603-271-3561  
TTY toll free: 1-800-735-2964  
Fax: 603-271-1090  
www.state.nh.us/banking

### New Jersey

Department of Banking and Insurance  
20 West State St.  
PO Box 325  
**Trenton, NJ** 08625  
609-292-3420 (Banking)  
Fax: 609-292-5571  
www.njdobi.org

### New Mexico

Financial Institutions Division  
Regulation and Licensing  
Department  
2550 Cerrillos Rd., 3rd Fl.  
**Santa Fe, NM** 87501  
505-426-4885  
Fax: 505-476-4670  
e-mail: rldfid@state.nm.us  
www.rld.state.nm.us/FID/

### New York

Banking Department  
One State St.  
**New York, NY** 10004

212-709-5470  
Toll free in NY: 1-877-BANK-NYS (consumer services hotline)  
Fax: 212-709-3582  
www.banking.state.ny.us

### North Carolina

North Carolina Commissioner of Banks  
4309 Mail Service Center  
**Raleigh, NC** 27699-4309  
919-733-3016  
Fax: 919-733-6918  
www.banking.state.nc.us

### North Dakota

Department of Financial Institutions  
2000 Schafer St., Ste. G  
**Bismarck, ND** 58501-1204  
701-328-9933  
TDD toll free in ND: 1-800-366-6888  
Fax: 701-328-9955  
e-mail: dfi@state.nd.us  
www.discovernd.com/dfi

### Ohio

Division of Financial Institutions  
Department of Commerce  
77 South High St., 21st Fl.  
**Columbus, OH** 43215-6120  
614-728-8400  
614-466-2932  
Fax: 614-644-1631  
www.com.state.oh.us/ODOC/dfi

### Oklahoma

State Banking Department  
4545 North Lincoln Blvd.  
Ste. 164  
**Oklahoma City, OK** 73105  
405-521-2782  
Fax: 405-522-2993  
www.osbd.state.ok.us

### Oregon

Department of Consumer & Business Services  
Division of Finance and Corporate Securities  
350 Winter St., NE, Rm. 410

### Salem, OR 97310

503-378-4140  
Toll free: 1-866- 814-9710 (Fraud and complaint investigation)  
TTY: 503-378-4100  
Fax: 503-947-7862  
e-mail: dcbs.dfcsmail@state.or.us  
www.oregondfcs.org

### Pennsylvania

Department of Banking  
333 Market St., 16th Fl.  
**Harrisburg, PA** 17101-2290  
717-787-6991  
Toll free in PA: 1-800-PA-BANKS  
TDD toll free: 1-800-679-5070  
Fax: 717-787-8773  
www.banking.state.pa.us

### Puerto Rico

Department of Financial Institutions  
Fernandez Juncos Station  
PO Box 11855  
**San Juan, PR** 009103855  
787-723-3131  
Fax: 787-723-4042  
www.cif.gov.pr

### Rhode Island

Division of Banking  
Department of Business Regulation  
233 Richmond St., Ste. 231  
**Providence, RI** 029034231  
401-222-2405  
TDD/TTY: 401-222-2999  
Fax: 401-222-5628  
e-mail: BankInquiry@dbr.state.ri.us  
www.dbr.state.ri.us

### South Carolina

State Board of Financial Institutions  
1015 Sumter St., Room 309  
**Columbia, SC** 29201  
803-734-2001  
Fax: 803-734-2013

## STATE BANKING AUTHORITIES

### South Dakota

Division of Banking  
217 1/2 W. Missouri Ave.  
**Pierre, SD** 57501-4590  
605-773-3421  
Fax: 605-773-5367  
[www.state.sd.us/banking](http://www.state.sd.us/banking)

### Tennessee

Department of Financial  
Institutions  
The Nashville City Center  
511 Union St., 4th Fl.  
**Nashville, TN** 37219  
615-253-2023  
Toll Free: 1-800-778-4215  
TDD/TTY: 615-253-7794  
e-mail: TDFI.Consumer  
Resources@state.tn.us  
[www.state.tn.us/financialinst](http://www.state.tn.us/financialinst)

### Texas

Department of Banking  
2601 North Lamar  
**Austin, TX** 78705  
512-475-1300  
Toll free in TX: 1-877-276-5554  
Fax: 512-475-1313  
[www.banking.state.tx.us](http://www.banking.state.tx.us)

### Utah

Department of Financial  
Institutions  
PO Box 146800  
**Salt Lake City, UT** 84114-  
6800  
801-538-8830  
Fax: 801-538-8894  
[www.dfi.utah.gov](http://www.dfi.utah.gov)

### Vermont

Department of Banking,  
Insurance, Securities and  
Health Care Administration  
89 Main St., Drawer 20  
**Montpelier, VT** 05620-3101  
802-828-4872  
802-828-3307 (Banking)  
Toll free: 1-800-964-1764 (All  
insurance except health)  
Toll free: 1-800-631-7788  
(Health Care)  
Fax: 802-828-3306  
[www.bishca.state.vt.us](http://www.bishca.state.vt.us)

### Virgin Islands

Chairman of Banking Board  
Kongen's Gade #18  
Charlotte Amalie  
**St. Thomas, VI** 00802  
340-774-2991  
Fax: 340-774-6953

### Virginia

Bureau of Financial  
Institutions  
1300 East Main St., Ste. 800  
PO Box 640  
**Richmond, VA** 23218-0640  
804-371-9657  
Toll free in VA: 1-800-552-7945  
TDD: 804-371-9206  
Fax: 804-371-9416  
[www.state.va.us/scc](http://www.state.va.us/scc)

### Washington

Department of Financial  
Institutions  
PO Box 41200  
**Olympia, WA** 98504-1200  
360-902-8700  
Toll free: 1-877-RING-DFI  
Fax: 360-586-5068  
[www.dfi.wa.gov](http://www.dfi.wa.gov)

### West Virginia

Division of Banking  
State Capitol Complex  
Building 3, Rm. 311  
1900 Kanawha Blvd. East  
**Charleston, WV** 25305-0240  
304-558-2294  
Toll free in WV: 1-800-642-9056  
Fax: 304-558-0442  
[www.wvdob.org](http://www.wvdob.org)

### Wisconsin

Department of Financial  
Institutions  
345 West Washington Ave.  
3rd Fl.  
**Madison, WI** 53708  
608-264-7969  
Toll free in WI: 1-800-452-3328  
Fax: 608-264-7968  
[www.wdfi.org](http://www.wdfi.org)

### Wyoming

Division of Banking  
Herschler Bldg.  
3rd Fl., East  
**Cheyenne, WY** 82002  
307-777-7797  
Fax: 307-777-3555  
e-mail: [maitchison@  
wyaudit.state.wy.us](mailto:maitchison@wyaudit.state.wy.us)  
[audit.state.wy.us/banking](http://audit.state.wy.us/banking)

## STATE INSURANCE REGULATORS

Each state has its own laws and regulations for each type of insurance. The officials listed below enforce these laws. Many of these offices can also provide you with information to help you make informed insurance buying decisions. See the "Insurance" section in Part I of this Handbook for advice.

If you have a question or complaint about your insurance company's policies, contact the company before you contact the state insurance regulator.

### Alabama

Department of Insurance  
201 Monroe St., Ste. 1700  
PO Box 303351  
**Montgomery, AL 36104**  
334-269-3550  
Fax: 334-241-4192  
e-mail:  
insdept@insurance.state.al.us  
www.aldoi.org

### Alaska

Div. of Insurance, Dept. of  
Commerce, Community and  
Economic Development  
Robert B. Atwood Building  
550 W. 7th Avenue, Ste. 1560  
**Anchorage, AK 995013567**  
907-269-7900  
TDD: 907-465-5437  
Fax: 907-269-7910  
e-mail: insurance@  
commerce.state.ak.us  
www.dced.state.ak.us/insurance

Div. of Insurance, Dept. of  
Commerce, Community and  
Economic Development  
PO Box 110805  
**Juneau, AK 99811-0805**  
907-465-2515  
TDD/TTY: 907-465-5437  
Fax: 907-465-3422  
e-mail: insurance@  
commerce.state.ak.us  
www.commerce.state.ak.us/  
insurance

### Arizona

Department of Insurance  
2910 North 44th St., Ste. 210  
**Phoenix, AZ 85018-7256**  
602-912-8444  
Toll free in AZ: 1-800-325-2548  
Fax: 602-954-7008 (Complaints)  
e-mail: consumers@id.state.az.us  
www.id.state.az.us

### Arkansas

Department of Insurance  
1200 West 3rd St.  
**Little Rock, AR 72201-1904**  
501-371-2600  
501-371-2640 (Consumer  
Services)  
Toll free in AR: 1-800-282-9134  
Toll free: 1-800-852-5494  
Fax: 501-371-2618  
e-mail: insurance.con  
sumers@arkansas.gov  
www.arkansas.gov/insurance

### California

Department of Insurance  
300 Capitol Mall, Ste. 1500  
**Sacramento, CA 95814**  
916-492-3500  
415-538-4010 (San Francisco)  
213-897-8921 (Los Angeles)  
Toll free in CA: 1-800-927-4357  
Fax: 916-445-5280  
www.insurance.ca.gov

Dept. of Managed Health  
Care, CA HMO Help Center  
(For those enrolled in an HMO,  
Blue Cross of California PPO, or  
Blue Shield of California PPO)  
980 Ninth St., Ste. 500  
**Sacramento, CA 95814-2738**  
1-888-HMO-2219 (HMO  
Consumer Complaint Line)  
1-877-525-1295 (HMO Provider/  
Physician Line)  
1-877-688-9891  
Fax: 916-229-0465 (Complaints),  
916-229-4328 (Medical Review)  
e-mail: GenInfo@dmhc.ca.gov  
www.hmohelp.ca.gov

### Colorado

Division of Insurance  
1560 Broadway, Ste. 850  
**Denver, CO 80202**  
303-894-7490 or 7499

Toll free in CO: 1-800-930-3745  
TDD/TTY: 303-894-7880  
Fax: 303-894-7455  
www.dora.state.co.us/Insu  
rance

### Connecticut

Department of Insurance  
Consumer Affairs Dept.  
PO Box 816  
**Hartford, CT 06142-0816**  
860-297-3900  
Toll free: 1-800-203-3447  
Fax: 203-297-3872  
www.state.ct.us/cid

### Delaware

Department of Insurance  
841 Silver Lake Blvd.  
**Dover, DE 19904**  
302-739-4251  
Toll free in DE: 1-800-282-8611  
Fax: 302-739-6278  
e-mail: consumer@deins.  
state.de.us  
www.state.de.us/inscom

### District of Columbia

Department of Insurance,  
Securities and Banking  
810 First St., NE, Ste. 701  
**Washington, DC 20002**  
202-727-8000  
Fax: 202-535-1196  
e-mail: info.disb@dcgov.org  
disb.dc.gov

### Florida

Office of Insurance Regulation  
Dept. of Financial Services  
200 East Gaines St.  
**Tallahassee, FL 32399-0300**  
(850) 413-3100  
Toll free in FL: 1-800-342-2762  
TDD: 850-410-9700  
Fax: 850-488-2349  
www.fldfs.com

# STATE INSURANCE REGULATORS

## Georgia

Insurance and Fire Safety  
2 Martin Luther King, Jr. Dr.  
**Atlanta, GA** 30334  
404-656-2070  
Toll free in GA: 1-800-656-2298  
TDD/TTY: 404-656-4031  
Fax: 404-657-8542  
[www.inscomm.state.ga.us](http://www.inscomm.state.ga.us)

## Hawaii

Insurance Div., Dept. of  
Commerce and Consumer  
Affairs  
PO Box 3614  
**Honolulu, HI** 96811-3614  
808-586-2790 or 2799  
Fax: 808-586-2806  
e-mail:  
[insurance@dcca.hawaii.gov](mailto:insurance@dcca.hawaii.gov)  
[www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins)

## Idaho

Department of Insurance  
700 West State St.  
PO Box 83720  
**Boise, ID** 83720-0043  
208-334-4250  
Toll free in ID: 1-800-721-3272  
Fax: 208-334-4398  
[www.doi.state.id.us](http://www.doi.state.id.us)

## Illinois

Division of Insurance  
Department of Financial and  
Professional Regulation  
100 W. Randolph St., Ste. 5-570  
**Chicago, IL** 606013395  
312-814-2420  
TDD: 312/814-2603  
Fax: 312-14-5435  
e-mail:  
[Director@ins.state.il.us](mailto:Director@ins.state.il.us)  
[www.state.il.us/ins](http://www.state.il.us/ins)

Div. of Insurance, Dept. of  
Financial and Prof. Regulation  
320 West Washington St.  
**Springfield, IL** 62767  
217-782-4515  
Toll free: 1-877-527-9431 TDD:  
217-524-4872  
Fax: 217-782-5020  
e-mail: [director@ins.state.il.us](mailto:director@ins.state.il.us)  
[www.idfpr.com](http://www.idfpr.com)

## Indiana

Department of Insurance  
311 W. Washington St., Ste. 300  
**Indianapolis, IN** 46204-2787  
317-232-2385  
Toll free in IN: 1-800-622-4461  
Toll free: 1-800-452-4800 (in-  
state senior health insurance  
information)  
Fax: 317-232-5251  
[www.state.in.us/idoi](http://www.state.in.us/idoi)

## Iowa

Division of Insurance  
330 Maple St.  
**Des Moines, IA** 50319  
515-281-5705  
Fax: 515-281-3059  
[www.iid.state.ia.us](http://www.iid.state.ia.us)

## Kansas

Insurance Division  
420 SW 9th St.  
**Topeka, KS** 66612-1678  
785-296-7801  
Toll free in KS: 1-800-432-2484  
TTY toll free 1-877-235-3151  
Fax: 785-296-2283  
e-mail: [commissioner4r@ksinsurance.org](mailto:commissioner4r@ksinsurance.org)  
[www.ksinsurance.org](http://www.ksinsurance.org)

## Kentucky

Office of Insurance  
215 West Main St.  
**Frankfort, KY** 40601  
502-564-3630  
Toll free: 1-800-595-6053  
Fax: 502-564-1650  
[doi.ppr.ky.gov](http://doi.ppr.ky.gov)

## Louisiana

Department of Insurance  
1702 N. Third St.  
**Baton Rouge, LA** 70802  
225-342-0895  
225-342-5900  
Toll free: 1-800-259-5300  
Toll free: 1-800-259-5301  
Fax: 254-342-3078  
[www.lidi.state.la.us](http://www.lidi.state.la.us)

## Maine

Bureau of Insurance  
34 State House Station

**Augusta, ME** 04333  
207-624-8475  
Toll free in ME: 1-800-300-5000  
TDD: 207-624-8563  
Fax: 207-624-8599  
[www.maineinsurancereg.org](http://www.maineinsurancereg.org)

## Maryland

Insurance Administration  
525 St. Paul Pl.  
**Baltimore, MD** 212022272  
410-468-2000  
Toll free: 1-800-492-6116  
TTY toll free: 1-800-735-2258  
Fax: 410-468-2020  
[www.mdinsurance.state.md.us](http://www.mdinsurance.state.md.us)

## Massachusetts

Division of Insurance  
Consumer Service Section  
One South Station, 5th Fl.  
**Boston, MA** 02110  
617-521-7777  
TDD: 617-521-7490  
Fax: 617-521-7575  
[www.state.ma.us/doi](http://www.state.ma.us/doi)

## Michigan

Office of Financial and  
Insurance Services  
611 West Ottawa St., 3rd Fl.  
PO Box 30220  
**Lansing, MI** 48933  
517-373-0220  
Toll free: 1-877-999-6442  
Fax: 517-335-4978  
[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

## Minnesota

Department of Commerce  
Market Assurance Division  
85 7th Pl. East  
**St. Paul, MN** 55101  
651-296-2488  
Toll free in MN: 1-800-657-3602  
Fax: 651-296-4328  
e-mail: [insurance.commerce@state.mn.us](mailto:insurance.commerce@state.mn.us)  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)

## Mississippi

Department of Insurance  
PO Box 79  
**Jackson, MS** 39205  
601-359-3569

## STATE INSURANCE REGULATORS

Toll free in MS: 1-800-562-2957  
Fax: 601-359-1077  
e-mail: [consumer@mid.state.ms.us](mailto:consumer@mid.state.ms.us)  
[www.doi.state.ms.us](http://www.doi.state.ms.us)

### Missouri

Missouri Department of Insurance  
PO Box 690  
301 West High St., Room 530  
**Jefferson City, MO** 651020690  
573-751-4126  
Toll free in MO: 1-800-726-7390  
TDD/TTY: 573-526-4536  
Fax: 573-751-1165  
[www.insurance.state.mo.us](http://www.insurance.state.mo.us)

### Montana

Department of Insurance  
840 Helena Ave.  
**Helena, MT** 59601  
406-444-2040  
Toll free in MT: 1-800-332-6148  
Fax: 406-444-3497  
[www.state.mt.us/sao](http://www.state.mt.us/sao)

### Nebraska

Department of Insurance  
Terminal Building  
941 O St., Ste. 400  
**Lincoln, NE** 685083639  
402-471-2201  
Toll free in NE: 1-877-564-7323  
TDD toll free: 1-800-833-7351  
Fax: 402-471-6559  
[www.nol.org/home/NDOI](http://www.nol.org/home/NDOI)

### Nevada

Division of Insurance  
Dept. of Business & Industry  
788 Fairview Drive, Ste. 300  
**Carson City, NV** 89701  
775-687-7650  
Fax: 775-687-3937  
e-mail: [insinfo@doi.state.nv.us](mailto:insinfo@doi.state.nv.us)  
[www.doi.state.nv.us](http://www.doi.state.nv.us)

Division of Insurance  
Dept. of Business & Industry  
2501 East Sahara Ave, Ste. 302  
**Las Vegas, NV** 89104  
(702) 486-4009  
Fax: 702-486-4007  
[www.doi.state.nv.us](http://www.doi.state.nv.us)

### New Hampshire

Department of Insurance  
21 South Fruit St., Ste. 14  
**Concord, NH** 03301-2430  
603-271-2261  
Toll free in NH: 1-800-852-3416  
TTY toll free in NH: 1-800-735-2964  
Fax: 603-271-0248  
e-mail: [requests@ins.state.nh.us](mailto:requests@ins.state.nh.us)  
[www.nh.gov/insurance](http://www.nh.gov/insurance)

### New Jersey

Dept. of Banking and Insurance  
20 West State St.  
PO Box 325  
**Trenton, NJ** 08625  
609-633-7667  
Fax: 609-292-5571  
[www.njdobi.org](http://www.njdobi.org)

### New Mexico

Department of Insurance  
PO Box 1269  
**Santa Fe, NM** 87504-1269  
505-827-4601  
Toll free in NM: 1-800-947-4722  
Fax: 505-827-4734  
[www.nmprc.state.nm.us](http://www.nmprc.state.nm.us)

### New York

Consumer Services Bureau  
Insurance Department  
One Commerce Plaza  
**Albany, NY** 12257  
518-474-6600  
Toll free: 1-800-342-3736  
Fax: 518-474-6630  
[www.ins.state.ny.us](http://www.ins.state.ny.us)

Consumer Services Bureau  
Insurance Department  
65 Court St. #7  
**Buffalo, NY** 14202  
716-847-7618  
Toll free in NY: 1-800-342-3736  
Fax: 716-847-7925  
[www.ins.state.ny.us](http://www.ins.state.ny.us)

### North Carolina

Dept of Insurance  
Dobbs Bldg.  
430 N. Salisbury St.  
1201 Mail Service Center  
**Raleigh, NC** 27699-1201  
919-733-7349

Toll free: 1-800-546-5664  
Toll free: 1-800-662-7777  
Fax: 919-733-0085  
e-mail: [consumer@ncdoi.net](mailto:consumer@ncdoi.net)  
[www.ncdoi.com](http://www.ncdoi.com)

### North Dakota

Insurance Department  
600 East Boulevard Ave., 5th Fl  
**Bismarck, ND** 58505  
701-328-2440  
Toll free in ND: 1-800-247-0560  
TTY toll free: 1-800-366-6888  
Fax: 701-328-4880  
e-mail: [insurance@state.nd.us](mailto:insurance@state.nd.us)  
[www.state.nd.us/ndins](http://www.state.nd.us/ndins)

### Ohio

Office of Consumer Services  
Department of Insurance  
2100 Stella Court  
**Columbus, OH** 43215-1067  
614-644-3378  
Toll free: 1-800-686-1526  
(consumer hotline)  
Toll free: 1-800-686-1527  
(fraud hotline)  
Toll free: 1-800-686-1578  
(senior hotline)  
TDD/TTY: 614-644-3745  
Fax: 614-387-1302  
[www.ohioinsurance.gov](http://www.ohioinsurance.gov)

### Oklahoma

Insurance Department  
2401 N. W. 23rd St., Ste. 28  
PO Box 53408  
**Oklahoma City, OK** 73152-3408  
405-521-2828  
Toll free in OK: 1-800-522-0071  
Fax: 405-521-6635  
e-mail: [okinsdpt@telepath.com](mailto:okinsdpt@telepath.com)  
[www.oid.state.ok.us](http://www.oid.state.ok.us)

### Oregon

Insurance Division  
350 Winter St., NE, Rm. 440-2  
PO Box 14480  
**Salem, OR** 97310-3883  
503-947-7984  
Toll free in OR: 1-888-877-4894  
Fax: 503-378-4351  
e-mail: [dcbs.insmail@state.or.us](mailto:dcbs.insmail@state.or.us)  
[insurance.oregon.gov](http://insurance.oregon.gov)

# STATE INSURANCE REGULATORS

## Pennsylvania

Bureau of Consumer Service  
Insurance Department  
1321 Strawberry Sq., 13th Fl.  
**Harrisburg, PA** 17120  
717-787-2317  
Toll free: 1-877-881-6388  
Fax: 717-787-8585  
www.insurance.state.pa.us

## Puerto Rico

Office of Commissioner of  
Insurance  
Call Box 8330  
Fernandez Juncos Station  
**Santurce, PR** 00910-8330  
787-722-8686  
787-721-5848  
Fax: 787-722-4402  
www.ocs.gobierno.pr

## Rhode Island

Insurance Division  
Dept. of Business Regulation  
233 Richmond St., Ste. 233  
**Providence, RI** 02903-4233  
401-222-2223  
TDD: 401-222-2999  
Fax: 401-222-5475  
www.dbr.state.ri.us

## South Carolina

Consumer Services  
Department of Insurance  
300 Arbor Lake Drive, Ste. 1200  
PO Box 100105  
**Columbia, SC** 29202  
803-737-6180  
Toll free in SC: 1-800-768-3467  
Fax: 803-737-6231  
e-mail:  
CnsmMail@doi.state.sc.us  
www.doi.state.sc.us

## South Dakota

Div. of Insurance, Dept. of  
Revenue and Regulation  
445 East Capital  
**Pierre, SD** 57501  
605-773-3563  
Fax: 605-773-5369  
www.state.sd.us/drr

## Tennessee

Dept. of Commerce and  
Insurance  
500 James Robertson Pkwy, 5th Fl.  
**Nashville, TN** 37243-0565  
615-741-2241  
Toll free in TN: 1-800-342-4029  
Fax: 615-532-6934  
www.state.tn.us/commerce

## Texas

Department of Insurance  
333 Guadalupe St.  
PO Box 149104  
**Austin, TX** 78614-9104  
512-463-6169  
Toll free in TX: 1-800-252-3439  
(Consumer Help Line)  
Fax: 512-475-2005  
www.tdi.state.tx.us

## Utah

Department of Insurance  
State Office Bldg., Room 3110  
**Salt Lake City, UT** 841146901  
801-538-3805  
Toll free in UT: 1-800-439-3805  
TDD: 801-538-3826  
Fax: 801-538-3829  
www.insurance.state.ut.us

## Vermont

Dept. of Banking, Insurance,  
Securities and Health Care Adm.  
89 Main St., Drawer 20  
**Montpelier, VT** 05620-3101  
802-828-3302  
Toll free in VT: 1-800-964-1784  
Toll free in VT: 1-800-631-7788  
(Health Insurance)  
Fax: 802-828-3306  
www.bishca.state.vt.us

## Virgin Islands

Div. of Banking and Insurance  
Kongen's Gade #18  
**St. Thomas, VI** 00802  
340-774-7166  
Fax: 340-774-9458  
e-mail: vidoi001@aol.com

## Virginia

Bureau of Insurance  
State Corporation Commission  
PO Box 1157  
1300 East Main St. (23219) (spe-  
cial delivery and walk-ins)

**Richmond, VA** 23218  
804-371-9967  
Toll free in VA: 1-800-552-7945  
TDD: 804-371-9206  
e-mail: bureauofinsurance@  
scc.state.va.us  
www.state.va.us/scc

## Washington

Commssioner of Insurance  
Insurance 5000 Building  
PO Box 40255  
**Olympia, WA** 98504-0255  
360-725-7103  
Toll free in WA: 1-800-562-6900  
TDD: 360-586-0241  
Fax: 360-586-3109  
e-mail: mikek@olc-wa.gov  
www.insurance.wa.gov

## West Virginia

Department of Insurance  
1124 Smith St. (25301)  
PO Box 50540  
**Charleston, WV** 25305-0540  
304-558-3354  
Toll free in WV: 1-888-TRY-  
WVIC (888-879-9842)  
Fax: 304-558-0412  
e-mail: wvins@wvinsurance.gov  
www.wvinsurance.gov

## Wisconsin

Commissioner of Insurance  
125 S. Webster St. (53702)  
PO Box 7873  
**Madison, WI** 53707-7873  
608-266-0103  
Toll free in WI: 1-800-236-8517  
Dial 711 and ask for 608-266-3586  
Fax: 608-266-9935  
e-mail:  
information@oci.state.wi.us  
oci.wi.gov

## Wyoming

Department of Insurance  
Herschler Bldg.  
122 West 25th St., 3rd Fl. East  
**Cheyenne, WY** 82002-0440  
307-777-7401  
Toll free in WY: 1-800-438-5768  
Fax: 307-777-5895  
e-mail: wyinsdep@state.wy.us  
insurance.state.wy.us/

## STATE SECURITIES ADMINISTRATORS

Each state has its own laws and regulations for securities brokers and securities-including stocks, mutual funds, commodities, real estate, etc. The officials and agencies listed below enforce these laws and regulations. Many of these offices can also provide information to help you make informed investment decisions.

If you have a question or complaint about an investment, call the company or bank involved. If you are not satisfied with the response you get, call your state securities agency. See the "Investment" section in Part I of this Handbook for additional advice and sources of assistance.

### Alabama

Securities Commission  
770 Washington Ave., Ste. 570  
**Montgomery, AL 36130-4700**  
334-242-2984  
Toll free in AL: 1-800-222-1253  
Fax: 334-242-0240  
e-mail: [asc@asc.alabama.gov](mailto:asc@asc.alabama.gov)  
<http://asc.state.al.us>

### Alaska

Div. of Banking and Securities  
Department of Commerce,  
Community and Economic  
Development  
PO Box 11807  
**Juneau, AK 99811-0807**  
907-465-2521  
TDD: 907-465-5437  
Fax: 907-465-2549  
[www.dced.state.ak.us/bsc/bsc.htm](http://www.dced.state.ak.us/bsc/bsc.htm)

### Arizona

Securities Division, Arizona  
Corporation Commission  
1300 West Washington, 3rd Fl  
**Phoenix, AZ 85007**  
602-542-4242  
Fax: 602-594-7470  
e-mail:  
[accsec@ccsd.cc.state.az.us](mailto:accsec@ccsd.cc.state.az.us)  
[www.ccsd.cc.state.az.us](http://www.ccsd.cc.state.az.us)

### Arkansas

Securities Division  
Heritage West Bldg., Ste. 300  
201 East Markham,  
**Little Rock, AR 72201**  
501-324-9260

Toll free: 1-800-981-4429  
Toll free in AR: 1-800-981-4429  
Fax: 501-324-9268  
e-mail:  
[securities@mail.state.ar.us](mailto:securities@mail.state.ar.us)  
[www.arkansas.gov/arsec/](http://www.arkansas.gov/arsec/)

### California

Department of Corporations  
1515 K St., Ste. 200  
**Sacramento, CA 95814-4052**  
916-445-7205  
[www.corp.ca.gov](http://www.corp.ca.gov)

### Colorado

Div. of Securities, Dept. of  
Regulatory Agencies  
1580 Lincoln St., Ste. 420  
**Denver, CO 80203-1506**  
303-894-2320  
TTY 1-800-659-2656  
Fax: 303-861-2126  
e-mail:  
[securities@dora.state.co.us](mailto:securities@dora.state.co.us)  
[www.dora.state.co.us/securities](http://www.dora.state.co.us/securities)

### Connecticut

Dept. of Banking, Government  
Relations and Consumer  
Affairs  
260 Constitution Plaza  
**Hartford, CT 06103-1800**  
860-240-8299  
Toll free: 1-800-831-7225  
Fax: 860-240-8178  
e-mail: [banking.complaint@po.state.ct.us](mailto:banking.complaint@po.state.ct.us)  
[www.state.ct.us/dob](http://www.state.ct.us/dob)

### Delaware

Division of Securities  
Department of Justice  
State Office Bldg.  
820 North French St., 5th Fl.  
**Wilmington, DE 19801**  
302-577-8424  
Fax: 302-577-6987  
[www.state.de.us/securities](http://www.state.de.us/securities)

### District of Columbia

Dept. of Insurance, Securities  
and Banking  
810 First St., NE, Ste. 701  
**Washington, DC 20002**  
202-727-8000  
Fax: 202-535-1196  
e-mail: [disb@dcgov.org](mailto:disb@dcgov.org)  
[disb.dc.gov](http://disb.dc.gov)

### Florida

Office of Financial Regulation  
200 East Gaines St.  
**Tallahassee, FL 32399-0350**  
850-410-9805  
Toll free in FL: 1-800-342-2762  
Fax: 850-410-9748  
e-mail: [fldbf@dfs.state.fl.us](mailto:fldbf@dfs.state.fl.us)  
[www.fldfs.com](http://www.fldfs.com)

### Georgia

Div. of Securities and  
Business Regulation, Office of  
the Secretary of State  
802 West Tower  
2 Martin Luther King, Jr. Dr.  
**Atlanta, GA 30334**  
404-656-3920  
Toll free: 1-888-733-7427  
Fax: 404-657-8410  
e-mail:  
[securities@sos.state.ga.us](mailto:securities@sos.state.ga.us)  
[www.sos.state.ga.us](http://www.sos.state.ga.us)

# STATE SECURITIES ADMINISTRATORS

## Hawaii

Business Registration Div.  
Department of Commerce and  
Consumer Affairs  
335 Merchant St., Room 204  
**Honolulu, HI 96818**  
808-586-2744  
Fax: 808-586-2733  
www.hawaii.gov

## Idaho

Department of Finance  
700 W. State St., 2nd Fl.  
PO Box 83720 (zip 83720-0031)  
**Boise, ID 83702**  
208-332-8000  
Toll free in ID: 1-888-346-3378  
Fax: 208-332-8097  
finance.state.id.us/home.asp

## Illinois

Securities Department  
Secretary of State  
300 W. Jefferson St, Ste. 300A  
**Springfield, IL 62702**  
217-782-2256  
217-524-0652  
Toll free in IL: 1-800-628-7937  
www.sos.state.il.us

## Indiana

Securities Div., Office of the  
Secretary of State  
302 W. Washington, Rm. E-111  
**Indianapolis, IN 46204**  
317-232-6681  
Toll free in IN: 1-800-223-8791  
Fax: 317-233-3675  
www.state.in.us/sos

## Iowa

Enforcement Section  
Securities Bureau  
340 Maple St.  
**Des Moines, IA 50319-0066**  
515-281-4441  
Toll free: 1-800-351-4665  
Fax: 515-281-3059  
e-mail:  
iowasec@iid.state.ia.us  
www.iid.state.ia.us/division/  
securities/default.asp

## Kansas

Office of the Securities  
Commissioner  
618 South Kansas Ave. 2nd Fl.  
Topeka, KS 66603-3804  
785-296-3307  
Toll free in KS: 1-800-232-9580  
Fax: 785-296-6872  
e-mail:  
ksecom@cjnetworks.com  
www.ink.org/public/ksecom

## Kentucky

Division of Securities  
Dept. of Financial Institutions  
1025 Capitol Center Dr., Ste. 200  
**Frankfort, KY 40601-3868**  
502-573-3390  
Toll free: 1-800-223-2579  
Fax: 502-573-8787  
www.dfi.state.ky.us

## Louisiana

Securities Division  
Office of Financial Institutions  
8660 United Plaza Blvd., 2nd Fl.  
Post Office Box 94095  
**Baton Rouge, LA 70804-9095**  
225-925-4660  
Fax: 225-925-4548  
www.ofi.state.la.us

## Maine

Office of Securities  
121 State House Station  
**Augusta, ME 04333-0018**  
207-624-8551  
Toll free in ME: 1-800-624-8551  
TDD/TTY: 207-624-8563  
Fax: 207-624-8590  
www.maineSecuritiesreg.org

## Maryland

Securities Division  
Office of the Attorney General  
200 Saint Paul Pl.  
**Baltimore, MD 21202-**  
410-576-6360  
Toll free: 888-743-0023  
TDD: 410-576-6372  
e-mail: securities@  
oag.state.md.us  
www.oag.state.md.us/Securities

## Massachusetts

Office of the Secretary of  
State  
One Ashburton Pl., Rm. 1701  
**Boston, MA 02108**  
617-727-3548  
Toll free in MA: 1-800-269-5428  
TDD/TTY: 617-878-3889  
Fax: 617-248-0177  
e-mail: securities@sec.state.  
ma.us  
www.sec.state.ma.us/sct

## Michigan

Office of Financial and  
Insurance Services  
611 W. Ottawa St., 3rd Fl.  
PO Box 30220  
**Lansing, MI 48909**  
517-373-0220  
Toll Free: 1-877-999-6442  
Fax: 517-335-4978  
www.michigan.gov/ofis

## Minnesota

Department of Commerce  
85 Seventh Pl. East, Ste. 500  
**St. Paul, MN 55101**  
651-296-4026  
Toll free in MN: 1-800-657-3602  
TDD: 651-296-2860  
Fax: 651-296-4328  
e-mail: securities.commerce@  
state.mn.us  
www.commerce.state.mn.us

## Mississippi

Business Regulation and  
Enforcement  
Secretary of State's Office  
700 North St.  
or PO Box 136 (Zip 39205-0136)  
**Jackson, MS 39202**  
601-359-1350  
Toll free: 1-800-256-3494  
Fax: 601-359-1499  
www.sos.state.ms.us

# STATE SECURITIES ADMINISTRATORS

## Missouri

Commissioner of Securities  
PO Box 1276  
**Jefferson City, MO** 65102  
573-751-4136  
Toll free in MO: 1-800-721-7996  
Fax: 573-526-3124  
[ago.missouri.gov/divisions/  
consumerprotection.htm](http://ago.missouri.gov/divisions/consumerprotection.htm)

## Montana

Securities Division  
State Auditor  
840 Helena Ave.  
**Helena, MT** 59601  
406-444-2040  
Toll free in MT: 1-800-332-6148  
Fax: 406-444-3497  
[www.sao.state.mt.us](http://www.sao.state.mt.us)

## Nebraska

Department of Banking &  
Finance, Bureau of Securities  
PO Box 95006  
The Atrium  
1200 N St., Ste. 311  
**Lincoln, NE** 68509-5006  
402-471-3445  
[www.ndbf.org](http://www.ndbf.org)

## Nevada

Securities Division, Office of  
the Secretary of State  
555 East Washington Ave.  
Ste. 5200  
**Las Vegas, NV** 89101  
702-486-2440  
Fax: 702-486-2452  
e-mail: [nvsec@sos.nv.gov](mailto:nvsec@sos.nv.gov)  
[www.sos.state.nv.us](http://www.sos.state.nv.us)

## New Hampshire

Bureau of Securities  
Regulation  
Department of State  
State House, Room 204  
**Concord, NH** 03301-4989  
603-271-1463  
Fax: 603-271-7933  
[www.sos.nh.gov/securities](http://www.sos.nh.gov/securities)

## New Jersey

Bureau of Securities  
Dept. of Law and Public  
Safety  
PO Box 47029 (07101)  
153 Halsey St., 6th Fl.  
**Newark, NJ** 07102  
973-504-3600  
Fax: 973-504-3601  
[www.state.nj.us/lps/ca/home.htm](http://www.state.nj.us/lps/ca/home.htm)

## New Mexico

Securities Division  
Regulation & Licensing  
Department  
2550 Cerrillos Rd.  
**Santa Fe, NM** 87505-  
505-476-4580  
Toll free in NM: 1-800-704-5533  
Fax: 505-984-0617  
[www.rld.state.nm.us](http://www.rld.state.nm.us)

## New York

Bureau of Investor Protection  
and Securities  
Office of the Attorney General  
120 Broadway  
**New York, NY** 10271  
212-416-8200  
Fax: 212-416-8816  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

## North Carolina

Securities Division  
2 South Salisbury St.  
**Raleigh, NC** 27601  
919-733-3924  
Toll free: 1-800-688-4507  
(investor hotline)  
Fax: 919-821-0818  
[www.sosnc.com](http://www.sosnc.com)

## North Dakota

Securities Department  
State Capitol -- 5th Fl.  
600 E. Boulevard Ave.,  
Dept. 414  
**Bismarck, ND** 58505-0510  
701-328-2910  
Toll free in ND: 1-800-297-5124  
Fax: 701-328-2946  
e-mail:  
[ndsecurities@state.nd.us](mailto:ndsecurities@state.nd.us)  
[www.ndsecurities.com](http://www.ndsecurities.com)

## Ohio

Division of Securities  
77 South High St.  
22nd Fl.  
**Columbus, OH** 43215  
614-644-7381  
Toll free: 1-800-788-1194  
(investor protection hotline)  
Fax: 614-466-3316  
[www.securities.state.oh.us](http://www.securities.state.oh.us)

## Oklahoma

Department of Securities  
First National Center  
120 North Robinson, Ste. 860  
**Oklahoma City, OK** 73102  
405-280-7700  
Fax: 405-280-7742  
e-mail:  
[general@securities.state.ok.us](mailto:general@securities.state.ok.us)  
[www.securities.state.ok.us](http://www.securities.state.ok.us)

## Oregon

Department of Consumer &  
Business Services  
Division of Finance and  
Corporate Securities  
350 Winter St., NE, Ste. 410  
**Salem, OR** 97310  
503-378-4140  
Toll free: 1-866-814-9710  
TTY: (503) 378-4100  
Fax: 503-947-7862  
e-mail:  
[dcbs.fcsmail@state.or.us](mailto:dcbs.fcsmail@state.or.us)  
[egov.oregon.gov/DCBS/](http://egov.oregon.gov/DCBS/)

## Pennsylvania

Securities Commission  
ATTN: Office of Secretary  
Eastgate Office Building  
2nd Fl.  
1010 North 7th St.  
**Harrisburg, PA** 17102-1410  
717-787-8061  
Toll free in PA: 1-800-600-0007  
Fax: 717-783-5122  
[www.psc.state.pa.us](http://www.psc.state.pa.us)

# STATE SECURITIES ADMINISTRATORS

## Puerto Rico

Office of the Commissioner of  
Financial Institutions  
Fernandez Juncos Station  
PO Box 11855  
**San Juan, PR** 00910-3855  
787-723-8403  
Fax: 787-723-4225  
e-mail: felipe@cif.gov.pr  
www.cif.gov.pr

## Rhode Island

Securities Division  
233 Richmond St., Ste. 232  
**Providence, RI** 02903-4232  
401-222-3048  
TDD: 401-222-2999  
Fax: 401-222-5629  
e-mail:  
mpicciri@dbr.state.ri.us  
www.dbr.state.ri.us

## South Carolina

Securities Division  
Office of the Attorney General  
P. O. Box 11549  
**Columbia, SC** 29211-1549  
803-734-9916  
www.scsecurities.org

## South Dakota

Division of Securities  
445 East Capitol Ave.  
**Pierre, SD** 57501-3185  
605-773-4823  
Fax: 605-773-5953  
www.state.sd.us/dcr/securities

## Tennessee

Securities Division  
Department of Commerce and  
Insurance  
Davy Crockett Tower, Ste. 680  
500 James Robertson Pkwy.  
**Nashville, TN** 37243  
615-741-2947  
615-741-5900  
Toll free in TN: 1-800-863-9117  
www.state.tn.us/commerce

## Texas

State Securities Board  
PO Box 13167  
**Austin, TX** 78711-3167  
512-305-8300  
Fax: 512-305-8310  
www.ssb.state.tx.us

## Utah

Division of Securities  
Department of Commerce  
160 East 300 South, 2nd Fl.  
(84111)  
PO Box 146760  
**Salt Lake City, UT** 84114-  
6760  
801-530-6600  
Toll free in UT: 1-800-721-7233  
Fax: 801-530-6980  
www.commerce.state.ut.us

## Vermont

Department of Banking,  
Insurance, Securities, &  
Health Care Administration  
89 Main St., Drawer 20  
**Montpelier, VT** 05620-3101  
802-828-3420  
Fax: 802-828-2896  
www.bishca.state.vt.us

## Virginia

Division of Securities and  
Retail Franchising  
State Corporation  
Commission  
PO Box 1197  
**Richmond, VA** 23218  
804-371-9051  
Toll free in VA: 1-800-552-7945  
TDD: 804-371-9203  
Fax: 804-371-9911  
www.state.va.us/scc/division/srf

## Washington

Securities Division  
Department of Financial  
Institutions  
PO Box 9033  
**Olympia, WA** 98507-9033  
360-902-8760  
TDD: 360-664-8126  
Fax: 360-586-5068  
www.dfi.wa.gov

## West Virginia

Securities Commission  
State Auditor's Office  
102 Dee Dr.  
**Charleston, WV** 25311  
304-558-2257  
Toll free: 1-888-368-9507  
Fax: 304-558-4211  
e-mail:  
securities@wvauditor.com  
www.wvauditor.com

## Wisconsin

Division of Securities  
Department of Financial  
Institutions  
PO Box 1768  
**Madison, WI** 53701-1768  
608-266-1064  
Toll free in WI: 1-800-47-  
CHECK  
TTY: 608-266-8818  
Fax: 608-264-7979  
www.wdfi.org

## Wyoming

Securities Division  
Office of the Secretary of  
State  
State Capitol Bldg., Room 109  
200 West 24th St.  
**Cheyenne, WY** 82002-0020  
307-777-7370  
TDD: 307-777-5351  
Fax: 307-777-5339  
e-mail: securities@state.wy.us  
soswy.state.wy.us

## STATE UTILITIES COMMISSIONS

State utility commissions regulate services and rates for gas, electricity and telephones within your state. In some states, the utility commissions regulate other services such as water, transportation, and the moving of household goods. Rates for utilities and services provided between states are regulated by the Federal Government.

Many utility commissions handle consumer complaints. Sometimes, if a number of complaints are received about the same utility matter, they will conduct investigations.

### Alabama

Public Service Commission  
PO Box 304260  
**Montgomery, AL 36130**  
Toll free in AL: 1-800-392-8050  
Fax: 334-242-0727  
[www.psc.state.al.us](http://www.psc.state.al.us)

### Alaska

Regulatory Commission of  
Alaska  
701 W 8th Ave., Ste. 300  
**Anchorage, AK 99501**  
907-276-6222  
Toll free in AK: 1-800-390-2782  
TDD: 907-276-4533  
Fax: 907-276-0160  
e-mail: [cp\\_rca@rca.state.ak.us](mailto:cp_rca@rca.state.ak.us)  
[www.state.ak.us/rca](http://www.state.ak.us/rca)

### Arizona

Arizona Corporation  
Commission  
1200 West Washington St.  
**Phoenix, AZ 85007**  
602-542-3933  
Toll free in AZ: 1-800-222-7000  
TDD: 602-542-2105  
Fax: 602-542-5560  
e-mail:  
[mailmaster@cc.state.az.us](mailto:mailmaster@cc.state.az.us)  
[www.cc.state.az.us](http://www.cc.state.az.us)

### Arkansas

Public Service Commission  
PO Box 400  
**Little Rock, AR 72203-0400**  
501-682-2051  
Toll free in AR: 1-800-482-1164  
(complaints)  
TDD toll free: 800-682-2898  
Fax: 501-682-5731  
[www.state.ar.us/psc](http://www.state.ar.us/psc)

### California

Public Utilities Commission  
505 Van Ness Ave., Room 5218  
**San Francisco, CA 94102**  
415-703-2782  
Toll free in CA: 1-800-649-7570  
(Utility Complaints)  
TDD: 415-703-2032  
Fax: 415-703-1758  
[www.cpuc.ca.gov](http://www.cpuc.ca.gov)

### Colorado

Public Utilities Commission  
1580 Logan St., Office Level 2  
**Denver, CO 80203**  
303-894-2070  
Toll free in CO: 1-800-456-0855  
TDD: 303-894-2512  
Fax: 303-894-2065  
e-mail: [PUConsumer.Complaints@dora.state.co.us](mailto:PUConsumer.Complaints@dora.state.co.us)  
[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)

### Connecticut

Department of Public Utility  
Control  
10 Franklin Square  
**New Britain, CT 06051**  
860-827-1553  
Toll free in CT: 1-800-382-4586  
TDD: 860-827-2837  
Fax: 860-827-2613  
[www.state.ct.us/dpuc](http://www.state.ct.us/dpuc)

### Delaware

Public Service Commission  
Cannon Bldg. Ste. 100  
861 Silver Lake Blvd.  
**Dover, DE 19904**  
302-739-4247  
Toll free in DE: 1-800-282-8574  
TDD: 302-739-4333  
Fax: 302-739-4849  
[www.state.de.us/delpsc](http://www.state.de.us/delpsc)

### District of Columbia

Public Service Commission  
1333 H St., NW  
Ste. 200, West Tower;  
**Washington, DC 20005**  
202-626-5100 (Consumer  
Services Division)  
Fax: 202-393-1389  
e-mail: [support@dcpsc.org](mailto:support@dcpsc.org)  
[www.dcpsc.org](http://www.dcpsc.org)

### Florida

Florida Public Service  
Commission  
2540 Shumard Oak Blvd.  
**Tallahassee, FL 32399-0850**  
850-413-6330  
Toll free in FL: 1-800-342-3552  
TDD/TTY toll free: 1-800-955-  
8771  
Fax: 800-511-0809  
e-mail:  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
[www.floridapsc.com](http://www.floridapsc.com)

### Georgia

Public Service Commission  
244 Washington St.  
**Atlanta, GA 30334**  
404-656-4501  
Toll free in GA: 1-800-282-5813  
Fax: (404)656-2341  
e-mail:  
[gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)  
[www.psc.state.ga.us](http://www.psc.state.ga.us)

### Hawaii

Public Utilities Commission  
465 South King St., Room 103  
**Honolulu, HI 96813**  
808-586-2020  
Fax: 808-586-2066  
e-mail:  
[Hawaii.PUC@hawaii.gov](mailto:Hawaii.PUC@hawaii.gov)  
[www.hawaii.gov/budget/puc](http://www.hawaii.gov/budget/puc)

## STATE UTILITIES COMMISSIONS

### Idaho

Public Utilities Commission  
PO Box 83720

**Boise, ID** 83720-0074

208-334-0300

Toll free in ID: 1-800-432-0369

Voice/TDD Toll free: 1-800-337-1363

TDD: 1-800-377-3529

Fax: 208-334-3762

[www.puc.state.id.us](http://www.puc.state.id.us)

### Illinois

Commerce Commission  
527 East Capitol Ave.  
PO Box 19280

**Springfield, IL** 62794-9280

217-782-7295

Toll free in IL: 1-800-524-0795

TTY toll free: 1-800-858-9277

Fax: 217-524-6859

[www.icc.state.il.us](http://www.icc.state.il.us)

### Indiana

Utility Regulatory Commission  
Consumer Affairs Division  
302 West Washington St.  
Ste. E-306

**Indianapolis, IN** 46204

317-232-2712

Toll free in IN: 1-800-851-4268

TDD: 317-232-8556

Fax: 317-233-2410

[www.IN.gov/iurc](http://www.IN.gov/iurc)

### Iowa

Utilities Board  
350 Maple St.

**Des Moines, IA** 50319-0069

515-281-3839

Toll free in IA: 1-877-565-4450

Fax: 515-281-5329

e-mail:

[iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us)

[www.state.ia.us/iub](http://www.state.ia.us/iub)

### Kansas

Corporation Commission  
1500 SW Arrowhead Rd.

**Topeka, KS** 66604-4027

785-271-3100

Toll free in KS: 1-800-662-0027

TDD toll free 1-800-766-3777

Fax: 785-271--3354

e-mail:

[public.affairs@kcc.state.ks.us](mailto:public.affairs@kcc.state.ks.us)

[www.kcc.state.ks.us](http://www.kcc.state.ks.us)

### Kentucky

Public Service Commission  
211 Sower Blvd.

PO Box 615

**Frankfort, KY** 40602

502-564-3940

Toll free in KY: 1-800-772-4636

(complaints only)

TTY toll free: 1-800-648-6056

Fax: 502-564-3460

[www.psc.state.ky.us](http://www.psc.state.ky.us)

### Louisiana

Public Service Commission  
PO Box 91154

**Baton Rouge, LA** 70821-9154

225-342-4404

Toll free in LA: 1-800-256-2397

Fax: 225-342-2831

[www.lpsc.org](http://www.lpsc.org)

### Maine

Public Utilities Commission  
242 State St.

**Augusta, ME** 04333-0018

207-287-3831

Toll free in ME: 1-800-452-4699

TTY toll free: 1-800-437-1220

Fax: 207-287-1039

e-mail: [maine.puc@maine.gov](mailto:maine.puc@maine.gov)

[www.state.me.us/mpuc](http://www.state.me.us/mpuc)

### Maryland

Public Service Commission  
6 St. Paul St., 16th Fl.

**Baltimore, MD** 21202-6806

410-767-8000

Toll free in MD: 1-800-492-0474

TDD toll free in MD: 1-800-

735-2258

Fax: 410-333-6495

e-mail: [mpsc@psc.state.md.us](mailto:mpsc@psc.state.md.us)

[www.psc.state.md.us/psc](http://www.psc.state.md.us/psc)

### Massachusetts

Dept. of Telecommunications  
and Energy

1 South Station, 12th Fl.

**Boston, MA** 02110

617-305-3500

Toll free: 1-800-392-6066

TDD toll free: 1-800-323-6066

Fax: 617-478-2591

[www.magnet.state.ma.us/dpu](http://www.magnet.state.ma.us/dpu)

### Michigan

Public Service Commission  
6545 Mercantile Way, Ste. 7

PO Box 30221

**Lansing, MI** 48909

517-241-6180

Toll free in MI: 1-800-292-9555

Fax: 517-241-6181

e-mail: [mpsc\\_commissioners](mailto:mpsc_commissioners@michigan.gov)

[@michigan.gov](mailto:@michigan.gov)

[www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)

### Minnesota

Public Utilities Commission  
121 7th Pl. East, Ste. 350

**St. Paul, MN** 55101-2147

651-296-0406

Toll free: 1-800-657-3782

TDD: 651-297-1200

Fax: 651-297-7073

e-mail:

[consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)

[www.puc.state.mn.us](http://www.puc.state.mn.us)

### Mississippi

Public Service Commission  
Woolfolk Building

501 N West St.

**Jackson, MS** 39201

(601) 961-5440

(Southern District)

(601) 961-5430

(Central District)

(601) 961-5450 (Chairman &

Northern District)

Toll-free: (800) 356-6429

(Southern District)

Toll-free: 1-800-356-6430

(Central District)

Toll free: (800) 637-7722

(Chairman & Northern

District)

Fax: 601-961-5464 (Chairman &

Northern District)

[www.psc.state.ms.us](http://www.psc.state.ms.us)

## STATE UTILITIES COMMISSIONS

### Missouri

Public Service Commission  
PO Box 360  
**Jefferson City, MO** 65102  
573-751-3234  
Toll free in MO: 1-800-392-4211  
TDD toll free in MO: 711  
Fax: 573-526-1500  
www.psc.mo.gov

### Montana

Public Service Commission  
1701 Prospect Ave.  
PO Box 202601  
**Helena, MT** 59620-2601  
406-444-6199  
Toll free in MT: 1-800-646-6150  
TDD: 406-444-6199  
Fax: 406-444-7618  
www.psc.state.mt.us

### Nebraska

Public Service Commission  
300 The Atrium, 1200 N St.  
PO Box 94927 (68508-4927)  
**Lincoln, NE** 68509  
402-471-3101  
Toll free in NB: 1-800-526-0017  
TDD: 402-471-0213  
Fax: 402-471-0254  
e-mail: celton@mail.state.ne.us  
www.psc.state.ne.us

### Nevada

Public Utilities Commission  
1150 East William St.  
**Carson City, NV** 89701  
775-687-6001  
702-486-2600 (Las Vegas)  
775-738-4914 (Elko)  
Toll free in NV: 1-800-992-0900  
ext 87-6001  
Fax: 775-687-6110  
www.puc.state.nv.us

### New Hampshire

Public Utilities Commission  
21 South Fruit St, Ste. 10  
Bldg. No. 1  
**Concord, NH** 03301-2429  
603-271-2431  
TDD toll free in NH: 1-800-735-2964

Fax: 603-271-3878  
e-mail: www.puc.nh.gov  
www.puc.state.nh.us

### New Jersey

Board of Public Utilities  
Two Gateway Center  
**Newark, NJ** 07102  
Toll free in NJ: 1-800-624-0241  
www.bpu.state.nj.us

### New Mexico

Public Regulation  
Commission  
Consumer Relations Division  
PO Drawer 1269  
**Santa Fe, NM** 87504-1269  
505-827-6940  
Toll free in NM: 1-800-663-9782  
Toll free in NM: 1-800-947-4722  
TDD: 505-827-6911  
Fax: 505-827-6973  
www.nmprc.state.nm.us

### New York

Public Service Commission  
Office of Retail Market  
Development  
3 Empire State Plaza  
**Albany, NY** 12223-1350  
518-474-1540  
Toll free in NY: 1-877-342-3377  
(gas, electric, and telephone  
complaints)  
Toll free: 1-888-ASK-PSCI  
(PSC Competition  
Information)  
Toll free: 1-866-GRN-PWR  
(Green Power Information)  
Fax: 518-474-1691  
askpsc.com

### North Carolina

NC Utilities Commission -  
Public Staff  
Consumer Services  
4326 Mail Service Center  
**Raleigh, NC** 27699-4326  
919-733-9277  
Fax: 919-733-4744  
e-mail: consumer.services@  
ncmail.net  
www.ncuc.commerce.state.  
nc.us

### North Dakota

Public Service Commission  
600 E. Boulevard Ave., Dept 408  
12th Fl.  
**Bismarck, ND** 58505-0480  
701-328-2400  
TDD toll free in ND: 1-800-  
366-6888  
Fax: 701-328-2410  
e-mail: ndpsc@psc.state.nd.us  
www.psc.state.nd.us

### Ohio

Public Utilities Commission  
180 East Broad St.  
**Columbus, OH** 43215-3793  
614-466-3292  
Toll free in OH: 1-800-686-7826  
TDD toll free in OH: 1-800-  
686-1570  
Fax: 614-752-8351  
www.puc.state.oh.us

### Oklahoma

Corporation Commission  
PO Box 52000  
**Oklahoma City, OK** 73152-2000  
405-521-2211  
Toll free in OK: 1-800-522-8154  
TDD: 405-521-3513  
Fax: 405-521-2087  
www.occeweb.com

### Oregon

Public Utility Commission  
Consumer Services Division  
550 Capitol St., NE, Ste. 215  
PO Box 2148  
**Salem, OR** 97308-2148  
503-378-6600  
Toll free in OR: 1-800-522-2404  
(consumer services only)  
Toll free in OR: 1-800-553-9600  
Fax: 503-378-5743  
e-mail:  
puc.consumer@state.or.us  
www.puc.state.or.us

## STATE UTILITIES COMMISSIONS

### Pennsylvania

Public Utility Commission  
PO Box 3265  
**Harrisburg, PA** 17105-3265  
717-783-7349  
Toll free in PA: 1-800-782-1110  
Fax: 717-787-5813  
puc.paonline.com

### Puerto Rico

Public Service Commission  
PO Box 190870  
**San Juan, PR** 00919-0817  
787-756-1425  
Fax: 787-758-3418

### Rhode Island

Public Utilities Commission  
89 Jefferson Boulevard  
**Warwick, RI** 02888  
401-941-4500  
TDD: 401-277-3500  
Fax: 401-941-4885  
www.ripuc.org

### South Carolina

Office of Regulatory Staff  
Consumer Services Dept.  
PO Box 11263  
**Columbia, SC** 29211  
803-737-5230  
Toll free in SC: 1-800-922-1531  
TDD toll free in SC: 1-800-735-2905  
www.regulatorystaff.sc.gov

### South Dakota

Public Utilities Commission  
Consumer Affairs  
500 East Capitol Ave.  
**Pierre, SD** 57501-5070  
605-773-3201  
Toll free: 1-800-332-1782 (consumer affairs only)  
Fax: 605-773-3809  
www.state.sd.us/puc/puc.htm

### Tennessee

Tennessee Regulatory Authority  
460 James Robertson Pkwy.  
**Nashville, TN** 37243-0505  
615-741-8953  
Toll free: 1-800-342-8359  
TDD/TTY toll free: 1-888-276-0677  
Fax: 615-741-5015  
www.state.tn.us/tra

### Texas

Public Utility Commission  
1701 North Congress Ave.  
PO Box 13326  
**Austin, TX** 78711-3326  
512-936-7000  
Toll free: 1-888-PUC-TIPS (782-8477)  
TDD/TTY: 512-9367136  
Fax: 512-936-7003  
e-mail:  
customer@puc.state.tx.us  
www.puc.state.tx.us

### Utah

Public Service Commission  
160 East 300 South  
**Salt Lake City, UT** 84111  
801-530-6716  
Toll free in UT: 1-800-874-0904  
TDD: 801-530-6716  
Fax: 801-530-6796  
e-mail: pscal@utah.gov  
www.psc.state.ut.us

### Vermont

Public Service Board  
112 State St., Drawer 20  
**Montpelier, VT** 05620-2701  
802-828-2358  
TDD toll free in VT: 1-800-253-0191  
Fax: 802-828-3351  
e-mail: clerk@psb.state.vt.us  
www.state.vt.us/psb

### Virginia

State Corporation  
Commission  
PO Box 1197  
**Richmond, VA** 23218  
804-371-9967  
Toll free in VA: 1-800-552-7945  
TDD: 804-371-9206  
Fax: 804-371-9211  
www.state.va.us/scc

### Washington

Utilities and Transportation  
Commission  
1300 S. Evergreen Park Dr., SW  
**Olympia, WA** 98504  
360-664-1173  
Toll free in WA: 1-800-562-6150  
TTY: 360-586-8203  
Fax: 360-586-1150  
www.wuttc.wa.gov

### West Virginia

Public Service Commission  
201 Brooks St.  
**Charleston, WV** 25301  
304-340-0300  
Toll free in WV: 1-800-344-5113  
Fax: 304-340-0325  
www.psc.state.wv.us

### Wisconsin

Public Service Commission  
Consumer Affairs Unit  
610 North Whitney Way (53705)  
PO Box 7854  
**Madison, WI** 53707-7854  
608-266-2001  
Toll free: 1-800-225-7729  
TDD: 608-267-1479  
Fax: 608-266-3957  
psc.wi.gov

### Wyoming

Public Service Commission  
2515 Warren Ave., Ste. 300  
**Cheyenne, WY** 82002  
307-777-7427  
Toll free in WY: 1-888-570-9905  
TTY: 307-777-7427  
Fax: 307-777-5700  
psc.state.wy.us