



Illinois Attorney General  
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# Resource Directory

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

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

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

**Illinois Attorney General Consumer Fraud Hotlines:**

**Chicago**  
1-800-386-5438

**Springfield**  
1-800-243-0618

**Carbondale**  
1-800-243-0607

**Illinois Attorney General Military and Veterans Rights Hotline:**

Call 1-800-382-3000

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

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

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

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

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

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

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

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

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

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

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

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

**Illinois Department on Aging Senior Health Insurance Program:** For free statewide health insurance counseling for Medicare, contact 1-800-252-8966 or visit [ilaging.illinois.gov/ship](http://ilaging.illinois.gov/ship).

**Illinois Commerce Commission:** Report towing companies and household goods movers at 217-782-6171 or visit [icc.illinois.gov](http://icc.illinois.gov).

**Illinois Department of Financial and Professional Regulation:** Check regulation, licensure and discipline of Illinois professionals at 1-888-473-4858 or visit [idfr.illinois.gov](http://idfr.illinois.gov).

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

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

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

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

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

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

[iadc.org](http://iadc.org)

**Illinois State Treasurer:** Call the Unclaimed Property Division at 800-961-8303 or visit [illinoistreasurer.gov](http://illinoistreasurer.gov).

**Illinois Secretary of State:** Call the Information Line at 1-800-252-8980 or visit [ilsos.gov](http://ilsos.gov).

**Illinois Secretary of State Police:** For information about the regulation of new and used auto dealers, auto parts, auto repairers and auto builders, call 217-782-7126 or visit [ilsos.gov/departments/police/home.html](https://ilsos.gov/departments/police/home.html).

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

- Chicago: 312-793-3384
  - Springfield: 217-782-2256
- [ilsos.gov/departments/securities/home.html](https://ilsos.gov/departments/securities/home.html)

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

- Chicago: 312-814-6200
- Springfield: 217-785-5100
- TTY: 1866-740-3953
- [illinois.gov/dhr](https://illinois.gov/dhr)

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

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

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

**Illinois Department of Labor:** To file a complaint regarding unpaid wages, call 312-793-2800 or visit [labor.illinois.gov](https://labor.illinois.gov).

**State of Illinois Judicial Inquiry Board:** To file a complaint regarding judicial misconduct or the failure/inability of a judge to perform judicial duties, call 1-800-227-9429 (TTY: 312-814-1881) or visit [www2.illinois.gov/jib/Pages/default.aspx](https://www2.illinois.gov/jib/Pages/default.aspx).

**Social Security Administration:** Call 1-800-772-1213 (TTY: 1-800-325-0778) or visit [ssa.gov](https://ssa.gov).

**Medicare:** For specific questions about your claims, medical records or expenses, call 1-800-633-4227 or visit [mymedicare.gov](https://mymedicare.gov).

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

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

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

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

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

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

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

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

**Mail Preference Service:** To reduce unwanted junk mail, contact the Direct Marketing Association at 212-768-7277, [dmchoice.org](https://www.dmchoice.org) or 2020 K Street, NW, Suite 660, Washington, D.C. 20006.

**Credit Reporting Agencies:**

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

**Illinois Better Business Bureaus:**

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

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