

<b>Agency</b>	<b>Responsibilities</b>	<b>Contact Information</b>
<b>AARP</b>	A non-profit membership organization dedicated to addressing interests of people age 50 and older on issues such as consumer advocacy and healthcare, including fraud crimes such as telemarketing	Toll Free (888) 687-2277  <a href="http://www.aarp.org">www.aarp.org</a>
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<b>American Association of Daily Money Managers</b>	Provides assistance to those who have difficulty managing their personal financial affairs, and is particularly useful for senior victims of chronic fraud. Includes such functions as bill paying, balancing checkbooks, and making bank deposits.	(814) 238-2401  <a href="http://www.aadmm.com">www.aadmm.com</a>
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<b>Albany County District Attorney's Office: White Collar Crime Division</b>	Responsible for investigating and prosecuting "White Collar" crimes in Albany County	(518) 487-5460  <a href="http://www.albanycountyda.com">www.albanycountyda.com</a>
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<b>BBB Wise Giving Alliance</b>	Helps consumers make wise decisions in making charitable contributions	(703) 276-0100  <a href="http://www.give.org">www.give.org</a>
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<b>Better Business Bureau of Upstate New York (BBB)</b>	A member organization that provides information on complaints against businesses and charities and mediates complaints with businesses	Toll Free (800) 828-5000  <a href="http://www.upstateny.bbb.org">www.upstateny.bbb.org</a>

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<p><b>Centers for Medicare and Medicaid Services (CMS)</b></p>	<p>CMS is the Centers for Medicare &amp; Medicaid Services. Formerly known as the Health Care Financing Administration (HCFA), CMS is the federal agency responsible for administering the Medicare, Medicaid, SCHIP (State Children's Health Insurance), HIPAA (Health Insurance Portability and Accountability Act), CLIA (Clinical Laboratory Improvement Amendments), and several other health-related programs.</p>	<p>Hotline: (800) 701-0501</p> <p>Report Medicare Fraud &amp; Abuse: 1-800-HHS-TIPS (800-447-8477)</p> <p><a href="http://www.cms.hhs.gov">http://www.cms.hhs.gov</a></p>
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<p><b>Consumer Credit Reporting: "Opt-Out"</b></p>	<p>Provides information and processes requests to remove your name from lists used by creditors and insurers to make offers of credit or insurance. All "Opt-Out" requests must be submitted through the website or the toll-free number.</p>	<p>Toll Free: (888) 567-8688 TDD: 1-877-730-4105</p> <p><a href="http://www.optoutprescreen.org">www.optoutprescreen.org</a></p>
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<p><b>Direct Marketing Association, Mail Preference Service</b></p>	<p>Request your name and address be taken off mailing lists. This service will cost \$1.00 dollar.</p>	<p>Customer Service: (212) 790-1500</p> <p><a href="http://www.dmaconsumers.org/cgi/offmailinglist">www.dmaconsumers.org/cgi/offmailinglist</a></p>
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<p><b>Federal Bureau of Investigation (FBI)</b></p>	<p>Investigates violations of federal financial laws as well as federal identity theft laws, usually where there is a significant dollar loss, cyber crime, or situations that cross state or international boundaries. Contact your local FBI field office.</p>	<p>Headquarters (202) 324-3000 (Washington, DC)</p> <p>Local FBI Office: (518) 465-7551</p> <p><a href="http://www.fbi.gov">www.fbi.gov</a></p>

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<p><b>Federal Trade Commission (FTC)</b></p> <p><b>“Do Not Call” Registry</b></p>	<p>Enforcement of Consumer Protection Laws for:</p> <ul style="list-style-type: none"> <li>• Abusive Lending</li> <li>• Truth in Lending Acts</li> <li>• Credit Cards</li> <li>• Identity Theft</li> <li>• Franchise &amp; Business Opportunities</li> <li>• Telemarketing</li> </ul> <p>Register your phone number to minimize calls from telemarketers</p>	<p>Toll Free (877) FTC-HELP (382-4357)</p> <p><a href="http://www.ftc.gov">www.ftc.gov</a></p> <p>Toll Free: (888) 382-1222</p> <p><a href="http://www.donotcall.gov">www.donotcall.gov</a></p>
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<p><b>Federal Trade Commission (FTC) Identity Theft Hotline</b></p>	<p>Provides information to help victims’ resolve financial and other problems that result from identity theft. Also provides a place for victims to file a complaint</p>	<p>Toll Free: (877) ID-THEFT (438-4338)</p> <p><a href="http://www.consumer.gov/idtheft">www.consumer.gov/idtheft</a></p>
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<p><b>Internal Revenue Service (IRS)</b></p>	<p>Provides information on a variety of tax-related fraud schemes, including fraudulent federal tax returns or other tax fraud. Contact your local IRS field office, Criminal Investigations Unit</p>	<p>Tax Fraud Hotline: (800) 829-0433</p> <p><a href="http://www.irs.gov">www.irs.gov</a></p>
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<p><b>Legal Aid Society of Northeastern New York, Inc.</b></p>	<p>Non-profit law firm that provides low income people with fast, accurate advice on any legal subject and refers them elsewhere as needed.</p>	<p>(518) 462-6765 Toll-free: (800) 462-2922</p> <p><a href="http://www.lasny.org">http://www.lasny.org</a></p>

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<b>National Association of Securities Dealers (NASD)</b>	Licenses & Regulates: Individuals and firms dealing in securities. NASD establishes rules to govern their behavior, audits them for regulatory compliance and disciplines entities or individuals that fail to comply. NASD also regulates trading in equities, corporate bonds, securities futures and options.	Toll Free: (800) 289-9999  <a href="http://www.nasd.com">www.nasd.com</a>
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<b>National Center on Elder Abuse (NCEA)</b>	Provides information and links to a variety of services and information on crimes against the elderly, including financial exploitation.	(202) 898-2586  <a href="http://www.elderabusecenter.org">www.elderabusecenter.org</a>
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<b>National Credit Union Administration (NCUA)</b>	Supervises and insures: <ul style="list-style-type: none"> <li>• Federal Credit Unions</li> <li>• State-Chartered Credit Unions</li> </ul>	Hotline to report suspicious or illegal activity: (800) 827-9650  <a href="http://www.ncua.gov">www.ncua.gov</a>
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<b>New York State Banking Department</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Mortgage lenders</li> <li>• Banks</li> </ul>	Toll-free: (877) 226-5697  <a href="http://www.banking.state.ny.us">www.banking.state.ny.us</a>

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<b>New York State Bar Association</b>	Provides information on: <ul style="list-style-type: none"> <li>• Finding an attorney for legal services</li> <li>• Filing complaints against attorneys</li> <li>• Reimbursement for attorney misconduct</li> <li>• Making a simple will</li> </ul>	(518) 463-3200 1 Elk Street, Albany, NY 12207 <a href="http://www.nysba.org">http://www.nysba.org</a>
<b>Agency</b>	<b>Responsibilities</b>	<b>Contact Information</b>
<b>New York State Board of Accountancy</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Certified Public Accounts</li> <li>• Public Accounts</li> <li>• Accounting Firms</li> </ul>	(518) 474-3817 ext. 270 <a href="http://www.op.nysed.gov">www.op.nysed.gov</a>
<b>Agency</b>	<b>Responsibilities</b>	<b>Contact Information</b>
<b>New York State Consumer Protection Board</b>	Protects and educates consumers about consumer fraud and unfair business practices. Takes consumer complaints about businesses	Consumer Complaints Toll-free: (800) NYS-1220 (697-1220) <a href="http://www.consumer.state.ny.us/">http://www.consumer.state.ny.us/</a>
<b>Agency</b>	<b>Responsibilities</b>	<b>Contact Information</b>
<b>New York State Department of Health, Bureau of Funeral Directing</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Funeral Homes</li> <li>• Funeral Directors</li> </ul>	(518) 402-0785 <a href="http://www.labor.state.ny.us/workforce/industrydata/olcny/funerald.asp">http://www.labor.state.ny.us/workforce/industrydata/olcny/funerald.asp</a>
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<b>New York State Department of Health, Office of Professional Medical Conduct</b>	Responsible for investigating complaints about physicians, physician assistants and specialist assistants. The office also monitors practitioners who have been placed on probation.	Complaints/Inquires: (800) 663-6114 <a href="http://www.health.state.ny.us/nysdoh/opmc/fraud.htm">http://www.health.state.ny.us/nysdoh/opmc/fraud.htm</a>

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<b>New York State Insurance Department</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Insurance agents and brokers</li> <li>• Insurance company financial profiles and annuities.</li> </ul>	Licensing Bureau (518) 474-6630  <a href="http://www.ins.state.ny.us">http://www.ins.state.ny.us</a>
<b>Agency</b>	<b>Responsibilities</b>	<b>Contact Information</b>
<b>New York State Office of the Medicaid Inspector General (OMIG)</b>	OMIG helps combat Medicaid fraud in NYS by investigating fraudulent, wasteful and abusive practices within the Medicaid Program.	To report fraud & abuse: (877) 87FRAUD (873-7283)  Contact OMIG with questions: (518) 473-3782  <a href="http://www.omig.state.ny.us">http://www.omig.state.ny.us</a>
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<b>New York State Attorney General's Office</b>	Oversees charities and commercial fundraising, medical fraud, sweepstakes, mail fraud, identity theft and more.	Toll-free Senior Hotline: (800) 771-7755  <a href="http://www.oag.state.ny.us">http://www.oag.state.ny.us</a>
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<b>New York State Office for the Aging</b>	Provides services to seniors and adults with disabilities such as supportive services, in-home services, congregate and home delivered meals and referrals to senior housing.	Senior Hotline: (800) 342-9871  <a href="http://www.aging.state.ny.us">www.aging.state.ny.us</a>
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<b>New York State Licensing, Real Estate Broker/Salespersons Division</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Real Estate Brokers</li> <li>• Real Estate Salesperson</li> </ul>	(518) 474-4429  <a href="http://www.dos.state.ny.us/lcns/licensing.html">www.dos.state.ny.us/lcns/licensing.html</a>

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<b>New York State Protective Services for Adults (PSA)</b>	Aids in the protection of impaired adults over the age 18 who may be falling victim to abuse. Investigates reports of physical, emotional and or financial abuse.	Report Elder Abuse: (within New York State only): <b>1-800-342-3009 (press Option 6)</b> or contact your County Department of Social Services  <a href="http://www.ocfs.state.ny.us/main/psa/">http://www.ocfs.state.ny.us/main/psa/</a>
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<b>New York State Unified Court System</b>	Licenses & Regulates: <ul style="list-style-type: none"> <li>New York State Attorneys</li> </ul>	Toll Free: (800) 268-7869  <a href="http://www.courts.state.ny.us">www.courts.state.ny.us</a>
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<b>Office for the Comptroller of the Currency (OCC)</b>	Charters & Regulates: <ul style="list-style-type: none"> <li>National Banks</li> <li>ATM Fraud</li> </ul>	Toll Free Hotline: (800) 613-6743  <a href="http://www.occ.treas.gov">www.occ.treas.gov</a>
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<b>Securities and Exchange Commission (SEC)</b>	Regulates: National securities exchanges (i.e. NYSE and NASDAQ), Investment Companies (mutual funds), Investment Advisors (over \$25 million in client assets under management).	(800) 732-0330 <a href="http://www.sec.gov">www.sec.gov</a>  Senior Citizen's Resource: <a href="http://www.sec.gov/investor/seniors.shtml">http://www.sec.gov/investor/seniors.shtml</a>
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<b>Social Security Administration</b>	Provides economic protection for all Americans, social security information, fraud prevention related to social security	Toll-free: (800) 772-1213  Fraud hotline: (800) 269-0271  <a href="http://www.ssa.gov">www.ssa.gov</a>

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<b>United States Postal Inspectors (USPS)</b>	Investigates mail theft and fraud	To report mail fraud: (800) 654-8896  <a href="http://usps.com/postalinspectors/">http://usps.com/postalinspectors/</a>

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<b>Financial Planner Association</b>	Organization that helps find certified financial planners	Toll Free: (800) 647-6340 <a href="http://www.fpanet.org">www.fpanet.org</a>
<b>National Association of Personal Financial Advisors</b>	Organization that helps find certified financial advisors	Toll Free: (888) 333-6659 <a href="http://www.napfa.org">www.napfa.org</a>
<b>Society of Financial Service Professionals</b>	Organization that helps find certified financial planners	Toll Free: (888) 243-2258 <a href="http://www.financialpro.org">www.financialpro.org</a>