

# OFFICE OF ATTORNEY GENERAL MAURA HEALEY COMMONWEALTH OF MASSACHUSETTS

**[www.mass.gov/ago](http://www.mass.gov/ago)  
(617) 727-2200 | TTY: (617) 727-4765**

## About the Office

Attorney General Maura Healey is the chief lawyer and law enforcement officer of the Commonwealth of Massachusetts. Her office is an advocate and resource for the Commonwealth and its residents in many areas, including protecting consumers, combating fraud and corruption, protecting civil rights, and promoting meaningful economic recovery.

## How to Reach the Office

You can find information about your rights and learn about free services for victims and consumers, including how to file a complaint with our office by calling the numbers listed below, visiting our website at [www.mass.gov/ago](http://www.mass.gov/ago) or walking in to any office location in Boston, Worcester, Springfield or New Bedford during normal business hours.

**AGO Helplines operate from 9:00 a.m. to 5:00 p.m. unless otherwise noted.**

## Consumer Advocacy and Response Division (CARD) Hotline: (617) 727-8400

CARD provides free, consumer assistance services in the area of consumer protection and can direct consumers to the division of the AGO that may be able to help with an issue or concern.  
*Monday through Friday 10am to 4pm.*

## Elder Hotline: (888) 243-5337

The Elder Hotline assists elders and their families seeking assistance with consumer-related issues.  
*Monday through Friday 10am to 4pm.*

## HomeCorps: (617) 573-5333

If you are facing foreclosure, the HomeCorps may be able to help by offering access to loan modification advocacy or other services.  
*Monday through Friday 10am to 4pm.*

## Fair Labor Division: (617) 727-3465

The Fair Labor Division enforces the Commonwealth's wage and hour laws and protects employees from exploitation by employers.

## Open Meeting Law Hotline: (617) 963-2540

Through this hotline, attorneys and staff from the Division of Open Government provide assistance to members of public bodies, the public, and the press seeking guidance about the requirements of the state's Open Meeting Law.

One Ashburton Place  
Boston, MA 02108  
Phone: (617) 727-2200

1350 Main Street, 4th Floor  
Springfield, MA 01103  
Phone: (413) 784-1240

105 William Street; First Floor  
New Bedford, MA 02740  
Phone: (508) 990-9700

10 Mechanic Street - Suite 301  
Worcester, MA 01608  
Phone: (508) 792-7600

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## **Civil Rights Division (CRD): (617) 963-2917**

The CRD enforces state and federal laws that protect residents and visitors from discrimination on the basis of race, national origin, gender, sexual orientation, veteran status, disability, or any other protected status. Anyone who feels he/she is a victim of discrimination (in such areas of housing, employment and public accommodation, for example) can file a complaint with the CRD.

*For Bias-Motivated threats, harassment, and violence: (800) 994-3228*

## **Healthcare and Health Insurance Hotline: (888) 830-6277, ext. 1**

Aiding consumers in navigating healthcare and health insurance questions.

## **Student Loan Assistance Unit: (888) 830-6277, ext. 2**

Providing help with student loan, servicing, and debt issues.

## **Insurance and Financial Services Mediation Program: (888) 830-6277, ext. 3**

Helping consumers to resolve disputes with insurers, banks, and investment companies.

## **Insurance Fraud Tipline: (617) 573-5330**

This tipline takes calls pertaining to reports of fraud in any of the following areas: workers' compensation, motor vehicle insurance, disability, health care billing and unemployment insurance.

*Available 24 hours*

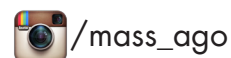
## **Medicaid Fraud Tipline: (617) 963-2360**

This tipline is intended for calls pertaining to abuse or neglect of a Long-Term Care Facility resident or fraud committed by a Medicaid provider.

*Available 24 hours*

## **Victim Witness and Assistance Division (VWAD): (617) 727-2200**

The VWAD provides crisis assessment to victims and witnesses to facilitate their emotional, psychological, physical and financial recovery from victimization and ensures that victims and witnesses are provided with the rights and services mandated by the Victim Rights Law.



You can read information about your rights, available services for victims & common consumer issues, locate our regional offices in Boston, New Bedford, Springfield & Worcester, and file complaints online anytime on our website at

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