

# 7 Contacts

## Overview

This chapter includes addresses and/or phone numbers of ACH contacts. These contacts are provided to handle any problems or questions that you may have concerning ACH payments and collections.

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## **A. Fiscal Service Regional Financial Centers (RFCs)**

For assistance with a payment issued by Treasury (see DFAS section for contact information for payments issued by the Department of Defense), please contact the Fiscal Service Payment Management Call Center (855) 868-0151:

## **B. Fiscal Services ACH Liaison**

For general ACH questions, please contact:

Treasury ACH Liaison ..... (202) 874-1251

## **C. EFTPS Assistance**

If a taxpayer is initiating Federal tax payments using EFTPS—Through a Financial Institution (ACH Credit) see below for the appropriate customer service helplines.

Routing Number.....	061036000
Account Number.....	23401009
Taxpayer Enrollment/Helpline.....	1 (800) 555-4477 (Businesses)
	1 (800) 316-6541 (Individuals)
Financial Institution Helpline.....	1 (800) 605-9876

## D. Major Paying Agency Contacts

Agency	Contact
Social Security Administration.....	1 (800) SSA-1213 or <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>
Office of Personnel Management.....	1 (888) 767-6738 or <a href="http://www.opm.gov/retire">www.opm.gov/retire</a>
Railroad Retirement Board.....	(312) 751-4704 or <a href="http://www.rrb.gov">www.rrb.gov</a>
Department of Veterans Affairs Veterans Compensation, Pension & Education .....	1 (800) 827-1000 or <a href="http://www.va.gov">www.va.gov</a> 1 (800) 827-1000 or <a href="http://www.vba.va.gov/ro/muskogee">www.vba.va.gov/ro/muskogee</a>
Veterans Life Insurance .....	1 (800) 669-8477 or <a href="http://www.insurance.va.gov">www.insurance.va.gov</a>
Bureau of the Fiscal Service .....	<a href="http://www.publicdebt.treas.gov">www.publicdebt.treas.gov</a>
TreasuryDirect .....	1 (800) 943-6864 or <a href="http://www.treasurydirect.gov">www.treasurydirect.gov</a>
Internal Revenue Service.....	1 (800) 829-1040 or <a href="http://www.irs.ustreas.gov">www.irs.ustreas.gov</a>
Department of Labor Black Lung.....	1 (800) 638-7072 or <a href="http://www.dol.gov/esa/regs/compliance/owcp/bltable.htm">www.dol.gov/esa/regs/compliance/owcp/bltable.htm</a> See also Chapter 1, Appendix 2
Federal Employee Workers' Compensation .....	See Chapter 1, Appendix 2, and/or <a href="http://www.dol.gov/esa/contacts/owcp/fecacont.htm">www.dol.gov/esa/contacts/owcp/fecacont.htm</a>
Longshore and Harbor Workers' Compensation .....	(202) 693-0925 For address, see Chapter 1, Appendix 2, or <a href="http://www.dol.gov/esa/owcp/dlhwc/lstable.htm">www.dol.gov/esa/owcp/dlhwc/lstable.htm</a>

## E. Defense Finance and Accounting Service (DFAS) Contacts

For information about military retirement and annuitant payments, please contact 1-800-321-1080. For additional information about payments disbursed by the military, please visit [www.dfas.mil](http://www.dfas.mil).

## F. Go Direct Contact Information

For information about Go Direct, please contact 1 (800) 333-1795 (English) or 1 (800) 333-1792 (Spanish) or visit [www.GoDirect.gov](http://www.GoDirect.gov).

