

State/ Federal	Agency Name	Address or Email Address	Website	Phone
Federal	Federal Student Aid Ombudsman Group	FSA Ombudsman Group P.O. Box 1854 Monticello, KY 42633	https://studentaid.gov/feedback-center/	1-800-433-3243
Federal	Consumer Financial Protection Bureau	Consumer Financial Protection Bureau P.O. Box 2900 Clinton, IA 52733-2900	https://www.consumerfinance.gov/complaint/getting-started/	1-855-411-2372 TTY/TDD: 855-729-2372
AK	Alaska Department of Law	Consumer Protection Unit 1031 West 4th Avenue Suite 200 Anchorage, AK 99501 <u>Email:</u> consumerprotection@alaska.gov	https://law.alaska.gov/index.html	907-269-5200
CA	California Attorney General's Office	Public Inquiry Unit Office of the Attorney General P.O. Box 944255 Sacramento, CA 94244-2550	https://oag.ca.gov/report	916-210-6276
CA	California Department of Financial Protection & Innovation	Dept. of Financial Protection and Innovation Attn: Consumer Services Office 2101 Arena Blvd Sacramento, CA 95834 <u>Email:</u> Ask.DFPI@dfpi.ca.gov	https://dfpi.ca.gov/student-loans-borrower-resources/	866-275-2677 or 916-327-7585
CO	Colorado Student Loan Ombudsperson	Colorado Student Loan Ombudsperson 1300 Broadway, 6th Floor Denver, CO 80203 <u>Email:</u> studentloans@coag.gov	www.coag.gov/studentloans	720-508-MySL (6975)
CT	Connecticut Department of Banking	<u>Email:</u> banking.complaints@ct.gov		860-240-8170
DC	Student Loan Ombudsman	Student Loan Ombudsman District of Columbia Department of Insurance, Securities and Banking 1050 First Street, NE, Suite 801 Washington, DC 20002 <u>Email:</u> Ricardo.Jefferson@dc.gov		
ID	Idaho Office of the Attorney General	Consumer Protection Division 945 W. Jefferson Street Second Floor P.O. Box 83720 Boise, ID 83720-0010	https://www.ag.idaho.gov/#	208-334-2424
IL	Illinois Attorney General's Office	Illinois Attorney General's Office 100 W. Randolph Street, 12th Floor Chicago, Illinois 60601	https://illinoisattorneygeneral.gov/consumers/	1-800-455-2456
MD	Student Loan Ombudsman	Student Loan Ombudsman Office of the Commissioner of Financial Regulation Maryland Department of Labor 1100 North Eutaw Street, Suite 611 Baltimore, MD 21201 <u>E-mail:</u> studentloan.ombudsman@maryland.gov	www.dlir.state.md.us/finance/consumers/frslco_mplains.shtml	1-888-784-0136
MA	Massachusetts Attorney General's Student Loan Ombudsman	Massachusetts Attorney General's Student Loan Ombudsman One Ashburton Place, 18th Floor Boston, MA 02108	www.mass.gov/ago/studentloans	1-888-830-6277

MS	Mississippi Attorney General's Office	Mississippi Attorney General's Office Consumer Protection Division P.O. Box 220 Jackson, MS 39205 <u>Email:</u> consumer@ago.ms.gov	https://www.ago.state.ms.us/	601-359-3680
MO	Missouri Department of Higher Education & Workforce Development Ombudsman	Missouri Department of Higher Education and Workforce Development P.O. Box 1469 Jefferson City, MO 65102-1469	https://dhewd.mo.gov/ppc/studentloans/	1-800-473-6757
NE	Nebraska Attorney General's Office	Nebraska Attorney General's Office 2115 State Capitol Building Lincoln, NE 68509-8920	https://protectthegoodlife.nebraska.gov/about-division	402-471-2682
NH	New Hampshire Department of Justice	New Hampshire Department of Justice 33 Capitol Street Concord, NH 03301	https://www.doj.nh.gov/	603-271-3658
NJ	New Jersey Division of Consumer Affairs	<u>Email:</u> askconsumeraffairs@dca.lps.state.nj.us		973-504-6200
NM	New Mexico Office of the Attorney General	New Mexico Office of the Attorney General P.O. Drawer 1508 Santa Fe, New Mexico 87504	https://www.nmag.gov	1-844-255-9210
NY	New York Attorney General's Office	New York Attorney General's Office 28 Liberty Street New York, NY 10005	https://ag.ny.gov/bureau/consumer-frauds-bureau	1-800-771-7755
NC	North Carolina Attorney General's Office	North Carolina Department of Justice Consumer Protection Division 114 W Edenton Street, Raleigh NC 27603 <u>Email:</u> consumer@ncdoj.gov	https://ncdoj.gov/protecting-consumers/	1-877-5-NO-SCAM (1-877-566-7226)
OH	Ohio Attorney General's Office	Ohio Attorney General's Office 30 E. Broad St., 14th Floor Columbus Ohio 43215	https://www.ohioattorneygeneral.gov/Individual-s-and-Families/Consumers	1-800-282-0515
OR	Oregon Department of Justice	Oregon Department of Justice Consumer Protection Section 1162 Court St. NE Salem, OR 97301 <u>Email:</u> help@oregonconsumer.gov	https://www.doj.state.or.us/consumer-protection/	1-877-877-9392
PA	Pennsylvania Attorney General's Office	Pennsylvania Attorney General's Office 16th Floor, Strawberry Square Harrisburg, PA 17120 <u>Email:</u> consumers@attorneygeneral.gov	https://www.attorneygeneral.gov/submit-a-complaint/consumer-complaint/	1-800-441-2555
RI	Rhode Island Attorney General's Office	Rhode Island Attorney General's Office 150 South Main Street Providence, RI 02903	https://www.riag.ri.gov/navientFAQs	401-468-2200
SD	SD Attorney Office of the Attorney General	Division of Consumer Protection 1302 E Hwy 14 Suite 3 Pierre SD 57501-8501	https://atg.sd.gov/	Division of Consumer Protection Phone: (605) 773-4400 Consumer Help Line: 1-800-300-1986 (South Dakota only)

VA	Virginia Attorney General's Office	Virginia Attorney General's Office 202 N. 9th St. Richmond, VA 23219	https://www.oag.state.va.us/	1-800-552-9963 (Within VA) 804-786-2042 (Outside VA)
VA	Virginia Office of the Qualified Education Loan Ombudsman	101 N. 14th Street, 10th Floor James Monroe Building Richmond, VA 23219	https://schev.edu/index/students-and-parents/student-loans	804-786-2832
VI	United States Virgin Islands Department of Justice	St. Thomas Office of the Attorney General 3438 Kronprindsens Gade GERS Complex 2nd Floor St. Thomas, VI 00802 St. Croix Office of the Attorney General 213 Estate La Reine Kingshill, St. Croix, VI 00850	https://usvidoj.com/	(340) 774-5666 [St. Thomas] (340) 773-0295 [St. Croix]
WA	Washington Attorney General's Office	Washington State Office of the Attorney General 800 5th Ave. Suite 2000 Seattle, WA 98104-3188	https://atg.wa.gov/studentloanresources	206-464-6684 800-833-6388 (Relay Service for the hearing impaired)
WA	Washington Student Achievement Council	Student Loan Advocate P.O. Box 43430 Olympia, WA 98504 <u>Email:</u> loanadvocate@wsac.wa.gov	https://wsac.wa.gov/loan-advocacy	833-881-0397