

8 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. FMS 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 Treasury’s Austin, TX Regional Financial Center (RFC) Help Desk OR other servicing Treasury RFC. Their telephone numbers are:

Austin, TX RFC Help Desk	(512) 342-7300
Kansas City, MO RFC	(816) 414-2100
Philadelphia, PA RFC	(215) 516-8154
San Francisco, CA RFC	(510) 594-7300

B. FMS ACH Liaison

For general ACH questions, please contact:

Treasury ACH Liaison	(202) 874-1251
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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 Number061036000
Account Number23401009
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 www.socialsecurity.gov
Office of Personnel Management	1 (888) 767-6738 or www.opm.gov/retire
Railroad Retirement Board	(312) 751-4704 or www.rrb.gov
Department of Veterans Affairs	1 (800) 827-1000 or www.va.gov
Veterans Compensation, Pension & Education	1 (800) 827-1000 or www.vba.va.gov/ro/muskogee
Veterans Life Insurance	1 (800) 669-8477 or www.insurance.va.gov
Bureau of the Public Debt.	www.publicdebt.treas.gov
TreasuryDirect	1 (800) 943-6864 or www.treasurydirect.gov
Internal Revenue Service	1 (800) 829-1040 or www.irs.ustreas.gov
Department of Labor	
Black Lung	1 (800) 638-7072 or www.dol.gov/esa/regs/compliance/owcp/bltable.htm See also Chapter 1, Appendix 2
Federal Employee Workers' Compensation	See Chapter 1, Appendix 2, and/or www.dol.gov/esa/contacts/owcp/fecacont.htm
Longshore and Harbor Workers' Compensation.	(202) 693-0925 For address, see Chapter 1, Appendix 2, or www.dol.gov/esa/owcp/dlhwc/lstable.htm

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.

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.org.