



## Office of the Attorney General Programs and Services

Attorney General Kwame Raoul is the chief legal officer for the state of Illinois and protects the public interests of its residents. The Attorney General enforces state laws, advocates on behalf of all of the people of Illinois and works with members of the General Assembly to enact new laws. The Attorney General provides a broad range of services to help Illinois residents and families, many of which are outlined below.

### **Consumer Protection**

The Attorney General's Consumer Protection Division offers informal mediation services to help consumers resolve complaints concerning purchases or health care. Consumers can file a complaint on Raoul's website at [illinoisattorneygeneral.gov](http://illinoisattorneygeneral.gov) or contact his office. Attorneys cannot represent an individual in a personal lawsuit but may be able to resolve disputes or complaints through mediation.

### **Identity Theft Hotline**

The Identity Theft Hotline provides Illinoisans who have been victimized by identity theft with one-on-one assistance as they work to report the crime to local law enforcement and financial institutions, repair their credit and prevent future problems. Attorney General Raoul's office can help if you have been a victim of identity theft or believe your personal or financial information has been compromised.

### **Student Loan Help**

The Office of the Illinois Attorney General is a national leader in investigating and enforcing consumer protection violations in the higher education field, and his office provides struggling student loan borrowers with free resources about repayment options and information on how to avoid default.

### **Public Utilities**

The Public Utilities Bureau advocates on behalf of Illinois ratepayers before regulatory bodies, the courts and the General Assembly to ensure that public utilities provide vital services at fair rates.

### **Crime Victim Services**

Raoul's office provides services to help victims and their families meet their challenges and recover from violent crime. Programs administered by the Crime Victim Services Division include:

- The *Illinois Crime Victim Compensation Program* provides direct financial assistance to innocent victims of violent crime and their families. Eligible victims may receive up to \$27,000 to cover out-of-pocket expenses related to the crime when all other means of payment have been exhausted.
- The *Automated Victim Notification System* gives crime victims across Illinois access to timely and reliable information about criminal cases and offenders custody status 24 hours a day via telephone, internet, or email. Illinois AVN is available toll-free at 1-866-566-8439 (TTY: 1-877-502-2423) or online at [vinelink.com](http://vinelink.com).

## **Protecting Children on the Internet**

The Office of the Illinois Attorney General leads the Illinois Internet Crimes Against Children Task Force, which conducts investigations and training for law enforcement across the state and has led to the arrests of more than 1,200 predators. The office also trains teachers, students and families in the best internet safety practices, including how to guard against cyberbullying. The Attorney General's office also protects Illinois children and families from dangerous and recalled products by alerting the public to recalls.

## **Child Support Enforcement**

The Child Support Enforcement Division of the Attorney General's office works with the Department of Health-care and Family Services (HFS) to ensure that Illinois families receive the support they need to raise their children by handling child support enforcement in most counties across Illinois.

## **Advocating for Seniors**

The Attorney General protects the rights and safety of Illinois' older residents, who often are targeted by scam artists and abusers. The office can assist with special needs of older residents, including those related to consumer fraud, health care, abuse and neglect, financial exploitation and veterans' rights.

## **Disability Rights Bureau**

The Disability Rights Bureau enforces the Americans with Disabilities Act in Illinois and works to ensure access to buildings and services for people with disabilities by investigating complaints and working to resolve problems through mediation or litigation.

## **Military and Veterans Rights Bureau**

The Attorney General's Military and Veterans Rights Bureau is dedicated to ensuring that active duty service members and their families are aware of their rights and veterans receive the benefits they have earned. The bureau provides assistance in the form of health care outreach and advocacy.

## **Workers' Rights**

The Workplace Rights Bureau protects the employment rights of all Illinois workers, particularly the state's low-income workers. The office investigates cases of serious or persistent wage law violations and other fraudulent employment practices.

## **Civil Rights Bureau**

The Attorney General's Civil Rights Bureau enforces civil rights laws to prohibit discrimination. The bureau investigates complaints of "pattern and practice" discrimination in housing, public accommodations, employment and financial matters.

## **Immigrant Assistance Program**

The Immigrant Assistance Program addresses the needs of Illinois' immigrant population and the barriers that may prevent immigrants from seeking and obtaining government services.

## **Charitable Organizations**

Illinois law requires charitable organizations and fundraisers to register annually with the Attorney General's office. Donors can research important information about a charity, such as income and expenditures, before donating money on Attorney General Raoul's website, [illinoisattorneygeneral.gov](http://illinoisattorneygeneral.gov).

## Ensuring Open and Honest Government

In Illinois, our most important transparency laws — the Freedom of Information Act (FOIA) and the Open Meetings Act (OMA) — ensure public access to government. The Office of the Illinois Attorney General has worked with legislators and open government advocates to draft and pass landmark legislation to provide new tools to ensure the public has access to public records and meetings, including establishing the Public Access Counselor position within the Attorney General’s Office. The Public Access Counselor helps to ensure the public is able to obtain public documents and access public meetings.

## Environmental Protection

The Environmental Division enforces the state’s environmental laws by prosecuting pollution of air, land and water and ensuring that polluters pay the cost of cleanup.

## Criminal Division

The Attorney General’s Criminal Division provides assistance to state’s attorneys throughout Illinois. In addition, under the law, the Criminal Division prosecutes cases involving sexually violent persons, multi-jurisdictional drug crimes, Medicaid fraud and tax fraud. The Criminal Division also runs the Illinois Internet Crimes Against Children Task Force, which conducts investigations and trainings for law enforcement across the state and has led to the arrest of more than 1,200 child predators.

**For more information or for assistance, please contact Attorney General Raoul’s office in Chicago, Springfield, Carbondale or other locations throughout the state.**

## MAIN OFFICES

### Chicago

100 W Randolph Street  
Chicago, IL 60601  
312-814-3000  
TTY: 1-800-964-3013

### Springfield

500 S. Second Street  
Springfield, IL 62701  
217-782-1090  
TTY: 1-877-844-5461

### Carbondale

601 S. University Avenue  
Carbondale, IL 62901  
618-529-6400/6401  
TTY: 1-877-675-9339

## REGIONAL OFFICES

### Chicago West

306 N. Pulaski Road  
Chicago, IL 60624  
773-265-8808  
TTY: 1-866-717-8804

### East-Central Illinois

1776 E. Washington Street  
Urbana, IL 61802  
217-278-3366  
TTY: 1-217-278-3371

### West-Central Illinois

628 Maine Street  
Quincy, IL 62301  
217-223-2221  
TTY: 1-217-223-2254

### Chicago South

8100 S. Stony Island  
Suite C  
Chicago, IL 60617  
773-768-5926  
TTY: 1-866-717-8798

### Northern Illinois

Zeke Giorgi Center  
200 S Wyman Street  
Suite 307  
Rockford, IL 61101  
815-967-3883  
TTY: 1-815-967-3891

### Metro East Illinois

201 West Pointe Drive  
Suite 7  
Belleville, IL 62226  
618-236-8616  
TTY: 1-618-236-8619

For more information, visit us online at [illinoisattorneygeneral.gov](http://illinoisattorneygeneral.gov), call or stop by any of our offices.

## **Attorney General Raoul's Hotlines**

In addition to the Attorney General's offices throughout the state, Illinois residents can contact specialized hotlines that were created for help on a wide array of topics. The hotlines are staffed during weekday business hours and maintain a voicemail system that is monitored actively to ensure a prompt response to concerns or questions.

### **Consumer Fraud Hotlines**

1-800-386-5438 (Chicago)  
1-800-243-0618 (Springfield)  
1-800-243-0607 (Carbondale)

### **Identity Theft Hotline**

1-866-999-5630  
TTY: 1-877-844-5461

### **Toll-Free TTY Numbers**

1-800-964-3013 (Chicago)  
1-877-844-5461 (Springfield)  
1-877-675-9339 (Carbondale)

### **Student Loan Helpline**

1-800-455-2456  
1-800-964-3013 (TTY)

### **Línea Gratuita en Español**

1-866-310-8398

### **Homeowner Helpline**

312-814-5094  
Voice/ TTY: 1-866-544-7151

### **Senior Citizens Consumer Fraud Hotline**

1-800-243-5377

### **Military & Veterans Rights Hotline**

1-800-382-3000

### **Crime Victims Assistance Line**

1-800-228-3368  
TTY: 1-877-398-1130

### **Illinois Sex Offender Registration Team**

1-888-41-ISORT  
(1-888-414-7678)

### **Disability Rights Hotline**

312-814-5684 (Chicago)  
TTY: 1-800-964-3013  
217-524-2660 (Springfield)  
TTY: 1-877-844-5461

### **Health Care Hotline**

1-877-305-5145

### **Recall Hotline**

1-888-414-7678

### **Public Access Counselor**

1-877-299-FOIA  
(1-877-299-3642)

### **Environmental Crime Hotline**

1-888-288-9436