

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 Payment Management Call Center

For assistance with a payment issued by Treasury, please contact the Fiscal Service Payment Management Call Center at: 1 (855) 868-0151 or email us at Payments@fiscal.treasury.gov.

For payments issued by the Department of Defense, please see the Defense Finance and Accounting Service (DFAS) Contacts section.

B: 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 Transit 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

C: Major Paying Agency Contacts

<i>Agency</i>	<i>Contact</i>	<i>Website</i>
Social Security Administration	(800) SSA-1213	www.socialsecurity.gov
Office of Personnel Management		www.opm.gov/retire
Railroad Retirement Board	(877) 772-5772	www.rrb.gov
Department of Veterans Affairs	(800) 827-1000	www.va.gov
Veterans Compensation, Pension & Education	(800) 827-1000	www.benefits.va.gov/benefits
Veterans Life Insurance	(800) 669-8477	www.insurance.va.gov
Bureau of the Fiscal Service	(855) 868-0151	www.fiscal.treasury.gov
TreasuryDirect	(844) 284-2676	www.treasurydirect.gov
Internal Revenue Service	(800) 829-1040	www.irs.gov
Department of Labor		
Black Lung	(800) 638-7072	www.dol.gov/owcp/dcmwc
Division of Energy Employees Occupational Illness Compensation	(866) 888-3322	www.dol.gov/owcp/energy
Division of Federal Employees' Compensation	(202) 693-0040	www.dol.gov/owcp/dfec
Longshore and Harbor Workers' Compensation	(202) 693-0925	www.dol.gov/owcp/dlhwc

D: 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.

E: Go Direct Contact Information

For information about Go Direct, please contact the U.S. Treasury Electronic Payment Solution Center at **1 (877) 874-6347** or visit www.GoDirect.gov.

F: Treasury Offset Program

For information about the Treasury Offset Program, visit www.fiscal.treasury.gov/top/.