

**Lawyer Referral Services:** To help you find an Attorney.

**Legal Aid Services:** Offering Free or Reduced Price legal representation to qualifying individuals (income and asset restrictions apply).

**Federal Resources:** Federal Information and Consumer Complaint Resources.

**Florida State Resources:** State Information and Consumer Complaint Resources.

**Florida County Resources:** County and Local Consumer Information and Complaint Resources

**Miscellaneous:** Resources that do not fall into one of the above categories.

## **LAWYER REFERRAL SERVICES:**

- ❖ **National Academy of Elder Law Attorneys:** a professional association of attorneys who are dedicated to improving the quality of legal services provided to people as they age and people with special needs. The NAELA membership is comprised of attorneys in the private and public sectors who deal with legal issues affecting people as they age and people with disabilities. Members also include judges, professors of law, and students.
  - [Online Contact Form](#)
  - [Find an Attorney](#)
  
- ❖ **St. Petersburg Bar Association Lawyer Referral Service:** The St. Petersburg Bar's Lawyer Referral Services serves southern Pinellas County, is a public service of the nonprofit St. Petersburg Bar Association, and has been authorized by The Florida Bar. Each year the LRS responds to thousands of callers, referring them to attorneys with experience in the appropriate area of law or to area agencies able to provide assistance.
  - General Telephone: (727) 823-7474
  - [Online Contact Form](#)

RESOURCE CONTACT LIST

- ❖ [Clearwater Bar Association Lawyer Referral Service](#): The objective of the Clearwater Bar Lawyer Referral Service is to make legal services readily available to individuals and families in need of a lawyer. Many persons are not acquainted with a lawyer. Also, many persons are hesitant about seeing a lawyer because they have never before contacted one. Similarly many do not know which type of attorney is needed to handle the specific problem they are facing. The Clearwater Bar Lawyer Referral Service is designed to make it easy for you to contact a lawyer.
  - General Telephone: (727) 461-4880
  
- ❖ [Hillsborough County Bar Association Lawyer Referral Service](#): The HCBA Lawyer Referral & Information Service is dedicated to helping you find a qualified attorney to handle your case. Our program is certified by the American Bar Association and the Florida Bar Association, and our attorneys must be certified to ensure you receive the best possible service.
  - General Telephone: (813) 221-7780
  
- ❖ [The Florida Bar Lawyer Referral Service](#)
  - Toll-free Telephone: 1-800-342-8011 (Mon. through Fri., 8:00 a.m. – 5:00 p.m.)
  - [The Florida Bar Lawyer Referral Service Online Form](#)
  
- ❖ [American Bar Association Lawyer Referral Service](#): The American Bar Association is one of the world's largest voluntary professional organizations, with nearly 400,000 members and more than 3,500 entities. It is committed to doing what only a national association of attorneys can do: serving our members, improving the legal profession, eliminating bias and enhancing diversity, and advancing the rule of law throughout the United States and around the world.
  - Toll-free Telephone: 1-800-285-2221
  - [Online Contact Form](#)
  - [Florida Lawyer Referral Services by Region](#)

RESOURCE CONTACT LIST[\(Back to Top\)](#)**LEGAL AID RESOURCES:**

- ❖ [The Florida Bar](#): The Florida Bar provides information on legal aid offered throughout the state, with links to numerous non-profit organizations in each county.
  - [Florida Bar Pro Bono/Legal Aid](#)
  - [Florida Bar Home Page](#)
  - [FloridaLawHelp.org](#) (direct link to county-specific information)
  
- ❖ [Gulfcoast Legal Services](#): A regional non-profit corporation dedicated to providing energetic, comprehensive, and direct free personal legal aid, assistance, advocacy, counseling, and education for vulnerable and/or low income individuals and families of the greater Tampa Bay area.
  - Bradenton General Telephone: (941) 746-6151
  - Clearwater General Telephone: (727) 443-0657
  - Sarasota General Telephone: (941) 366-1746
  - St. Petersburg General Telephone: (727) 821-0726
  
- ❖ [Bay Area Legal Services](#): A regional non-profit public interest law firm that provides the highest quality civil legal counsel and legal assistance to low-income residents in the Tampa Bay region (specifically Hillsborough, Manatee, Pasco, Pinellas, and Sarasota counties).
  - Hillsborough County Legal Aid Telephone Line: (813) 232-1343
  - Manatee County, Pasco County, Pinellas County, and Sarasota County Legal Aid Telephone Line: 1-800-625-2257
  
- ❖ [Community Law Program](#): A 501(c)(3) non-profit corporation formed in 1990 by members of the St. Petersburg Bar Association to serve the civil legal needs of low-income and disadvantaged individuals residents throughout Pinellas County, Florida. The program provides free legal service clinics about a variety of civil legal topics which are offered and conducted by local volunteer attorneys. Clinic topics include general civil legal matters, bankruptcy, expungement, elder law (probate, wills, living wills, powers of attorney, health care surrogates), pro se representation, family law (divorce, child support, custody, visitation, paternity), housing (landlord-tenant disputes, foreclosures), small claims, unemployment compensation, and tax.
  - General Telephone: (727) 582-7480
  - General E-mail: [clp@lawprogram.org](mailto:clp@lawprogram.org)
  - [Online Contact Form](#)

RESOURCE CONTACT LIST

- ❖ [Legal Aid of Manasota, Inc.](#): A non-profit civil law firm that provides free legal services to low income individuals and families in Sarasota and Manatee counties by partnering with local lawyers who donate their time and expertise to help in civil legal matters, such as adoptions, advanced directives, consumer finance, debt collection, domestic violence, emancipation, employment discrimination, family law, foreclosure, guardianship, housing issues, landlord/tenant, power of attorney, probate, and wills.
  - Sarasota/Sarasota County General Telephone: (941) 366-0038
  - [Sarasota/Sarasota County Resident Legal Services Online Application](#)
  - Bradenton/Manatee County General Telephone: (941) 747-1628
  - [Bradenton/Manatee County Resident Legal Services Online Application](#)
  - North Port/Venice General Telephone: (941) 492-4631
  - [North Port/Venice Resident Legal Services Online Application](#)
  
- ❖ [Florida Senior Legal Helpline](#): Florida Residents, ages 60 and over, Free legal advice, brief services, and referrals for extended legal representation
  - Phone : 1-888-895-7873
  - Open 9am – 2-pm
  
- ❖ [St. Michaels Legal Center For Women and Children, Inc.](#) : Serving Hillsborough, Pinellas, Pasco, Hernando and Citrus Counties in the area of family law, child support, Visitation, Custody, Dissolution of Marriage, Foreclosure, Bankruptcy.
  - Phone: (813) 289-5385
  
- ❖ [Florida Rural Legal Services](#): Florida Rural Legal services, Inc. is a non-profit law firm dedicated to providing quality legal advice, representation and education for low income people and communities.
  - Areas of service: Fort Myers, Fort Pierce, Belle Glade, Lakeland, Punta Gorda, and West Palm
  - Practice areas: Civil rights, Consumer, Employment, Family Law, Housing, Elder, and Farm Worker Law.
  - Phone: (800) 277-7680

RESOURCE CONTACT LIST**FEDERAL RESOURCES:**[\(Back to Top\)](#)

- ❖ [StopFraud.Gov](#): StopFraud.Gov is the website of the Financial Fraud Enforcement Task Force. The Task Force is the broadest coalition of law enforcement, investigatory and regulatory agencies ever assembled to combat fraud, consisting of more than 20 federal agencies, 94 U.S. Attorneys Offices, and state and local partners. StopFraud.Gov acts as a central repository of information concerning consumer fraud, including information on how to protect yourself from fraud, where and how to report fraud if it occurs, and what actions to take if you have become a victim of fraud.
  - General Information Telephone: 1-202-514-2000
  - [Report Fraud Website](#)
  
- ❖ [Federal Trade Commission](#): The FTC prevents business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.
  - [Online Complaint Form](#): Complaints from consumers help us detect patterns of fraud and abuse. The FTC would like to know about your complaint and the Complaint Assistant will help guide you.
  - Headquarters:  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580
  - General Telephone: (202) 326-2222
  
- ❖ [F.B.I. Internet Crime Complaint Center \(IC3\)](#): The Mission of the Federal Bureau of Investigation Internet Crime Complaint Center (IC3) is to provide the public with a reliable and convenient reporting mechanism to submit information to the Federal Bureau of Investigation concerning suspected Internet-facilitated criminal activity and to develop effective alliances with law enforcement and industry partners. Information is analyzed and disseminated for investigative and intelligence purposes to law enforcement and for public awareness. The complaints submitted to the IC3 cover an array of cybercrime including theft of intellectual property rights, computer intrusion (hacking), economic espionage, online extortion, and international money laundering. Numerous fraud schemes such as identity theft, phishing, spam, reshipping, auction fraud, payment fraud, counterfeit goods, romance scams, and non-delivery of goods are reported to the IC3.
  - [Online Complaint Form](#)

RESOURCE CONTACT LIST

- ❖ [Consumer Financial Protection Bureau](#): The central mission of the CFPB is to make markets for consumer financial products and services work for Americans, whether applying for a mortgage, choosing among credit cards, or using any number of other consumer financial products. This means ensuring consumers are informed, financial institutions are supervised, consumer financial laws are enforced, and the marketplaces and industries are monitored and analyzed for better understanding.
  - Consumer Help Telephone: 1-855-411-2372 or 1-855-411-CFPB (Mon. through Fri., 8:00 a.m. – 8:00 p.m.)
  - [Complaint Website](#) (regarding mortgage, credit card, bank account or service, vehicle loan or consumer loan, or student loan)
  
- ❖ [Federal Financial Institutions Examination Council](#): Formal interagency body empowered to make recommendations to promote uniformity in the supervision of financial institutions, and to prescribe uniform principles, standards, and report forms for the federal examination of financial institutions by the Board of Governors of the Federal Reserve System ([FRB](#)), the Federal Deposit Insurance Corporation ([FDIC](#)), the National Credit Union Administration ([NCUA](#)), the Office of the Comptroller of the Currency ([OCC](#)), the State Liaison Committee (SLC), and the Consumer Financial Protection Bureau ([CFPB](#)). The SLC includes representatives from the Conference of State Bank Supervisors ([CSBS](#)), the American Council of State Savings Supervisors ([ACSSS](#)), and the National Association of State Credit Union Supervisors ([NASCUS](#)).
  - [Consumer Help Center](#)
    - [Office of the Comptroller of the Currency](#)
      - General Telephone: 1-800-613-6743
    - [Federal Reserve Board](#)
      - General Telephone: 1-888-851-1920
    - [Federal Deposit Insurance Corporation](#)
      - General Telephone: 1-877-275-3342
    - [Consumer Financial Protection Bureau](#)
      - General Telephone: 1-855-411-2372
    - [National Credit Union Administration](#)
      - General Telephone: 1-800-755-1030

RESOURCE CONTACT LIST

- ❖ [United States Department of Housing and Urban Development](#): HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.
  - General Telephone: (202) 708-1112
  - Miami Office Telephone: (305) 536-5678
  
- ❖ [Federal Do Not Call List](#): The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at this Website. You can register your home or mobile phone for free.
  - [Online Form to Register](#):
  - [Form to Submit a Complaint](#): You may file a complaint if you received an unwanted call after your number was on the National Registry for 31 days.
  
- ❖ [Federal Opt Out Prescreen](#): Stopping Unsolicited Mail, Phone Calls, and Email
  - [Form to opt out permanently](#)
  - To opt out for 5 years :  
Call toll-free 1-888-5-OPT-OUT (1-888-567-8688) or visit [www.optoutprescreen.com](http://www.optoutprescreen.com).
  
- ❖ [DMA Choice](#): DMA choice is an online tool developed by the Direct Marketing Association to help you manage your mail. This is part of a larger program designed to respond to consumers' concerns over the amount of mail they receive
  - [Online Form to Opt In](#): If you want to start managing the mail you or anyone in your household receives.
  
- ❖ [United States Department of Elder Justice](#): a resource for victims of elder abuse and financial exploitation and their families; practitioners who serve them; law enforcement agencies and prosecutors; and researchers seeking to understand and address this silent epidemic plaguing our nation's elders.
  - [Support for Victims and Families](#): If you or someone you know is a victim of elder abuse, help is available. Every state, commonwealth and territory has resources to assist you and to inform those interested in preventing or reporting elder abuse.
  - [Locate Resources by State](#): Follow this link and select your state to view available resources in your area.

RESOURCE CONTACT LIST

❖ [www.publications.usa.gov](http://www.publications.usa.gov): Publications.USA.gov replaces the former Pueblo.GSA.gov. The new site provides better navigation; search; shopping experience; and now some of your favorite publications in popular e-reader formats. Additionally, we will use social media channels to keep you informed of new publications. The mission of this site is to get accurate, complete and concise government information into consumers' hands when, where, and how they want and need it to make important life decisions.

**FLORIDA STATE RESOURCES:**

[\(Back to Top\)](#)

- ❖ [Florida Office of the Attorney General](#): Chief legal officer for the State of Florida and is responsible for safeguarding Florida consumers from various types of fraud, enforcing the state's antitrust laws, protecting constituents in cases involving Medicaid fraud, defending the state in civil litigation cases, representing the people when criminals appeal their convictions in state and federal courts, and targeting widespread criminal activities throughout Florida including identity theft, drug trafficking, and gang activity.
  - General Telephone: (850) 414-3300
  - Citizens Services: (850) 414-3990 (toll-free in Florida at 1-866-966-7226 or 1-866-9-NO-SCAM)
  - [Complaint Website](#)
- [Division of Victim Services](#): Serves as an advocate for crime victims and victims' rights, as well as administers a compensation program to ensure financial assistance for innocent victims of crime. Injured crime victims may be eligible for financial assistance for medical care, lost income, mental health services, funeral expenses and other out-of-pocket expenses directly related to the injury.
  - Division Telephone: (850) 414-3300 (toll-free in Florida at 1-866-966-7226)
- [Economic Crimes Division](#): The enforcement authority for all multi-circuit violations of the Florida Deceptive and Unfair Trade Practices Act (local State Attorney has primary jurisdiction for single circuit activity). The Division protects consumers by investigating entities that employ unfair methods of competition or unconscionable, deceptive and unfair practices in any trade or commerce. In conjunction with its authority under the Unfair and Deceptive Trade Practices law, the Division is also responsible for enforcement of the civil provisions of the Racketeer Influenced and Corrupt Organization (RICO) Act, and participates in investigations of national companies in cooperation with other states and the Federal Trade Commission.
  - [Economic Crimes Division Online Contact Form](#)





RESOURCE CONTACT LIST

- [Medicaid Fraud Control Unit](#): Investigates and prosecutes fraud involving providers that intentionally defraud the state's Medicaid program. The most common schemes involve doctors, dentists, clinics and other health care providers billing for services never performed, over billing for services provided, or billing for tests, services and products that are medically unnecessary.
  - Tallahassee Medicaid Fraud Control Unit Telephone: (850) 414-3300
  - Orlando Medicaid Fraud Control Unit Telephone: (407) 999-5588
  - Tampa Medicaid Fraud Control Unit Telephone: (813) 287-7940
  - Ft. Lauderdale Medicaid Fraud Control Unit Telephone: (954) 712-4600
  - Miami Medicaid Fraud Control Unit Telephone: (305) 377-5441
  - Jacksonville Medicaid Fraud Control Unit Telephone: (904)-858-6919
  - West Palm Beach Medicaid Fraud Control Unit Telephone: (561) 837-5000
  - Pensacola Medicaid Fraud Control Unit Telephone: (850) 595-6057
- [Lemon Law](#): Covers defects that substantially impair the use, value, or safety of a new or demonstrator vehicle. Defects must be first reported to the manufacturer or its authorized agent during the first 24 months after the date of delivery of the vehicle to the consumer. If the manufacturer fails to conform the vehicle after a reasonable number of attempts to repair, the law requires the manufacturer to buy back the defective vehicle and give the consumer a purchase price refund or a replacement vehicle. The law does not cover defects resulting from accident, neglect, abuse, modification, or alteration by persons other than the manufacturer or its authorized agent.
  - Lemon Law Hotline: (850) 414-3500 (toll-free in Florida at 1-800-321-5366) (Mon. through Fri., 8:30 a.m. – 4:30 p.m.)
- ❖ [Florida Department of Agriculture and Consumer Services](#)
  - General Telephone: (800) 435-7352
  - [Complaint Website](#)
  - [Division of Consumer Services](#): Regulates various businesses such as Business Opportunities, Motor Vehicle Repair Shops, Charitable Organizations, Florida Do Not Call Program, Dance Studios, Pawnbrokers, Health Studios, Sellers of Travel, Intrastate Movers, Professional Surveyors and Mappers, Sweepstakes/Game Promotions, and Telemarketing. Serves as the state's clearinghouse for consumer complaints, information, and protection.
    - Division Telephone: (toll-free in Florida at 1-800-435-7352 or 1-800-HELP-FLA)



RESOURCE CONTACT LIST

- [Florida Charities](#): Oversees and regulates the registration and financial information for all charities soliciting within Florida, excluding religious, educational, and governmental entities.
  - [Gift Giver's Guide Charitable Organization Online Database](#)
- [Florida Do Not Call Program](#): Florida list for state residents who do not wish to receive certain types of unsolicited sales calls on their residential, mobile, or paging device. Some unsolicited sales calls are exempt, including where there is a prior or existing business relationship, calls in response to an express request of the person called, calls from a newspaper publisher, calls in connection with an existing debt or contract, and where a real estate agent responds to a yard sign or other advertisement. Furthermore, some unsolicited sales calls are not selling a product or service, including charitable organizations seeking donations, political candidates and political parties seeking donation, research or survey companies seeking an opinion, and collection agencies trying to locate a debtor or collect on a debt.
  - Program Telephone: 800-435-7352
- ❖ [Florida Department of Business and Professional Regulation](#): Responsible for licensing, regulating and overseeing certain businesses and professions, including Alcoholic Beverages, Architecture, Asbestos Contractors and Consultants, Auctioneers, Barbers, Boxing and Kick Boxing and Mixed Martial Arts (MMA), Building Code Administrators and Inspectors, Certified Public Accounting (CPA), Child Labor, Community Association Managers and Firms, Condominiums/Cooperatives, Construction Industry, Cosmetology, Drugs, Devices, and Cosmetics, Electrical Contractors, Elevators and Elevator Professionals, Employee Leasing Companies, Engineers, Farm Labor, Food Outlets (Grocery Stores, Convenience Stores, Bakeries, Wholesale Meat or Seafood), Food Service (Restaurants, Take-outs, Delivery, Caterers and Mobile Food Vendors), Food Service Located Inside Institutions (Schools, Nursing Homes, Jails), Geologists, Harbor Pilots, Home Inspectors, Hotels, Motels, Apartments, Other Lodging, Interior Design, Labor Organizations, Landscape Architecture, Mobile Home Park, Mold Related Services, Pari-Mutual Wagering, Real Estate, Restaurants, Smoking (Clean Indoor Air Act), Talent Agencies, Tobacco (non-Clean Indoor Air Act), Timeshares, Veterinary Medicine, and Yacht and Ship Brokers and Salespersons.
  - Customer Contact Center Telephone: (850) 487-1395 (Mon. through Fri., 8:00 a.m. – 6:00 p.m.)
  - [Verify a License Website](#)
- [Division of Regulation](#): Enforcement authority for the professional boards and programs. Proactively monitors professions and related businesses, as well as investigates complaints of wrongdoing, to ensure that laws, rules, and standards are followed.
  - [Complaint Website](#)



RESOURCE CONTACT LIST

- [Unlicensed Activity Program](#): Unlicensed activity occurs when a person performs or offers to perform a job or service that requires licensure in one of the state-regulated professions.
  - Unlicensed Activity Hotline: (850) 921-2124 (toll-free in Florida at 1-866-532-1440) (Mon. through Fri., 8:00 a.m. – 5:00 p.m.)
  
- ❖ [Florida Department of Children and Families](#)
  - General Telephone: (850) 487-1111
  - [Adult Protective Services Program](#): Concerns about protecting a vulnerable adult. Concerns about suspect elder abuse, elder neglect, or elder exploitation. Concerns regarding assisting an adult with disabilities to maintain independence and actively live in the community.
    - Program Telephone: (850) 488-2881
    - Florida Abuse Hotline Telephone: 1-800-962-2873 or 1-800-96-ABUSE
    - Florida Abuse Hotline TDD: 1-800-453-5145
    - Florida Abuse Hotline Facsimile: 1-800-914-0004
    - [Florida Abuse Hotline Web Reporting](#)
  
- ❖ [Florida Department of Elder Affairs](#): The primary state agency responsible for administering human services programs to benefit Florida's elder and senior demographic, such as services programs regarding or relating to Adult Care Food Program, Adult Day Health Care Waiver, Adult Protective Services, Aged and Disabled Adult Waiver, Alzheimer Disease Initiative, Assisted Living Waiver, Channeling Waiver, Community Care for the Elderly (CCE), Communities for a Lifetime, Comprehensive Assessment & Review for Long-Term Care Services (CARES), Congregate Meal and Nutrition Sites, Consumer-Directed Care Plus (CDC+), Disaster Preparedness, Elder Abuse Prevention Program, Elder Farmers Market Nutrition Program, Elder Helpline, Emergency Home Energy Assistance Program (EHEAP), Health & Wellness, Home Care for the Elderly (HCE), Housing, Long-Term Care Diversion Program, Long-Term Care Ombudsman Program, Medicaid Waiver Programs, Memory Disorder Clinics, National Family Caregiver Support Program, Nutritional Education for Older Adults, Nutrition Programs, Nutrition Services Incentive Program, Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Public Guardianship, Respite for Elders Living in Everyday Families (RELIEF), Senior Community Service Employment Program (SCSEP), Senior Companion Program, Supplemental Nutrition Assistance Program, Transportation, Comprehensive Assessment & Review for Long-Term Care Services (CARES), Hospice and End-of-Life Care, Insurance (including Medicare and Medicaid), Intergenerational Connections, Nursing Home Services, Senior Legal Services & Senior Legal Helpline, Serving Health Insurance Needs of Elders (SHINE), and Silver Alert.



RESOURCE CONTACT LIST

- Elder Helpline: 1-800-963-5337 or 1-800-96-ELDER (regarding applying for services or information on elder programs and services)
- Senior Legal Helpline: 1-888-895-7873 (regarding civil free legal advice and brief services to eligible Florida residents age 60 and older)
  
- ❖ [Florida Office of Financial Regulation](#): Oversees and regulates a wide range of financial enterprises and individuals, such as banks, credit unions, mortgage loan originators, securities industry participants, consumer finance companies, money transmitters, foreign currency exchangers and payday lenders.
  - General Telephone: (850) 487-9687 or 850-Its-Your-Money
  - [Verify a License Website](#)
- [Complaint Website](#)
- [Division of Financial Institutions](#): Regulates state-chartered commercial banks, credit unions, savings associations, savings banks, credit card banks and non-deposit trust companies. Additionally, oversees state-licensed international banking agencies, branch offices, representative offices and administrative offices.
  - Division Telephone: (850) 410-9800
- [Division of Finance](#): Regulates non-depository financial service industries and individuals, such as entities licensed to conduct mortgage loan and lending activity, consumer and retail sales, title loans, collection agencies, funds transmitters, payment instrument sales, check cashing, foreign currency exchange and payday lending.
  - Division Enforcement Telephone: (850) 410-9805
  - Division Complaints Telephone: (850) 410-9805
  - Division Licensing Telephone: (850) 410-9895
- [Division of Securities](#): Regulates non-depository financial service industries and individuals, such as entities licensed to conduct mortgage loan and lending activity, consumer and retail sales, title loans, collection agencies, funds transmitters, payment instrument sales, check cashing, foreign currency exchange and payday lending.
  - Division Complaints and Enforcement Telephone: (850) 410-9500
  - Division Registrations Telephone: (850) 410-9893
- [Bureau of Financial Investigations](#): Regulates investing and securities activities in, to, or from Florida, including individual, branch, and firm dealers, issuers, and investment advisers.
  - Bureau Telephone: (850) 410-9701

RESOURCE CONTACT LIST

- ❖ [Florida Office of Insurance Regulation](#): Serves Floridians through its responsibilities for regulation, compliance and enforcement of statutes related to the business of insurance, and is entrusted with the duty of carefully monitoring statewide industry markets. Its mission is to ensure that insurance companies licensed to do business in Florida are financially viable, operating within the laws and regulations governing the insurance industry, and offering insurance policy products at fair and adequate rates which do not unfairly discriminate against the buying public.
  - General Telephone: (850) 413-3140
  - [Rate Comparison Search](#) (regarding homeowner rates, Medicare supplement rates, and small employer rates)
  - [Company Information Search](#) (regarding licensing, policies, company form and rate filings, or complaints)
  
- ❖ [Florida Department of Financial Services](#):
  - [Department Online Comments, Questions and Suggestions Form](#)
  - [Division of Consumer Services](#): Helps consumers make informed insurance and financial decisions by answering questions and providing assistance regarding various insurance and financial topics.
    - Division Helpline: (850) 413-3089 (toll-free in Florida at 1-877-693-5236 or 1-877-MY-FL-CFO)
    - [Online Company Search](#)
    - [Online Licensee Search](#)
    - [Disciplinary Allegation/Action Search](#)
    - [Request Consumer Help Online](#)
  - [Division of Funeral, Cemetery, & Consumer Services](#): Regulates for-profit cemeteries, preneed funeral sales, funeral establishments and funeral directors and embalmers in order to protect the health, safety and welfare of the public by licensing competent and trustworthy professionals and entities.
    - Division Telephone: (850) 413-3039
    - Funeral and Cemetery Hotline: 1-800-323-2627
  - [Division of Insurance Agent and Agency Services](#): Protects the public and insurance industry by timely and accurately licensing competent individuals and entities, and by fairly investigating alleged violations of the Florida Insurance Code and Administrative Rules.
    - Bureau of Licensing Telephone: (850) 413-3137
    - Bureau of Investigations Telephone: (850) 413-3136



RESOURCE CONTACT LIST

- [Division of Insurance Fraud](#): Enforces the criminal laws of Florida in relation to insurance transactions in order to serve and safeguard the public and businesses in Florida against acts of insurance fraud, and the resulting impact those crimes have on taxpayers, personally, and financially.
  - Division Telephone: (850) 413-3115
  - Fraud Hotline: 1-800-378-0445
  - [Report Insurance Fraud Online](#)
- [Division of Public Assistance Fraud](#): Safeguards the public and businesses in Florida against acts of public assistance fraud and the resulting impact those crimes have by enforcing federal and state criminal laws in relation to eligibility for public assistance.
  - Division Telephone: (850) 413-4040
  - Public Assistance Fraud Hotline: 1-866-762-2237
  - [Report Public Assistance Fraud Online](#) (regarding food stamps, cash assistance, or Medicaid)
- ❖ [Florida Department of Health](#): Protects and promotes the health of all residents and visitors in the state.
  - [Division of Medical Quality Assurance](#): Determines whether health care practitioners meet minimum licensure requirements, and in conjunction with 22 boards and 6 councils, is responsible for regulatory licensure, enforcement, and information activities of 200-plus license types in more than 40 health care professions and 37 types of facilities.
    - Consumer Services Unit Telephone: (850) 245-4339
    - Consumer Services E-mail: [MQA\\_ConsumerServices@doh.state.fl.us](mailto:MQA_ConsumerServices@doh.state.fl.us)
    - [Online License Lookup](#)
    - [Disciplinary Report Search](#)
    - [Complaint Website](#) (regarding dental, psychiatric/psychology, general health care, or unlicensed activity)
    - Unlicensed Activity Telephone: 1-877-425-8852 or 1-877-HALT-ULA
    - Unlicensed Activity E-mail: [HALTULA@doh.state.fl.us](mailto:HALTULA@doh.state.fl.us)
- ❖ [Florida Agency for Health Care Administration](#): Our mission is Better Health Care for All Floridians, and together we are responsible for the administration of the Medicaid program, for the licensure and regulation of health facilities and for providing information to Floridians about the quality of the health care they receive in Florida.
  - Consumer Complaint, Publication, and Information Call Center: 1-888-419-3456 (Mon. through Fri., 8:00 a.m. – 5:00 p.m.)



RESOURCE CONTACT LIST

- [Health Care Facility Online Complaint Form](#)
- [Consumer Billing Complaint Form](#)
- [Medicaid Fraud and Abuse Online Complaint Form](#)
- [Florida Health Facility/Provider Finder](#) (regarding type, location, comparison, plans, prices, or inspection reports/final orders)
  
- ❖ [Florida's Long-Term Care Ombudsman Program](#): A volunteer-based advocacy organization seeking to improve long-term care facility residents' quality of life and care by advocating for people who live in nursing homes, assisted living facilities, and adult family care homes. The program also investigates complaints made by or on behalf of residents.
  - General Telephone: (850) 414-2323
  - Long-term Care Resident Complaint Telephone: 1-888-831-0404
  - Long-term Care Resident Complaint E-mail: [ltpinformer@elderaffairs.org](mailto:ltpinformer@elderaffairs.org)
  
- ❖ [Florida Department of Lottery](#): The Florida Lottery was established by the legislature with the mission of maximizing revenues for education to allow the people of Florida to benefit from significant additional monies while providing the best lottery games available.
  - General Telephone: (850) 487-7787
  - [Division of Security](#): Provides consumers with information about the Lottery's secured daily drawings, as well as informs citizens about how to avoid lottery scams.
    - Division Telephone: (850) 487-7730
  
- ❖ [Florida Bar](#): A guardian for the integrity of the legal profession, The Florida Bar is the statewide professional organization of lawyers. The Florida Bar staff serves as an in-depth resource for our members and the public on Florida Bar services and programs. The Florida Bar Legal division handles lawyer regulation and the unlicensed practice of law in Florida. General Telephone: (850) 561-5600
  - [Attorney Consumer Assistance Program](#)
    - Program Telephone: 1-866-352-0707
    - [The Florida Bar Inquiry/Complaint Form](#)

**FLORIDA COUNTY RESOURCES**[\(Back to Top\)](#)

- ❖ [Broward County Consumer Affairs Division](#): Our mission is to protect public safety, health and welfare by ensuring fair, safe and competitive marketplace by providing consumer protection and regulatory compliance by enforcing the [Broward County Consumer Protection Code](#) to protect the public from unfair and deceptive trade practices.
  - General Telephone: (954) 765-4400
  - [Verify a Contractor License Online](#)
  
- ❖ [Hillsborough County Consumer Protection Agency](#): Serves as the intake agency for consumer complaints alleging various unfair, deceptive, and illegal business practices involving the purchase of everyday goods and services. The agency enforces consumer protection laws through investigations, citations, mediations, and the presentation of applicable criminal cases to the State Attorney or the Attorney General for prosecution. The agency also provides consumer advice, consumer tips, consumer outreach, and consumer. The agency also regulates and administers county ordinances and issue licenses for the Pain Management Clinics and Personal Injury Protection Medical Providers. Many common consumer-related issues seen by the agency relate to automobile sales, home improvement, automotive repairs, credit, advertising/telemarketing, collections/billing practices, household goods internet/e-commerce, telecommunications/cable/satellite services, real estate/landlord tenant disputes, timeshares, vacation/travel offers, health club studios, household moving and storage, home repair, and retail.
  - General Telephone: (813) 272-5900
  - [Consumer Protection Agency Consumer Online Complaint](#)
  - [Consumer Protection Agency Consumer Complaint Form](#)
  
- ❖ [Miami-Dade County Consumer Services Department](#): The Consumer Protection Division's Mediation Center receives, processes and investigates consumer complaints, mediates disputes between consumers and businesses, identifies violations of the law by business operators and issues civil citations. The Mediation Center also provides information, education and outreach to the public on consumer protection-related issues, free of charge.
  - [File a Consumer Complaint Online](#)
  - [Online Contact Form](#)



RESOURCE CONTACT LIST

- ❖ [Orange County Consumer Fraud Unit](#): We review consumer complaints, just like yours, and work to resolve them through mediation. If at least part of the transaction happened in Orange County, our Consumer Fraud Unit can help. Sorry, we can't accept your complaint by phone. You must submit one of these forms along with any supporting documents. If you need a form mailed to you, give us a call or stop by the office at 415 N. Orange Avenue, Orlando, FL 32801 or you may also print the form or fill it online.
  - General Telephone: (407) 836-2490
  - [Online Complaint Form](#)
  
- ❖ [Palm Beach County Division of Consumer Affairs](#): a Palm Beach County government agency of the Public Safety Department. We assist residents and visitors with advice and information about unfair, fraudulent or deceptive practices of businesses and landlords. We regulate taxi cab, limousine, local moving companies and towing companies.
  - Local Telephone: (561) 712-6600
  - Toll Free Telephone: 1-888-852-7362
  - [File an e-Dispute](#)
  
- ❖ [Pinellas County Department of Justice and Consumer Services](#): Formed through the merging of Justice Coordination and Consumer Protection in April of 2003, the department covers four key areas within criminal justice including Justice Coordination, Consumer Mediation, Regulatory Services, and Criminal Investigations.
  - General Telephone: (727) 464-6200
  - [Office of Consumer Protection](#): Informs consumers about complaints against businesses and the disposition of those complaints, educates and informs the consumer and business communities of existing consumer protection laws, offers assistance and mediation for the resolution of consumer-business disputes, conducts criminal investigations regarding allegations of consumer fraud, and provides regulatory enforcement for charitable solicitation, bingo, fortune-telling, price gouging, towing, moving, and adult use ordinances.
    - [Office of Consumer Protection Online Complaint](#)
    - Office of Consumer Protection E-mail: [consumer@pinellascounty.org](mailto:consumer@pinellascounty.org) or [consumer@co.pinellas.fl.us](mailto:consumer@co.pinellas.fl.us)
  
- ❖ [Pasco County Consumer Affairs Division](#)
  - [Verify a Contractor License Online](#)
  - [Online Complaint Form](#)

RESOURCE CONTACT LIST

- ❖ [Aging Resource Centers \(ARCs\) and Aging and Disability Resource Centers \(ADRCs\)](#): Work as a single, coordinated system of information and access for all Floridians seeking long-term care resources. Each of the eleven Area Agencies on Aging in Florida is a designated Aging Resource Center. The ARC provides information about and help with state and federal benefits. They can also help you learn about local programs and services. Contact your local ARC to determine if you or your loved ones can start receiving some of the offered benefits and services.
  - [PSA1 Northwest Florida Area Agency on Aging, Inc.](#) (serving Escambia, Okaloosa, Santa Rosa, and Walton counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
    - Administrative Office Telephone: (850) 494-7101
    - Local Helpline: (850) 494-7100
  - [PSA2 Area Agency on Aging for North Florida, Inc.](#) (serving Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
    - Administrative Office Telephone: (850) 488-0055
    - Local Helpline: 1-866-467-4624
  - [PSA3 Elder Options, the Mid-Florida Area Agency on Aging, Inc.](#) (serving Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
    - Administrative Office Telephone: (352) 378-6649
    - Local Helpline: 1-800-963-5337
  - [PSA4 ElderSource, Area Agency on Aging for Northeast Florida, Inc.](#) (serving Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
    - Administrative Office Telephone: (904) 391-6600
    - Local Helpline: (904) 391-6699
  - [PSA5 Area Agency on Aging of Pasco-Pinellas, Inc.](#) (serving Pasco and Pinellas counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
    - Administrative Office Telephone: (727) 570-9696 - Local Helpline: (727) 217-8111

RESOURCE CONTACT LIST

- [PSA6 West Central Florida Area Agency on Aging, Inc.](#) (serving Hardee, Highlands, Hillsborough, Manatee, and Polk counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: (813) 740-3888
  - Local Helpline: 1-800-963-5337
- [PSA7 Senior Resource Alliance](#) (serving Brevard, Orange, Osceola, and Seminole counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: (407) 514-1800
  - Orange, Osceola, and Seminole Local Helpline: (407) 839-4357 or (407) 839-HELP
  - Brevard Local Helpline: (321) 632-6688 or (321) 504-2038
- [PSA8 Senior Choices of Southwest Florida, Area Agency on Aging for Southwest Florida, Inc.](#) (serving Charlotte, Collier, Desoto, Glades, Hendry, Lee and Sarasota counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: (239) 652-6900
  - Local Helpline: 1-866-413-5337
- [PSA9 Area Agency on Aging of Palm Beach/Treasure Coast, Inc.](#) (serving Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: Palm Beach: (561) 684-5885
  - Treasure Coast: (772) 467-0008
  - Local Helpline: 1-866-684-5885
- [PSA10 Aging and Disability Resource Center of Broward County, Inc.](#) (serving Broward County in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: (954) 745-9567
  - Local Helpline: (954) 745-9779
- [PSA11 Alliance for Aging, Inc.](#) (serving Miami-Dade and Monroe counties in Florida): A designated Aging and Disability Resource Center, which plans, coordinates, and offers services through state and federal resources that help older adults remain in their own homes.
  - Administrative Office Telephone: (305) 670-6500 - Local Helpline: (305) 670-4357

**MISCELLANEOUS RESOURCES:**[\(Back to Top\)](#)

- ❖ [Better Business Bureau](#): With a mission to be the leader in advancing marketplace trust, the BBB is a private, nonprofit organization that provides services and programs to assist consumers and businesses. The focus is to promote an ethical marketplace by encouraging honest advertising and selling practices, and alternative dispute resolution. The BBB does not compare businesses against each other, but rather evaluates businesses against standards that speak to the character and competence of an organization.
  - General Telephone: (703) 276-0100
  - [Online Business or Charity Search Website](#) (regarding businesses and charities for a comprehensive database of BBB reviews)
  - [Online Complaint Website/Form](#) (regarding disagreements between businesses and consumers, but not workplace disputes, discrimination claims, matters that are or have been litigated, or claims about the quality of health or legal services)
  - [Online Scam Report Website/Form](#) (regarding suspicious email, phone call, website or business practice)
  
- ❖ [Seniors vs. Crime Project](#): Project sponsored by the Florida Office of the Attorney General which allows seniors to be actively involved in their own and their younger citizens' protection by (1) serving as eyes and ears to inform of current issues affecting seniors, (2) educating the public about scams and frauds, (3) providing on-site help for seniors making large purchases, (4) assisting law enforcement as actors with undercover operations, and (5) managing referred consumer cases.
  - General Telephone: 1-800-203-3099
  - General E-mail: [svc@seniorsvscrime.com](mailto:svc@seniorsvscrime.com)
  - [Request Help Online Form](#)
  
- ❖ [Senior Friendship Centers](#): The Friendship Centers are a non-profit network of centers in Southwest Florida with services to meet the needs of people 50 and older, and extend into the community with volunteer opportunities for all ages. We currently have services in Sarasota, Manatee, Charlotte, DeSoto, Lee and Collier Counties. Since the early 1970s this organization has led the country in developing innovative, cost-effective approaches to address the health and wellness needs of older adults.