

The U.S. Department of Labor Employee Benefits Security Administration (EBSA) has created a new consumer assistance Web page that provides easy access to useful information, and allows users to submit questions and complaints about health and retirement plans electronically. You may visit <http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html> to submit an inquiry directly with EBSA.

The new consumer assistance page includes the following helpful features:

- Links to various tools and publications with information on benefit plans.

- Answers to questions about “hot topics” and FAQs.

- Users also have the option to submit a question, file a complaint or report a problem with their plan. Inquiries and complaints submitted are sent directly to EBSA benefits advisers, who will respond as soon as possible. Also, the system automatically routes the requests to the appropriate EBSA regional office based on users’ ZIP codes.

- The new Web page is also available in Spanish. EBSA has a number of benefits advisers who are fluent in Spanish and a translation service is available for a variety of other languages.

For additional assistance may still call the EBSA’s toll-free consumer assistance line as well, at 866-444-3272.