OCSIT
Office of Citizen Services and Innovative Technologies

Federal Citizen Information Center

WHAT WE DO:

Since 1970, the **Federal Citizen Information Center** (**FCIC**), now part of the Office of Citizen Services and Innovative Technologies (OCSIT), has been a trusted federal source for answers to questions about consumer problems and government services. Consumers can get the information they need in many ways: by calling toll-free 1 (800) FED-INFO, through printed publications available from Pueblo, CO, through information posted on FCIC's family of Web sites: USA.gov, Pueblo.gsa.gov, Kids.gov, ConsumerAction.gov, GobiernoUSA.gov, and Consumidor.gov and through social networking sites like Twitter and Facebook

WHAT WE NEED:

The Federal Citizen Information Center is always looking to develop relationships with new partners, whether they are government agencies or from the private sector, that have a message to share. So if your organization has created a publication or is interested in creating a publication that will provide positive exposure to your organization while educating consumers we welcome the opportunity to work with you. No publications in the works? That's alright! With our family of websites and social networking tools working 24/7 we can partner with you to get your consumer information out in the medium it wants to be received

WHAT'S NEW:

The 2011 edition of the Consumer Action Handbook is one of the most helpful and popular consumer resources. This 162-page guide is designed to help citizens find the best and most direct source for assistance with their consumer problems and questions. The handbook offers tips on topics such as what to ask before you invest, protecting against online fraud, understanding credit, going green, and safe social networking. It also includes a sample complaint letter that consumers can use as a guide for their own letter, fax, or e-mail. The Handbook has thousands of names, addresses, phone numbers, e-mail addresses for Better Business Bureaus, corporate consumer contacts and state, county, and city government consumer protection offices. The 2010 Handbook was distributed to half a million households across the country and military bases around the world. Consumers can reserve their 2011 Handbook online at www.consumeraction.gov.
A Spanish language version is also available at www.consumidor.gov.

CONTACT INFORMATION:

Jacqueline Snee
Consumer Information and Outreach
FCIC-GSA
1275 1st Street, NE 11th floor
Washington, DC 20417
202-501-1794
Jacqueline.snee@gsa.gov