

**PROBLEM or ISSUE****AGENCY/DIVISION**

<ul style="list-style-type: none"> <li>• My mail never arrived.</li> <li>• My daily Informed Delivery items never arrived.</li> <li>• My mail arrives at 10 p.m.</li> <li>• My mail arrives sporadically.</li> <li>• My credit card never arrived.</li> <li>• An expected check/payment never arrived at its destination.</li> <li>• The check I mailed was never delivered.</li> <li>• Important mail, such as from the IRS, DMV, court, or insurance and utility bills, or medications never arrived.</li> </ul>	<p><u>U.S.P.S. Consumer Affairs main office</u> (800) 275-8777</p> <p><u>Albert Simmons</u> – Manager of Customer Relations at the Brook Road Post Office <a href="mailto:Albert.J.Simmons@usps.gov">Albert.J.Simmons@usps.gov</a></p> <p><u>Gerald Roane</u> – District Manager for the Commonwealth of Virginia <a href="mailto:Albert.J.Simmons@usps.gov">Albert.J.Simmons@usps.gov</a></p>
<ul style="list-style-type: none"> <li>• An expected check or credit card neither arrived nor was it received, and I learned it was fraudulently used or cashed.</li> </ul>	<p><u>U.S.P.S. Postal Inspectors</u> If used in the City of Richmond – <u>RPD</u> If used elsewhere – that locale's P.D.</p> <p>(877) 876-2455 (24-hour hotline) (804) 646-5100</p>
<ul style="list-style-type: none"> <li>• I have information regarding a U.S.P.S. employee stealing or secreting mail.</li> <li>• I received mail or a package that was opened or tampered.</li> </ul>	<p><u>U.S.P.S. Office of the Inspector General</u> 1735 N. Lynn St. Arlington, VA 22209-2020 (703) 248-2100 <a href="https://www.uspsoig.gov/hotline">https://www.uspsoig.gov/hotline</a></p>
<ul style="list-style-type: none"> <li>• I have a Q about my criminal case in the City of Richmond in which I'm a victim of mail theft/fraud and RPD made an arrest.</li> </ul>	<p><u>Office of the Commonwealth's Attorney</u> Christine Cestaro, Deputy Commonwealth's Attorney</p> <p>John Marshall Courts Building 400 N. 9th St., Suite 100, Richmond (804) 646-3500 <a href="mailto:Christine.Cestaro@richmondgov.com">Christine.Cestaro@richmondgov.com</a></p>

**FEDERAL REPRESENTATIVE****CONTACT INFORMATION**

<p><a href="#">U.S. Rep. Gerald Connolly (VA-11th)</a></p> <p>House Committee on Oversight and Accountability</p> <ul style="list-style-type: none"><li>• Subcommittee on Government Operations and Federal Workforce overseeing postal issues</li></ul>	<p>2265 Rayburn House Office Building Washington, DC 20515 (202) 225-1492</p> <p><a href="https://connolly.house.gov">https://connolly.house.gov</a></p>
<p><a href="#">U.S. Senator Timothy Kaine (VA-D)</a></p>	<p>919 E. Main St., Suite 970 Richmond, VA 23219 (804) 771-2221</p> <p><a href="https://kaine.senate.gov/contact">https://kaine.senate.gov/contact</a></p>
<p><a href="#">U.S. Rep. Jennifer McClellan (VA-4th)</a></p>	<p>11 S. 12th St., Suite 401 Richmond, VA 23219 (804) 486-1840 <a href="mailto:Elizabeth.Hardin@mail.house.gov">Elizabeth.Hardin@mail.house.gov</a></p> <p><a href="https://mcclellan.house.gov/services/help-federal-agency">https://mcclellan.house.gov/services/help-federal-agency</a></p>
<p><a href="#">U.S. Rep. Abigail Spanberger (VA-7th)</a></p>	<p>562 Cannon House Office Building Washington, DC 20515 (202) 225-2815</p> <p><a href="https://spanberger.house.gov/agencies">https://spanberger.house.gov/agencies</a></p>
<p><a href="#">U.S. Senator Mark Warner (VA-D)</a></p>	<p>703 Hart Senate Office Building Washington, DC 20510 (202) 224-2023</p> <p><a href="https://warner.senate.gov/public/index.cfm/contact">https://warner.senate.gov/public/index.cfm/contact</a></p>