

APPENDIX F. REAC CUSTOMER SERVICE CENTER

REAC CUSTOMER SERVICE CENTER EMAIL LINK

Users can contact the REAC Customer Service Center with any questions or problems. The REAC Customer Service Center can be contacted by sending an email message through the link on the MASS Web page. Please try to be as detailed as possible (e.g., identify screen, error, and attempted action). To send an e-mail to the REAC Customer Service Center, simply click on the Customer Service Center link to launch the browser's built-in e-mail program.

MASS Web page address: www.hud.gov/reac/MASS/index.html

Sending an E-mail Message to the REAC Customer Service Center:

1. Click on the Customer Service Center link at the bottom of each page. The **Real Estate Assessment Center (REAC)** page displays.



2. Click on the underlined here link. The **Real Estate Assessment Center (REAC) Customer Service Center Submission** page displays.

**Real Estate Assessment Center (REAC)
 Customer Service Center Submission**

***First Name:** ***Last Name:**

***Email:** **Phone:**

***I prefer follow-up and response via:** Email
 Phone (Phone required above.)

Question/Comment:

Please enter any information that you think would help us address your Question/Comment (e.g. PHA Number, Inspection ID).

 **If necessary, INSERT ATTACHMENT**

Please Note: Required fields are marked => *. If confidentiality is an issue, please call the REAC Customer Service Center directly at 1-888-245-4860.

- Click in the blank fields and enter the information requested. Users must enter their *First and Last Name, Email address, and preferred method of response.*

FIELD NAME	EXPLANATION
First Name	Click and type in the first name. This field is required
Last Name	Tab and enter the last name. This field is required.
Email Address	Tab and enter the user's email address. This field is required.
Phone	Tab and enter the user's phone number.
Response Preference	Tab and select the preferred method of response to your question. Click on either the <i>Phone</i> or <i>Email</i> radio button to select it.
Question/Comment	Tab and enter your question or comments. Be specific.
Additional Information	Tab and enter any additional information pertaining to your question (e.g., PHA number)
Insert Attachment	Tab to attach files, if necessary. Click on the Browse button. The File Upload window displays. Find the file in the appropriate directory. Click on the file to select it. Click on the Open button to attach the file.

4. Click on the button to send the question or comments to the REAC Customer Service Center.

REAC Customer Service Center phone number

Users can call the REAC Customer Service Center, toll-free, with any questions or problems Monday through Friday 8 a.m. to 8 p.m., Eastern Time.

REAC Customer Service Center toll-free phone number: **1-888-245-4860**