

<u>finance</u>	<u>phone</u>	<u>steps to find a human</u>
America First Credit Union	800-999-3961	0 or say "member services"
American Express	800-528-4800	0 repeatedly
Ameritrade	800-669-3900	3, 3, 0. (Former Datek Clients: 800-823-2835)
Astoria Federal Savings	800-278-6742	9
Bank of America	800-900-9000	00
Bank of America	800-622-8731	*
Bank of America	800-432-1000	Say "operator" or "associate" at any point in the menu.
Bank One	877-226-5663	00
Capital One	800-903-3637	0000
Charles Schwab	800-435-9050	3, 0
Chase	800-CHASE24	5 pause 1 4
Chase Credit Card	800-945-2006	0
Chrysler Financial	800-700-0738	Select language, then press 00
Citi AAdvantage	888-766-2484	Ignore prompts and wait for a human.
Citi Card	800-967-8500	0,0,0,0,0
CitiFinancial	800-643-5607	0,0,0,0,0
CitiMortgage	800-283-7918	###
Citizens Bank	800-922-9999	0,0,0
Coutrywide Loans	800-669-5864	*0 repeatedly
Diner's Club	800-729-5309	2
Discover	800-347-2683	* * * *
e*Trade	800-786-2575	#### (4 pound signs)
Exxon Mobil Card	800-344-4355	000 ignoring message
Fidelity	800-544-6666	ignore prompt for social security number, just enter ###
Fidelity NetBenefits	800-581-5800	1,#####
GE Finance CareCredit	866-893-7864	1, 6, 5, 0, 0
HSBC	800-477-6000	1, 3, 0
ING	800-464-3473	Direct to human.
MasterCard	800-MC-ASSIST	000 on each menu

MBNA	800-421-2110	00 when menu starts
Mellon Investor	800-649-3593	Wait through initial recording finishes, select nothing--wait--you will be connected to a live customer service rep
Paypal	650 864-8000	0
Sovereign Bank	800-SOV-BANK	1 english; 1 personal; 3 then social#; passcode, #; then 0 (1-3x)
US Bank	800-US BANKS	0000
Visa	800-847-2911	000 (ignore prompts saying that it's an invalid entry)
Washington Mutual	800-756-8000	At any time after the announcement(s) press 0,0.
Wells Fargo	800-869-3557	0,0,0 or when asked for account number say "I don't know"
Western Union	800-325-6000	* then ##
<u>government</u>	<u>phone</u>	<u>steps to find a human</u>
INS	800-375-5283	After selecting English, (with a 2 second delay between) 2 6 2 4
Social Security	800-772-1213	00 will confuse computer and send you to an agent
Veterans Affairs	800-827-1000	1,0
<u>insurance</u>	<u>phone</u>	<u>steps to find a human</u>
Aetna	800-537-9384	2, then say "operator" (check this)
Aetna	800-680-3566	* then 0 anytime
AFLAC	800-99-AFLAC	** *
CIGNA	800-516-2898	REGARDING A BILL
Cigna	800-849-9000	##
GEICO	800-841-3000	Wait for prompt then 6, 1, 5
Humana	800-4-HUMANA	After entering insurance number and details, 0.
Medicare	800-633-4227	After the opening prompt say "agent".
Principal Life	800-247-4695	1 for english, 2, then 0 several times.
<u>pharmacy</u>	<u>phone</u>	<u>steps to find a human</u>
CVS	local store	Press 6 to connect to store manager.
Eckerd	800-eckerds	0 for pharmacy, 8* for manager
Rite Aid	local store	Press 3 to speak to the pharmacy
Walgreens	local store	0 for a pharmacy employee
<u>products</u>	<u>phone</u>	<u>steps to find a human</u>
Bose	800-444-2673	Direct to human.
GE Appliance	800-626-2005	000
Kodak	800-235-6325	*7 or *28
Konica Minolta	800-285-6422	0

NetFlix	888-638-3549	0
Playstation	800-345-7669	0
Sonos	800-680-2345	1 sales; 2 support
Sony	800-222-7669	When prompted, just say "Agent".
<u>retail</u>	<u>phone</u>	<u>steps to find a human</u>
Advance Auto Part	800-314-4243	Press 0 when the automated message begins.
Amazon Visa	888-247-4080	Press 0 twice. Ignore invalid account message.
Amazon.com	800-201-7575	0
Apple Stores	local store	5 as soon as you hear the automated menu
Banana Republic	888-277-8953	0
Barnes & Noble	local store	Press 1 or 0 during greeting.
Best Buy Card	800-365-0292	00*
Buy.com	949-389-2000	Dial 0 and direct to rep
Circuit City Visa	888-363-8001	Press 0 a lot.
COMCAST	800-266-2278	dial 0 3-4 times or be silent
eBay	800-322-9266	dial 0,0
Gap Credit Card	800-887-1198	Dial 0 2-3 times
Home Depot	800-793-3768	# 2-3 times
Home Shopping Net	800-284-3100	Dial 0
Ikea	800-434-4532	Press 0 many times quickly!
JC Penney	800-222-6161	Press 0 twice, ignoring error message.
K-Mart	local store	0
Kohl's Credit	800 564-5740	After providing account info, press 0 three times
Lowe's	800-445-6937	Dial 0 as the recording kicks in to get to the Operator
Old Navy	800-653-6289	Dial 0 direct to rep
Overstock.com	800-843-2446	At the main menu, 0 three to four times to bypass the menu
Petco	local store	3
QVC	800-367-9444	0
Safeway	local store	As soon as voice prompt starts type 1200 to get human
Sears	800-4-MY-HOME	Be silent to be put in queue for human.
Target	local store	0 during greeting.
Toys "R" Us	local store	0
Wal-Mart	800-925-6278	1 for directory

<u>shipping</u>	<u>phone</u>	<u>steps to find a human</u>
DHL	800-225-5345	press 1, press 5, press 0, enter your phone number.
FedEx	888-GO-FEDEX	At message say "Representative"
UPS	800-pick-ups	0,0
<u>technology</u>	<u>phone</u>	<u>steps to find a human</u>
AOL	800-827-6364	0
Apple	800-275-2273	000; if virtual rep answers, say "operator"
Compaq	800-652-6672	No easy escape
Dell	888-560-8324	2 order; 3 support; 4 purchase help; or 00 to human
Dell Service	800-624-9897	option 1, xt 7266966, option 1, option 4, option 4
Earthlink	888-earthlink	1 find a dialin number; 2 billing; 3 sales; 4 support
Epson	800-922-8911	yes
Gateway	800-846-2301	00#
HP	800-474-6836	Say "agent".
HP	888-560-8324	00
IBM	800-IBM-4YOU	You go into a hold queue immediately
Microsoft	800-936-5700	Always 0. This is true for just about any MS number.
QuickBooks	888-729-1996	1 purchase; 2 billing; 3 registration; 4 tech support or 0 to human
Symantec	800-441-7234	00
<u>telco</u>	<u>phone</u>	<u>steps to find a human</u>
AT&T	800-222-0300	#### then 1 if for current phone, else 2 to enter other, else 3
AT&T Wireless	800-888-7600	No easy escape
BellSouth	877-678-2355	*0
Cellular One	888-910-9191	4, say "agent", then #
Cingular	800-331-0500	Try the option to close your account; same people but quick answer.
Nextel	800-639-6111	0 five times
SBC	800-585-7928	Again, an (intelligent, this time) IVR wants YOUR phone number first.
Sprint PCS	888-788-5001	If live person does not answer, 00, then say "agent"
T-Mobile	800-TMOBILE	Say "representative" at any time.
Verizon DSL	800 567 6789	Say "I don't know it" then "technician"
Verizon Wireless	800-922-0204	#00 or enter phone # then 0 then 4
<u>travel</u>	<u>phone</u>	<u>steps to find a human</u>

American Airlines	800-433-7300	00, then say "agent"
Amtrak	800-872-7245	0 or say "agent"
Delta	800-221-1212	say "agent" four times - every time it asks for a response from you
Kayak.com	203 899-3120	0
National Car Rental	800-227-7368	Direct to human.
Northwest	800-225-2525	Star, 0,0 after initial greeting
Southwest	800-435-9792	Calls answered by operator; during busy times you might have to hold
United	800-864-8331	Do nothing, wait for human.
US Airways	800-428-4322	4, wait, 1
Walt Disney World	407-824-4521	Direct line to Magic Kingdom Guest Relations
<u>tv/satellite</u>	<u>phone</u>	<u>steps to find a human</u>
Comcast	800-266-2278	Customer service, but an IVR wants your number first.
Direct TV	800-347-3288	0 repeatedly
Sirius	888 539-7474	0
TiVo	877-367-8486	Say "Live Agent"
Xm Radio	800-998-7900	Direct to human!