

THE PROMISE: LIFE, DEATH AND CHANGE IN THE PROJECTS
EPISODE 4: THE GREAT DIVIDE
REPORTER: MERIBAH KNIGHT

MERIBAH KNIGHT: Just a note before we begin, this episode has explicit language and descriptions violence.

BIG MAN: They don't look at us as being people over here. They look at us as being a nuisance. I mean, you can go out this door. I can walk out my door right now, and if walked to any one of my neighbor's house and say, 'Hey, can I have a cup of sugar?' If they got it they gonna give it to you. But if you walk up there, and knock on one of them doors and say "Can I have a cup of sugar, there gonna be around 8 polices, SWAT team, and they gonna tell you was doing a burglary.

MERIBAH KNIGHT: That's Big Man, the guy from Episode 2. He's talking about his wealthier neighbors up the hill.

The fact is, when you live in Cayce, a simple exchange like this, is complicated. Here, two sides of a single block feel like two different cities. Crossing the street means going from an income of \$8,000 a year to ten times that. It means going from mostly black, to mostly white. From public housing to private ownership. It's a line that few are comfortable crossing, and even fewer want to talk about. And today, that uncomfortable conversation that no one wants to have, we have it.

CAYCE RESIDENT: They stay up there and we stay down here, basically. It shouldn't be that way, but it is.

NEIGHBOR: I don't know. The whole situation and everything we just sort of let it be. And just kind of look the other way.

CAYCE RESIDENT: It's like an Us and Them type of thing. That's what you see. That's how a lot of people interpret it. I mean you see like all the nice houses and then you see the projects, so.

NEIGHBOR: Because this part of the block is beautiful. Like a lot of nice houses and everything like that. Obviously. Over there less fortunate, but there is nothing we can do about it at this point. So we just kind of live and get around it as much as we can.

CAYCE RESIDENT: I mean, you can't progress that way. If you don't know or take the time to find out about people over here.

MK: I'm Meribah Knight, and you're listening to The Promise a podcast from Nashville Public Radio. A series of stories about life in public housing smack in the middle of a city on the rise. One neighborhood, two realities, and the city's bold promise to bring it all together. Episode 4: The Great Divide

.....

MK: As the months went on, what Big Man had said about the cup-of-sugar, it stayed with me. It bothered me, that he had these assumptions about his more affluent neighbors. I didn't want to believe they were true.

As he'd laid out the scenario, he'd pointed toward a stunning new house one block over. Just across an empty field where kids play touch football. It was a modern, grey and white, home, three stories, with rows of picture windows. Someone had bought it a few months earlier for \$750,000. And it only reinforced how Big Man felt about Cayce and the rest of the neighborhood.

BM: We are a community within a community. This is what this is. This is the part of the community that they don't want to hear. They don't want to see.

MK: I respected Big Man's view. The separation was evident. And not just racially and economically. In some ways it was by design. All around Cayce there are fences, cutting it off from the homes just outside the project. And inside Cayce, cross streets dead end. Or loop back onto each other. It's like this big knot of streets and buildings. And driving through it is pointless. There is no where to get to. That is, unless you live there. Remember that Facebook comment from Episode 3, there were a few actually,

suggesting the city build a wall around Cayce. To keep the residents in. There are a lot of folks who feel like that wall already exists.

I wondered if it was time to step outside Cayce. If reimagining this housing project as a mixed income neighborhood was going to work, these two communities had to start talking to one another. So I decided to put Big Man's theory to the test and meet whoever lived in the fancy white house up the hill.

WOLFGANG BLAIR: Hey, how are you?

MK: I'm good. So gorgeous. Hi there!

STEPHANIE JACKSON: I'm Steph.

WB: And I'm Wolfgang.

MK: That's Wolfgang Blair and his wife Stephanie Jackson. He's in his early 60s. Tall and thin with snow white hair that tickles the base of his neck. She's a few years younger. With bright eyes and a warmth you feel from the moment she shakes your hand.

They tell me they were married a decade ago, in Phoenix, Arizona by a Buddhist monk. And they're recent transplants from San Francisco. He's an investment banker and lawyer, working to legalize medical marijuana in Tennessee. Stephanie works for a Fortune 50 company.

Ever since Big Man made that comment about asking them for a cup of sugar, I'd become sort of obsessed with meeting the owners of this house. I'd planned to knock on their door, but I mean, what was I gonna say: 'Hey, I know this guy. He thinks he'll be arrested for knocking on your door. Is that true?'

Then, I went to a community meeting at Cayce, and there they were. Sitting right behind me. It seemed like an auspicious start.

It turns out, their move to Nashville was very deliberate. They spent two years weighing options—Charlotte, Albuquerque, Ashland Oregon. And they chose this neighborhood

because they wanted a place that felt like it needed their help. They wanted to make a difference.

SJ: And we had people tell us, you know it's dangerous to get off on Shelby. You know, don't do that at night, blah blah blah.

MK: Shelby Avenue is the main street that borders Cayce.

SJ: And so we came over here and we didn't feel that.

WB: We believe in regeneration of neighborhoods. Not gentrification. And I think the distinction has to do with your own personal values. So we believe that going into an area that people are forgotten about. And we choose to live there. We bring everybody up. And so our value system is to bring hope, to bring it up, to regenerate it and to bring back the values that we're all in the 21st century.

MK: I liked what Wolfgang was saying. Though it did seem a little new agey. But by all accounts, Wolfgang and Stephanie seemed to genuinely care about the neighborhood. They were going to community meetings, talking to their neighbors. For instance, Stephanie was very worried about which basketball court was the safest and where the kids would play ball when the city decided to tear it down, during Cayce's big overhaul. They seemed like the real deal.

MK: How do you wrestle with this issue of the white savior complex? Or wanting to help neighborhoods or people from a position of privilege.

WB: Well, let me tell you. I grew up in the desert of Arizona. My father was a traveling salesman. My parents never went to college. You know I put myself through college and graduate school. So I don't consider myself a person of privilege. So I don't really look at it like I am saving anybody. Now granted, because I am white I probably have had some advantages. But I took advantage of those advantages and now it's time to give back to other people. So.

MK: I think it's obvious to say they were not gonna call the police on Big Man if he came asking for a cup of sugar. Still, I played them the tape I had.

BM: There gonna be around 8 polices, swat team, and they gonna tell you was doing a burglary.

[BIG MAN'S VOICE FADES OUT]

WB: I get his position. I would have the same position, too. But you know, it's gotta happen organically. He needs a cup of sugar. Walk up the hill, the door's open. We'll have a drink at the same time and get to know each other.

MK: I should add that after Stephanie heard the tape, she said she'd like to make cookies with Big Man. Cooking, she said, has a way of bringing people together.

MK: I didn't know if Big Man was up to meeting his new neighbors, but I had to go ask.

MK: So listen, I came to tell you that remember when we talked about, those houses up there.

BM: Yeah

MK: With the cup of sugar.

BM: Ummhmm

MK: So get this. You know that real nice house? I met the people that live there.

BM: Yeah? And what did they tell you?

MK: They want to try to help the neighborhood. You know, they're from SF. It's a really nice house.

MK: So, I had an idea. What if I brokered a meeting?

BM: What you mean? Walking him through the project? That ain't no problem.

It took a few weeks to get schedules lined up. Wolfgang was traveling. And Big Man had his hands full with the kids.

We settled on a walk through. A tour around Cayce. But then, three days before, a 16-year-old girl was shot and killed on Big Man's street. Caught in a crossfire between rival groups. We decided the neighborhood might be too on edge. So Big Man, dressed in his usual uniform of cargo shorts a silly t-shirt, this one had a Panda Bear, decked out with a neck of gold chains. We set off to meet Wolfgang and his wife at their house up the hill.

MK: Let's go knock on the door.

MK: Helloooo. Wolfgang this is Big Man. Big Man this is Wolfgang.

WB: Come on in.

MK: Alright

MK: As you can probably tell from my bizarre Oprah hello, I'm pretty nervous about this meeting. It sort of feels like I'd set someone up on a blind date and now I have to go on the date with them. I didn't know if they would click.

BM: Woooowwww

WB: Yeah, it's different isn't it?

MK: Slackjawed, Big Man looked around at the bamboo floors, the soaring ceilings and the sleek modern furniture.

BM: Naw there used to be two houses on this lot.

WB: This is my wife Stephanie.

MK: Of this is Stephanie. This is Big Man, or Dexter, everyone calls him Big Man.

S: What would you like to be called? Big man? You got it.

BM: It's like, I filled out an application one time and actually put Big Man on it so I stuck with it.

S: I like it.

MK: Then, Wolfgang notices that Big Man's wearing a 49ers cap — his home team.

WB: He's a 49ers fan.

BM: Oh, big one. They can go 32-0 I still going to be supporting them.

MK: Yes! Sports. The WD40 of social exchanges.

MK: Big Man, do you want to show them where you live?

BM: OK, let's see. If you look out your door. I live, well, I guess what some people call a rig. That big green van right there. That's my van.

WB: It's always parked there.

BM: Yeah, that's my van. It's either there or a little in front of that jeep. But I live down that sidewalk right there.

SJ: Oh wow

MK: When Big Man brings up his kids, Steph's eyes light up. She runs inside and comes back out holding a huge jar of homemade trail mix.

BM: Oh my god.

SJ: Do you kids like a snack?

BM: My kids, oh my god.

SJ: Like when they get back from school?

BM: This'll probably be gone before they get to school.

[EVERYONE LAUGHS]

BM: That will probably be gone before they get to school.

SJ: My kids used to like that as a snack. They get home from school.

BM: Oh my kids like snacks. They go on anything that's eatable.

MK: Despite my nerves, the conversation seemed to be going smoothly. And pretty soon Big Man was getting down to the more serious stuff. The difference between his side of the block and Stephanie and Wolfgang's.

BM: Well, I mean, what some people say is it's two different cities. You know. This a city, but that's a city within a city.

WB: Kind of, yeah.

BM: It's people over there. That's really. I ain't even going to lie to you. They scared to walk up through here because the first thing they think is the people up here going to call the police on them.

WB: Naww. No.

BM: I mean, I'm being serious.

WB: I mean, I'll be out watering stuff. And I know what you're saying, because I was raised out west so race means like nothing to me. So I see, black person walking they won't look at me. But I'll say, 'Hey, how you doing?' and then we'll start talking to each other. But they will never, they're afraid. I know they're afraid.

BM: I mean, it's the point. That. It's the point that. It's some misconceptions. I mean, there are a lot of people over here where you'll probably go down through and say, 'I might get robbed.' I mean you got to think about it. There are generations of families that are over there.

WB: Yeah

BM: And you gotta lot of them people that the only thing they know is them projects.

WB: Yeah

BM: I mean you got a couple of them that's fortunate to take their kids probably a little bit past Shelby and say then gone downtown or they gone the football game.

WB: Yeah.

BM: You got a couple of them that might be that fortunate. But you got a lot of them that's not.

MK: Just a quick note here. When Big Man says some people are lucky enough to go downtown or to a football game —that's just a mile away.

WB: Yeah.

BM: So you got a lot of kids and lot of people that's over there. That don't know about this, they don't know about the people up here. They don't meet people up here.

MK: I can tell I'm not the only one who's nervous. Big Man's talking nonstop. Poor Wolfgang can't get a word in edgewise. But I sense that Big Man has been waiting for this moment. To set the record straight. Wolfgang is soaking it all in. Careful not to overstep.

WB: We tell people where we live and they're kind of nervous.

BM: Yeah, I know they're nervous.

WB: So, we believe in what's called regeneration. Regeneration is going to a neighborhood like this and giving people hope. Hey, we're like you. Let's get to know each other. Let's help each other. And let's regenerate the community.

BM: Instead of tearing it down.

WB: Exactly.

[VOICE FADES]

MK: I'm not sure what I expected. But I'm just glad they're not skirting the real issues. So I ask Wolfgang and Stephanie if the the violence inside Cayce ever concerns them.

MK: Do you guys worry, do you hear the shooting? Or the gunshots? Do you ever worry about that?

SJ: I hear them and I sometimes don't know if it's firecrackers or gunshots. You know. But I do hear them. And, um, do I worry? No, it's like, cuz I can't worry. Because I can be walking downtown Nashville and I get hit by a car, I can get shot. I mean. You just can't.

BM: I mean, that's the whole point. You can get done anywhere.

MK: Stephanie's remarks would come to haunt me. But I'll get to that later.

MK: After a break, the chance for Big Man and Wolfgang to work together on something positive.

.....

MK: As we stand on Wolfgang and Stephanie's front porch, Big Man looks out over Cayce. From up here, you get a clear view of the project. Right behind it is Nashville's

changing skyline, dotted with cranes and skyscrapers, mid-construction. The view is almost hard to reconcile--glittering towers growing out of 1930s public housing. In his gut, Big Man knows Cayce's renovation will change all this. And he thinks there will be winner and losers.

BM: Now, I mean, I can't say what they gonna try to do. They gonna try to weed 'em out. That's what I call it. You weed out the ones that's barely making it to the one's that's trying to make it.

WB: I think that's what's going on.

MK: It may sound extreme. But Big Man's lived this before. He grew up in a nearby project, Sam Levy homes. When that was overhauled a decade ago, few low-income units were rebuilt and hardly any of the original residents returned. In part because so many didn't meet the new qualifications. Cayce's remodel is supposed to be different. The city says it will build enough affordable apartments so everyone in Cayce can stay right where they are. But Big Man has always been skeptical of this promise. And today, with Nashville's rising rents and higher than average poverty rate, he worries.

BM: At the rate that things are going. The price of living. I mean, yeah, you struggle just to keep a roof over your head now. Let alone keeping food on your table. And I mean, you got some people that's two family households down here that's barely making it.

MK: He's right. People in Cayce are struggling. A recent Vanderbilt study crunched the numbers. It concluded that between 2000 and 2011, Cayce residents saw their median income decrease by up to 20 percent. Meanwhile, two blocks outside Cayce, residents' income almost doubled.

This profound disparity is what fuels Big Man's skepticism about Cayce's future. People don't need new apartments, he says, they need jobs. They need economic opportunity. And it just so happens the city is about to funnel \$600 million in renovating Cayce. Which means a lot of jobs. So why not hire some Cayce residents, Big Man wonders? Turns out, this isn't a pipe dream. The federal government has something called Section

3. And basically it says that during these sorts of construction projects, the city should hire residents when they can. But the housing authority hasn't followed it in the past.

BM: From Settle Court, they got torn down. Remodeled. Tore it down, ground up, did it. They did not use anybody from there.

MK: So Big Man is skeptical. As the conversation winds down, Stephanie signals she has a work meeting to get to.

SJ: I gotta go back.

BM: Nice to meet you.

SJ: It was nice to meet you. And I don't know what, but we'll think about it. You think about it too.

WB: Yeah, I'll go down to Mayor Barry with ya. And say, 'Hey, why aren't you creating the Section 3 jobs?' you want to do the jobs. And I'll be happy.

BM: I'd be more than happy to get to work on this.

SJ: It was really nice to meet you. And don't you eat all that.

MK: Steph points to the jar of trail mix as she heads inside. And Wolfgang continues. He's a lawyer, he says. The jobs issue, he might actually be able to help.

WB: I hear exactly what you're saying. That's why I am here. That's why I believe in regeneration. Cuz if I can say, 'Hey, I'll help you. I can give you some hope.' That's how we're going to change the system together. See what I'm saying? See, I have no problem going to the mayor and saying, 'Hey this guy told me Section 3, he's got kids in jobs.' I'll snap and do that. But you don't think about doing that because that's not where you're coming from. You know?

BM: The people over here. Say you, see now, you walk over here now and you ask them what do they want. What do they need? They going to tell you, remodeling, tearing them down, that's not going to help nothing.

WB: Yeah, I hear ya. I hear ya.

BM: But what these people really have to say. It don't mean nothing.

WB: No, but that's why I am here. To give a voice to the community and guys like you.

MK: Now, part of me wished the powers that be would listen to folks in Cayce without Wolfgang's help. But I can't deny the importance of this exchange. Wolfgang, who is politically savvy and well connected, is telling Big Man he'll go to bat for him and for the people in Cayce. It's a remarkable and unexpected moment. With a plan in the works, I tell them I'll pass along contact info so they can talk more. We say our goodbyes and begin the short walk back to Big Man's apartment.

WB: Bye. Talk to you soon!

BM: Alright, talk to you.

BM: I should have brought him a blunt.

MK: That little wheeze is me trying not to laugh. This remark is so quintessentially Big Man. Funny, candid, and totally unsentimental.

MK: Big Man was a little skeptical that Wolfgang could break away from his work on medical marijuana to follow through on the plan. But he seemed genuinely energized.

BM: The only thing you have to do is give them people some jobs that's already living here to help remodeling them. Help, you know, spruce 'em up. Put in some porches out there where we can sit out on the patio stoop or something. We ain't got to run through no gates and things like that. Where our kids got a better basketball court.

[VOICE FADES OUT]

MK: Sure, they didn't solve all Cayce's problems. But a guy named Big Man just walked up the street and met a guy named Wolfgang. And he left with a jar of trail mix. Not in cuffs. In the weeks that followed, Big Man and Wolfgang kept talking. Big Man had an idea for a small business. Hauling waste from building demolition sites. Something Cayce would definitely be needing the near future. And they talked about it regularly, over the phone and in emails. They made plans to meet up and talk more. When I saw Big Man at Cayce, he seemed surprised that Wolfgang was actually following through on his promise.

BM: Yeah, yeah, he aight. He aight. He a man of his word. I give it to him. He aight. Yeah, yeah. He doing what he said he was going to do.

MK: Wolfgang became sort of a mentor. They started hanging out, watched sports together, talked about life and work. They got traction on the new business. Piled into Wolfgang's grey Prius, and drove downtown to get paperwork from the City Clerk so they could start filing for a business license. Big Man says he didn't think two men their size, they're both quite tall, would fit in such a small car. But they did. Big Man said it was feeling like the beginning of a really good thing.

BM: Meribah. Did you hear the bad news? But the news is even worse on my end. Uh, call me when you get this message.

MK: I got this voicemail on the night of November 16. I was on vacation, out of the country and without cell service. Then a press release popped up in my email.

MK: Hey. I just got a press release from the police that said..well...I am just going to read it.

Nov. 16, 2017. East Precinct detectives are investigating an apparent murder suicide involving suspected shooter, Wolfgang Blair, 61 ... Stephanie Jackson, 56, inside the couple's 601 S 9th St. residence. <<pull down>>

MK: The release went on to explain that Jackson's son told police his mother was having problems with Wolfgang and had plans to move to Phoenix, where he lives. She'd booked a flight for the day before but had never boarded the plane. Unable to contact Stephanie and worried he'd flown to Nashville the next morning, called the police from the airport and upon entering the house they found Stephanie and Wolfgang dead on the second floor. Stephanie was in the hallway, next to her packed suitcases. Wolfgang was in the bedroom. Next to him was A semi-automatic handgun.

[SIGHS]

MK: Oh my god, this is just so terrible. (sigh)

MK: I called Big Man as soon as I got back into cell range.

MK: Hey Big Man, you there?

BM: Yeah.

MK: Yeah, ok, ok. I'm sorry that took me a second... So I got your message

BM: Maaannnnn. All I know is I talked to him, what, Sunday?

MK: Big Man said he and Wolfgang had been spending a lot of time together. True to his word, Wolfgang was helping Big Man launch a small business. They'd been working on getting the license and had plans to meet up in a few days to file some more paperwork.

BM: So I mean, it was like, everything with him was peachy keen.

MK: Right.

BM: And I mean, when I talked to him, when he called me he was talking about when he was coming back. He said, Tuesday, no later than Wednesday morning.

MK: Shit.

BM: And it was like, OK, I'll see you then.

MK: There is no telling where Wolfgang was or when he actually came back. But police say he likely shot Stephanie on Wednesday morning. Before turning the gun on himself. The news had sent Big Man reeling. I hadn't realized how close he and Wolfgang were getting.

BM: It's like for me to get to know this person. I got to know this man. I actually been up there. After that I been up there again, though. I mean, me and him have actually sit down and talked, whatever.

MK: Oh you went back up there?

BM: Yeah. That's what I am saying. Talking to him. You would never think that this what they had capable on they mind. I mean serious.

MK: For Big Man, whose problems seemed to mostly revolve around money, the idea that someone like Wolfgang would murder his wife and kill himself confounded him. Wolfgang seemed to have everything--the fanciest house in the neighborhood, a nice car, a good job.

BM: I mean I've known some people that took their lives. But I mean, they really had problems. I mean, but this. To see what you got. To see the things that you have. I don't see it. I don't see it.

MK: Right, their life looked pretty perfect.

BM: I mean, looked pretty perfect? C'mon. I mean actually. I mean really. Would you actually say looks pretty perfect? That is about as perfect as you can get.

BM: Man, they had a hideaway TV in the living room. C'mon.

MK: Big Man and Wolfgang were both Alabama fans and Wolfgang invited him over to watch the game. They sat in his living room, on an overstuffed sofa and watched Alabama cream the University of Tennessee.

BM: Now I know when we were in that living room last time there was no TV in that living room. And I was like, wooh. And I said I was not trying to act like I was peeping your house, but I didn't notice this tv right here. He said, 'Oh, that's a hideway.' This motherfucker actually goes up the motherfucking wall. But what I am saying is the perception of what you see from this person. Naw, you wouldn't expect this shit. I mean you couldn't see it.

MK: I just want to take a moment. How this ended was a shock to everyone. Especially to Big Man. The whole point of getting him and Wolfgang together was to find a connection. I know it was contrived but it felt like the only way to bridge these two communities...But the thing about it is....in some ways the death of Wolfgang and his wife in this odd way made Big Man realize they had more in common than he imagined. Clearly, Wolfgang was living with these secrets, these demons ... And for Big Man...he thought, 'That's me.'...

BM: Wow, I thought I had problems. I mean, in perspective, I thought I had problems...

MK: It's not that Big Man would ever do what Wolfgang did. But he, too, lives with things that nag at him, that haunt him...things he keeps hidden, that he doesn't show to the world...doesn't tell me....This is who we are....he thought...This is inside *all* of us.

BM: I mean, we all got it in us....It's there. It's there.

MK: The next day, I went over to see Big Man to talk more. He was in a much darker mood. Like the reality of everything was setting in. He was curt with me. Playing games on his phone while I talked.

MK: Are you gonna play your game the whole time?

BM: What do you want me to do? Ain't nothing I can tell you about this man. But from what I know. My configuration of this man, it's a whole different thing from what I see now.

MK: I pushed Big Man not to give up on the business, to maybe let me call the city and see if anything could be salvaged. He was adamant, though. Wolfgang had all the paperwork up in his house, and it all had *his* name on it. Without the forms and the files, there was no way Big Man could pick up where Wolfgang left off. He'd have to start all over again. When I urged him to call and make sure, he got angry with me.

BM: His name, my name nowhere. See that's the whole point. You're not understanding and really I don't even want to keep talking on this. That's the whole point.

[VOICE FADES]

MK: It was the first time in all the months I've talked with Big Man, that he got visibly agitated with me. It seemed odd that he was so angry. But I could tell he wasn't angry about the business. He was angry about Wolfgang, and what he'd done. It wasn't the man he knew. And he was still trying to process it all.

BM: All I know is I met two, I can kinda say wonderful people. They was cool. They was actually somebody you could actually talk to. There wasn't no ifs, ands, buts, nothing like that. He was actually, you actually tell he cared about what he was doing ... What else could you learn? Shoot, he got money. He happy. Look at his house. Look at everything he got, shoot. I ain't got none of that. Shoot. I don't know. But I guess everybody just the same.

.....

MK: Next time on The Promise. There's a saying in Cayce.

MK: You got some gone?

FORMER CAYCE RESIDENT: Yeah, I got some gone. I used to live on Dew St. But I had to get some gone.

[LAUGHS]

CAYCE RESIDENT: It mean get somewhere, bye!

FORMER CAYCE RESIDENT: Yeah, Get Some Gone. You understand what I am saying? Once you get some gone. Don't come back.

MK: Get. Some. Gone. Three simple words that are, in reality, much more complicated. That's next week, on The Promise, stories from public housing on the brink of transformation.

CREDITS

MK: The Promise is a production of Nashville Public Radio. Editing for this episode came from WPLN's Blake Farmer and Anita Bugg. With additional editing by Tony Gonzalez, Chas Sisk and Julieta Martinell. This episode was written and produced by me, Meribah Knight. Sound design by Tony Gonzalez. Fact checking by Steve Cavendish.

Our theme music is by The Insider, additional music by Fleslit and Revolution Void, all found through the Free Music Archive.

Go to our website, wpln.org, to see photos of Cayce and listen to previous episodes.

And I just want to take a moment to say this was a heavy episode. And if any of its content resonates with you, if you or anyone you know is experiencing domestic

violence, please ask for help. Call the police. Or call the National Domestic Violence Hotline. Their number is 1-800-799-7233. They even have a 24/7 online chat feature. Thanks for listening.