



RRB News

U.S. Railroad Retirement Board

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No. 09-3

For Immediate Release
February 2009

RRB Completes Last Phase of New Toll-Free Service Project

The U.S. Railroad Retirement Board (RRB) announced that all of its field offices are now participating in its nationwide toll-free telephone service.

The final 23 offices added were **Fort Worth and Houston, TX; Little Rock, AR; New Orleans, LA; Cincinnati and Cleveland, OH; Detroit, MI; Pittsburgh, PA; Roanoke and Richmond, VA; Charlotte, NC; Huntington, WV; Newark, NJ; Buffalo, Albany, Westbury, and New York, NY; Boston, MA; Milwaukee, WI; Indianapolis, IN; and Chicago, Decatur, and Joliet, IL.**

The first 30 of the RRB's 53 field offices participated in a two-phase implementation of nationwide toll-free telephone service during the period November 2008 through January 2009.

A single toll-free number (**1-877-772-5772/1-877-RRB-5RRB**) now provides RRB customers with easy access to the agency's field offices. In addition, the new toll-free number offers options for self-service through automated menus and automatic routing of calls to claims representatives in nearby offices during emergency and peak periods.

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