U. S. Railroad Retirement Board

Chicago District Office
844 North Rush Street
Room 901
Chicago, IL 60611-2092

PHONE NUMBER: (877) 772-5772
FAX NUMBER: (312) 751-7136
SECURE MESSAGING: https://secure.rrb.gov/296.html

OFFICE HOURS:
Monday, Tuesday, Thursday, Friday: 9:00 AM to 3:30 PM
Wednesday: 9:00 AM to 12:00 PM
Closed all Federal Holidays

SECURE MESSAGING:
To send an email message with Personal Identifying Information (PII), please visit our website at WWW.RRB.GOV

SCHEDULE OF SERVICE FOR CALENDAR YEAR 2018

LOCATIONS OF SERVICE:

For the convenience of persons who are not able to utilize the services of the district office shown above, in-person service is regularly provided in the below counties. Please contact the office shown above to schedule an appointment.

The Chicago District Office provides services to the following counties in IL:

Boone, Carroll, Cook, DeKalb, DuPage, Joe Daviess, Kane, Lake (Illinois), Lee, McHenry, Ogle, Stephenson, Whiteside and Winnebago.

SPECIAL INSTRUCTIONS FOR CONTACTING THE DISTRICT OFFICE:

If you telephone the office and receive a recorded message, please leave your name, telephone number (including area code) and RRB claim number and/or Social Security number and a brief message. Your call will be returned as soon as possible.

You can call the RRB toll free at 877-772-5772 to obtain automated information about unemployment and sickness benefits, request a letter showing your current monthly annuity rate or request a replacement Medicare card.

PERSONS WHO PLAN TO VISIT A REPRESENTATIVE AT ANY LOCATION CAN HELP US GIVE BETTER SERVICE BY WRITING OR CALLING THE OFFICE IN ADVANCE. ALWAYS FURNISH YOUR SOCIAL SECURITY NUMBER AND THE TYPE OF INFORMATION YOU NEED. YOU MAY BE ABLE TO CONDUCT YOUR BUSINESS BY TELEPHONE AND SAVE A TRIP.