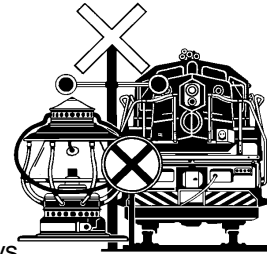


U. S. Railroad Retirement Board



Albany, NY District Office
O'Brien Federal Building
11A Clinton Ave
Suite 264
Albany, NY 12207-2382

PHONE NUMBER: (877) 772-5772
FAX NUMBER: (518) 431-4000
OFFICE HOURS: 9:00 AM THRU 3:30 PM
Monday Tuesday Thursday Friday except Federal Holidays
9:00AM-12:00PM on Wednesdays



SECURE MESSAGING:
TO SEND AN EMAIL INCLUDING PERSONAL IDENTIFYING INFORMATION (PII), PLEASE VISIT OUR
WEBSITE AT <https://rrb.gov/Field-Office-Locator/Albany>

SCHEDULE OF SERVICE FOR CALENDAR YEAR 2020

LOCATIONS OF NON-SCHEDULED SERVICE:

For the convenience of persons who are not able to visit the district office at the address shown above, in-person service can be provided on an as needed basis. Please contact the office shown above to schedule an appointment.

The Albany District Office services the following counties:

Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Ulster, Warren and Washington

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 CALLING OR WRITING 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.