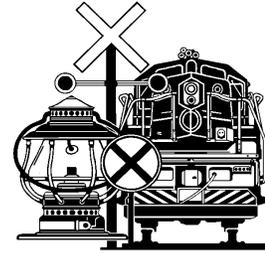


U. S. Railroad Retirement Board



DES MOINES, IA DISTRICT OFFICE
Neal Smith Federal Building, Room 921
210 Walnut Street
Des Moines, IA 50309-2116
PHONE NUMBER: (877) 772-5772 (Toll Free)
FAX NUMBER: (515) 288-1437
E-MAIL: desmoines@rrb.gov
Office Hours: 9:00 a.m. to 3:30 p.m.
Monday, Tuesday, Thursday, Friday
9:00am – 12:00noon – Wednesday
Except Federal Holidays



SECURE MESSAGING:

To send an email message including Personal Identifying Information (PII), please visit our website at <https://rrb.gov/Field-Office-Locator/desm>

SCHEDULE OF SERVICE FOR CALENDAR YEAR 2020

LOCATIONS OF NON-SCHEDULED SERVICE:

For the convenience of those who are unable to visit the district office shown above, in-person service is provided at the following locations. Please contact the office shown above to schedule an appointment.

Boone, Burlington, Cedar Rapids, Dubuque, Fort Dodge, Fort Madison, Marshalltown, Mason City, Ottumwa, and Waterloo, Iowa

The Des Moines, Iowa District Office serves the following counties in Missouri:

Clark and Scotland Counties.

The Des Moines, Iowa District Office serves ALL of the counties in Iowa EXCEPT:

Clinton, Fremont, Harrison, Lyon, Mills, Monona, Montgomery, Muscatine, Page, Plymouth, Pottawattamie, Scott, Sioux and Woodbury counties.

You can call the RRB National Toll Free Number at 1-877-772-5772 to obtain automated information about unemployment and sickness benefits, request a letter showing your current monthly annuity rate, request a replacement Medicare card, or get the work history of an active railroad employee. If you move to another part of the United States, the toll-free number will also let you know the district office that handles your new residence.

PERSONS WHO PLAN TO VISIT A REPRESENTATIVE AT ANY LOCATION CAN HELP US GIVE BETTER SERVICE BY TELEPHONING, WRITING, OR SENDING E-MAIL TO THE OFFICE IN ADVANCE. YOU MAY BE ABLE TO CONDUCT YOUR BUSINESS BY TELEPHONE AND SAVE A TRIP.

SECURE MESSAGING:

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