

Self-Service Quick Guide:

**Call 877-772-5772
Option 1**

Select the following options:

- **Letter showing your current monthly rate –**
Option 2, Option 1
- **Tax Statement –**
Option 2, Option 2, Option 1
- **Medicare Card –**
Option 3, Option 1
- **Service & Compensation Statement –**
Option 4, Option 2
- **Unemployment & Sickness Benefits Pay Information –**
Option 1, Option 1
- **Unemployment & Sickness Benefits Claim Status –**
Option 1, Option 2

**Visit our website for
more information:
www.rrb.gov**

MAILING FORMS: For faster processing, we encourage all claimants to file electronically on the RRB website, www.rrb.gov. It is not recommended to send **any** forms for unemployment and sickness benefits via certified mail. Sending these forms via certified mail does not guarantee that your form will be received or processed quicker than regular mail.

Railroad Retirement Board

Self-Service Automated Helpline

**Call 877-772-5772
Option 1**

***Helps you get information
and answers faster***



**To alleviate the wait & to better serve you,
we have a self-service menu available through our toll-free
number that gains you access 24 hours a day!**

Call 877-772-5772 & Select Option 1

If You Call to Request:	You Will Need:	Call 877-772-5772 & Select Options:
Letter Verifying Retirement/Survivor Benefit Amount	RRB Claim Number* & Date of Birth	Option 2 - <i>Railroad Retirement Benefits</i> Option 1 - <i>Letter showing your current monthly rate</i>
Most Recent Tax Statement	RRB Claim Number* & Social Security Number	Option 2 - <i>Railroad Retirement Benefits</i> Option 2 - <i>Request a copy of most recent tax statement</i> Option 1 - <i>Railroad Retirement Tax Statement for most recently completed tax year</i>
Medicare Card	RRB Claim Number* & Date of Birth	Option 3 - <i>To Request a Medicare Card</i> Option 1 - <i>To request a replacement Medicare Card</i>
Service & Compensation Statement (BA-6 Record)	Social Security Number	Option 4 - <i>Other Services</i> Option 2 - <i>To Request a statement showing your months of Service & Compensation</i>
Unemployment/Sickness Payment Information	Social Security Number & PIN**	Option 1 - <i>Information about your unemployment/sickness benefits</i> Option 1 - <i>Information about unemployment/sickness benefits approved for payment</i>
Unemployment/Sickness Claim Status Information	Social Security Number & PIN**	Option 1 - <i>Information about your unemployment/sickness benefits</i> Option 2 - <i>Check status of application, doctor's statement, or claim form</i>

***RRB Claim numbers can be found in block 1 on your 1099/1099R tax statements. They can also be found on your application for retirement or survivor benefits.**

****Unemployment or Sickness benefit PIN numbers are located in item 7 on the back of each paper claim we mail to you. It is also mailed to you at the time of your initial filing (see back for additional mailing details).**