U. S. Railroad Retirement Board

Decatur, IL District Office
Millikin Court
132 S. Water St. Suite 320
Decatur, IL 62523-1308

PHONE NUMBER: 1-877-772-5772
FAX NUMBER: (217)423-7872
E-MAIL: decatur@rrb.gov

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 2021

LOCATIONS OF SCHEDULED AND NON-SCHEDULED SERVICE:

Due to the COVID-19 pandemic, a decision was made to cancel the Customer Outreach Program (CORP) for 2021. There will be no scheduled or "as needed" CORP service for 2021 while RRB field offices continue to remain closed to the public for in-person service due to the pandemic.

The Decatur, IL District Office services the following counties:
ILLINOIS: Adams, Brown, Bureau, Cass, Champaign, Christian, Clark, Coles, Crawford, Cumberland, DeWitt, Douglas, Edgar, Effingham, Fayette, Ford, Fulton, Hancock, Henderson, Henry, Iroquois, Jasper, Knox, Livingston, Logan, McDonough, McLean, Macon, Marshall, Mason, Menard, Mercer, Montgomery, Morgan, Moultrie, Peoria, Piatt, Pike, Rock Island, Sangamon, Schuyler, Scott, Shelby, Stark, Tazewell, Vermilion, Warren, and Woodford. IOWA: Clinton, Muscatine and Scott.

SPECIAL INSTRUCTIONS FOR CONTACTING THE DISTRICT OFFICE:

You can call toll free at 1-877-772-5772. The toll free number provides automatic routing of calls to claims representatives nationwide. You can also 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 Sates, the RRB toll-free number will also let you know the district office that handles your new residence.