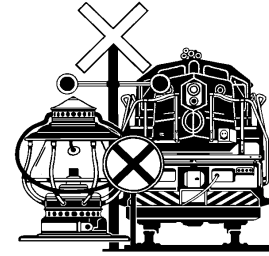


U. S. Railroad Retirement Board

OAKLAND, CALIFORNIA DISTRICT OFFICE
RONALD V DELLUMS FEDERAL BUILDING
1301 CLAY STREET, SUITE 110S
OAKLAND, CA 94612-5215



PHONE: TOLL FREE (877) 772-5772
FAX NUMBER: 510 637-2978
E-MAIL: oakland@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 including Personal Identifying Information (PII), please visit our website at WWW.RRB.GOV

SCHEDULE OF SERVICE FOR CALENDAR YEAR 2021

SECURE MESSAGING:

To send a secure email message including Personal Identifying Information (PII), please visit our website at WWW.RRB.GOV

DUE TO COVID19 ALL SERVICES LISTED BELOW HAVE BEEN TEMPORILY SUSPENDED UNTIL FURTHER NOTICE. OFFICES REMAIN CLOSED TO THE PUBLIC AT THE PRESENT TIME AND WILL REMAIN SO FOR THE UNFORSEEN FUTURE.

LOCATIONS OF NON-SCHEDULED SERVICE:

For the convenience of customers who are unable to visit the district office shown above, in-person service is provided on an as needed basis at any point within the Northern California counties below. Please contact the Oakland District Office to schedule an appointment.

The Oakland District Office services the following counties:

In California: Alameda, Calaveras, Contra Costa, Del Norte, Fresno, Humboldt, Inyo, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Monterey, Napa, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Shasta, Siskiyou, Solano, Sonoma, Stanislaus, Tehama, Trinity, Tulare, Tuolumne.

In Hawaii: All Islands

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 in the Oakland District Office and the nearby offices of Covina,

Roseville, and Mesa, AZ. However during peak periods your call may be routed to any of our 53 offices Nationwide depending on availability. 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 States, the RRB 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. 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.