

# U. S. Railroad Retirement Board



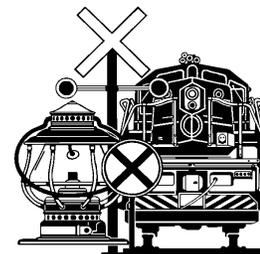
**PORTLAND, OREGON DISTRICT OFFICE**  
**Gus Solomon US Courthouse**  
**620 SW Main St Room 112**  
**Portland, OR 97205**

PHONE NUMBER: Toll Free 877-772-5772  
FAX NUMBER: (503) 326-2157  
E-MAIL: [Portland@rrb.gov](mailto:Portland@rrb.gov)

OFFICE HOURS:  
9:00 AM THRU 3:00 PM - Monday THRU Friday  
Closed on Federal Holidays

SECURE MESSAGING:

To send an email message including Personal Identifying Information (PII), please visit our website at [WWW.RRB.GOV](http://WWW.RRB.GOV)



## **SCHEDULE OF SERVICE FOR CALENDAR YEAR 2021**

SECURE MESSAGING

To send an email message including Personal Identifying Information (PII), please visit our website at [WWW.RRB.GOV](http://WWW.RRB.GOV)

For the convenience of those who are unable to visit the district office shown above, you may contact us by telephone. We are able to develop applications and conduct most business by phone and mail.

**SCHEDULE OF SERVICE FOR CALENDAR YEAR 2021**  
**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 persons who are unable to visit the district office, in-person service may be provided at the following locations. Please contact the office shown above to schedule an appointment.

Salem, Eugene, Bend, Klamath Falls, and The Dalles, Oregon; and Longview, Washington.

**The Portland, Oregon District Office services the following counties:**

**OREGON:** Benton, Clackamas, Clatsop, Columbia, Coos, Crook, Curry, Douglas, Deschutes, Gilliam, Hood River, Jackson, Jefferson, Josephine, Klamath, Lake, Lane, Lincoln, Linn, Marion, Morrow, Multnomah, Polk, Sherman, Tillamook, Wasco, Washington, Wheeler, Yamhill

**WASHINGTON:** Clark, Cowlitz, Klickitat, Pacific, Skamania, Wahkiakum

**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 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 PROVIDE 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.**