



# RRB News

## U.S. Railroad Retirement Board

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### Railroad Retirement Board Resumes In-Person Service

Effective April 25, 2022, the U.S. Railroad Retirement Board (RRB) is offering in-person appointments at its nationwide network of 53 field offices.

Individuals can schedule appointments by calling the agency's toll-free telephone number, (877) 772-5772, and speaking to a representative. If they experience a lengthy wait time on this call, they may be given the option of receiving a return call, although this feature is not available at all times due to large call volume. RRB representatives are available between 9 a.m. and 3 p.m. each weekday, except for Federal holidays. For planning purposes, please note that the agency's busiest times are early in the week and during the first part of each month.

Customers can also reach out to individual offices by mail or fax, as well as by sending a secure message using the link on each field office's web page at **RRB.gov**. Using the "Field Office Locator" tab at the top of the home page allows someone to access each office's web page and contact information.

While most business with the RRB does not require in-person service, but can be handled by telephone or in writing, the agency has also added secure lockboxes or door slots at the office entrances for customer convenience. These can be used if someone needs to quickly drop off documents without needing to communicate with a representative and will be checked on a daily basis.

Other options for obtaining services 24 hours a day without the need to talk to an agency representative include the automated menus available through the toll-free number and the **myRRB** system on the agency website. The following services are accessible through these avenues.

- Letters verifying retirement/survivor benefit rates;
- Service and compensation statement;
- Replacement Medicare card;
- Duplicate most recent tax statement (1099, 1099-R);
- General benefit information;
- Unemployment/sickness benefit application/claim status and payment information; and
- RRB field office addresses.

*(More)*

For certain automated phone services, an individual's social security number and/or railroad retirement claim number are required. In addition, for certain unemployment or sickness application/claim information, a person must provide their social security number and the benefit PIN printed on the back of the provided claim form.

Railroad employees who have established a **myRRB** account can login and complete the following actions:

- Apply for and claim unemployment benefits;
- Claim sickness benefits;
- Check the status of their unemployment or sickness benefit claims;
- View their railroad service and compensation history; and
- Get an estimate of retirement benefits.

RRB offices have been closed to the public since March 16, 2020, three days after the coronavirus pandemic was declared a national emergency. Since that time, services have been limited to telephone and electronic communication, with agency employees continuing to process benefit applications and incoming mail.

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