

SELF-SERVICE GUIDE

877-772-5772

Option 1 - Self-Service Menu

(see inside for detailed options)

- Sickness and unemployment information
- Statement of monthly retirement or survivor benefit payments
- Duplicate tax statement
- Replacement Medicare card
- Service and compensation statement

Option 2 - RRB Information

- Sickness and unemployment information
- Retirement, taxation, or reporting death of an annuitant
- Railroad Medicare benefits
- Your local RRB field office address

Option 3 - Debt Specialist Help

- Discuss repayment of benefit or annuity debts
- NOT for Medicare-related debts

Option 4 - RRB Representative

- Unemployment or short-term sickness benefits
- File an annuity or report a death
- Change address, direct deposit, or tax withholding
- All other questions



Online self-service options available at [RRB.gov/myRRB](https://www.rrb.gov/myRRB)

No account required to request:

- Duplicate Tax Statement
- Rate Verification Letter
- Replacement Medicare Card
- Service & Compensation Record

Sign in to myRRB to:

- Apply for Unemployment
- Claim Unemployment Benefits
- View RUIA Account
- Claim Sickness Benefits
- Access RUIA Tax Documents
- View Service & Compensation
- Get Retirement Benefits Estimate

At this time, services that require a myRRB sign in are only available to railroad employees. Spouses may request the documents listed above and pay retirement, survivor, or Medicare bills at [RRB.gov/myRRB](https://www.rrb.gov/myRRB).

U.S. Railroad Retirement Board



877-772-5772



Self-Service Menu OPTION 1



RRB Information OPTION 2



Debt Specialist Help OPTION 3



RRB Representative OPTION 4

Use our self-service menu to access the following options
24 hours a day. No need to wait on hold -- to get started:

Call 877-772-5772 and Select Option 1

If you call to request:	You will need:	Then select:
Information about Unemployment or Sickness Benefits	SSN & PIN*	OPTION 1 - <i>Information about your unemployment or sickness benefits, such as claim and payment status</i>
Statement of Monthly Retirement or Survivor Benefit Payments	RRB Claim Number** & DOB	OPTION 2 - <i>Letter showing your current monthly rate</i>
Duplicate RRB Tax Statement	RRB Claim Number** & SSN	OPTION 3 - <i>Duplicate tax statement for most recently completed tax year (this service is not available in January)</i>
Replacement Medicare Card	RRB Claim Number** & SSN	OPTION 4 - <i>Replacement Medicare card</i>
Service & Compensation Statement	SSN	OPTION 5 - <i>Statement showing a record of your railroad service and compensation</i>

*Unemployment or sickness benefit PIN numbers are printed in item 7 on the back of each claim form we mail to you. We also mail your PIN to you at the time of your initial filing.

**Your RRB claim number is printed in block 1 on your 1099/1099R tax statement and on your retirement or survivor annuity application.