

U. S. Railroad Retirement Board

ROANOKE, VIRGINIA DISTRICT OFFICE
FIRST CAMPBELL SQUARE, SUITE 260
P. O. BOX 270
ROANOKE, VIRGINIA 24002-0270

PHONE NUMBER: 877-772-5772

FAX NUMBER: 540-857-2769

SECURE MESSAGING: <https://secure.rrb.gov/145.html>

OFFICE HOURS: 9:00 AM THRU 3:30 PM

Monday through Friday except Federal Holidays

SCHEDULE OF SERVICE FOR CALENDAR YEAR 2010

LOCATIONS OF NON-SCHEDULED SERVICE:

We provide service to the following on an as-needed basis. Please call the district office for exact dates and times.

Bristol, VA

Virginia Employment Commission
192 Bristol East Road

Johnson City, TN

Social Security Administration
818 Sunset Drive, Suite 203

Covington, VA

Social Security Administration
1248 S. Craig Street

Lynchburg, VA

Social Security Administration
7618 Timberlake Road

The Roanoke District Office services the following Tennessee counties:

Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, Washington

The Roanoke District Office services the following Virginia counties:

Alleghany, Amherst, Appomattox, Bath, Bedford, Bland, Botetourt, Campbell, Carroll, Craig, Dickenson, Floyd, Franklin, Giles, Grayson, Henry, Lee, Montgomery, Nelson, Patrick, Pulaski, Roanoke, Rockbridge, Russell, Scott, Smyth, Washington, Wise, Wythe

SPECIAL INSTRUCTIONS FOR CONTACTING THE DISTRICT OFFICE:

If you telephone the office and receive a recorded message, please leave your name, telephone number (including area code) and RRB claim number and/or Social Security number and a brief message. Your call will be returned as soon as possible. You can also call the RRB toll free at **877-772-5772** to obtain automated information about unemployment and sickness benefits, request a letter showing your current monthly annuity rate or request a replacement Medicare card.

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.