U. S. Railroad Retirement Board

Buffalo, New York District Office
Suite 110
186 Exchange St
Buffalo, New York 14204-2085

PHONE NUMBER: (877) 772-5772
FAX NUMBER: (716) 551-3802
OFFICE HOURS: 9:00 AM - 3:30 PM
Monday, Tuesday, Thursday & Friday
9:00 AM – 12:00 PM on Wednesday
Closed for 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 2017

SERVICE LOCATIONS:
For the convenience of persons who are not able to utilize the services of the district office shown above, in-person service can be provided at the following locations. Please contact the phone number shown above to schedule an appointment. Service is provided on an as needed basis.

Hornell NY
Court House – Second Floor
Routes 36 and 21

Salamanca NY
City Hall
225 Wildwood Ave

Meadville PA
Social Security Office
19063 Park Ave. Plaza

Syracuse NY
East Syracuse Library
4990 James Street

The Buffalo District Office services the following counties:

New York: Allegany, Cattaraugus, Cayuga, Chautauqua, Chenango, Cortland, Erie, Genesee, Herkimer, Jefferson, Lewis, Livingston, Madison, Monroe, Niagara, Oneida, Onondaga, Ontario, Orleans, Oswego, St. Lawrence, Schuyler, Seneca, Steuben, Tompkins, Wayne, Wyoming, Yates. **Pennsylvania:** Crawford, Erie, McKean, Mercer, Venango, Warren. **Province of Ontario, Canada:** Those communities whose Postal Code begins with the letter “K”, “L”, or “M”. (Generally, this is the eastern and central portion of the Province, the Niagara Peninsula and Metro Toronto.)

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 1-877-772-5772 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 CALLING OR WRITING 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.