



Representative Payee File

June 9, 2010

U.S. Railroad Retirement Board Phone: (312) 751-7139
844 North Rush Street TTY: (312) 751-4701
Chicago Illinois, 60611-2092 Web: <http://www.rrb.gov>

1445.5 Field Office Representative Payee Records / File

Image all representative payee documents for each beneficiary for whom you select a payee except minor children and students with parental representative payees. Image all representative payee documents for all incompetent disabled children, both those living with and not living with the widow(er), and for minor children and students with non-parental (court appointed and RRB appointed) representative payees. Image the documents as follows:

- A. The field offices should scan and index all forms separately.
- B. The imaged documents should include:
 1. The original Application Form AA-5, "Application for Substitution of Payee"
 2. A copy of Form G-230, "Checklist For Employee Spouse and Divorced Spouse Annuity/HIB Applications" or Form G-659a, "Checklist For Survivor Applications", if appropriate;
 3. G-478, Statement Regarding Patient's Capability to Manage Payments
 4. Other material or evidence pertinent to the payee selection
 5. Copies of the notices released to the annuitant and payees, such as:
 - Form Letter RL-107, "Advance Notice of Representative Payee Selection"
 - Form Letter RL-107A, "Notice to Selected Representative Payee"
 - Form Letter RL-107B, "Notice to Annuitant of Representative Payee Selection"
 - RL-107C, "Notice to Annuitant Who Will be Paid Directly Because of Representative Payee Dismissal"
 - Form Letter RL-107D, "Notice to Dismissed Representative Payee"
 - Form Letter RL-107E, "Notice to Not Selected Representative Payee Applicant"
 - Form Letter RL-107F, "Custodian Notice – Third Party Representative Payee Selected"



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6. Form(s) G-99A, "Representative Payee Report"
Form G-99B, "Representative Payee Control Sheet & Imaging Transmittal"
Form(s) G-99C, "Representative Payee Evaluation Report"

1445.10 Maintenance

Image any material received that pertains to the representative payee or to an annuitant with a representative payee. . Also, keep the rep payee file (imaged or paper) updated by recording any pertinent contacts on Contact Log.

1445.15 Transfer of Representative Payee Jurisdiction

1445.15.1 Transfer to Another Field Office

If the representative payee moves to another field office area, determine if a new payee is necessary. If so, develop according to FOM-I-1420. If a new payee is not needed, contact the new servicing field office to alert them to the transfer of jurisdiction.

1445.15.2 Transmittal of Closed Representative Payee Files

When the annuitant dies or no longer requires a representative payee and the paper representative payee file has not yet been imaged, close the field office representative payee file and scan all material in the file for Imaging as one document named Rep Payee File. Place a scanned Form G-99b as a 'top sheet' identifier that the scanned materials being transmitted as one document are representative payee file materials for the Indexing unit in headquarters.

Note: Once all field office representative payee files have been imaged, Form G-99B will no longer be needed.

1445.20 BoardWalk Listing Of Terminated/Suspended Representative Payee Cases

1445.20.1 General

At the beginning of each calendar quarter, a listing of representative payee cases which have been terminated or suspended in the previous calendar quarter will be displayed on BoardWalk. The following information for each case will be shown:

Field office number (F.O # on listing)



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RRB claim number (CLAIM INFO on listing)

Payee code (PC on listing)

Termination or suspension code (T/S on listing)

Date of termination or suspension (DATE on listing)

Name of beneficiary (BENE SURNAME on listing)

Payee's name and address (PAYEE NAME/ADDR on listing)

The records are arranged in the numerical order of field offices. Within each field office grouping, the records are arranged in alphabetical order by surname of beneficiary. Each listing will remain on BoardWalk for 3 months. The 1st week of the following calendar quarter, the immediately preceding quarter will be added to the listing. When the new listing is displayed, the previous listing is kept as a backup copy for an additional 3 months.

The listing should be used to purge terminated cases according to FOM-I-1445.15.2 and to investigate suspended cases according to FOM-I-1435.5.

1445.20.2 Screen Directions

1. From the BoardWalk home page:
 - a) Click on 'Applications' under BoardWalk Resources.
 - b) Click on 'System Reports' under Associated Links.
 - c) Double-click on the 'Quarterly_Term_Susp' folder (two Word documents representing the last 2 calendar quarters will be displayed).
 - d) Double-click on the Word document containing term/susp rep payee cases actions from the desired calendar year quarter. The calendar quarter is listed before the year in the document name. For example, the listing for the term/susp cases from first quarter of 2010 is named, "QTR-12010.RTF."
 - e) The first screen of the listing will be displayed, i.e. the Atlanta field office's cases (F.O # 101) and cases are listed in ascending F/O number order.
2. To browse through all the cases, simply scroll down through the Word document until the desired F/O's cases are displayed.



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3. Cases with foreign addresses or with ZIP codes not on the RRB ZIP code master are listed last under the "999" F/O number and are handled by Policy & Systems - PAS.

1445.20.3 Listing Content

- A. The cases listed have been selected based on the following criteria:
- Entitlement to either a railroad retirement annuity or a social security benefit certified to the RRB.
 - Payment was being made to a representative payee.
 - The RRB annuity and social security benefit were either terminated or suspended in the previous calendar quarter.
- B. A termination/suspension code (T/S on listing) of "00" indicates the case has a social security benefit only (no railroad retirement annuity).