

Labor Employer Reporting Instructions
Part VII – Additional Communications About Service and Compensation Reports
Chapter 2: Requests for Adjustments and Clarification

Clarification of Data Sent to the RRB

Employers may receive written requests, in the form of referrals or form letters, for adjustment to, or clarification of, previously submitted service and compensation reports. Some notices are merely advisory in nature about reports that have been processed. Others require a response from the employer in order to process a service and compensation report that is being held in abeyance, or suspended status, while awaiting correction from the employer.

Some of the more common form letters released are explained below.

Handling Service and Compensation Referrals

The first and most difficult step in handling service and compensation referrals sent to you by the RRB is determining what is wrong. Some of the messages point directly to a single error and others are very general. Because the relationship between Tier I and Tier II compensation raises so many questions, a special section is included in the [Appendix VII](#) entitled, "Understanding Edit Checks of Tier I and Tier II Compensation." Once you have determined the data that is in error, it will usually be clear how to correct the problem.

Form GL-4 Reject and Error Referral Listing

The RRB developed an automated error tracking system that generates referrals to notify the employer of errors contained in your service and compensation reports. Form GL-4, Reject and Error Referral Listings is a packet that includes:

- The error referral;
- Instructions for making the correction;
- A Form BA-4, Report of Creditable Compensation Adjustments; and
- A [Form G-440](#), Report Specification Sheet

The listing shows the information submitted by the employer on the original report along with an explanation of the error. Take the appropriate action and return the completed Form BA-4 within 30 days. If you have questions, the referral also provides a contact person and telephone number to call.

Explanation of Referrals and Corrective Action

A list of GL-4 referrals organized in alphabetical order is included in [Appendix VIII](#) entitled "Service and Compensation Referrals". The list includes the reason the referral was created and how to resolve it. Each referral message also indicates whether the original service and compensation (S&C) data or sick pay data was rejected or posted to the employee's record. The differences in working referrals for rejected data and referrals for posted data are also explained.

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Form Letter GL-24

Form letter GL-24, Advisement of Incorrect Social Security Number, is released when the name and social security number on the NRO report does not agree with the name and social security number in SSA's records. This notice usually indicates that the employer is using an incorrect social security number.

Form Letter GL-77a

Form letter GL-77a, Report of Incorrect Name, is released when the name reported for a social security number does not agree with the name previously reported. This notice usually indicates that a name change was not filed with the RRB or SSA. Your reply to this letter will correct the employee name in the RRB record. You should advise the employee to file a name change with SSA, if they have failed to do so.

Filing Adjustments

If you file an adjustment report to handle one referral and you get another referral, call the supervisor of our Compensation and Employer Service Center (CESC) examiner unit:

Protest Unit - CESC
Railroad Retirement Board
844 North Rush Street
Chicago, Illinois 60611-1275

Phone: (312) 751-4889
Email: ProtestGroupMailbox@rrb.gov

Filing an adjustment that takes into account two previous reports is complicated and the RRB staff will be able to assist you.