

# U. S. Railroad Retirement Board

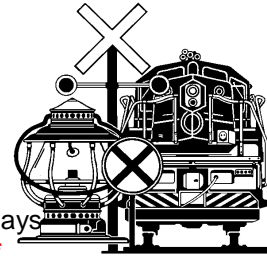
Buffalo, New York District Office  
Suite 110  
186 Exchange St  
Buffalo, New York 14204-2085



PHONE NUMBER: (877) 772-5772  
FAX NUMBER: (716) 551-3802  
OFFICE HOURS: 9:00 AM THRU 3:30 PM

Monday, Tuesday, Thursday, & Friday except Federal Holidays

\*\*\*\* **9:00 A.M. until 12:00 P.M. (Wednesdays)** \*\*\*\*



Closed for Federal Holidays

## SECURE MESSAGING:

To send an email message including Personal Identifying Information (PII), please visit our website at  
<https://rrb.gov/Field-Office-Locator/Buffalo>

## SCHEDULE OF SERVICE FOR CALENDAR YEAR 2020

### 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.**