



RRB News

U.S. Railroad Retirement Board

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Self-Service Options Available for RRB Customers

Spend less time on hold and get what you need when you need it! There are self-serve options, available 24/7, for requesting information and conducting business with the Railroad Retirement Board (RRB). Customers can request the following documents and get the following information online by visiting **myRRB** at **RRB.gov** or by using the automated menus on the toll-free number (**877-772-5772**):

- Letters verifying income and monthly benefits rates
- Service and compensation statement
- Replacement Medicare card
- Duplicate tax statement (1099, 1099R)
- General benefit information
- RRB field office addresses

In addition, railroad employees who have established **myRRB** accounts can login and:

- Apply for and claim unemployment benefits
- Claim sickness benefits
- Check the status of their unemployment or sickness benefit claims
- View their railroad service and compensation history
- Get an estimate of retirement benefits

Save yourself time by listening to the introductory message on the phone and visiting the home page at **RRB.gov**! We update these messages to inform on special issues currently affecting railroad employees and/or beneficiaries. Today, the introductory phone message tells you:

- Cost-of-living adjustments for railroad retirement benefits in 2020
- Tax statements will be mailed out by January 31, 2020
- Duplicate tax statements requests won't be accepted until February 15, 2020

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