



RRB News

U.S. Railroad Retirement Board

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RRB Plans Improved Access to Toll-Free Service

The U.S. Railroad Retirement Board (RRB) has developed two changes to the agency's nationwide toll-free telephone system that should improve customers' access to agency staff and services. The changes will take effect on February 15.

To address lengthy wait times for callers on our toll free number ((877)772-5772), the RRB is adding a virtual hold function and increasing our total hours of availability beginning with the week of February 15, 2021.

Starting February 15, rather than staying on the phone until a representative becomes available, callers will be able to request a callback when their place in line comes up. When choosing this option, callers will be asked to confirm their phone number and record their name. The system will then tell them approximately how long it will take for them to receive a callback.

At the time the return call is placed, the person answering the phone will be able to accept the call, request a brief delay while the original caller comes to the phone, or reschedule the call for a later time. This approach will result in more efficient service by RRB representatives, and will allow customers to avoid long hold times.

In conjunction with implementing the virtual hold feature, the RRB will also be increasing the number of hours per week during which claims representatives will be available to answer calls. Going forward, the hours during which the toll-free number will accept calls will change to 9 a.m. to 3 p.m. each business day, including Wednesdays.

Customers also have other options that are available 24 hours a day to obtain select services without the need to talk to an agency representative. By calling **877-772-5772** and using the automated menus or visiting **myRRB** at the agency website **RRB.gov**, the following information and services are available:

- Letters verifying income and monthly benefit rates;
- Service and compensation statement;

(More)

- Replacement Medicare card;
- Duplicate tax statement (1099, 1099-R);
- General benefit information; and
- RRB field office addresses.

In addition, railroad employees who have established **myRRB** accounts can login and complete the following actions:

- 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; and
- Get an estimate of retirement benefits.

Customers also have the option of sending a secure message to their local office by accessing the **Field Office Locator** on **RRB.gov** and clicking on the link at the bottom of their servicing office's page.

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