



RRB News

U.S. Railroad Retirement Board

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Claims for Railroad Unemployment Benefits Available Online

The U.S. Railroad Retirement Board has announced that railroad workers can now file biweekly claims for railroad unemployment benefits over the Internet.

Employees can access this new service by visiting the Board's Web site at www.rrb.gov and clicking on "MainLine Services" for directions on establishing an RRB Internet Services account. At that time, to ensure security, they must apply for a Password Request Code, which they will receive by mail in about 7 to 10 days. Once employees establish their online accounts, they will be able to file biweekly claims for unemployment benefits, as well as conduct other business with the Board, over the Internet. **Employees are encouraged to establish online accounts while still employed so the account is ready whenever they need to use this or other Internet services.** Employees who have already established online accounts do not need to do so again.

Unemployed rail workers were provided the option of filing applications online for railroad unemployment benefits in March 2004, but still had to file biweekly claim forms for their days of unemployment on paper claim forms. Claimants now receiving paper forms may instead file their claims online if they wish. Although claimants cannot file applications or biweekly claims for railroad sickness benefits over the Internet, the Board is planning to add the online filing of sickness claims in the future.

The new service is part of the Board's plan to implement comprehensive Internet services that will expand access to information and allow the railroad public to conduct its business with the agency online. For those who choose not to conduct business over the Internet, the Board's field offices are available to answer in-person, telephone, and written inquiries.

Most Board offices are open to the public from 9:00 a.m. to 3:30 p.m., Monday through Friday, except on Federal holidays. Addresses and phone numbers for all Board offices are available by calling the toll-free RRB Help Line at 1-800-808-0772. The RRB Help Line is an automated telephone service available 24 hours a day, 7 days a week. Board office locations and phone numbers can also be found on the Board's Web site.

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