



# RRB News

## U.S. Railroad Retirement Board

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### **RRB Starting New Toll-Free Service Project**

The U.S. Railroad Retirement Board (RRB) announced that it has begun work on a new nationwide toll-free telephone service. A single toll-free number will provide RRB customers with easy access to the agency's field service offices. In addition, it will offer options for self-service through automated menus as well as back-up coverage during emergency and busy periods.

Implementation of the new service will be phased in, starting with 12 RRB field offices. The 12 offices initially using the service will be St. Paul and Duluth, Minnesota; Fargo, North Dakota; Des Moines, Iowa; Jacksonville and Tampa, Florida; Atlanta, Georgia; Birmingham, Alabama; Oakland, Sacramento and Covina, California; and Mesa, Arizona.

Altogether, these offices serve some 130,000 retired employees, spouses, and survivors and some 50,000 active rail employees.

Nationwide toll-free service will be provided to customers in additional RRB field locations once the initial implementation phase has been completed.

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