



RRB News

U.S. Railroad Retirement Board

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RRB Providing Online Debt Payment

The U.S. Railroad Retirement Board announced that its customers now have the option of paying certain bills from the agency through the Department of the Treasury's Pay.gov online payment system, rather than through the mail.

Pay.gov enables individuals or businesses that have received an overpayment letter, debt notice, or bill from the RRB to quickly, easily, and securely pay that debt online.

Pay.gov processes collections electronically through the Internet. The Pay.gov site is available 24 hours a day, 7 days a week (including holidays). It is accessible from any computer with Internet access and allows customers to pay debts by debit/credit card or to authorize a debit of their savings or checking accounts.

RRB customers can access Pay.gov by visiting the RRB's Web site at www.rrb.gov and clicking on "Benefit Online Services (Mainline)." Beneficiaries should click on the "Pay Retirement or Survivor Bill Online" link and unemployment and sickness claimants should click on the "Pay Unemployment or Sickness Bill Online" link. The links will take them to a collection form hosted by Pay.gov. Each RRB debt type will have its own form type on Pay.gov. Once an RRB customer has entered the requested identifying information, he or she will be directed to a collection form requesting credit card or bank account information.

Initially, Pay.gov will process collections of debts incurred under the Railroad Retirement Act by annuitants and railroad employers, as well as debts incurred under the Railroad Unemployment Insurance Act (RUIA) by railroad workers. In the future it will be expanded to include other collection activities, such as certain debts incurred by railroad employers under the RUIA, as well as the collection of Medicare Part B premiums from beneficiaries who pay their premiums by direct billing.

Persons who may have questions about an overpayment letter or other debt notice from the RRB should contact their nearest RRB field office. Most RRB 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 RRB 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 RRB's Web site.

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