



# RRB News

## U.S. Railroad Retirement Board

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### Applications for Railroad Unemployment Benefits Available Online

The U.S. Railroad Retirement Board announced that railroad workers can now apply for railroad unemployment benefits over the Internet.

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

After an employee files an Internet application for unemployment benefits, the Board will mail biweekly claim forms to the employee for completion. Although employees will not be able to file their biweekly claims over the Internet, the Board is planning to add this service and other online services 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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