

Form COA-1 Screens, Descriptions, and Notes

The proposed Form COA-1, Change of Address (Internet), will be used by railroad annuitants, beneficiaries, or claimants to initiate a change to their mailing address on RRB.gov (myRRB), after they have completed the Login.gov identity verification process.

The Form COA-1 screens contain sample data and no real PII.

Screens 1 – 5 contains examples of accessing and completing the myRRB login process.

Screen 6 is the myRRB Landing Page to Access Form COA-1.

Screen 7 contains an example of a user's account information.


Screens 8 – 9 contains examples of Change of Address using Form COA-1 and USPS address validation as well as the Paperwork Reduction Act and Privacy Act Notices.

Screens 10 – 12 contain examples of the confirmation for the change of address, processing, and update notifications.

Screen 13 contains examples of Update Address data entry integrity rules when completing Screens 8 and 9.


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myRRB



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Q&A: Railroad Retirement Survivor Benefits

This edition of our questions and answers series describes the survivor benefits payable by RRB and the eligibility requirements for these benefits.


[Read More](#)




Retirement
Benefits for retired railroad employees and their families.




Survivor
Benefits for survivors of deceased railroad employees.




Unemployment
Benefits for unemployed railroad workers.



Sickness
Benefits for railroad employees unable to work because of illness or injury.



Disability
Total and occupational disability benefits for railroad employees.



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RUIA and Retirement Services

At this time RUIA and Retirement Services are only available to railroad employees. Spouses may request documents and pay bills online (see below).

Employees can use their Login.gov account for instant access to the following services any time:

- Apply for Unemployment Benefits
- Claim Unemployment Benefits
- View RUIA Account
- Claim Sickness Benefits
- Access RUIA Tax Documents (login.gov access only)
- View Service & Compensation
- Get Retirement Benefits Estimate

We've partnered with Login.gov to provide an extra layer of security to protect your personal information when conducting business with us online. Create an account or sign in here.

Due to system maintenance, online services accessed thru LOGIN.gov and the RRB's PPW accounts will not be available on Sunday, May 4, 2025, from 8:00 AM until 12:00 PM CST.

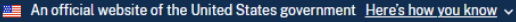




- or -


[Sign in with PPW Account](#)

Effective July 1, 2025 - All secure myRRB services and features will require a Login.gov account. All PPW accounts will be deactivated on that date. Please create a Login.gov account to ensure uninterrupted access to myRRB services.

Users can create or use an existing username and password to login and complete the validation process to access Form COA-1. A user creating a new account encounters the examples in screen 4.







myRRB is using Login.gov to allow
you to sign in to your account
safely and securely.

Sign in

Create an account

Sign in for existing users

Email address

Password

☐ Show password

Submit

[Sign in with your government employee ID](#)

LOGIN.GOV



● If you're creating an account, you'll need:

- 1) A current **state-issued ID**
- 2) An **email address**
- 3) Enable **two-step authentication**
- 4) To provide **basic information**, such as your name, address, and phone number
- 5) Your **Social Security number**
- 6) To verify your address by providing a **phone number or mailing address where you receive mail**

When you are finished with this process we'll give you a personal key. Write it down and store it in a safe place; it's important. You'll be asked for the personal key to reset your password.

[Click here for more information](#)



myRRB is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#)[Create an account](#)

Create an account for new users

Enter your email address

Select your email language preference

You will receive emails from Login.gov in the language you choose.

☒ English (default)

☐ Español

☐ Français

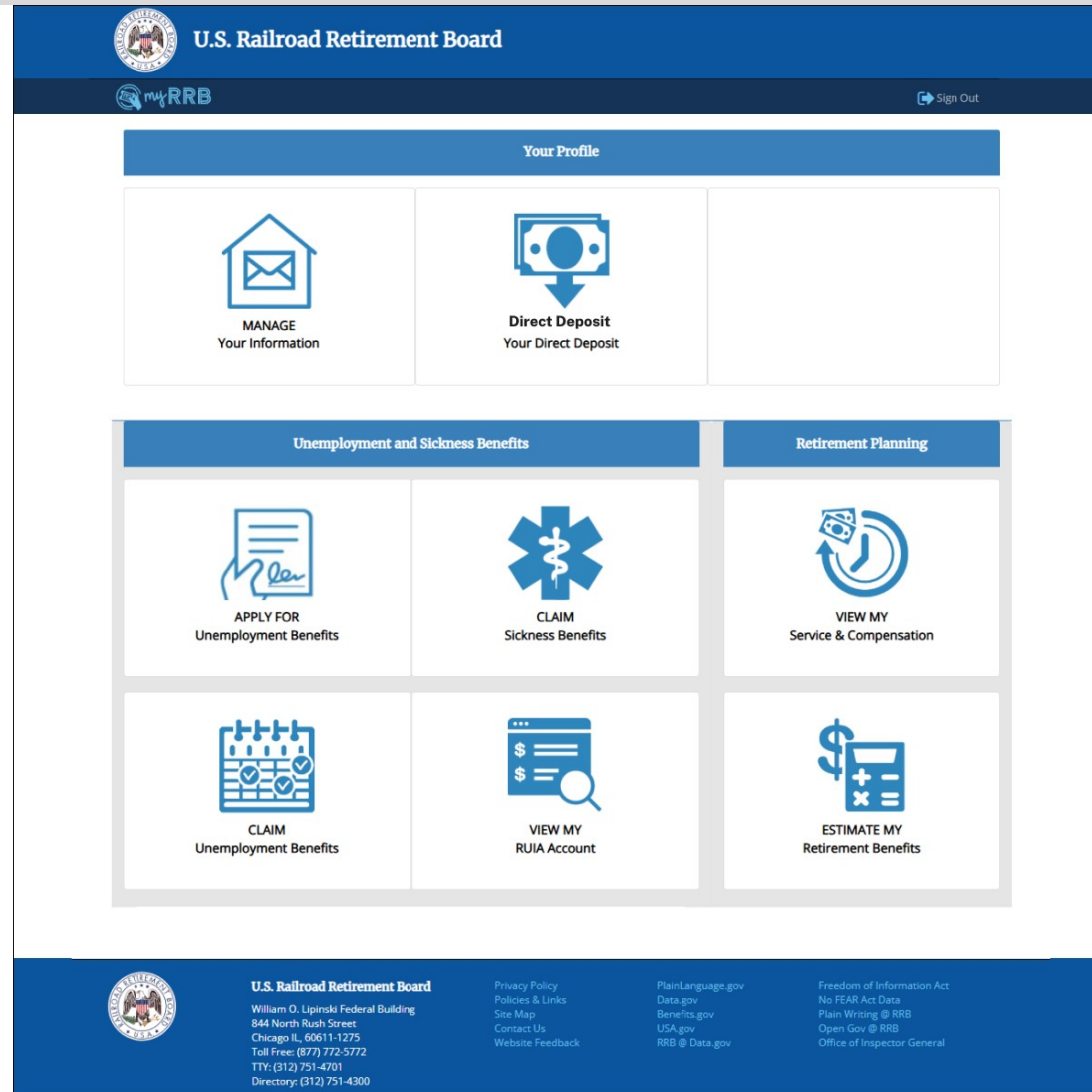
☐ 中文 (简体)

☐ I read and accept the Login.gov [Rules of Use](#)


Submit


User goes through rest of the
login.gov experience

User clicks “MANAGE Your Information” to access Form COA-1.



User clicks “Update address” button to initiate a change to their mailing address.

 **U.S. Railroad Retirement Board**

 [Sign Out](#)

[Home](#) > [Account](#)

Account information


Nick R. Martin

Email
Nick.Martin@example.com

Phone
555-346-5426

Primary mailing address
94 Euclid Dr.
Fort Lauderdale, FL 33309

[Update address](#)

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The user is required to complete all fields with a red (*) and make valid entries to ensure completeness and consistency of user-submitted data. Error messages and invalid entries (see Screen 13) indicated in red text will guide the user to make valid entries for data integrity.

Note: Form COA-1 entries will be matched to the USPS address validation to ensure correct address.

U.S. Railroad Retirement Board

myRRB Sign Out

myRRB > Account > Update address

US Railroad Retirement Board Form COA-1 (00-00) Proposed Form OMB NO. 3220-XXXX

Update address

Required fields are marked with an asterisk (*)

Country*
If you live outside of the 50 states, you cannot use myRRB to change your address. Please call 1-877-772-5772 for help.

United States of America

Street address and/or PO Box*
Only letters, numbers, spaces, dashes (-), slashes (/), and pound (#) are accepted

16 Spring Street

22 characters allowed

Street address line 2
Apartment, building, etc.
Only letters, numbers, spaces, dashes (-), slashes (/), and pound (#) are accepted

22 characters allowed

City*
Only letters, numbers, spaces, dashes (-), and pound (#) are accepted

Beaverton

13 characters allowed

State*

Illinois

ZIP code*
ZIP code must be 5 digits

97005

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[Paperwork reduction act](#)

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U.S. Railroad Retirement Board

myRRB Sign Out

myRRB > Account > Paperwork Reduction Act Notice

US Railroad Retirement Board Form COA-1 (00-00) Proposed Form OMB NO. 3220-XXXX

Paperwork Reduction Act Notice

This notice is given under the Paperwork Reduction Act of 1995 and the Privacy Act of 1974. The Privacy Act requires that the Railroad Retirement Board (RRB) tell you the following whenever we ask you for information.

The RRB's authority for requesting this information is Section 7(b) of the Railroad Retirement Act (RRA) of 1974. Providing us with this information is voluntary on your part. However, if you fail to provide us with the requested information, we may be unable to pay you any benefits. The RRB needs this information to determine whether or not you are eligible to receive such benefits and, if so, the amount you are entitled to receive. If your annuity application is approved and we begin to pay you benefits, information that we may request from you in the future will be used to determine whether you are entitled to continue to receive such benefits.

We estimate this form takes an average of 8 minutes per response to complete, including the time for reviewing the instructions, obtaining the data, and reviewing the completed form. If you wish, send comments regarding the accuracy of our estimate, or any other aspect of this form, including suggestions for reducing completion time, to: Railroad Retirement Board, ATTN: Bureau of Information Services/Policy & Compliance, 844 N. Rush St., Chicago, IL 60611-1275.

COMPUTER MATCHING AND PRIVACY PROTECTION
The Computer Matching and Privacy Protection Act of 1988 requires the RRB to advise you that information you have provided may be used, without your consent, in automated matching programs. These matching programs are a computer comparison of RRB records with records kept by other Federal, State, or local governmental agencies. Information from these matching programs can be used to establish or verify a person's eligibility for federally funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.


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Note: Address entries will be matched to the USPS address validation.

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[myRRB](#) > [Account](#) > USPS address validation


USPS address validation

USPS found a similar address. Please confirm before continuing.
NOTE: Selecting 'Use as entered' requires manual review, this may cause a delay in services.

☒ **USPS suggested address**
16 Spring St.
Beaverton, IL 97005-1112
USA

☐ **Use as entered**
16 Spring Street
Beaverton, Illinois 97005
United States of America

[Continue](#) [Back](#)


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The user can now verify and submit their change of address request.

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[myRRB](#) > [Account](#) > [USPS address validation](#) > Confirm update address

Confirm change of address

By submitting your change of address, you will be updating your primary mailing address.

Current address

94 Euclid Drive


Fort Lauderdale, FL 33308

New address

16 Spring Street

Beaverton, IL 07005

[Save address](#) [Back](#)




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Provide information to the user on the status of their request, timeline expectation, and who to contact if they need assistance.

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[Home](#) > [Account](#)

Account information

 **Your address update is pending.** If it has been in process for more than 5 days, please contact an [RRB Field Office](#) for assistance.


Name
Nick Martin

Email
Nick.Martin@example.com

Phone
555-346-5426

Primary mailing address
94 Euclid Dr.
Fort Lauderdale, FL 33309
USA

[Update address](#)


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Note: See the banner above Your Profile.


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 **Address updated**


Your Profile


MANAGE
Your Information



MANAGE
Your Direct Deposit


Unemployment and Sickness Benefits



APPLY FOR
Unemployment Benefits



CLAIM
Sickness Benefits


Retirement Planning


VIEW MY
Service & Compensation


CLAIM
Unemployment Benefits


VIEW MY
RUIA Account


ESTIMATE MY
Retirement Benefits


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Note: Error messages and invalid entries are displayed below in red text and provide guidance to the user to make valid entries for data integrity.

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Update address

Required fields are marked with an asterisk (*).

Country*

Only USA addresses are supported. For international addresses, contact us toll-free at 877-772-5772.

United States of America

Street address and/or P.O. Box*

Please enter an address or P.O. Box

24 characters allowed

Street address line 2

Apartment, building, etc.

24 characters allowed

City*

Please enter a city

State or Territory*


Please enter a state or territory

ZIP code*

ZIP code must be 5

Please enter a valid ZIP code


[Continue](#) [Cancel](#)


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Update address

Required fields are marked with an asterisk (*).

Country*

Only USA addresses are supported. For international addresses, contact us toll-free at 877-772-5772.

United States of America

Street address and/or P.O. Box*

134 North Massachusetts Avenue

6 characters over limit

Street address line 2

Apartment, building, etc.

24 characters allowed

City*

New Philadelphia

3 characters over limit

State or Territory*


ZIP code*

ZIP code must be 5

Please enter a valid ZIP code

4500

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