



Rep. Sarbanes speaks with U.S. Army veteran Herbert Engle in Towson about office resources available to veterans.

## Helping Veterans Receive the Pay and Benefits They Deserve

### Veterans Benefits

Many veterans and military retirees depend on pensions or other earned benefits from the Department of Veterans Affairs (VA) and the Department of Defense (DOD). When Herbert – a veteran from Columbia – had his VA benefits and military retirement payments withheld, he approached my office to help resolve the error.

We were able to expedite the claims process and bridge the gap between the VA and the DOD, helping Herbert avoid a lengthy and costly auditing process and ultimately reinstating his financial benefits.

## Expediting and Simplifying Your Experience with Federal Agencies

### Social Security Benefits

My office can help you communicate and engage with a number of federal agencies. When the Social Security Administration (SSA) got its deceased records wrong and terminated benefits to Betty – a constituent from Pikesville – she contacted my office. We worked with SSA to have her account restored, get her Medicare reinstated and have her missing payments reissued.

### Tax Filing Resources

Patrick, a constituent from Baltimore, contacted my office after failing to receive his \$2,488 tax refund. We submitted an inquiry to the Taxpayers Protection Alliance, and in a couple of months, Patrick received the refund he was owed.

Congressman John Sarbanes  
600 Baltimore Ave., Suite 303  
Towson, MD 21204

M.C.  
Prsrt Std



SRB15\_001

This mailing was prepared, published, and mailed at taxpayer expense.

To reduce this expense, only one copy was sent per household. Please feel free to share the information included in this mailing with other members of your household.

Office of Congressman  
John P. Sarbanes



Constituent  
Services Guide

# Constituent Service Sites



## Towson

600 Baltimore Avenue, Suite 303  
Towson, MD 21204  
Phone: (410) 832-8890  
Fax: (410) 832-8898

**Hours: Monday – Friday, 9am – 5pm**

## Annapolis

Arundel Center  
44 Calvert Street, Suite 349  
Annapolis, MD 21401  
Phone: (410) 295-1679  
Fax: (410) 295-1682

**Hours: Tuesday, 11am – 1pm, or by appointment**

## Burtonsville

Marilyn J. Praisner Community Recreation Center  
14906 Old Columbia Pike  
Burtonsville, MD 20866  
Phone: (301) 421-4078

**Hours: Thursday, 11am – 1pm, or by appointment**

## Washington, D.C.

2444 Rayburn HOB  
Washington, DC 20515  
Phone: (202) 225-4016  
Fax: (202) 225-9219

**Hours: Monday – Friday, 9am – 5pm**

## Online

[www.sarbanes.house.gov](http://www.sarbanes.house.gov)

 [facebook.com/RepSarbanes](https://facebook.com/RepSarbanes)

 [@RepSarbanes](https://twitter.com/RepSarbanes)

# Constituent Services

*Congressman Sarbanes can help you get the service you need from the federal government.*

## Military Personnel and Veterans

Supporting the men and women who bravely serve in our armed forces must be a top priority for this nation. If you are currently in the military, are retired military or are a veteran, I would be honored to help you resolve any problem or address any concern you may have.

## Social Security and Medicare

I am committed to ensuring that you receive your Social Security and Medicare benefits. My office can help you resolve issues related to Medicare, including the Prescription Drug Program, and Social Security, including disability.

## Education Loans and Support

If you or a family member are considering college, you may be eligible to receive federal student loans or grants. My office can provide information regarding educational assistance offered by the federal government.

## Internal Revenue Service

My office can help you navigate the IRS and, if eligible, direct you to free or low-cost tax assistance services.

## Federal Grants

If you have questions regarding federal grants, please visit my website, [www.sarbanes.house.gov](http://www.sarbanes.house.gov), or call my office for additional information.

## Legislative Issues

For questions about legislative business or to share your opinion on federal issues, please contact my office in Washington.

## Academy Nominations

Every year, I am privileged to make nominations to our nation's service academies, including the U.S. Naval Academy, the U.S. Air Force Academy, the U.S. Military Academy and the U.S. Merchant Marine Academy. If you are interested in applying, please contact my office for additional information.

## Internships

A congressional internship provides an opportunity to learn about Congress and to serve our nation. Internships are volunteer positions, and students may be eligible to earn college credit.

## Passports

If you have an urgent or complex situation, we can assist you with expedited service.

## American Flags

You can purchase an American flag from my office that has been flown over the U.S. Capitol and that includes a certificate of authenticity.

## Tours

If you will be visiting our nation's capital, my office in Washington can provide you with information about popular downtown attractions, including the monuments and museums.

# A Message from Congressman Sarbanes



Dear Friends,

I am proud to represent Maryland's Third Congressional District in Congress. As your representative, my top

priority is providing you with effective and timely constituent service.

My office is always available to assist you with navigating federal agencies and solving your problems. Details of the services we offer are outlined in this brochure along with contact information for my constituent service sites in your community and in Washington.

If you need assistance or just want to share your thoughts on an issue, please write, call or email me.

**John P. Sarbanes**