



Federal Benefits Units (FBUs)

- Located in United States embassies and consulates at 21 locations around the world.
- FBUs are sometimes called Claims Taking Posts (CTPs).
- The people who work in the FBUs are Department of State employees.

FBUs provide services outside of the United States for these agencies:

- Social Security Administration (SSA) 92%
- Veterans' Affairs (VA) 3%
- Office of Personnel Management (OPM) 3%
- Department of Labor (DOL) 1%
- Railroad Retirement Board (RRB) 1%



FBU Services

FBU's provide a broad range of services, such as:

- Providing information to applicants about benefits
- Providing necessary forms
- Assisting applicants with completing forms
- Taking and developing benefit claims
- Arranging medical appointments for disability claims
- Following up with agencies when necessary
- Processing benefit entitlement changes (i.e., address, direct deposit, reports of death, etc.)
- Processing applications for Social Security Numbers



Non-Claims Taking Posts (NCTPs)

Embassies and consulates without a Federal Benefits Unit are called Non-Claims Taking Posts (NCTPs). They work closely with an FBU and can provide limited federal benefits assistance, such as:

- Accepting Social Security Number applications
- Establishing an applicant's "Intent to File" and forwarding it to the servicing FBU
- Handling inquiries for other federal agencies
- Accepting reports of changes (i.e., address, direct deposit, deaths, marriages, etc.)
- Assist FBUs with medical appointments for disability claims
- Providing assistance to FBU's for field investigations and beneficiary contact



Canada

Social Security service to Canada is provided by the US Social Security offices in the states that border Canada (Alaska, Washington, Idaho, Montana, North Dakota, Minnesota, Michigan, New York, Vermont, Maine)





Mexico City Region FBUs





San Jose Region FBUs





London Region FBUs

Political Map of Europe





Frankfurt Region FBUs

Political Map of Europe





Rome Region FBUs





Manila Region FBUs





Countries Served by San Jose Region FBUs

Anguilla	Brazil	Ecuador	Nicaragua	Trinidad & Tobago
Antigua & Barbuda	British Virgin Islands	El Salvador	Panama	Turks & Caicos
Argentina	Cayman Islands	Falkland Islands	Paraguay	Uruguay
Aruba	Chile	French Guiana	Peru	Venezuela
Bahamas	Colombia	Grenada	Saint Martin/Sint Maarten	
Barbados	Costa Rica	Guatemala	St. Kitts & Nevis	
Belize	Cuba	Guyana	St. Bartholomew	
Bermuda	Curaçao	Haiti	St. Lucia	
Bolivia	Dominica	Honduras	St. Vincent & the Grenadines	
Bonaire	Dominican Republic	Jamaica	Suriname	



Countries Served by London Region FBUs

Andorra	Finland	Kenya	Nigeria	Sweden
Angola	Gambia	Lesotho	Norway	Tanzania
Azores	Ghana	Liberia	Portugal	Uganda
Belgium	Gibraltar	Luxembourg	Sao Tome & Principe	Western Sahara
Botswana	Greenland	Malawi	Sierra Leone	United Kingdom
Cape Verde Islands	Guinea-Bissau	Mozambique	South Africa	Zambia
Denmark	Iceland	Namibia	Spain	Zimbabwe
Equatorial Guinea	Ireland	Netherlands	Swaziland	



Countries Served by Frankfurt Region FBUs

Algeria	Republic of the Congo (Brazzaville)	Germany	Madagascar	Poland
Austria	Democratic Republic of the Congo (Kinshasa)	Guadeloupe	Mali	Russia
Belarus	Cote d'Ivoire	Guinea	Martinique	Rwanda
Benin	Czech Republic	Hungary	Mauritania	Senegal
Burkina Faso	Djibouti	Iran	Monaco	Slovakia
Burundi	Estonia	Latvia	Montserrat	Switzerland
Cameroon	France	Liechtenstein	Morocco	Togo
Chad	Gabon	Lithuania	Niger	Tunisia
				Ukraine



Countries Served by Rome Region FBUs

Afghanistan	Diego Garcia	Jordan	Moldova	Slovenia	Uzbekistan
Albania	Egypt	Kazakhstan	Montenegro	Somalia	The Vatican
Armenia	Eritrea	Kosovo	Oman	South Sudan	Yemen
Azerbaijan	Ethiopia	Kuwait	Qatar	St. Helena and Dependencies	
Bahrain	Georgia	Kyrgyzstan	Reunion	Sudan	
Bosnia-Herzegovina	Greece	Lebanon	Romania	Syria	
Bulgaria	Iraq	Libya	San Marino	Tajikistan	
Comoros	Israel	Macedonia	Saudi Arabia	Turkey	
Croatia	Italy	Malta	Serbia	Turkmenistan	
Cyprus	Jerusalem	Mauritius	Seychelles	United Arab Emirates	



Countries Served by Manila Region FBUs

Australia	India	Maldives	Palau	Timor-l'Este
Bangladesh	Indonesia	Marshall Islands	Papua-New Guinea	Tonga
Bhutan	Japan	Federated States of Micronesia	Philippines	Tuvalu
Brunei	Kiribati	Mongolia	Samoa	Vanuatu
Cambodia	Korea, North	Nauru	Singapore	Vietnam
China	Korea, South	Nepal	Solomon Islands	
Fiji	Laos	New Caledonia	Sri Lanka	
French Polynesia	Macao	New Zealand	Taiwan	
Hong Kong	Malaysia	Pakistan	Thailand	



Which FBU Serves My Country?

<https://www.ssa.gov/foreign/foreign.htm>

Mexico City Region

FBU.Mexico.City@ssa.gov

FBU.Ciudad.Juarez@ssa.gov

FBU.Guadalajara@ssa.gov

San Jose Region

FBU.CostaRica@ssa.gov

FBU.Argentina@ssa.gov

FBU.SantoDomingo@ssa.gov



Which FBU Serves My Country?

London Region

FBU.London@ssa.gov

FBU.Dublin@ssa.gov

FBU.Lisbon@ssa.gov

FBU.Madrid@ssa.gov

FBU.Oslo@ssa.gov

Frankfurt Region

FBU.Frankfurt@ssa.gov

FBU.Paris@ssa.gov

FBU.Krakow@ssa.gov

FBU.Warsaw@ssa.gov



Which FBU Serves My Country?

Rome Region

FBU.Rome@ssa.gov

FBU.Naples@ssa.gov

FBU.Athens@ssa.gov

FBU.Jerusalem@ssa.gov

Manila Region

FBU.Manila@ssa.gov

FBU.Tokyo@ssa.gov