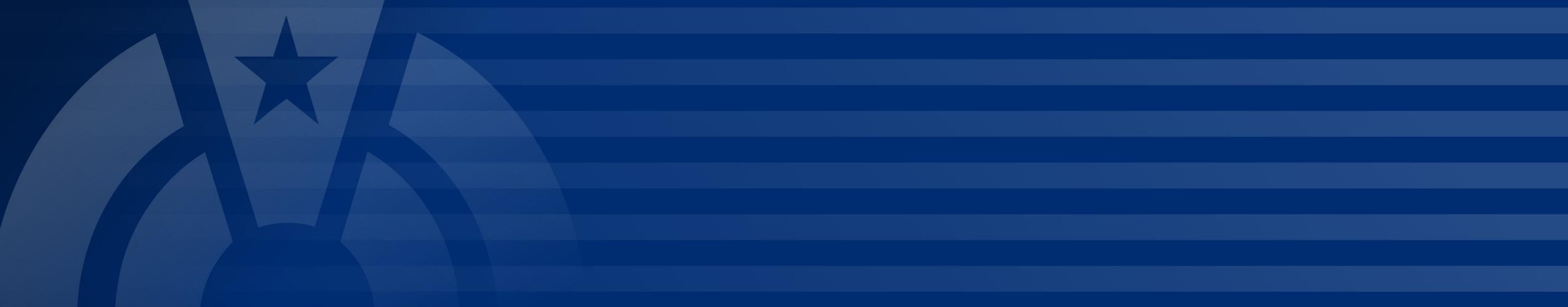


How to Submit a Request to PBGC: Refund Request

My Plan Administration Account (My PAA)

Last Updated: May 06, 2024





Step-by-Step Instructions

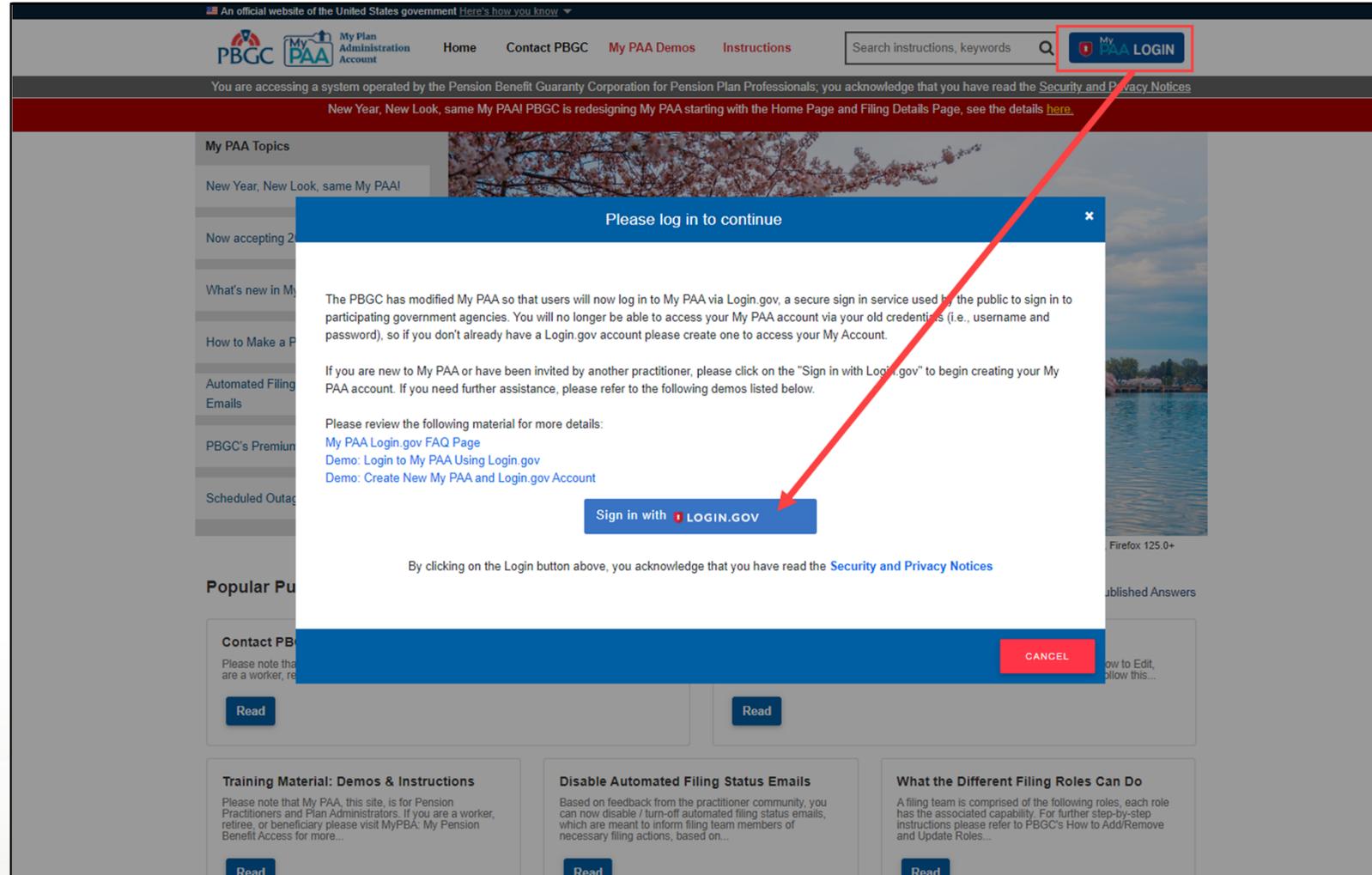


PBGC

How to Submit a Refund Request

Login

- From the Home Page, click on the “My PAA Login” button to log in.
- You will need to log in to your Login.gov account to access your My PAA account.
 - For more details and step-by-step instructions on how to access your My PAA account via Login.gov please view PBGC’s [How to Log in to My PAA Using Login.gov?](#) Published Answer.



The screenshot displays the My PAA Login page. At the top right, there is a search bar and a "My PAA LOGIN" button highlighted with a red box. A red arrow points from this button to a modal window titled "Please log in to continue". The modal contains the following text:

The PBGC has modified My PAA so that users will now log in to My PAA via Login.gov, a secure sign in service used by the public to sign in to participating government agencies. You will no longer be able to access your My PAA account via your old credentials (i.e., username and password), so if you don't already have a Login.gov account please create one to access your My Account.

If you are new to My PAA or have been invited by another practitioner, please click on the "Sign in with Login.gov" to begin creating your My PAA account. If you need further assistance, please refer to the following demos listed below.

Please review the following material for more details:

- [My PAA Login.gov FAQ Page](#)
- [Demo: Login to My PAA Using Login.gov](#)
- [Demo: Create New My PAA and Login.gov Account](#)

At the bottom of the modal is a blue button labeled "Sign in with LOGIN.GOV". Below the modal, there is a red "CANCEL" button and a line of text: "By clicking on the Login button above, you acknowledge that you have read the Security and Privacy Notices".

How to Submit a Refund Request

Plan List Page

- Once you have logged in to your My PAA account, click on the “Plan List” icon or link from the Home Page.

The screenshot displays the My PAA account dashboard. At the top, there is a navigation bar with the PBGC logo, "My PAA My Plan Administration Account", and links for Home, Contact PBGC, My PAA Demos, and Instructions. A search bar and a user profile dropdown (jane.doe.sm...) are also present. Below the navigation bar, a message states: "You are accessing a system operated by the Pension Benefit Guaranty Corporation for Pension Plan Professionals; you acknowledge that you have read the Security and Privacy Notices". A red banner below this message reads: "New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details [here](#)." The main content area features a sidebar on the left with "My PAA Topics" including "New Year, New Look, same My PAA!", "Now accepting 2024 Filings", "What's new in My PAA & Login Process", "How to Make a Payment?", "Automated Filing Status Transitions and Emails", "PBGC's Premium Disaster Relief Policy", and "Scheduled Outages". The main content area has a background image of cherry blossoms over water and a vertical menu of buttons: "Create New / Add Existing Plan", "Plan List" (highlighted with a red box and a red arrow), "In-Process Filings", "Upload or Import Filings", and "View Upload History". At the bottom, it lists "Supported Browsers: Google Chrome 124.0+, Microsoft Edge 124.0+, Firefox 125.0+ (Release 5.7 as of 04/21/2024)".

How to Submit a Refund Request

Plan Details Page

- From the Plan List page, click hover over the plan name you wish to submit a refund request for, then you will be able to click on “View Plan Details” link that appear. You will automatically be redirected to the Plan Details page.

The screenshot shows the PBGC My PAA Account interface. At the top, there is a navigation bar with links for Home Page, Contact PBGC, My PAA Demos, and Instructions. A user profile dropdown shows 'jane.doe.s...'. A red banner below the navigation bar contains the text: 'New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details here.' Below this is a blue header for 'Plans in your My PAA Account'. The main content area features a table of plans with columns for Plan ID, EIN, PN, Name, Latest Filing Update, Latest Filing ID, Latest PYC, and Latest Filing Status. A red star is placed over the 'PN' column of the first row. A red box highlights the 'View Plan Details' button in the first row. A red arrow points from the star to the button. A zoomed-in view of the table is shown below, with the 'View Plan Details' button for the first row highlighted in a red box.

Create Filing	Plan ID	EIN	PN	Name	Latest Filing Update	Latest Filing ID	Latest PYC	Latest Filing Status
CREATE FILING	2420303	131311313	121	MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE	04/29/2024	536831	01/01/2020	Upload Cancelled
CREATE FILING	86264	123456789	001	SPECIAL NON-PREMIUM TRANSACTIONS	04/22/2024	536378	02/01/2024	Pending Payment Info
CREATE FILING	2420311	898989898	898	PRACTITIONER REMOVED FROM ANOTHER PLAN	11/01/2023	506658	01/01/2023	Draft

How to Submit a Refund Request

Plan Details Page

- Below the Plan Details are the premium-related action buttons. Click on the “Submit Request” button to inquire about plan information or request premium-related actions from PBGC.

An official website of the United States government [Here's how you know](#)

Home Contact PBGC My PAA Demos Instructions Search instructions, keywords jane.doe.sm...

You are accessing a system operated by the Pension Benefit Guaranty Corporation for Pension Plan Professionals; you acknowledge that you have read the [Security and Privacy Notices](#)

New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details [here](#).

[Return to Plan List](#)

Plan Details Page

Plan Name:	Plan ID:	Plan Status:	EIN:	PN:	Effective Date:	Plan Sponsor:
MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE	2420303	Active	131311313	121	04/24/2021	No Value

[Create Filing](#) [Submit Request](#) [Manage Roles](#) [Payment Voucher](#) [Account History](#)

[View Request Status](#) [View Correspondence](#)

[Premium Filings](#) [Team Members](#) [Admin/Contact Details](#)

Premium Filings

The table below lists all premium filings for this Plan (EIN/PN). To navigate to the Filing Details page for a specific filing, place your cursor over the desired Filing ID and select the Filing Details button. To view/print a PDF version of your filing, select the Filing Receipt button for the appropriate row. To amend a previously submitted filing, select the Amend button for the appropriate row.

Show entries Search:

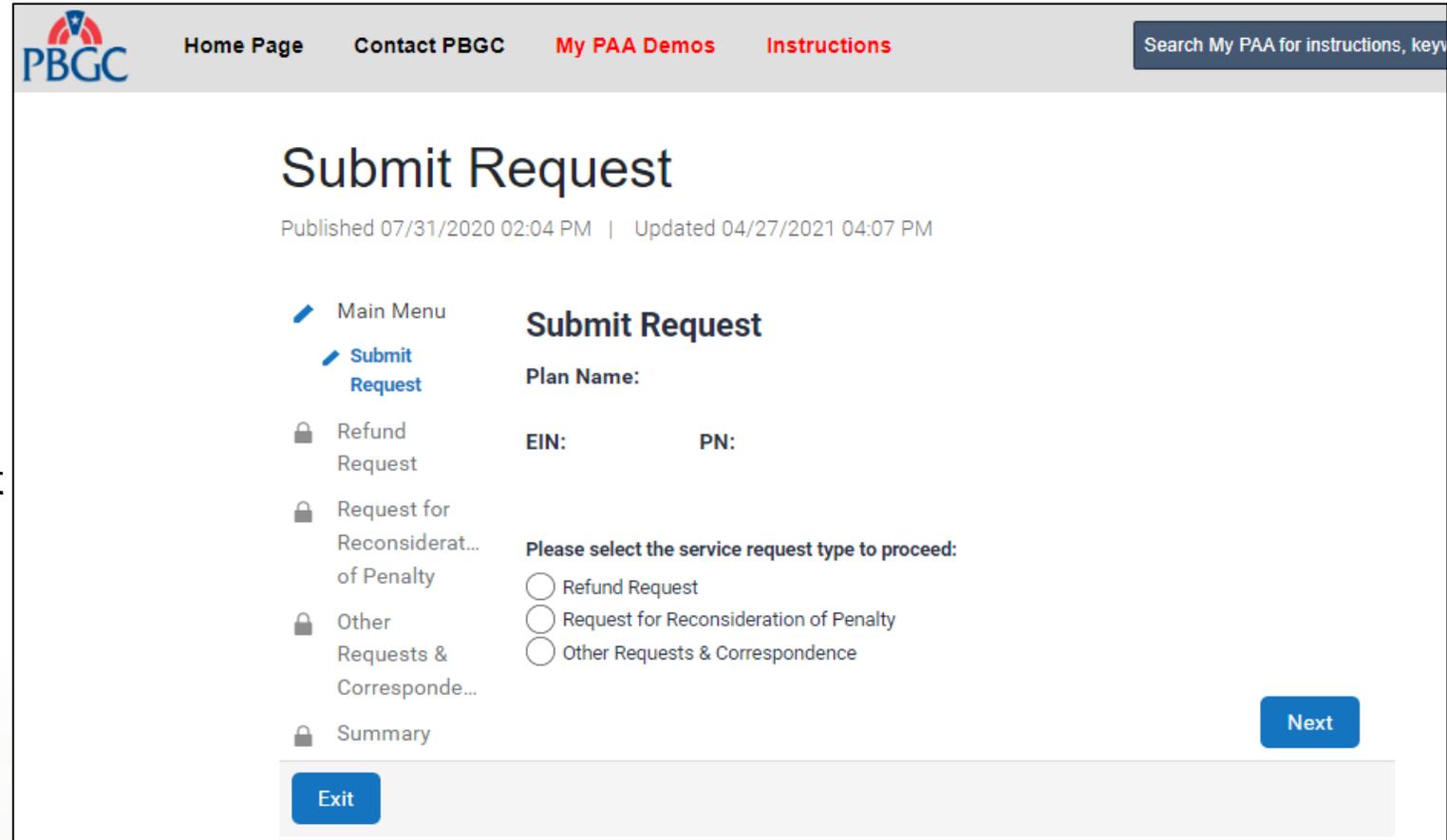
Filing ID	PYC	Submit Date	Status	Action	View PDF
535304			Draft	Filing Details	Filing Receipt
531237	01/01/2024		Draft	Filing Details	Filing Receipt

How to Submit a Refund Request

Submit Request Page

Submit Service Request

- Select which type of service request you would like to submit:
 - Refund Request: If you have a credit/overpayment on a particular plan year and do not wish to use it as a credit towards premium amount due for the next plan year.
 - Request for Reconsideration of Penalty: If you have received a Statement of Account (SOA), and was charged penalty, you can contest the charges.
 - Other Requests & Correspondence: If you have received correspondence from the PBGC and would like further explanation or would simply like to respond.
- Once you have selected the appropriate request, click the “Next” button.



The screenshot shows the PBGC website's 'Submit Request' page. At the top, there is a navigation bar with links for 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions'. A search bar on the right contains the text 'Search My PAA for instructions, key...'. The main heading is 'Submit Request', with a sub-heading 'Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM'. On the left, a sidebar menu lists: 'Main Menu', 'Submit Request' (highlighted with a blue pencil icon), 'Refund Request', 'Request for Reconsiderat... of Penalty', 'Other Requests & Corresponden...', and 'Summary'. The main content area has a 'Submit Request' heading, followed by 'Plan Name:', 'EIN:', and 'PN:'. Below this is a section titled 'Please select the service request type to proceed:' with three radio button options: 'Refund Request', 'Request for Reconsideration of Penalty', and 'Other Requests & Correspondence'. At the bottom right is a blue 'Next' button, and at the bottom left is a blue 'Exit' button.

How to Submit a Refund Request

Submit Request Page

Premium Refund Request

- Select the “Refund Request” radio button and click on the “Next” button.
- Please note that you can only request a refund as the Plan Admin/Plan Admin Rep.
 - Please see the “[How to Add/Remove and Update Roles of Filing Members](#)” demo for step-by-step instructions on updating your role.
- You will only be able to request a refund if, according to PBGC’s records there is a valid overpayment/credit available.
 - Please see the “[How to Check an Account History for a Plan](#)” demo for step-by-step instructions on how to retrieve an Account History.

Home Page Contact PBGC My PAA Demos Instructions Search My PAA for instructions, key

Submit Request

Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM

- Main Menu
- Submit Request**
- Refund Request
- Request for Reconsiderat... of Penalty
- Other Requests & Correspondence
- Summary

Plan Name:

EIN: PN:

Please select the service request type to proceed:

Refund Request

Request for Reconsideration of Penalty

Other Requests & Correspondence

Exit

Next

How to Submit a Refund Request

Submit Request Page

Premium Refund Request

- My PAA will automatically display one, or all plan years that have a valid overpayment/credit.
- To request a refund for that particular plan year, check the “Request Refund” checkbox for the corresponding plan year.
- Note: You may only submit a refund request for a premium overpayment if it is within statute of limitations (i.e., non-SOL plan years).

The screenshot shows the PBGC website's 'Submit Request' page. The navigation bar includes 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions'. A search bar is located in the top right corner. The main heading is 'Submit Request', with publication and update dates. A sidebar on the left contains a menu with options like 'Main Menu', 'Refund Request', 'Premium Refund Request', 'Request for Reconsideration of Penalty', 'Other Requests & Correspondence', and 'Summary'. The 'Premium Refund Request' section is active, showing 'Plan Name:', 'EIN:', and 'PN:' fields. Below this, a table lists plan years with overpayment amounts and a 'Request Refund' checkbox. The first row shows a plan year of 01/01/2021 with an overpayment amount of \$15307.22. A red box highlights the 'Request Refund' checkbox, and a red arrow points to it from the 'Next' button. The 'Next' button is also highlighted with a red box. Other buttons include 'Back' and 'Exit'.

PYC:	Overpayment Amount:	Request Refund
01/01/2021	\$15307.22	<input type="checkbox"/>

How to Submit a Refund Request

Submit Request Page

Refund Mailing Address

- Once you have selected the appropriate plan year(s) you are requesting a refund for, please provide a valid mailing address.
 - Even if you are requesting an ACH, if the refund cannot be completed through that channel, the refund will be issued via paper check mailed to the provided address.
- After the information has been provided and validated, click on the “Next” button.

Submit Request
Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM

✓ Main Menu
✓ Refund Request
✓ Premium Refund Request
✓ Refund Mailing Address
Request for Reconsiderat... of Penalty
Other Requests & Corresponden...
Summary

Refund Mailing Address

Plan Name:
EIN: PN:
Payee Name:

Please complete the following mailing address information for All refund requests. Please note that if a requested ACH refund cannot be completed (which infrequently occurs), the refund will be issued by check using this information. For additional details, click [here](#).

Please note that the Department of Treasury may reduce the amount of the refund to offset any past-due amounts you owe to another Federal agency. See 26 U.S.C. § 6402(d)(1).

Mailing Address:

Attn To:
Country
Address 1:
Address 2:
City: State: Zip:

Back Next

Exit

How to Submit a Refund Request

Submit Request Page

Premium Refund Option

- There are two available options on how you would like to receive the refund:
 - ACH (No Fed wire)
 - Paper check sent via USPS

The screenshot shows the PBGC website's 'Submit Request' page. The navigation bar includes 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions', along with a search bar. The main heading is 'Submit Request', with publication and update dates. A left-hand menu lists various request types, with 'Premium Refund Option' selected and highlighted in blue. The main content area is titled 'Premium Refund Option' and contains fields for 'Plan Name:', 'EIN:', and 'PN:'. Below these is the 'Refund Option:' section with two radio button choices: 'I want a refund by ACH (No Fed wires)' and 'I want a refund by mailed check (the payee name & mailing address will be used)'. A red arrow points to the first radio button. At the bottom of the form are 'Back', 'Next', and 'Exit' buttons. The 'Next' button is highlighted with a red border.

How to Submit a Refund Request

Submit Request Page

Premium Refund Option

- If you choose to be refunded via ACH, please provide valid banking information:
 - Account Holder's Name
 - Account Type (Checking/Savings)
 - Routing Number (9-digits)
 - Account Number (at least 3-digits)
 - Is the account a trust account?
- If you choose to be refunded via paper check, the information provided on the previous screen will be used.
- Once an option is selected, click the "Next" button.

Submit Request

Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM

✓ Main Menu
✓ Refund Request
✓ Premium Refund Request
✓ Refund Mailing Address
✓ Premium Refund Option
Request for Reconsideration of Penalty
Other Requests & Correspondence
Summary

Premium Refund Option

Plan Name: TN AMERICAS HOLDINGS, INC. DEFINED BENEFIT - ERWIN PLANT EMPLOYEES
EIN: 581884128 PN: 009

Refund Option:

I want a refund by ACH (No Fed wires)
 I want a refund by mailed check (the payee name & mailing address will be used)

Important: Please be sure your account does not have an "ACH Debit Block." If your account has an "ACH Debit Block", please provide the PBGC Company ID "1601000606" to your financial institution before you submit your payment so they may authorize PBGC to debit our account. Without this authorization, your financial institution may reject the processing of your payment. A Debit Block is the most common reason for failed ACH payments.

Account Holder Name:

Select Account Type: Checking Savings

Routing Number: 9 Digits

Confirm Routing Number: 9 Digits

Account Number: 3 Digit Minimum

Confirm Account Number: 3 Digit Minimum

Is this a [trust account](#)? Yes No

Back Next

Submit Request

Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM

Premium Refund Option

Plan Name: TN AMERICAS HOLDINGS, INC. DEFINED BENEFIT - ERWIN PLANT EMPLOYEES
EIN: 581884128 PN: 009

Refund Option:

I want a refund by ACH (No Fed wires)
 I want a refund by mailed check (the payee name & mailing address will be used)

Back Next

How to Submit a Refund Request

Submit Request Page

Refund Comments

- You may also include attachments, which are optional, with your Refund Request.
 - PDF, Microsoft Word and Excel files are accepted.
 - Each file may not exceed 10MB.
 - All files total may not exceed 50MB.
- You may also include comments, which are optional, with your Refund Request.
 - Characters for the comments may not exceed the 400 limit.
- If any information has been provided, please review and validate, and then click the “Next” button.

The screenshot shows the PBGC website's 'Submit Request' page. The page title is 'Submit Request' with a sub-header 'Refund Comments'. The page includes a navigation menu on the left with options like 'Main Menu', 'Refund Request', 'Premium Refund Request', 'Refund Mailing Address', 'Premium Refund Option', 'Refund Comments' (highlighted), 'Request for Reconsideration of Penalty', 'Other Requests & Correspondence', and 'Summary'. The main content area displays the plan name 'TN AMERICAS HOLDINGS, INC. DEFINED BENEFIT - ERWIN PLANT EMPLOYEES' and EIN '581884128'. There are sections for 'Attachments (optional)' with an 'Add' button and a note about file limits, and 'Comments (optional)' with a text area showing '400/400 characters remaining' and a 'Next' button highlighted with a red box.

How to Submit a Refund Request

Submit Request Page

Summary - Refund Request

- Before submission, please review all the items on the Summary Page to confirm the information is valid.
- If any changes must be made, please click the “Back” button to return to the previous pages.
- If the information is correct, click the “Submit” button to send the request to PBGC.

The screenshot displays the PBGC 'Submit Request' page. At the top, there is a navigation bar with links for 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions', along with a search bar for instructions. The main heading is 'Submit Request', with publication and update dates. A left-hand navigation menu lists various request types, with 'Summary - Refund Request' selected. The main content area is titled 'Summary - Refund Request' and includes a warning to review information before submission. Below this, a table shows the 'PYC & Refund Amount' for 01/01/2021 as \$15307.22. A detailed form follows, containing fields for Payee Name, Attention To, Mailing Address, Refund Method Selected, Account Holder Name, Account Type, Routing Number, Account Number, Bank Name, and Trust Account. An 'Attachment' field is currently empty. At the bottom, there is a 'Comments' field with 'N/A' and two buttons: 'Back' and 'Submit'.

PYC & Refund Amount:	
01/01/2021	\$15307.22

EIN:	581884128
PN:	009
Payee Name:	TN AMERICAS HOLDINGS, INC. DEFINED BENEFIT - ERWIN PLANT EMPLOYEES
Attention To:	John Smith
Mailing Address:	123 ABC Way Washington, DC 20005 United States (US)
Refund Method Selected:	ACH
Account Holder Name:	John Smith
Account Type:	Checking
Routing Number:	065000090
Account Number:	123
Bank Name:	CAPITAL ONE, NATIONAL ASSOCIATION
Trust Account:	No
Attachment:	
Comments:	N/A

How to Submit a Refund Request

Submit Request Page

Confirmation

- Once the request has been successfully submitted, you will be able to track the request on the “Check Status of Request” Page from the Plan Details Page.
- If you have additional comments, you may also refer to your Account Activity History.
 - Please refer to [How to Check My PAA Account Activity History](#) Demo for more information.
- You may now continue with any further premium-related task for this plan by clicking on the “Back to Plan Details” button.

The screenshot shows the PBGC website's 'Submit Request' confirmation page. At the top, there is a navigation bar with the PBGC logo, 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions'. A search bar on the right contains the text 'Search My PAA for instructions, keyword'. The main heading is 'Submit Request', with a sub-header indicating it was published on 07/31/2020 and updated on 04/27/2021. A left-hand navigation menu lists several options: 'Main Menu', 'Refund Request', 'Request for Reconsideration of Penalty', 'Other Requests & Correspondence', 'Summary', 'Summary - Refund Request', and 'Confirmation' (which is highlighted with a blue pencil icon). The main content area is titled 'Confirmation' and states: 'Your Premium Refund Request has been successfully submitted.' Below this, it lists 'Plan Details:', 'Payee Name:', and 'EIN/PN:'. A paragraph of instructions follows: 'To check the status of this request click on the "Back to Plan Details" button below. Then select the "Check Status of Request" link above the premium filing section.' Another paragraph provides contact information: 'If you have any questions about the status of this request, please send an email to pbgc_premiums@custhelp.com or call 1-800-736-2444 or 202-326-4242 and select the "premium" option. When you contact us, please reference the plan's EIN/PN shown above. Note: If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.' At the bottom right, a blue button labeled 'Back to Plan Details' is highlighted with a red rectangular border.