

How to Submit a Request for Other Requests & Correspondence

My Plan Administration Account (My PAA)

Last Updated: July 30, 2024





Step-by-Step Instructions

PBGC

How to Submit a Request for Other Requests & Correspondence

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, there is a navigation bar with the PBGC logo, "My Plan Administration Account", and links for "Home", "Contact PBGC", "My PAA Demos", and "Instructions". A search bar is present, and a "My PAA LOGIN" button is highlighted with a red box. 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 arrow points from the "My PAA LOGIN" 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". Below this text is a "Sign in with LOGIN.GOV" button, which is also pointed to by the red arrow. At the bottom of the modal, it says "By clicking on the Login button above, you acknowledge that you have read the Security and Privacy Notices". The background of the page shows a sidebar with "My PAA Topics" and a main content area with "Popular Published Answers".

How to Submit a Request for Other Requests & Correspondence

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 central area shows a large image of cherry blossoms over a body of water. On the right side of this image, a vertical menu of blue buttons is displayed: "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 of the page, a footer indicates "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 Request for Other Requests & Correspondence

Plan Details Page

- From the Plan List page, click on the Plan Name link you wish to submit a Other Request & Correspondence request for, and then you will automatically be redirected to the Plan Details page.

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

Home Contact PBGC My PAA Demos Instructions

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](#).

My PAA Topics

- New Year, New Look, same My PAA!
- Now accepting 2024 Filings
- What's new in My PAA & Login Process
- How to Make a Payment?

Create New / Add Existing Plan

Plan List

In-Process Filings

Load or Import Filings

Upload History

Microsoft Edge 124.0+, Firefox 125.0+

Search All Published Answers

Plans and Plan Administrators. If you

Plans in your My PAA Account

The below list consists of all of your Plans. You can use the Create New Filing column buttons to create new filings based on your Role. You can use the Latest Filing Status column buttons to complete the next step for each Filing based on your Role(s). Use the Links in the Filing ID and Plan Name columns to see its corresponding details page.

Filter by Latest Filing Status

Show 10 entries

Create New Filing	Plan ID	EIN	PN	Plan Name	Latest Filing Update	Latest Filing ID	Latest PYC	Latest Filing Status
	2420303	131311313	121	MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE	07/26/2024	539331		Draft
	86264	123456789	001	SPECIAL NON-PREMIUM TRANSACTIONS	06/05/2024	500753	01/01/2022	Submitted
	2420311	898989898	898	PRACTITIONER REMOVED FROM ANOTHER PLAN	11/01/2023	506658	01/01/2023	Draft

Showing 1 to 3 of 3 entries

First 1 Last

Go To Plan Details Page

How to Submit a Request for Other Requests & Correspondence

Plan Details Page

- Below the Plan Details are the premium-related action buttons. Click on the “Submit Request” button to access all notifications that were sent to the plan.

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

My Plan Administration Account 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 10 entries Search:

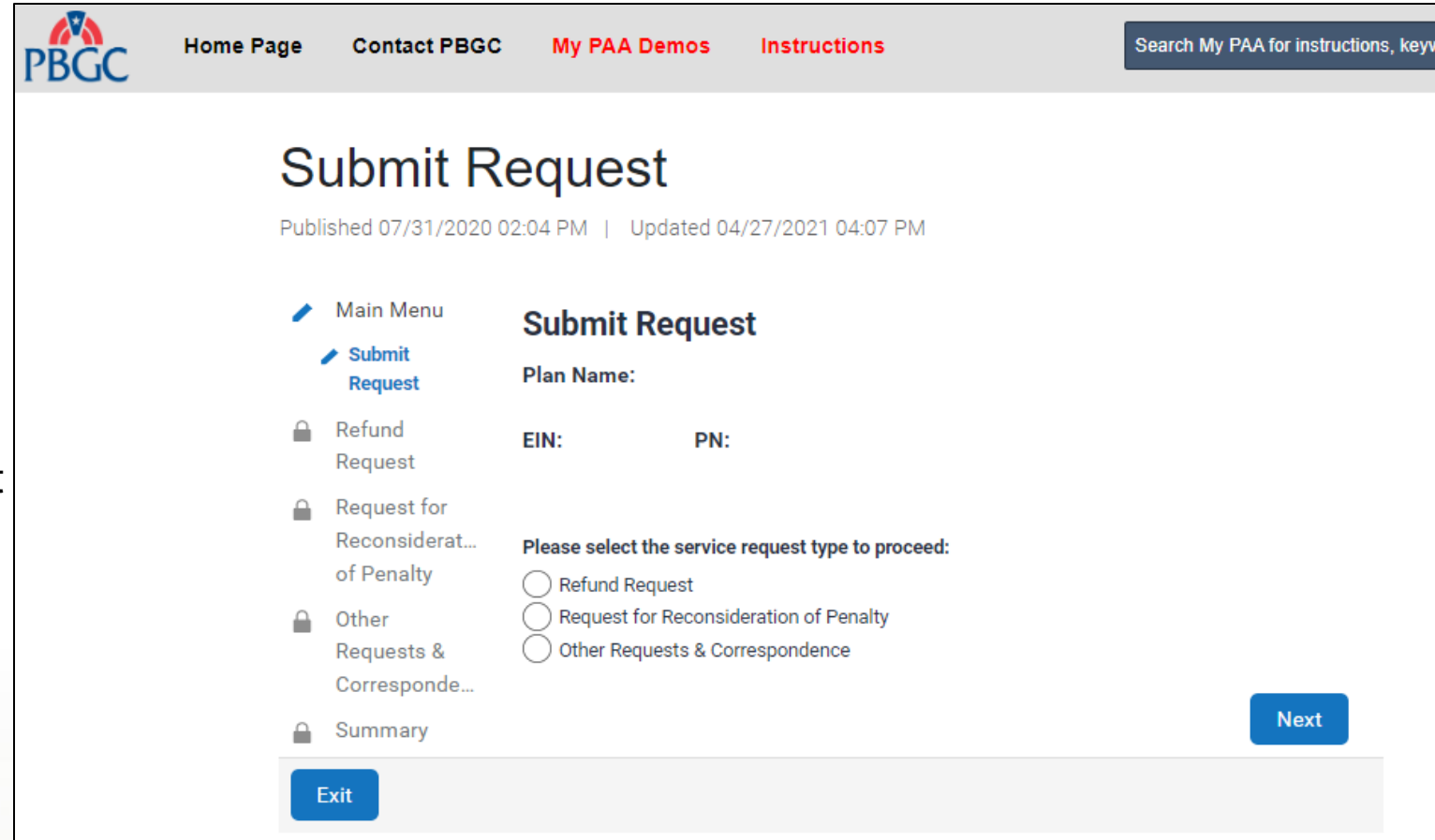
Filing ID	PYC	Submit Date	Status	Action	View PDF
535304			Draft	Filing Details	Filing Receipt
531237	01/01/2024		Draft	Filing Details	Filing Receipt

How to Submit a Request for Other Requests & Correspondence

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 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, 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, there is a sidebar menu with options: 'Main Menu', 'Submit Request' (highlighted), '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, there 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, there is a blue 'Next' button. At the bottom left, there is a blue 'Exit' button.

How to Submit a Request for Other Requests & Correspondence

Submit Request Page

Other Request and Correspondence

- Select the “Other Requests & Correspondence” radio button and click on the “Next” button.
- This option is available to respond to any correspondence that may have been received from the PBGC, request a premium-related action from the PBGC, or you may simply provide informational material to the PBGC pertaining to your plan.

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

Submit Request

Plan Name: MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN
EIN: 131311313 PN: 121

Please select the service request type to proceed:

- Refund Request
- Request for Reconsideration of Penalty
- Other Requests & Correspondence

Next

Exit

How to Submit a Request for Other Requests & Correspondence

Submit Request Page

Other Request and Correspondence

- Select the request type you are submitting to the PBGC.
 - Response to Statement of Account
 - Response to Past Due Filing Notice
 - Response to ERISA 4071 Penalty Assessment
 - Response to “Notice of Filing Error”
 - Other Correspondence – PBGC response required
 - Other Correspondence – No PBGC response required
 - Request re: Lookback Rule
 - Submit Pre-2014 Paper Filings / 2020 CSEC
- After you have selected the request type you are submitting to the PBGC, scroll down to input more information, which is continued on the next slide.

Home Page Contact PBGC My PAA Demos Instructions Search My PAA for instructions, keywords or topics jane.doe.g...

Other Requests & Correspondence

Plan Name: MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN
EIN: 131311313 PN: 121

General Information

The "Other Requests" page is intended as a portal for My PAA practitioners to upload correspondence directly to the PBGC, whether there is an action tied to the document or not.

This page should take the place of sending an email (for the majority of actionable requests), making a phone call, or having to actually send a paper document in the mail (which would have otherwise been mailed to PBGC's correspondence lockbox). We expect the majority of items submitted via this page to include an attachment. The drop down selection on this page contains a list of common inquiry topics from PBGC practitioners. Additional detail for each selection can be found by clicking on the instructions [here](#).


When the request has been successfully submitted, the filing team will receive a confirmation email that includes the Service Request ID.

You can then track the status of any request created from this page by clicking on the "Check Status of Request" Quick Link from the Plan Page, where full status details are provided.

Please send an email to premiums@pbgc.gov if you have any questions with this feature.

Plan Name:
MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN

Employer Identification Number (EIN): 131311313 Plan Number (PN): 121

Request Type: 

Select One

- Response to "Statement of Account"
- Response to "Past Due Filing Notice"
- Response to ERISA 4071 Penalty Assessment
- Response to "Notice of Filing Error"
- Other correspondence - PBGC response required
- Other correspondence - No PBGC response required
- Request re: Lookback Rule

Note: Any files selected must be a single PDF, Microsoft Word or Microsoft Excel file which can not

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Submit Request Page

Other Request and Correspondence

- You can add additional attachments to your request.
 - You may upload multiple files.
 - PDF, Microsoft Word and/or Excel files are accepted
 - File may not exceed 10MB individually and 50MB in total.
- You may provide additional comments with your request. Comments may not exceed 400 characters.
- Although the attachment(s) and comments are optional, please provide one or the other, so the PBGC Premium Customer Support staff can better assist you with your needs.
- Once all the fields have been completed, click the “Next” button.

The screenshot shows the PBGC web interface for submitting a request. The top navigation bar includes links for Home Page, Contact PBGC, My PAA Demos, and Instructions, along with a search bar and a user profile dropdown for 'jane.doe.g...'. The main form area contains the following fields:

- Plan Name:** A text input field containing 'MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN'.
- Employer Identification Number (EIN):** A text input field containing '131311313'.
- Plan Number (PN):** A text input field containing '121'.
- Request Type:** A dropdown menu with 'Other correspondence - PBGC response required' selected.
- Attachments (optional):** A section with a red star icon, containing instructions to select and upload documents. Below the instructions is a 'Select and Attach File:' area with an 'Add' button.
- Comments (optional):** A section with a red star icon, showing '400/400 characters remaining' and a text area with a note: 'Maximum number of characters is 400'.

At the bottom of the form, there are three buttons: 'Exit', 'Back', and 'Next'. The 'Next' button is highlighted with a red rectangular box.

How to Submit a Request for Other Requests & Correspondence

Submit Request Page

Other Request and Correspondence

- Summary of your request will display based on the input from the previous screen.
- Please ensure the information is accurate, then click the “Submit” button.

The screenshot shows the PBGC 'Submit Request' page. The navigation bar includes 'Home Page', 'Contact PBGC', 'My PAA Demos', and 'Instructions'. A search bar and a user profile dropdown (jane.doe.g...) are also present. The main heading is 'Submit Request', with publication and update dates. A left-hand navigation menu lists: Main Menu, Refund Request, Request for Reconsideration of Penalty, Other Requests & Correspondence, Summary, and Summary - Other Requests & Correspondence (highlighted). The main content area is titled 'Summary - Other Requests & Correspondence' and contains a summary of the request with the following details:

EIN:	131311313
PN:	121
Plan Name:	MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN
Request Type:	Other correspondence - PBGC response required

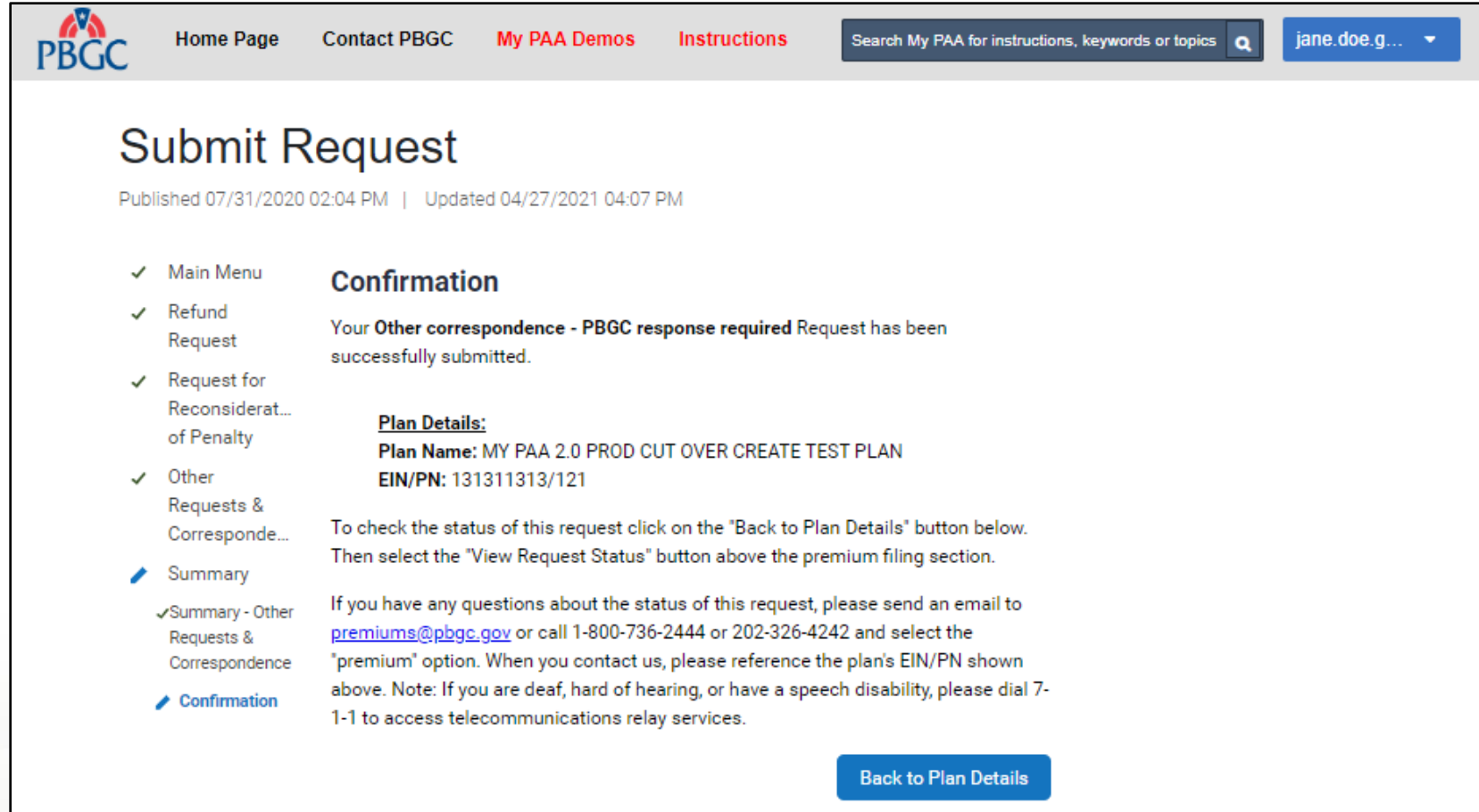
Below the summary, there are sections for 'Attachments:' (empty), 'Comments:' (test), and three buttons: 'Exit', 'Back', and 'Submit' (highlighted with a red box).

How to Submit a Request for Other Requests & Correspondence

Submit Request Page

Other Request and Correspondence 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 (View Request Status button).
- If you have additional comments, you may also refer to your Account Activity History.
 - Please refer to How to view 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" page. At the top, there is a navigation bar with links for "Home Page", "Contact PBGC", "My PAA Demos", and "Instructions". A search bar is present with the text "Search My PAA for instructions, keywords or topics" and a dropdown menu showing "jane.doe.g...". The main heading is "Submit Request", with publication and update dates: "Published 07/31/2020 02:04 PM | Updated 04/27/2021 04:07 PM". A left-hand navigation menu includes items like "Main Menu", "Refund Request", "Request for Reconsiderat... of Penalty", "Other Requests & Corresponden...", "Summary", and "Confirmation" (which is highlighted). The main content area features a "Confirmation" section with the message: "Your **Other correspondence - PBGC response required** Request has been successfully submitted." Below this, "Plan Details" are listed: "Plan Name: MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN" and "EIN/PN: 131311313/121". A note instructs users to click "Back to Plan Details" to check the status. A "Back to Plan Details" button is located at the bottom right of the page.