

How to Submit a Request for Other Requests & Correspondence

My Plan Administration Account (My PAA)

Last Updated: May 06, 2024





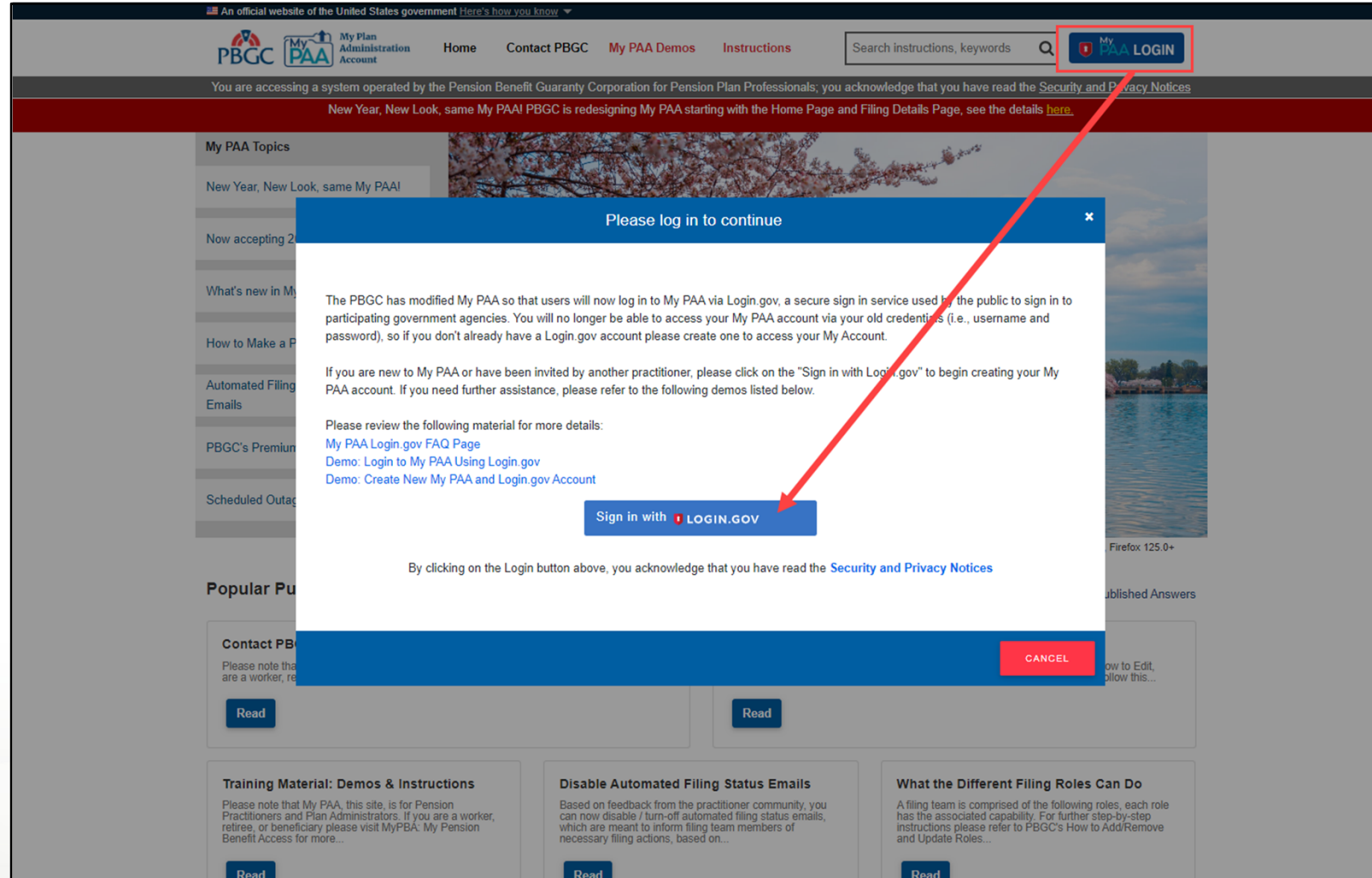
Step-by-Step Instructions

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 shows the My PAA Login page. At the top right, there is a "My PAA LOGIN" button highlighted with a red box. A red arrow points from this button to a "Sign in with LOGIN.GOV" button in a modal window. The modal window has a blue header that says "Please log in to continue" and a close button (X). The main text in the modal reads: "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." Below this, it says: "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." The demos listed are: "My PAA Login.gov FAQ Page", "Demo: Login to My PAA Using Login.gov", and "Demo: Create New My PAA and Login.gov Account". At the bottom of the modal, there is a "Sign in with LOGIN.GOV" button and a "CANCEL" button. Below the modal, there is a line of text: "By clicking on the Login button above, you acknowledge that you have read the Security and Privacy Notices". The background of the page shows the My PAA Topics sidebar and the main content area with various articles and a "Read" button.

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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 red banner 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](#)." 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 blue buttons: "Create New / Add Existing Plan", "Plan List" (highlighted with a red box and arrow), "In-Process Filings", "Upload or Import Filings", and "View Upload History". At the bottom, a footer states: "Supported Browsers: Google Chrome 124.0+, Microsoft Edge 124.0+, Firefox 125.0+ (Release 5.7 as of 04/21/2024)".

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Plan Details Page

- From the Plan List page, hover over the plan name you wish to submit an Other Request & Correspondence 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 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.' 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 header. A red box highlights the 'View Plan Details' button that appears when hovering over the plan name 'MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE'. A red arrow points from this button to a larger, detailed view of the table below, which shows the same data for three plans.

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

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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 entries Search:

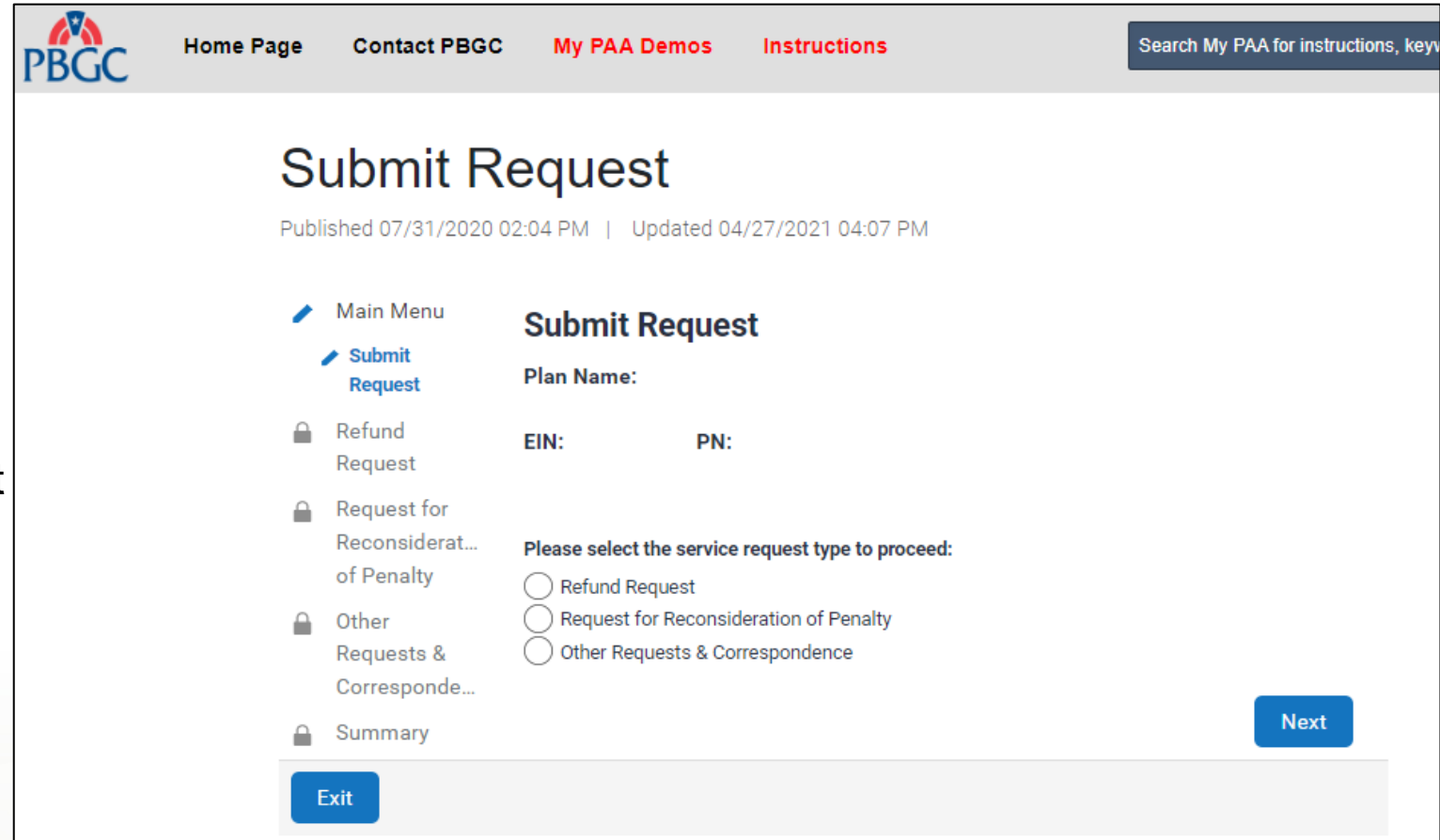
Filing ID	PYC	Submit Date	Status	Action	View PDF
535304			Draft	Filing Details	Filing Receipt
531237	01/01/2024		Draft	Filing Details	Filing Receipt

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 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 Reconsideration of Penalty', 'Other Requests & Correspondence', 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 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 Reconsideration 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...

✓ Main Menu
✓ Refund Request
✓ Request for Reconsiderat... of Penalty
Other Requests & Correspondence
Other Requests & Correspondence
Summary

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 mailbox). 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 page title is "Other Request and Correspondence". The navigation bar includes "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 user profile "jane.doe.g...".

The form fields are as follows:

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

Attachments (optional): A red star icon is next to the heading. Below it, a message says: "Please select and upload the document(s) associated with your Other Requests. Additional information related to Other Requests can be found by clicking on the instructions [here](#)." Below this is a "Select and Attach File:" section with an "Add" button.

Comments (optional): A red star icon is next to the heading. Below it, a message says: "400/400 characters remaining" and "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 box.

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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 website's 'Submit Request' page. The page title is 'Submit Request' with a sub-header 'Summary - Other Requests & Correspondence'. The page includes a navigation menu on the left with options like 'Main Menu', 'Refund Request', 'Request for Reconsideration of Penalty', 'Other Requests & Correspondence', 'Summary', and 'Summary - Other Requests & Correspondence'. The main content area displays the request details: EIN: 131311313, PN: 121, Plan Name: MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN, and Request Type: Other correspondence - PBGC response required. There are fields for Attachments and Comments (containing 'test'). At the bottom, there are 'Back', 'Submit', and 'Exit' buttons. The 'Submit' button is highlighted with a red box.

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

Submit Request

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

- ✓ Main Menu
- ✓ Refund Request
- ✓ Request for Reconsideration of Penalty
- ✓ Other Requests & Correspondence
- ✎ Summary
- ✎ Summary - Other Requests & Correspondence

Summary - Other Requests & Correspondence

Please review the information below. Navigate back and revise if necessary otherwise, please proceed with the submission of this request.
The pertinent details for this request are as follows:

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

Attachments:

Comments: test

Back Submit Exit

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' confirmation 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 on the right 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'. On the left is a sidebar menu with items: 'Main Menu', 'Refund Request', 'Request for Reconsiderat... of Penalty', 'Other Requests & Corresponden...', 'Summary', 'Summary - Other Requests & Correspondence', and 'Confirmation' (which is highlighted with a blue pencil icon). The main content area is titled 'Confirmation' and contains the text: 'Your **Other correspondence - PBGC response required** Request has been successfully submitted.' Below this is a section for 'Plan Details:' with 'Plan Name: MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN' and 'EIN/PN: 131311313/121'. Further text instructs the user to click 'Back to Plan Details' and select 'View Request Status'. A contact email 'premiums@pbgc.gov' and phone numbers are provided. A note mentions accessibility services. At the bottom right, there is a blue button labeled 'Back to Plan Details'.