

PBGC Systems

CS - Customer Service provides a streamlined version of Customer Forms and Benefits, in a single application, to be used for limited paying agent and customer service functions.

CAS - The Case Administration System assigns cases and tracks what department or branch within PBGC that may be processing it. Case information such as plan name and sponsor, case type and category, along with the filer name and phone number are entered into CAS. CAS can generate letters related to a particular case and allow the user to discern the current status of a case.

eALG - The Electronic Automated Letter Generation system provides an automated means of generating customer correspondence. The eALG allows you to send mailings based on the Participant Correspondence Manual (PCM) letters to participants, surviving spouses, beneficiaries, and alternate participants in pension plans that have been assumed by PBGC.

The eALG provides the flexibility to: create a new letter or chose from existing letters, to send, identify and select plan participants who will receive the letter, automatically submit a mailing request to a mailing fulfillment center or to a local printer, and submit mailing requests and letter modifications to the appropriate management level official for authorization.

CRM - The Customer Relationship Management system is a call tracking system used by the Customer Contact Center (CCC). Due to the 1974 Federal Privacy Act, most personal information that PBGC has in its files cannot be given to anyone by the participant, or the legal heir or survivor of the participant.

The Toll-free number for the CCC is 1-800-400-PBGC (or 1-800-400-7242).

The local number in the Washington DC area is (202) 326-4000.

The fax number for CCC is (202) 326-4047.

The TTY/TDD number is the Federal Information Relay Service (FIRS), which is a toll-free number – 1-800-877-8339. Ask to be connected to 1-800-400-7242.

IPS - The Image Processing System uses indexing to maintain documents in the participant's file. A document, as referred to here, may have one page of multiple pages. The PBGC has implemented the IPS to support its benefits administration functions, both at PBGC Headquarters and in the Field Benefit Administrator offices nationwide. The IPS helps improve document management and workflow processing by providing multiple users simultaneous access to the imaged files. It also protects against file loss and destruction by storing images on duplicate, but separately located optical disks. The IPS goals are to improve benefits administration and the delivery of services to participants by allowing faster response to participant inquiries.