How to Submit a Request for Other Requests & Correspondence

My Plan Administration Account (My PAA)

Last Updated: June 29, 2025

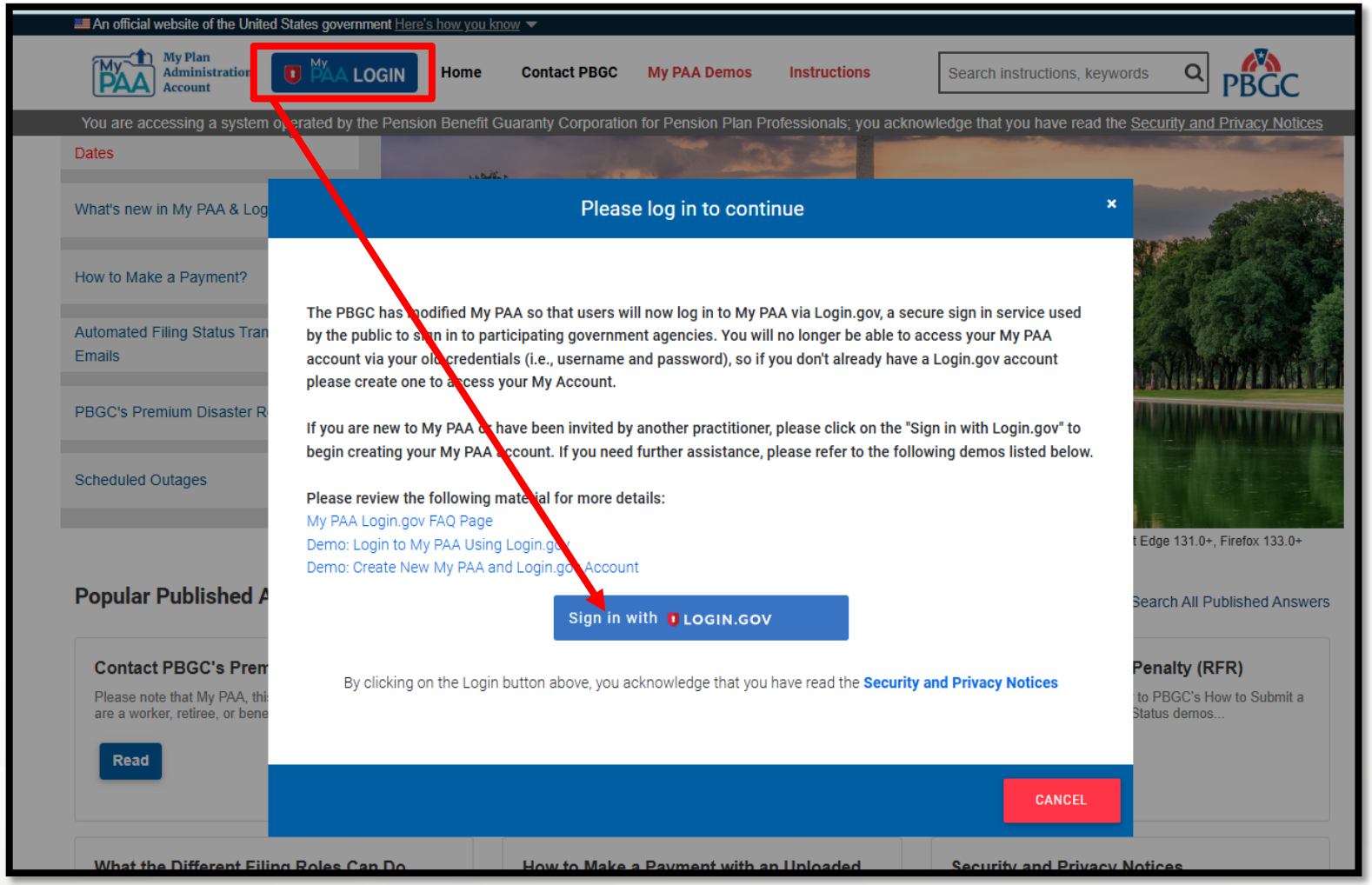
PBGC Pension Benefit Guaranty Corporation

Step-by-Step Instructions

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.



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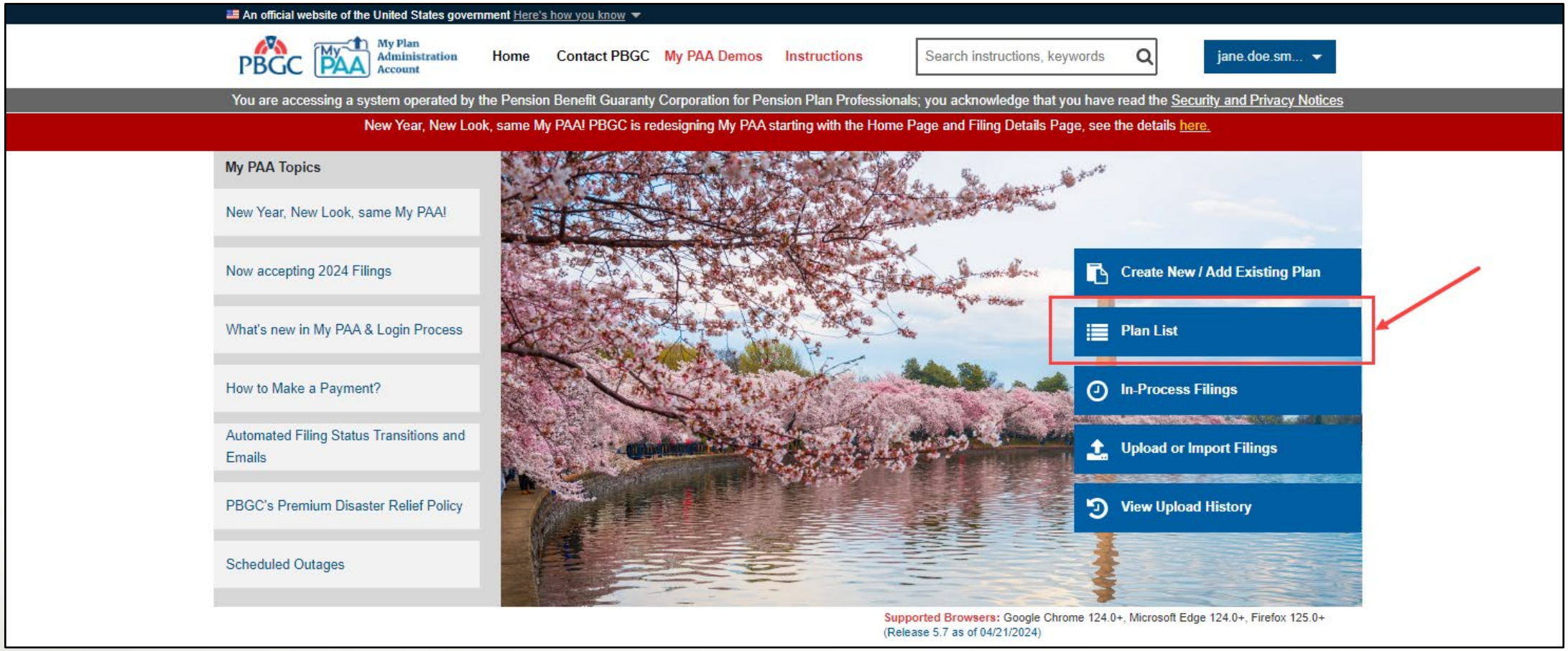
How to Submit a Request for Other Requests & Correspondence

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.



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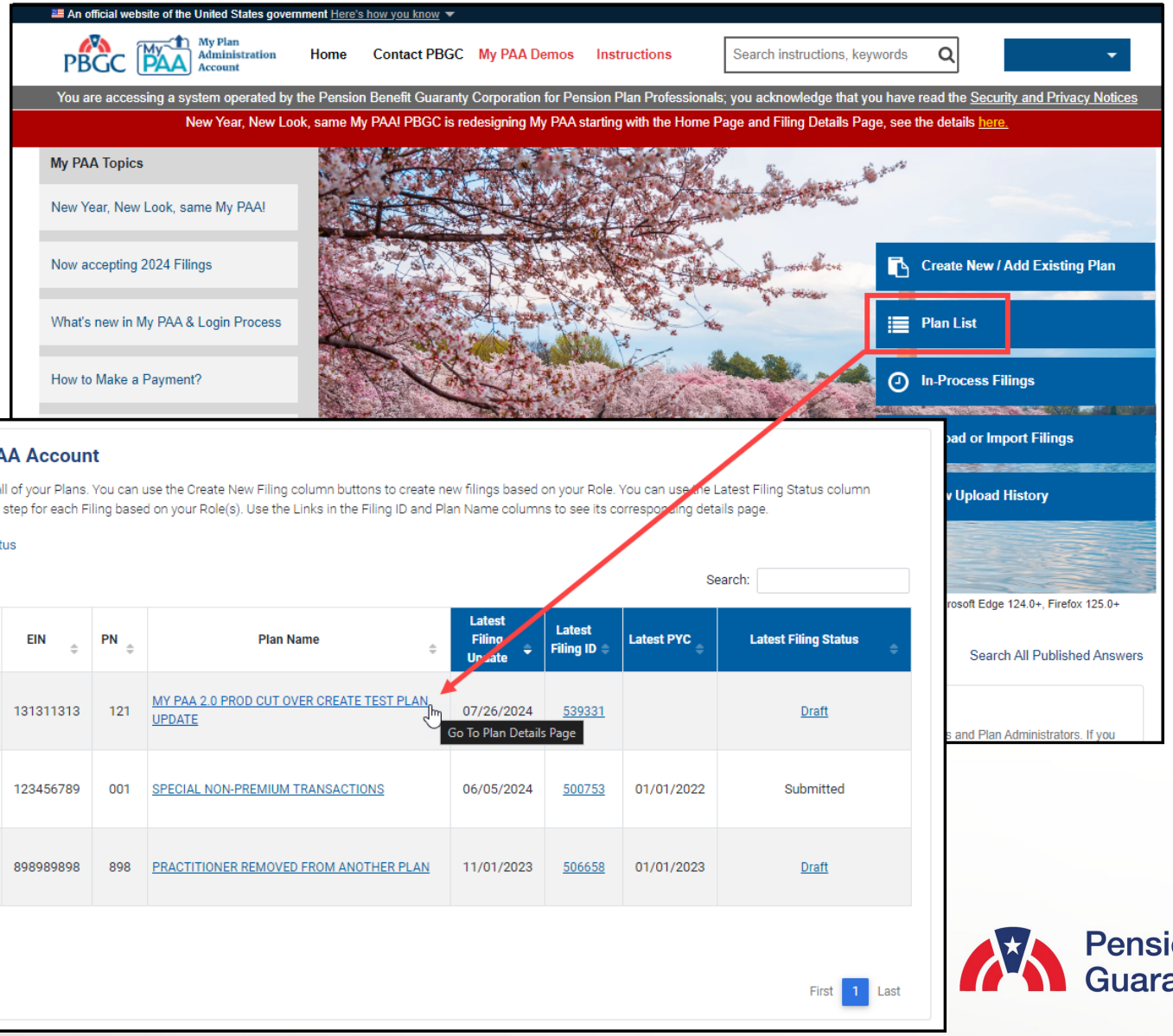
How to Submit a Request for Other Requests & Correspondence

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.



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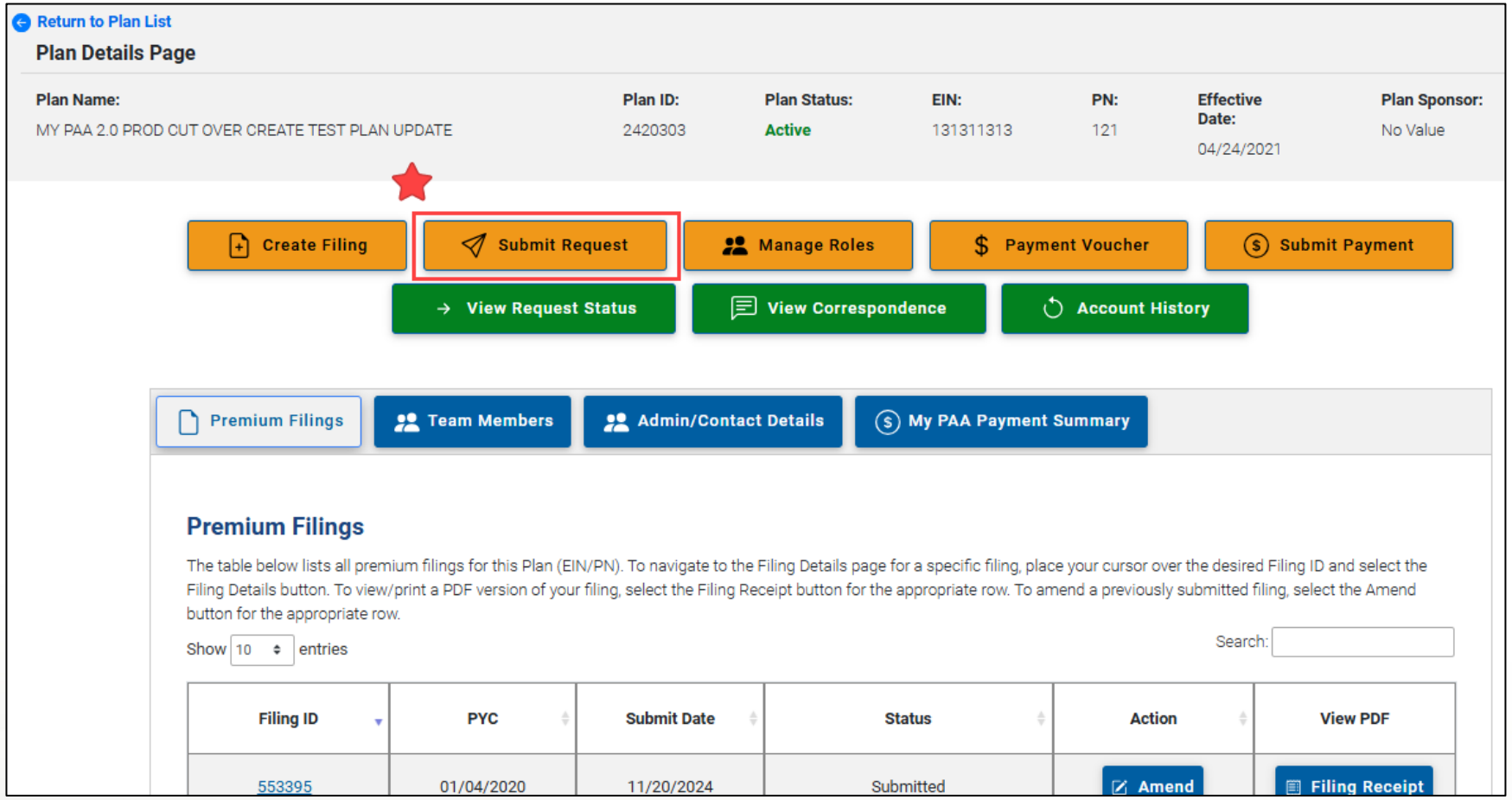
Plan Details Page

- 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.



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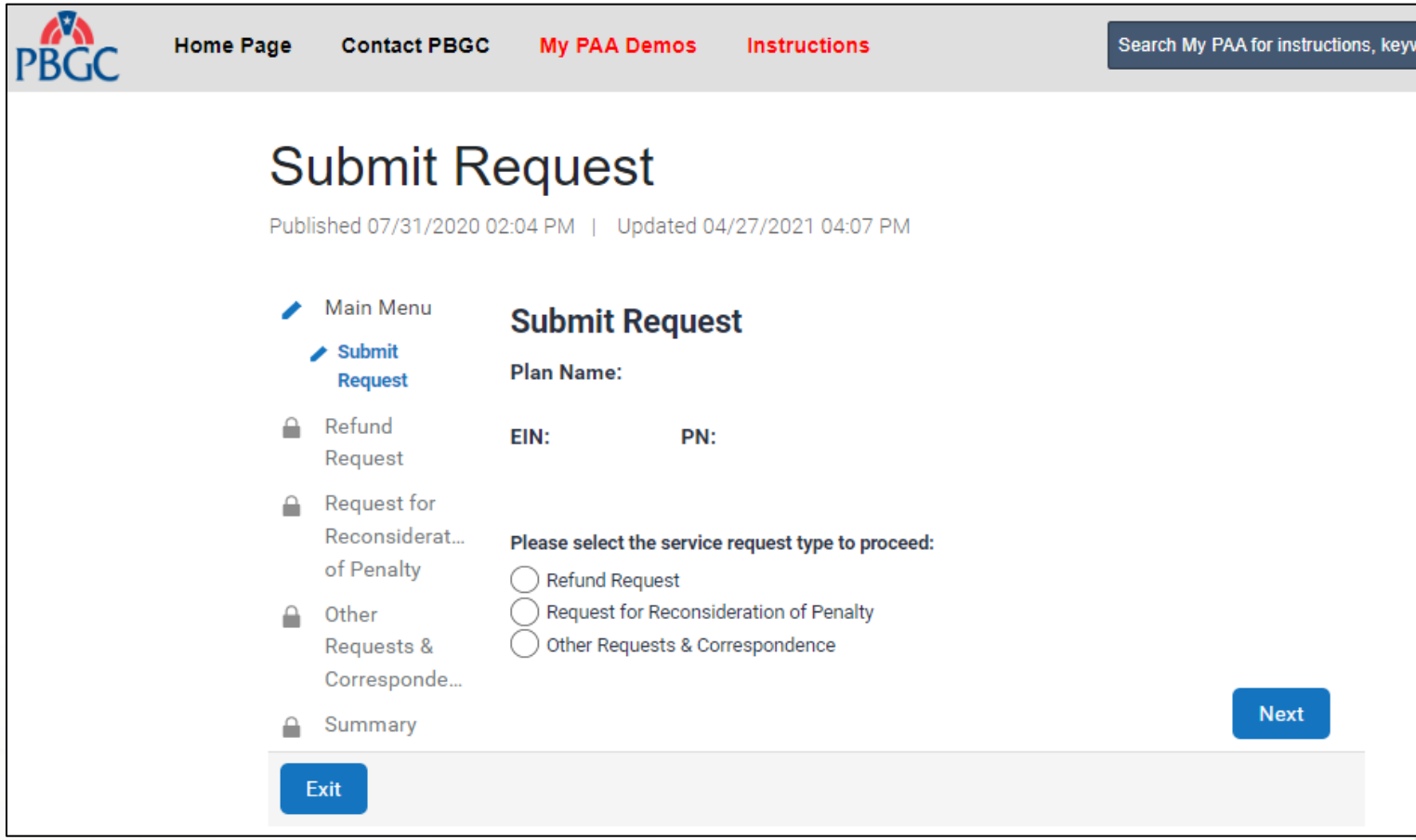
Submit Request Page

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.



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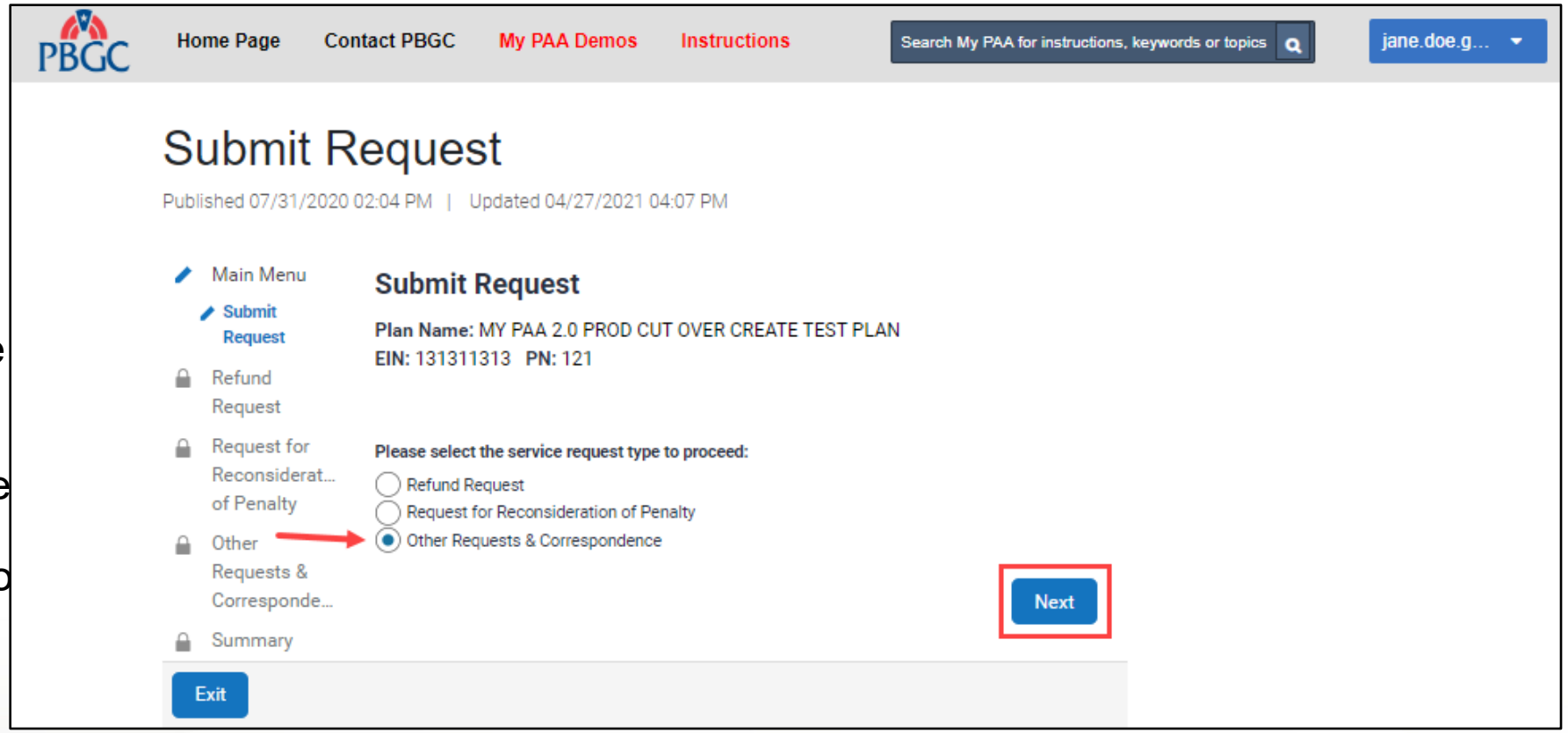
How to Submit a Request for Other Requests & Correspondence

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.



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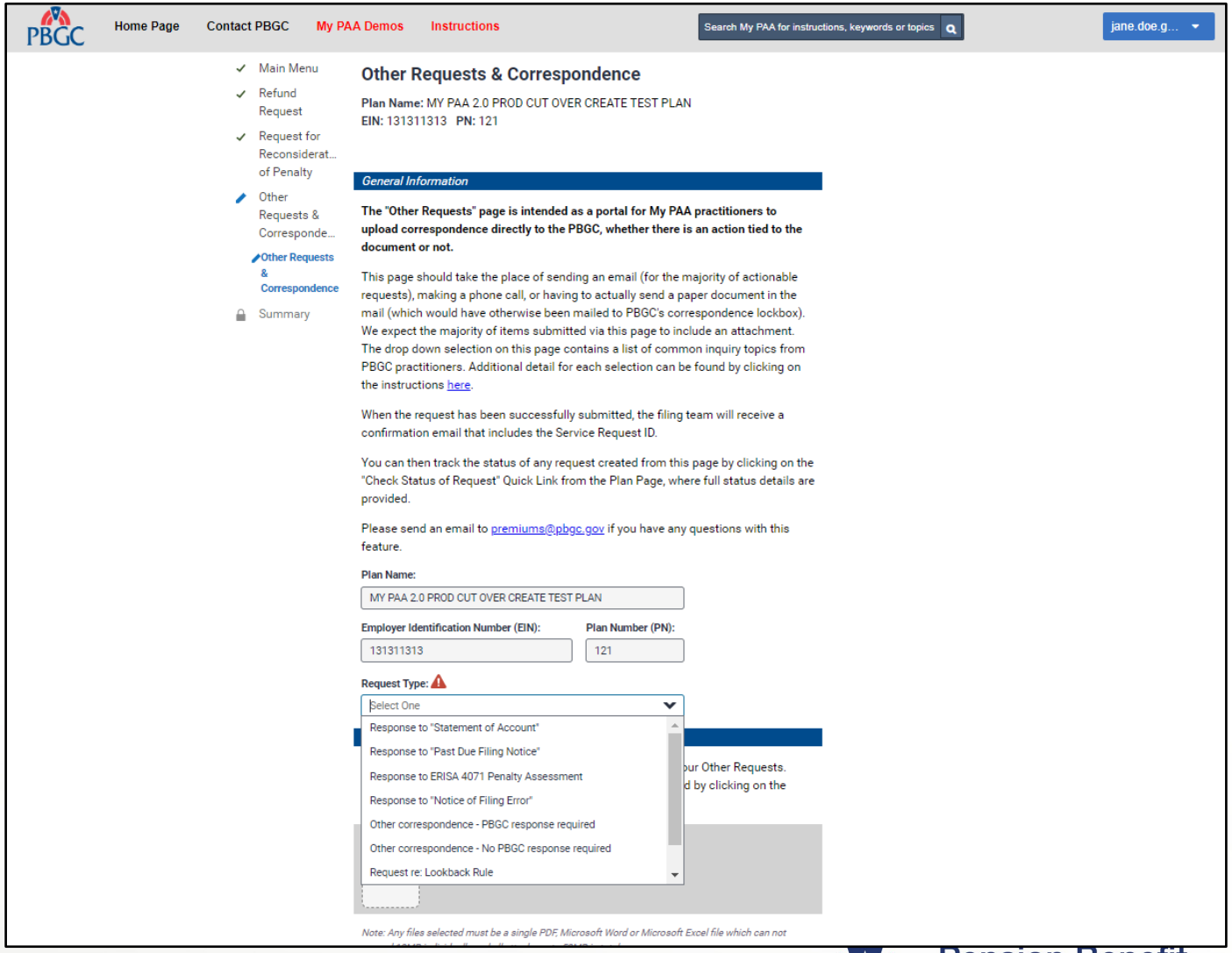
How to Submit a Request for Other Requests & Correspondence

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.



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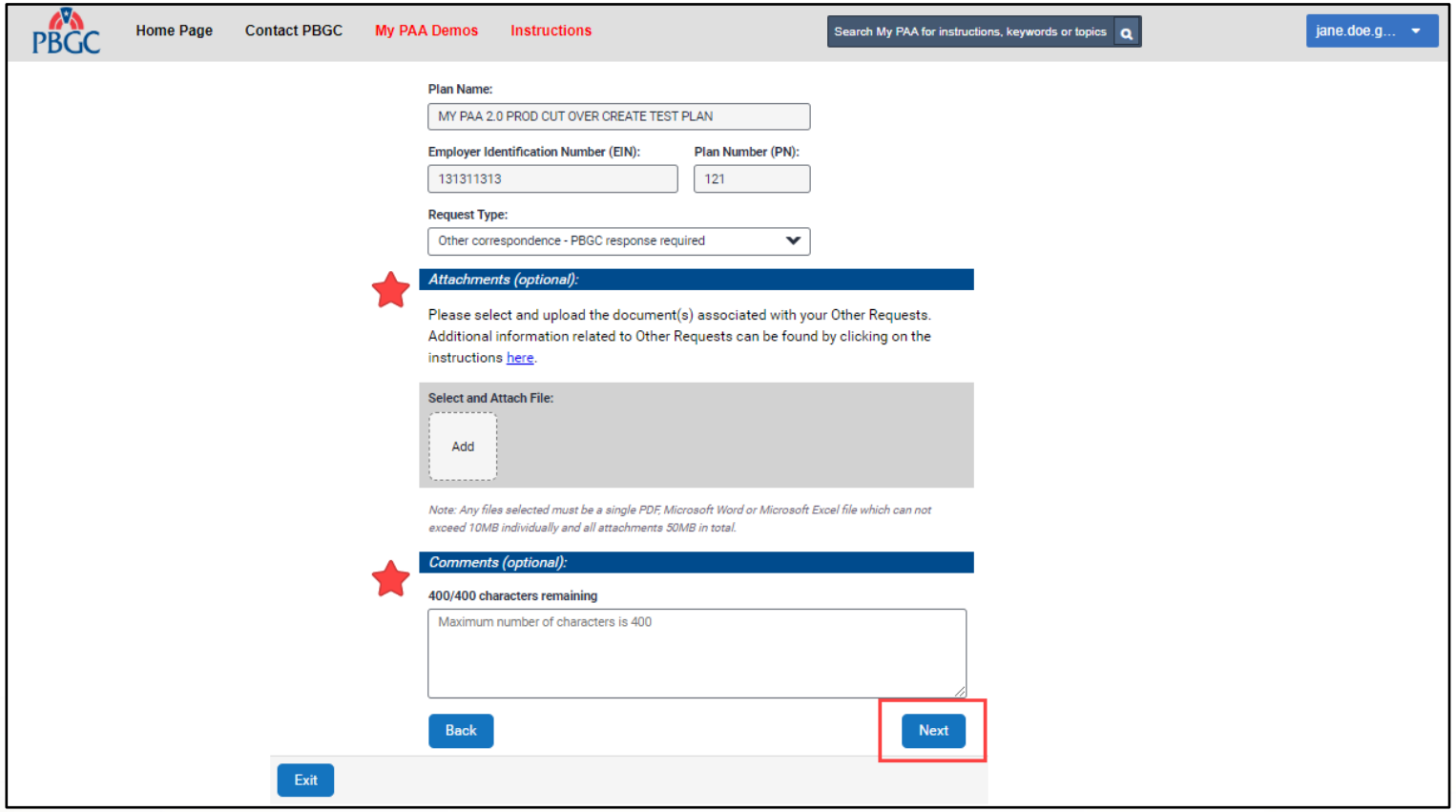
Other Request and Correspondence

- 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.



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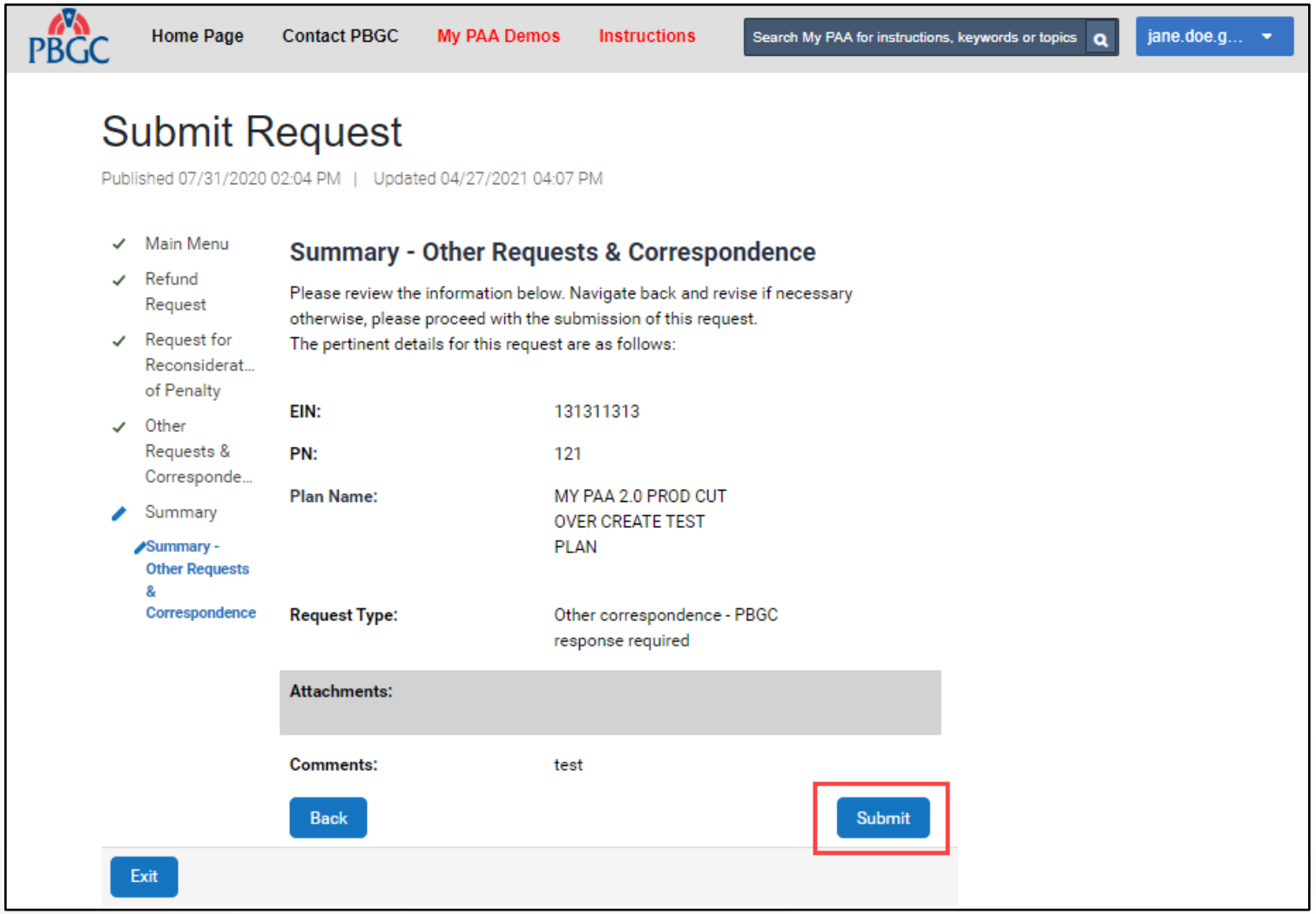
Other Request and Correspondence

- 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.



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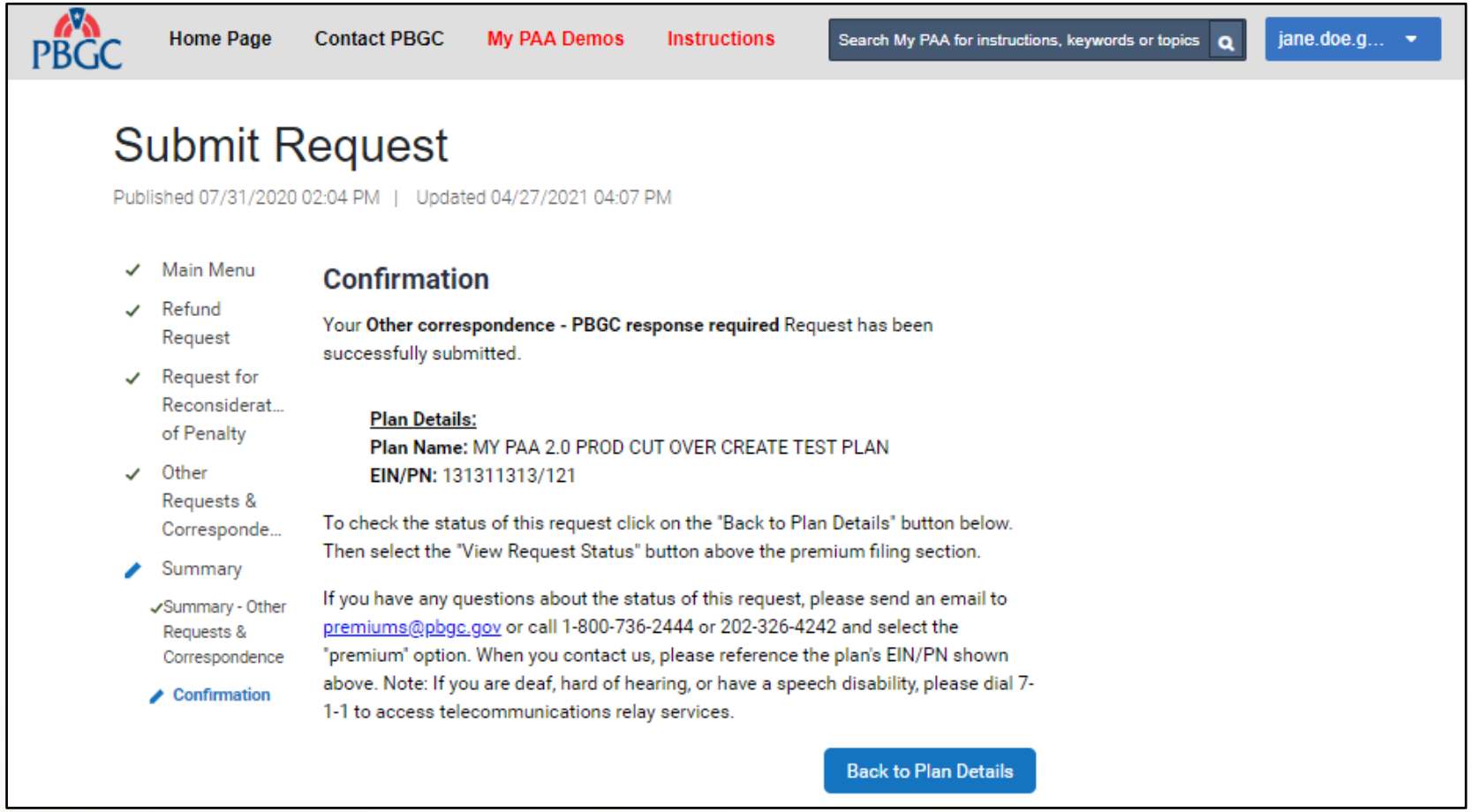
Other Request and Correspondence Confirmation

- 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.



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