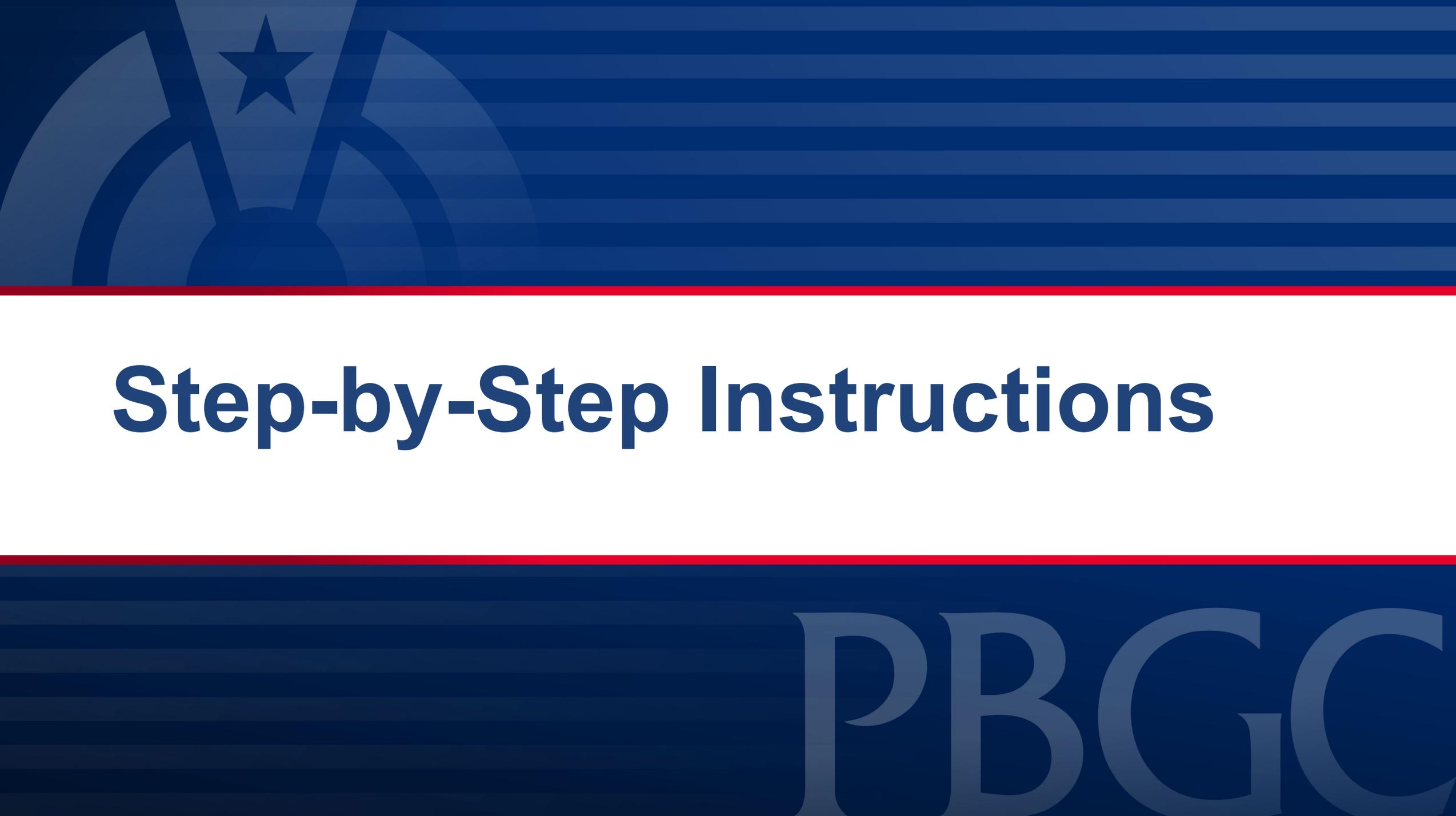


# How to Submit a Request for Other Requests & Correspondence

My Plan Administration Account (My PAA)

*Last Updated: June 29, 2025*





# 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, there is a navigation bar with the My PAA logo, "My Plan Administration Account", and a "My PAA LOGIN" button highlighted with a red box. A red arrow points from this button to a modal dialog box. The dialog box has a blue header that says "Please log in to continue" and a white body with 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 dialog, there is a blue button labeled "Sign in with LOGIN.GOV" and a red "CANCEL" button. Below the dialog, there is 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 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 main content area has a background image of cherry blossoms over a lake. On the right side of this image, there is a vertical menu of blue 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 of the page, there is a footer for "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	<a href="#">MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE</a>	07/26/2024	<a href="#">539331</a>		<a href="#">Draft</a>
	86264	123456789	001	<a href="#">SPECIAL NON-PREMIUM TRANSACTIONS</a>	06/05/2024	<a href="#">500753</a>	01/01/2022	Submitted
	2420311	898989898	898	<a href="#">PRACTITIONER REMOVED FROM ANOTHER PLAN</a>	11/01/2023	<a href="#">506658</a>	01/01/2023	<a href="#">Draft</a>

Showing 1 to 3 of 3 entries

First 1 Last

# 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.

The screenshot displays the 'Plan Details Page' for a plan named 'MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN UPDATE'. The page includes a navigation bar with a 'Return to Plan List' link. Below the plan name, key information is listed: Plan ID (2420303), Plan Status (Active), EIN (131311313), PN (121), Effective Date (04/24/2021), and Plan Sponsor (No Value). A row of action buttons is shown, with 'Submit Request' highlighted by a red box and a red star above it. Other buttons include 'Create Filing', 'Manage Roles', 'Payment Voucher', and 'Submit Payment'. Below these are 'View Request Status', 'View Correspondence', and 'Account History'. A secondary row of buttons includes 'Premium Filings', 'Team Members', 'Admin/Contact Details', and 'My PAA Payment Summary'. The 'Premium Filings' section contains a table with columns for Filing ID, PYC, Submit Date, Status, Action, and View PDF. A search bar and a 'Show 10 entries' dropdown are also present.

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

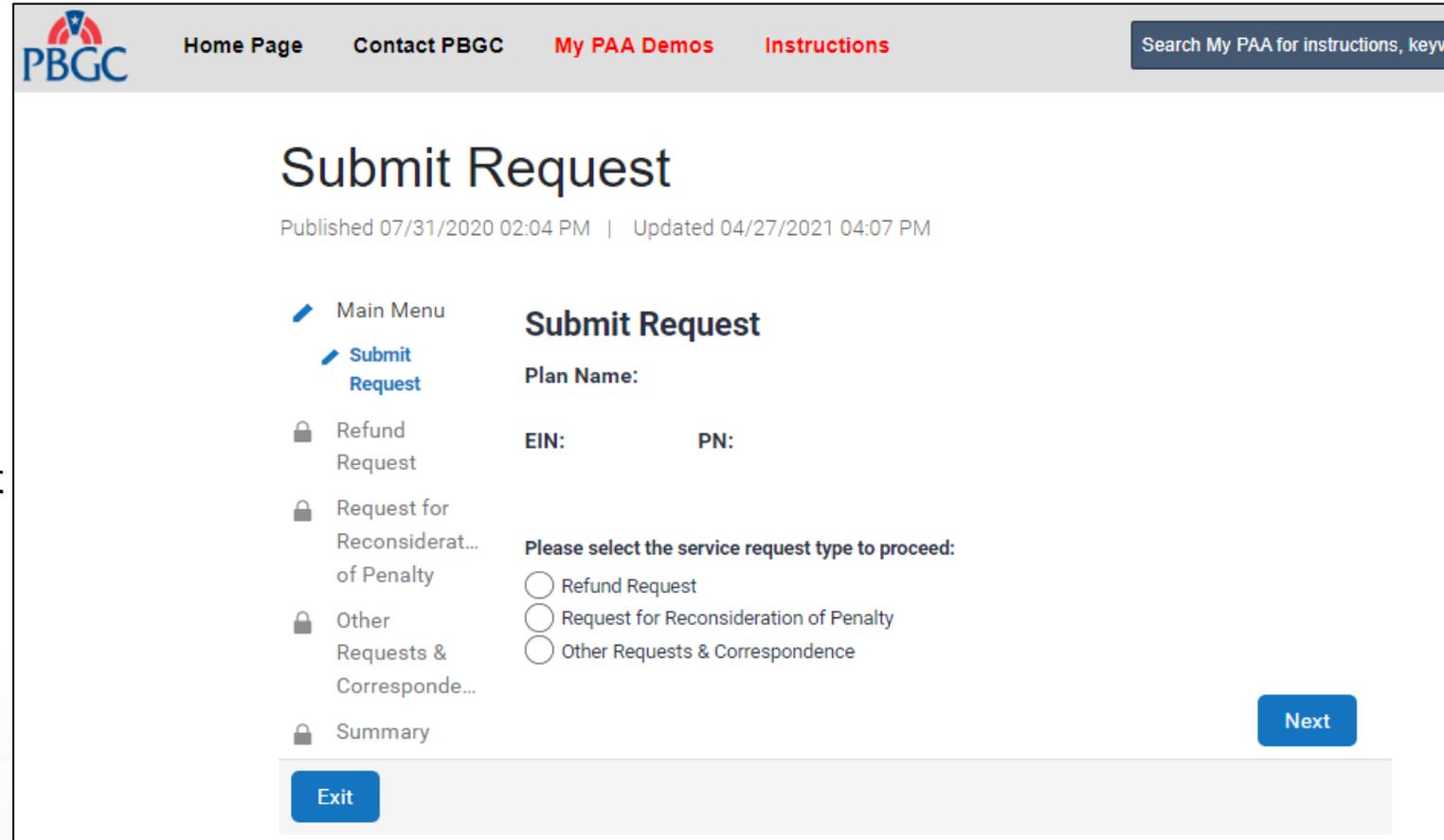
Filing ID	PYC	Submit Date	Status	Action	View PDF
553395	01/04/2020	11/20/2024	Submitted	<a href="#">Amend</a>	<a href="#">Filing Receipt</a>

# 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 options: 'Main Menu', 'Submit Request' (highlighted), '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, 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.

**PBGC** 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
- 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...

✓ 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 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](mailto: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...

# How to Submit a Request for Other Requests & Correspondence

## 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.

# 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 menu lists navigation options, with 'Summary - Other Requests & Correspondence' selected. The main content area displays a 'Summary - Other Requests & Correspondence' section with instructions to review information and a list of 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). Below this is an 'Attachments' field, a 'Comments' field containing 'test', and three buttons: 'Exit', 'Back', and 'Submit' (highlighted with a red box).

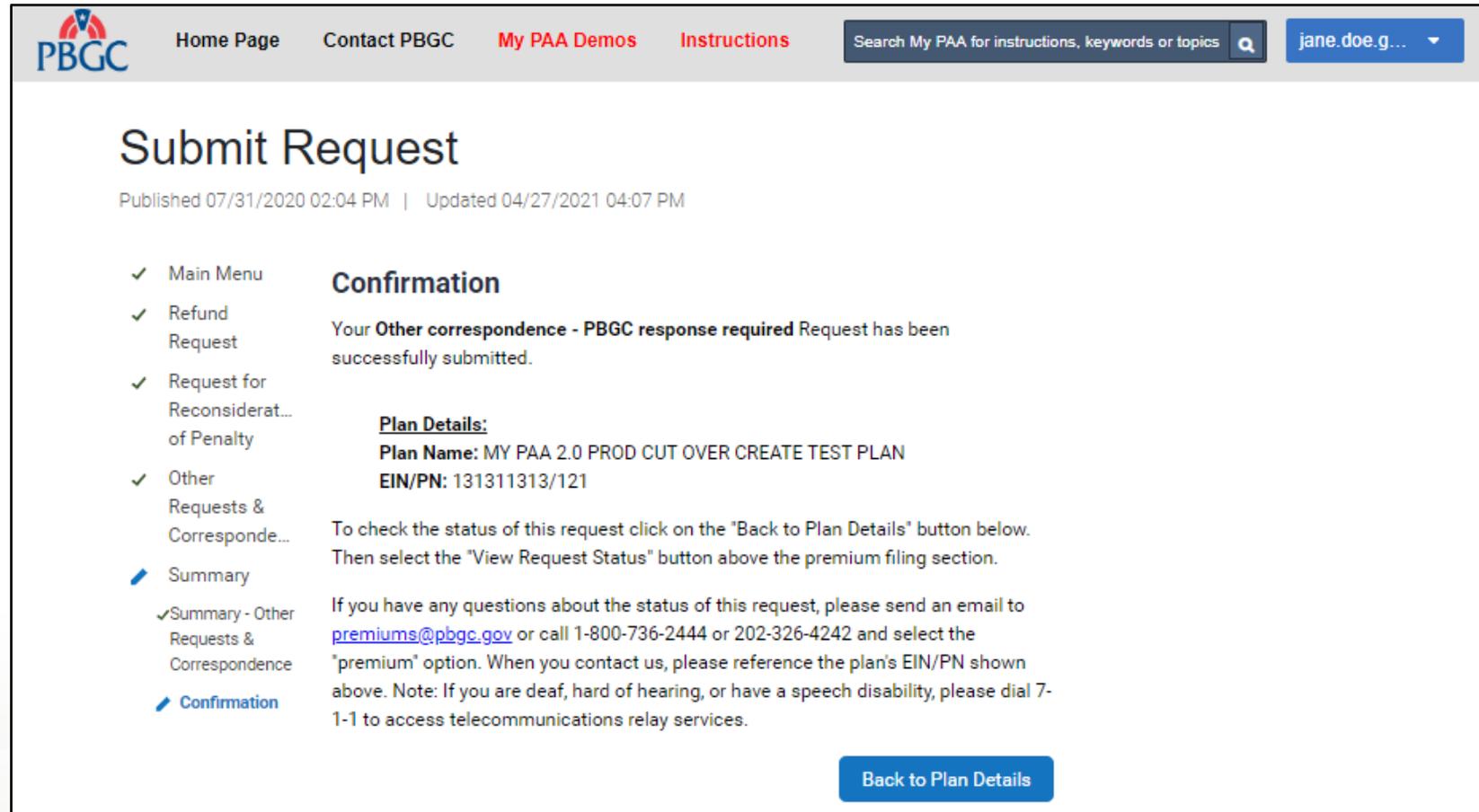
✓ Main Menu	<b>Summary - Other Requests &amp; Correspondence</b>
✓ Refund Request	Please review the information below. Navigate back and revise if necessary otherwise, please proceed with the submission of this request.
✓ Request for Reconsiderat... of Penalty	The pertinent details for this request are as follows:
✓ Other Requests & Correspondence...	<b>EIN:</b> 131311313
✓ Summary	<b>PN:</b> 121
✓ Summary - Other Requests & Correspondence	<b>Plan Name:</b> MY PAA 2.0 PROD CUT OVER CREATE TEST PLAN
✓ Summary - Other Requests & Correspondence	<b>Request Type:</b> Other correspondence - PBGC response required
	<b>Attachments:</b>
	<b>Comments:</b> test

# 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". On the left, a sidebar menu lists various request types, with "Confirmation" selected. The main content area displays a "Confirmation" message: "Your Other correspondence - PBGC response required Request has been successfully submitted." Below this, "Plan Details" are shown: "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. At the bottom, a blue button labeled "Back to Plan Details" is visible.