

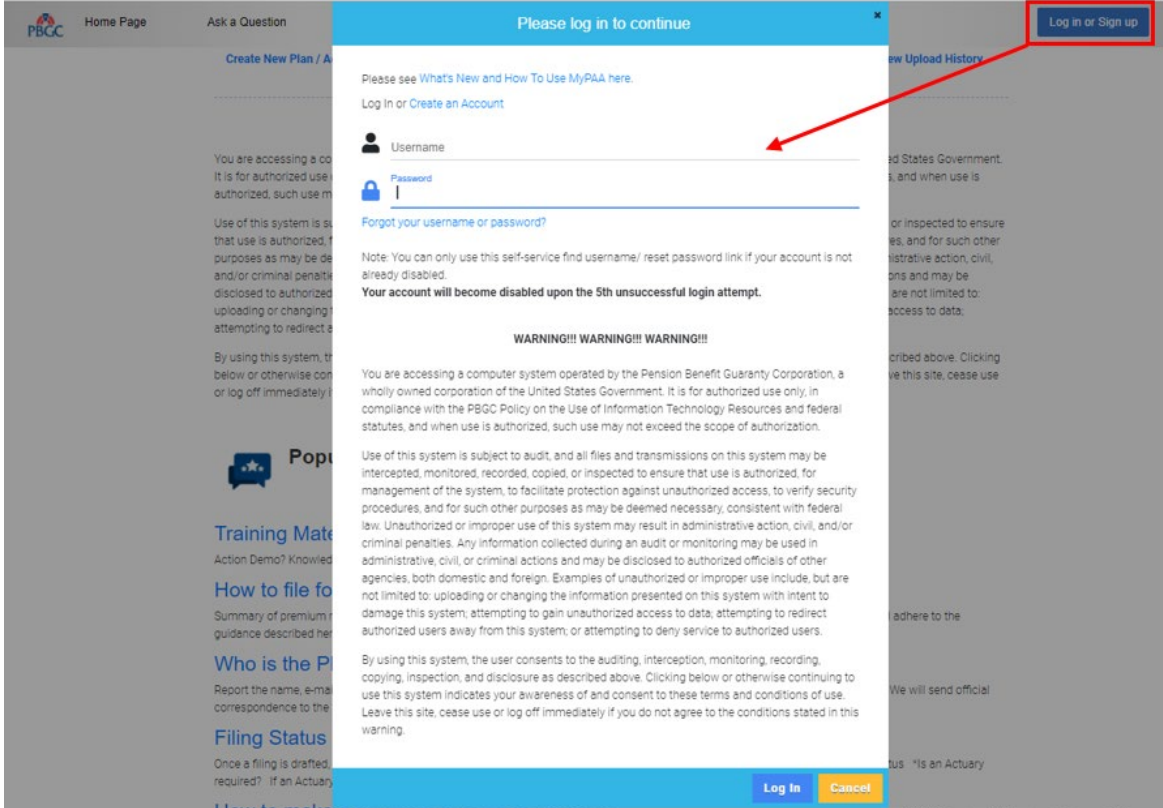
How to Ask a Question to PBGC My Plan Administration Account (My PAA)

Last Updated:
March 19th, 2021

How to Ask a Question

Login

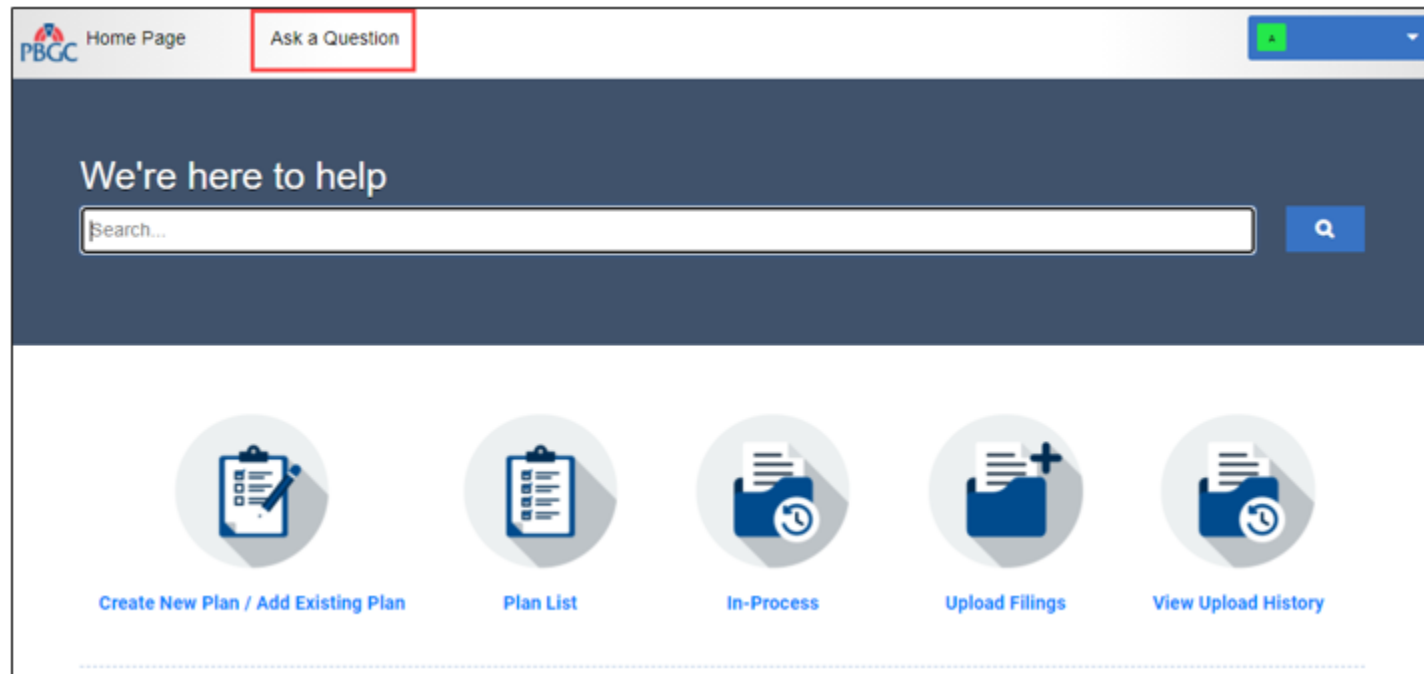
- ▶ From the Home Page, click on the "Log in or Sign up" button to log in.
- ▶ Enter your Username into the field labeled username on the My PAA log in pop-up
- ▶ Enter your Password into the field labeled "Password."
- ▶ Click on the "Log in" button.



How to Ask a Question

Ask a Question

- ▶ Once logged in, click on the “Ask a Question” button located on the toolbar.
 - This toolbar will be available on most of the webpages within My PAA.



How to Ask a Question

Submit a Question Form

- ▶ Please enter all required fields:
 - Last Name
 - Subject
 - Question
- ▶ As stated on this page, please include as many details as possible. This will provide a more accurate response from the PBGC Premium Customer Support Team.
- ▶ From the provided dropdowns, please select the associated Product and Category.
- ▶ If applicable, you can also attach supporting documents to your question.
 - Note: you can only upload PDFs and the size of the files combined may not exceed 15MB.
- ▶ Once you have completed all the necessary fields, click on the “Submit Your Question” button.

Home Page Ask a Question Search... johndoe@t...

Ask a Question

Submit a question to our support team.

Our dedicated staff will respond within 48 hours.

Tips:
👍 Include as many details as possible

Last Name *
Doe

Subject *
Manage Roles

Question *
How do update my roles for my plan?

Product
Filing Team Permissions

Category
Account Management

Attach Documents
Choose File No file chosen

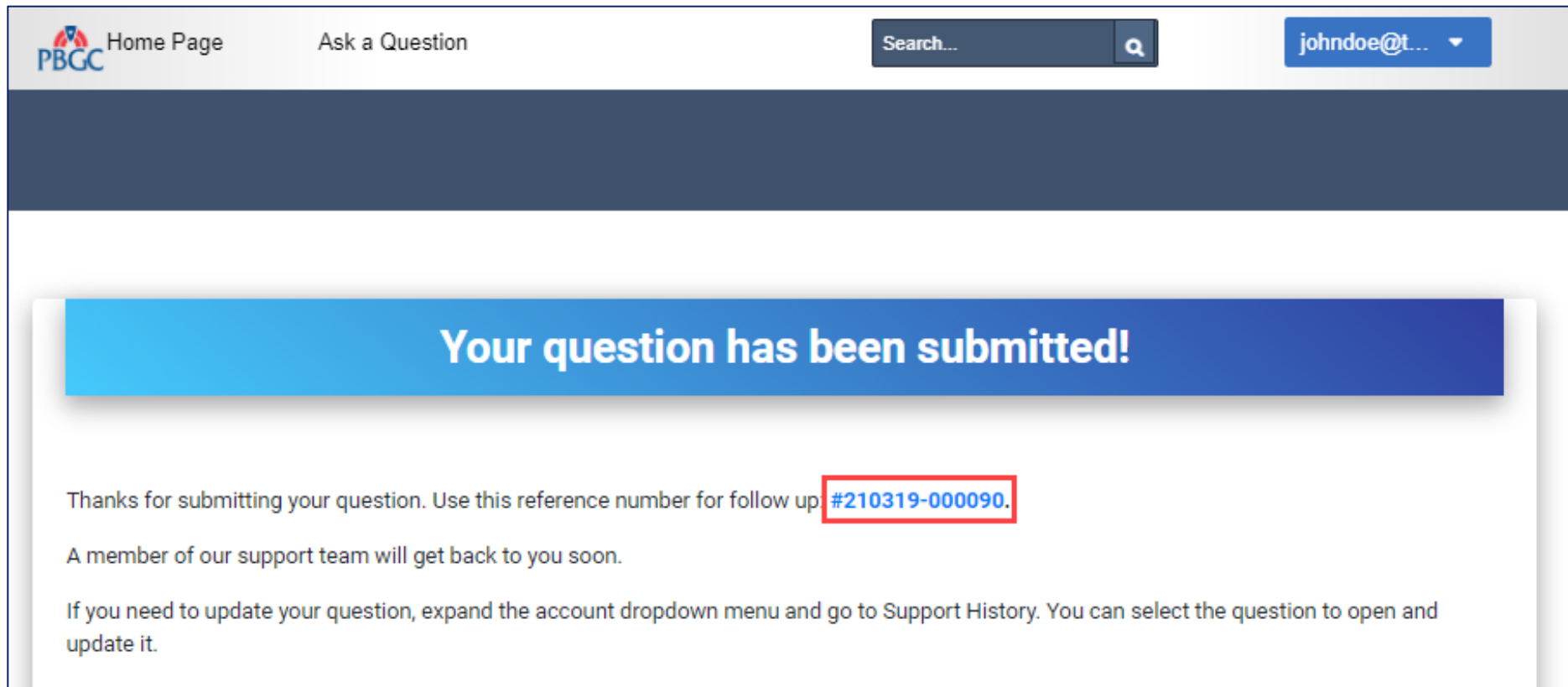
Submit Your Question



How to Ask a Question

Confirmation Page

- ▶ Once you have successfully submitted your question to PBGC you will be provided with a reference number. Please take note of this number. If any further assistance is needed, this will help the PBGC Premium Customer Service Representative locate your inquiry with ease and they will be able to better assist you.



The screenshot shows the PBGC website's 'Ask a Question' confirmation page. At the top, there is a navigation bar with the PBGC logo, 'Home Page', 'Ask a Question', a search bar, and a user account dropdown menu showing 'johndoe@t...'. The main content area features a large blue banner with the text 'Your question has been submitted!'. Below the banner, a message reads: 'Thanks for submitting your question. Use this reference number for follow up #210319-000090.' The reference number is highlighted with a red box. A second message states: 'A member of our support team will get back to you soon.' A final message provides instructions: 'If you need to update your question, expand the account dropdown menu and go to Support History. You can select the question to open and update it.'