

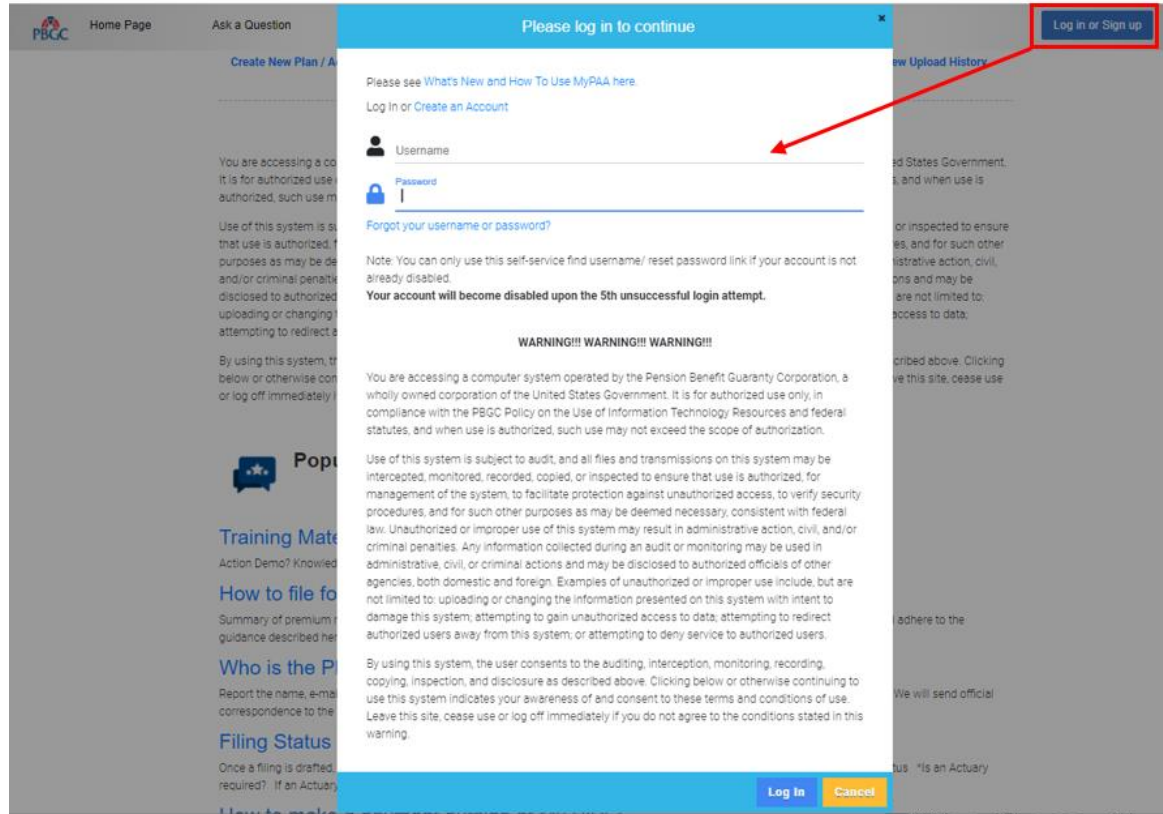
# How to Submit a Request to PBGC: Other Requests & Correspondence (My PAA)

Last Updated:  
September 7<sup>th</sup>, 2021

# How to Submit Other Requests & Correspondence

## 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 Submit Other Requests & Correspondence

## Plan List Page

- ▶ Once you have logged in, click on the “Plan List” icon or link from the Home Page.
- ▶ From the Plan List Page, click on the “Plan Details” button for the plan you would like to submit a request for.
- To successfully submit a request, the plan must be associated with your account.
- Please keep in mind that you must be the Plan Admin or Plan Admin Rep to submit a Refund Request. This option will not be available if you do not have this role associated with the account.
- You can search or sort the columns to find a particular plan



**WARNING!!! WARNING!!! WARNING!!!**

You are accessing a computer system operated by the Pension Benefits Guaranty Corporation, a wholly owned corporation of the United States Government. It is for authorized use only, in compliance with the PBGC Policy on the Use of Information Technology Resources and federal statutes, and when use is authorized, such use may not exceed the scope of authorization.

Use of this system is subject to audit, and all files and transmissions on this system may be intercepted, monitored, recorded, copied, or inspected to ensure that use is authorized, for management of the system, to facilitate protection against unauthorized access, to verify security procedures, and for such other purposes as may be deemed necessary, consistent with federal law. Unauthorized or improper use of this system may result in administrative action, civil, and/or criminal penalties. Any information collected during an audit or monitoring may be used in administrative, civil, or criminal actions and may be disclosed to authorized officials of other agencies, both domestic and foreign. Examples of unauthorized or improper use include, but are not limited to: uploading or changing the information presented on this system with intent to damage this system; attempting to gain unauthorized access to data; attempting to redirect authorized users away from this system; or attempting to deny service to authorized users.

By using this system, the user consents to the auditing, interception, monitoring, recording, copying, inspection, and disclosure as described above. Clicking below or otherwise continuing to use this system indicates your awareness of and consent to these terms and conditions of use. Leave this site, cease use or log off immediately if you do not agree to the conditions stated in this warning.

### Plans in your My PAA Account

Show 10 entries Search:

ID	Plan ID	EIN	PN	Name	Last Filing Update		
248487	2429567	333666999	369	Test Test Test	07/01/2021	<a href="#">CREATE FILING</a>	<a href="#">PLAN DETAILS</a>
248456	2377551	452615050	002	Testing EIN PN blank issue	06/29/2021	<a href="#">CREATE FILING</a>	<a href="#">PLAN DETAILS</a>
248416	86264	123456789	001	SPECIAL NON-PREMIUM TRANSACTIONS	06/11/2021	<a href="#">CREATE FILING</a>	<a href="#">PLAN DETAILS</a>
248118	729175	953174837	002	TEST AND SERVICES PENSION PLAN	10/13/2020	<a href="#">CREATE FILING</a>	<a href="#">PLAN DETAILS</a>

Showing 1 to 4 of 4 entries First **1** Last

# How to Submit Other Requests & Correspondence

## Plan Details Page

▶ Below the “PLAN ADMIN DETAILS” button, click on the “Submit Request” link.

### Plan Details

**Plan ID:** 729175  
**Plan Name:** TEST AND SERVICES PENSION PLAN  
**EIN:** 953174837 **PN:** 002  
**Plan Status:** Active

**Plan Effective Date:** 01/01/1987  
**Coverage Date:** 01/01/1987  
**Adoption Date:** N/A  
**Plan Sponsor:** AIRBUS U.S. Space & Defense, Inc.

PLAN ADMIN DETAILS

PLAN CONTACT DETAILS



[Create Filing](#)

[Manage Roles](#)

[Account History](#)

[Payment Voucher](#)

[Submit Request](#)

[Check Status of Request](#)

[View Correspondence](#)

## Premium Filings

Show 10 entries

Search:

Filing ID	PYC	Submit Date	Status			
419336	01/01/2017		Pending Payment Info	FILING DETAILS	FILING RECEIPT	
419335	01/01/2018	09/07/2021	Submitted/Pending Processing	FILING DETAILS	FILING RECEIPT	AMEND
419334	01/01/2019		Draft	FILING DETAILS	FILING RECEIPT	
419333	01/01/2020		Pending Actuary Approval	FILING DETAILS	FILING RECEIPT	



# How to Submit 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 (continue to slide 6).
- Request for Reconsideration of Penalty: If you have received a Statement of Account (SOA), and was charged penalty, you can contest the charges (continue to slide 14).
- Other Requests & Correspondence: If you have received correspondence from the PBGC and would like further explanation or would simply like to respond (continue to slide 18).

- ▶ Once you have selected the appropriate request, click the “Next” button.

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

## Submit Request

Published 07/31/2020 02:04 PM | Updated 01/27/2021 11:27 AM

- Main Menu
- Submit Service Requests**
- Refund Request
- Request for Reconsiderat... of Penalty
- Other Requests & Correspondence
- Summary

**Submit Service Requests**

Plan Name: TEST TEST DBP  
EIN: 111111111 PN: 001

Please select the service request type to proceed:

Refund Request  
 Request for Reconsideration of Penalty  
 Other Requests & Correspondence

Next

Exit

# How to Submit Other Requests & Correspondence

## Submit Request Page

### Other Request & 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.

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

## Submit Request

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- Main Menu
- expose plan debug
- Submit Service Requests**
- Refund Request
- Request for Reconsideration of Penalty
- Other Requests & Correspondence
- Summary

**Submit Service Requests**

Plan Name: TEST TEST DBP  
EIN: 111111111 PN: 001

Please select the service request type to proceed:

Refund Request  
 Request for Reconsideration of Penalty  
 Other Requests & Correspondence

Next

Exit

# How to Submit Other Requests & Correspondence

## Submit Request Page

### Other Request & 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 Ask a Question Search... johndoe@t...

## Submit Request

Published 07/31/2020 02:04 PM | Updated 01/27/2021 11:27 AM

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

### Other Requests & Correspondence

Plan Name: TEST TEST DBP  
EIN: 111111111 PN: 001

#### 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 [pbgc\\_premiums@custhelp.com](mailto:pbgc_premiums@custhelp.com) if you have any questions with this feature.

Plan Name:

Employer Identification Number (EIN):  Plan Number (PN):

Request Type:

#### Attachments (optional):

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](#).

Select and Attach File:

Note: Any files selected must be a single PDF, Microsoft Word or Microsoft Excel file which can not exceed 10MB individually and all attachments 50MB in total.

# How to Submit Other Requests & Correspondence

## Submit Request Page

### Other Request & 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.

Please send an email to [pbgc\\_premiums@custhelp.com](mailto:pbgc_premiums@custhelp.com) if you have any questions with this feature.

Plan Name:

Employer Identification Number (EIN):  Plan Number (PN):

Request Type:

**Attachments (optional):**

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](#).

Select and Attach File:

*Note: Any files selected must be a single PDF, Microsoft Word or Microsoft Excel file which can not exceed 10MB individually and all attachments 50MB in total.*

**Comments (optional):**

400/400 characters remaining





# How to Submit Other Requests & Correspondence

## Submit Request Page

### Other Request & 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. At the top, there is a navigation bar with 'Home Page', 'Ask a Question', a search bar, and a user profile 'johndoe@t...'. The main heading is 'Submit Request', with a sub-heading 'Summary - Other Requests & Correspondence'. Below this, there is a summary of the request details: EIN: 111111111, PN: 001, Plan Name: TEST TEST DBP, and Request Type: Other correspondence - PBGC response required. There is an 'Attachments' section with a file named 'Test 123.pdf'. A 'Comments' section contains the text 'I'd like to include this attachment for my 2021 filing.' At the bottom, there are 'Back', 'Submit', and 'Exit' buttons.

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

## Submit Request

Published 07/31/2020 02:04 PM | Updated 01/27/2021 11:27 AM

- ✓ Main Menu
- ✓ Refund Request
- ✓ Request for Reconsiderat... 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:** 111111111

**PN:** 001

**Plan Name:** TEST TEST DBP

**Request Type:** Other correspondence - PBGC response required

**Attachments:**

pdf  
[Test 123.pdf](#)

**Comments:**

I'd like to include this attachment for my 2021 filing.

Back Submit

Exit

## Submit Request Page

### 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.
- ▶ 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.

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

## Submit Request

Published 07/31/2020 02:04 PM | Updated 01/27/2021 11:27 AM

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

### Confirmation

Your **Other correspondence - PBGC response required** Request has been successfully submitted.

**Plan Details:**  
**Plan Name:** TEST TEST DBP  
**EIN/PN:** 111111111/001

To check the status of this request click on the Plan Details button below. Then select the "Check Status of Request" link above the premium filing section.

If you have any questions about the status of this request, please send an email to [pbgc\\_premiums@custhelp.com](mailto:pbgc_premiums@custhelp.com) or call 1-800-736-2444 or 202-326-4242 and select the "premium" option. When you contact us, please reference the plan's EIN/PN shown above. Note: TTY/TDD users may call the Federal Relay Service toll-free at 1-800-877-8339 and ask to be connected to 1-800-736-2444.

[Back to Plan Details](#)