

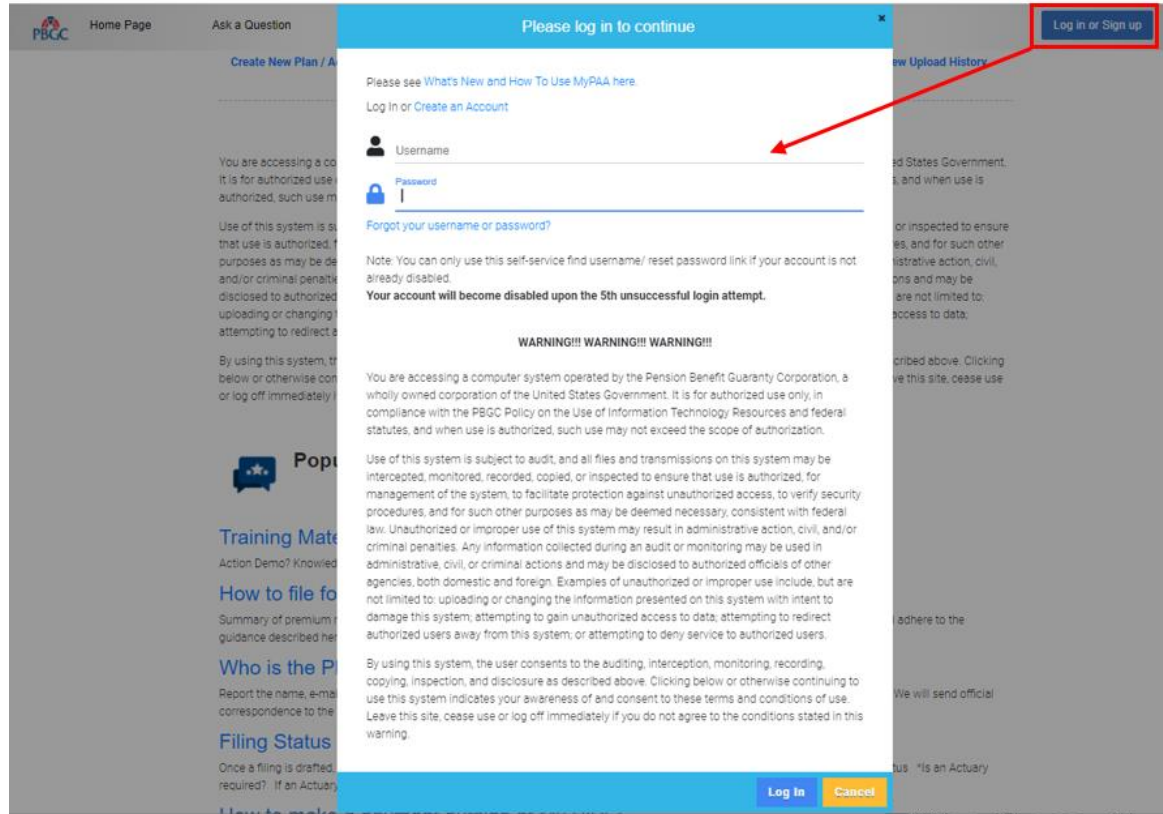
# How to Submit a Request to PBGC: Refund Request (My PAA)

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

# How to Submit a Refund Request

## Login

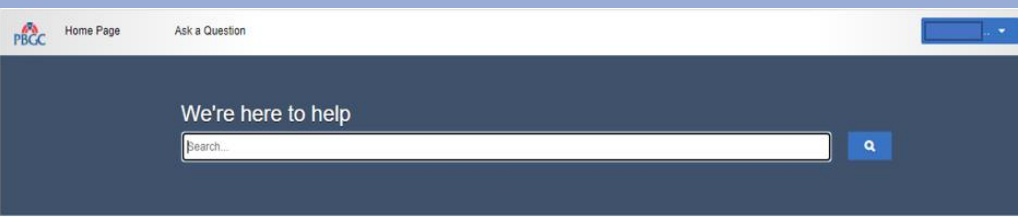
- ▶ From the Home Page, click on the "Log in or Sign up" button to log in.
- ▶ Enter your Username into the field labeled username on the My PAA log in pop-up
- ▶ Enter your Password into the field labeled "Password."
- ▶ Click on the "Log in" button.



# 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 a Refund Request

## 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 a Refund Request

## Submit Request Page

### Premium Refund Request

- ▶ Select the “Refund Request” radio button and click on the “Next” button.
- ▶ Please note that you can only request a refund as the Plan Admin/Plan Admin Rep.
  - Please see the “How to Add/Remove and Update Roles of Filing Members” demo for step-by-step instructions on updating your role.
- ▶ You will only be able to request a refund if, according to PBGC’s records there is a valid overpayment/credit available.
  - Please see the “How to View an Account History for a Plan” demo for step-by-step instructions on how to retrieve an Account History.

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

## Submit Request

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Main Menu **Submit Service Requests**

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

Submit Service Requests

Refund Request  **★**

Request for Reconsideration of Penalty

Other Requests & Correspondence

Please select the service request type to proceed:

Refund Request

Request for Reconsideration of Penalty

Other Requests & Correspondence

Next

Exit

# How to Submit a Refund Request

## Submit Request Page

### Premium Refund Request

- ▶ My PAA will automatically display one, or all plan years that have a valid overpayment/credit.
- ▶ To request a refund for that particular plan year, check the “Request Refund” checkbox for the corresponding plan year.
- ▶ Note: You may only submit a refund request for a premium overpayment if it is within statute of limitations (i.e., non-SOL plan years)

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

## Submit Request

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- ✓ Main Menu
- ✚ Refund Request
- ✚ Premium Refund Request
- 🔒 Request for Reconsiderat... of Penalty
- 🔒 Other Requests & Corresponde...
- 🔒 Summary

### Premium Refund Request

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

All plan years with a premium overpayment and within statute of limitations are listed below, per PBGC records. Please indicate for which plan years you would like to request a refund.

| PYC:       | Overpayment Amount: | Request Refund           |
|------------|---------------------|--------------------------|
| 01/01/2021 | \$10000.00          | <input type="checkbox"/> |
| 01/01/2020 | \$1500.00           | <input type="checkbox"/> |

Back Next Exit

# How to Submit a Refund Request

## Submit Request Page

### Refund Mailing Address

- ▶ Once you have selected the appropriate plan year(s) you are requesting a refund for, please provide a valid mailing address.
  - Even if you are requesting an ACH, if the refund cannot be completed through that channel, the refund will be issued via paper check mailed to the provided address.
- ▶ After the information has been provided and validated, click on the “Next” button.

The screenshot shows the PBGC website's 'Submit Request' page. At the top, there are navigation links for 'Home Page' and 'Ask a Question', a search bar, and a user profile dropdown for 'johndoe@L...'. The main heading is 'Submit Request', with publication and update dates: 'Published 07/31/2020 02:04 PM | Updated 01/27/2021 11:27 AM'. A left-hand navigation menu includes 'Main Menu', 'Refund Request', 'Premium Refund Request', 'Refund Mailing Address' (highlighted), 'Request for Reconsiderat... of Penalty', 'Other Requests & Corresponden...', and 'Summary'. The 'Refund Mailing Address' section displays 'Plan Name: TEST TEST DBP' and 'EIN: 111111111 PN: 001'. It contains two informational paragraphs: one about ACH refunds and another about Treasury offsets. Below this, it shows 'Payee Name: TEST TEST DBP' and 'Mailing Address:'. A red-bordered form box contains the following fields: 'Attn To:' (text input), 'Country' (dropdown menu), 'Address 1:' (text input), 'Address 2:' (text input), 'City:' (text input), 'State:' (dropdown menu), and 'Zip:' (text input). At the bottom of the page are 'Back', 'Next', and 'Exit' buttons.





# How to Submit a Refund Request

## Submit Request Page

### Premium Refund Option

- ▶ There are two available options on how you would like to receive the refund:
  - ACH (No Fed wire)
  - Paper check sent via USPS

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

## Submit Request

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- ✓ Main Menu
- ✓ Refund Request
- ✓ Premium Refund Request
- ✓ Refund Mailing Address
- ✓ Premium Refund Option**
- Request for Reconsiderat... of Penalty
- Other Requests & Corresponden...
- Summary

### Premium Refund Option

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

**Refund Option:**

I want a refund by ACH (No Fed wires)

I want a refund by mailed check (the payee name & mailing address will be used)

Back Next Exit

# How to Submit a Refund Request

## Submit Request Page

### Premium Refund Option

- ▶ If you choose to be refunded via ACH, please provide valid banking information:
  - Account Holder’s Name
  - Account Type (Checking/Savings)
  - Routing Number (9-digits)
  - Account Number (at least 3-digits)
  - Bank Name
- ▶ If you choose to be refunded via paper check, the information provided on the previous screen will be used.
- ▶ Once an option is selected, click the “Next” button.



# How to Submit a Refund Request

## Submit Request Page

### Refund Comments

- ▶ You may also include attachments, which are optional, with your Refund Request.
  - PDF, Microsoft Word and Excel files are accepted.
  - Each file may not exceed 10MB.
  - All files total may not exceed 50MB.
- ▶ You may also include comments, which are optional, with your Refund Request.
  - Characters for the comments may not exceed the 400 limit.
- ▶ If any information has been provided, please review and validate, and then click the “Next” button.

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

## Submit Request

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- ✓ Main Menu
- ✓ Refund Request
- ✓ Premium Refund Request
- ✓ Refund Mailing Address
- ✓ Premium Refund Option
- ✓ Refund Comments**
- Request for Reconsiderat... of Penalty
- Other Requests & Corresponde...
- Summary

### Refund Comments

Plan Name: TEST TEST DBP  
EIN: 1111111111 PN: 001

**Attachments (optional):**

Attach additional documents:

Add

*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

Maximum number of characters is 400

Back Next Exit

# How to Submit a Refund Request

## Submit Request Page

### Summary - Refund Request

- ▶ Before submission, please review all the items on the Summary Page to confirm the information is valid.
- ▶ If any changes must be made, please click the “Back” button to return to the previous pages.
- ▶ If the information is correct, click the “Submit” button to send the request to PBGC.

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

## Submit Request

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

### Summary - Refund Request

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

**PYC & Refund Amount:**

|            |           |
|------------|-----------|
| 01/01/2020 | \$1500.00 |
|------------|-----------|

**Payee Name:** TEST TEST DBP  
**Attention To:** John Paul Doe  
**Mailing Address:** 2384 Raindrop Way  
Springfield, VA 22341  
United States (US)  
**Refund Method Selected:** Mailed Check

**Attachment:**

pdf  
[Test\\_123.pdf](#)

**Comments:** Testing comments section. Refund my Smoney please!

[Back](#) [Submit](#)

[Exit](#)



# How to Submit a Refund Request

## 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

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

### Confirmation

Your Premium Refund Request has been successfully submitted.

**Plan Details:**  
**Payee 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](#)