How To Re-enable My PAA Account
My Plan Administration Account (My PAA)

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How To Re-enable My PAA Account

Disabled My PAA Account

- Your My PAA account can be disabled after too many failed login attempts or by PBGC.
- Click on the “Log In or Sign Up” button from the Home Page the Log In pop-up will appear. If your account is disabled, once you enter your username “Account Is Disabled – Please click [here](#) for support.” will appear at the top of the pop-up.
How To Re-enable My PAA Account

Re-enable My PAA Account Page

- Click on “Please click here for support” to be redirected to the Re-enable my My PAA Account Page to attempt to re-enable your account without PBGC assistance.
- Simply enter your account’s associated email address, secret question and secret answer (case sensitive) and click the “Submit Request” button.

![Re-enable my My PAA Account](image-url)
If you enter the wrong email address associated to your disabled My PAA account, PBGC will need to verify further information before proceeding to unlock your account. You will need to contact PBGC by emailing: pbgc_premiums@custhelp.com.
Your Request Has Been Submitted Page

- If you enter the correct email address associated to your disabled My PAA account, but the incorrect secret question and/or answer an incident will be create for a Premiums Customer Service Agent to review and they will contact you shortly to assist you with accessing your account.

- If immediate action is required contact PBGC by emailing: pbgc_premiums@custhelp.com and include the referenced incident number.
How To Re-enable My PAA Account

Your Request Has Been Submitted Page

- If you enter the correct information then My PAA will automatically enable your account, and you will be able to sign into your account using the same associated password.
- If you have forgotten your password, you will be able to reset your password from the log in pop-up page, or you can contact PBGC by emailing: pbgc_premiums@custhelp.com

Your Request Has Been Submitted!

Thank you for submitting your request. Your My PAA account has been re-enabled. If you would like to reset your password at this time, select the Account Assistance link. On that page, enter your Username in the Reset Your Password section and select the Reset My Password button.

If you would like to reset your password at a later time, select the ‘Forgot your username or password?’ link on the log in page.

If you have any questions, please contact the PBGC Premiums Customer Service Center via email: pbgc_premiums@custhelp.com or phone: 800-736-2444.

Please make a note of your incident number for future reference: 210118-000005
Enabled My PAA Account

- Once your account has been re-enabled, you will be able to log in.
  - As you notice in the image below, the “Account is Disabled” message no longer appears.
Home Page

- Once you have successfully logged into your account, you will be redirected to the Home Page to continue with any premium-related tasks.
  - For further assistance with any other premium-related task within My PAA please refer to our other Online Demonstrations.

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