

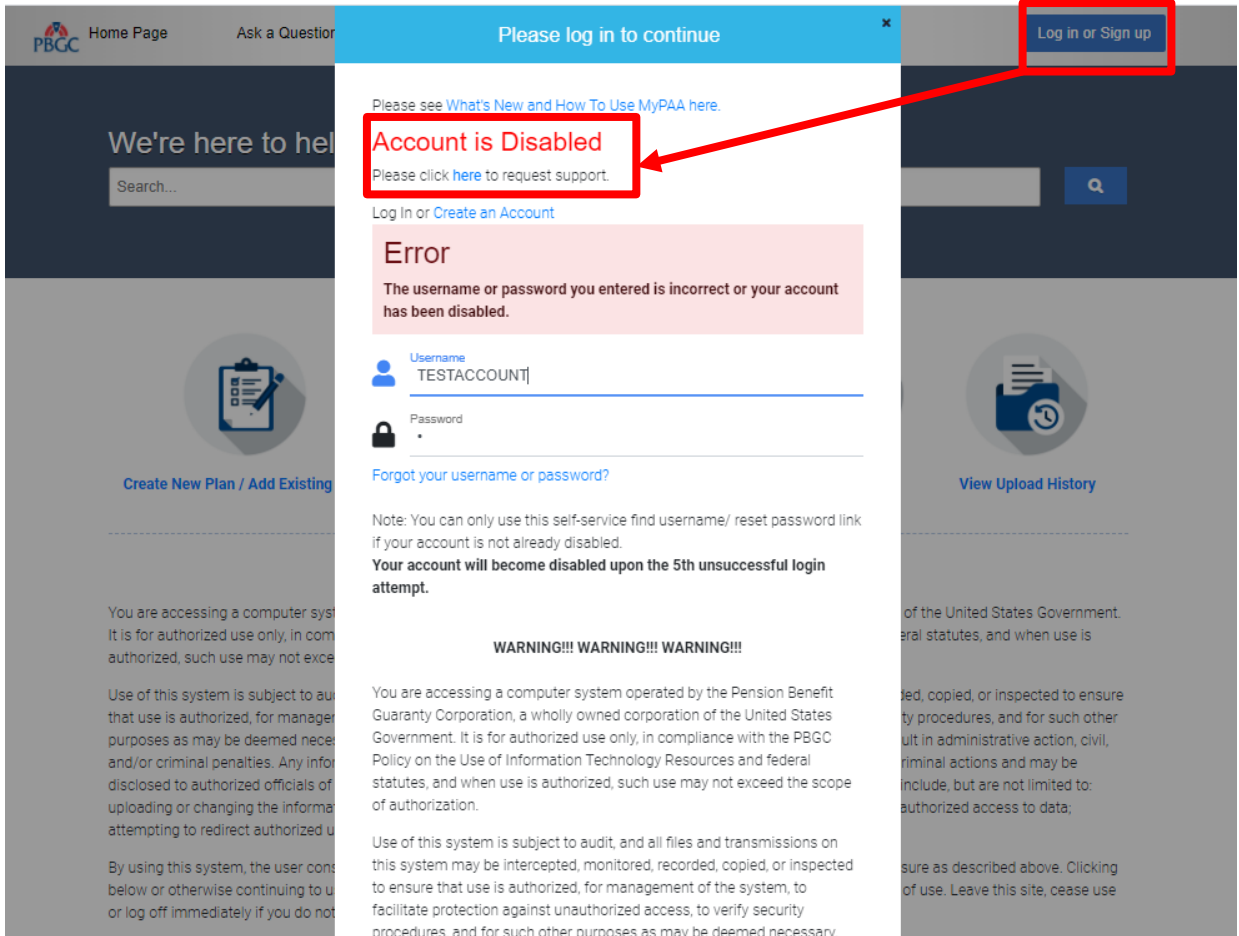
How To Re-enable My PAA Account My Plan Administration Account (My PAA)

Last Updated:
March 19th, 2021

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.

 Home Page Ask a Question [Log in or Sign up](#)

Re-enable my My PAA Account

Subject *

Email Address *

Secret Question *

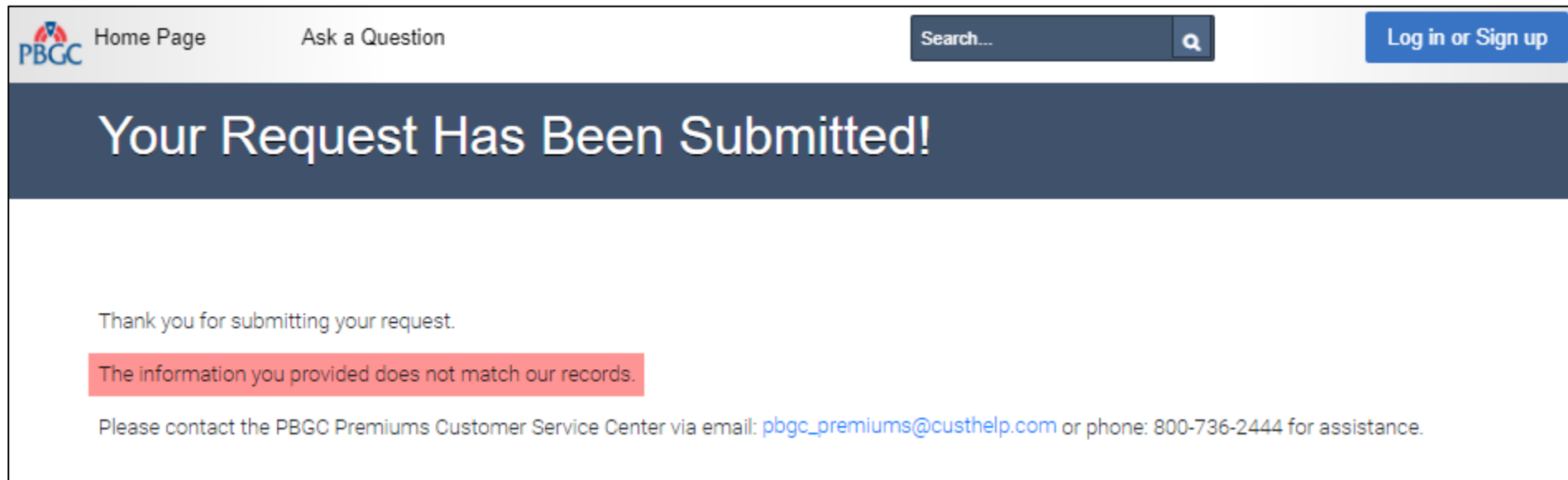
Secret Answer *

[Submit Request](#)

How To Re-enable My PAA Account

Your Request Has Been Submitted Page

- ▶ 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



The screenshot shows the top navigation bar of the PBGC website. On the left is the PBGC logo. Next to it are links for "Home Page" and "Ask a Question". In the center is a search bar with the text "Search..." and a magnifying glass icon. On the right is a blue button that says "Log in or Sign up".

Your Request Has Been Submitted!

Thank you for submitting your request.

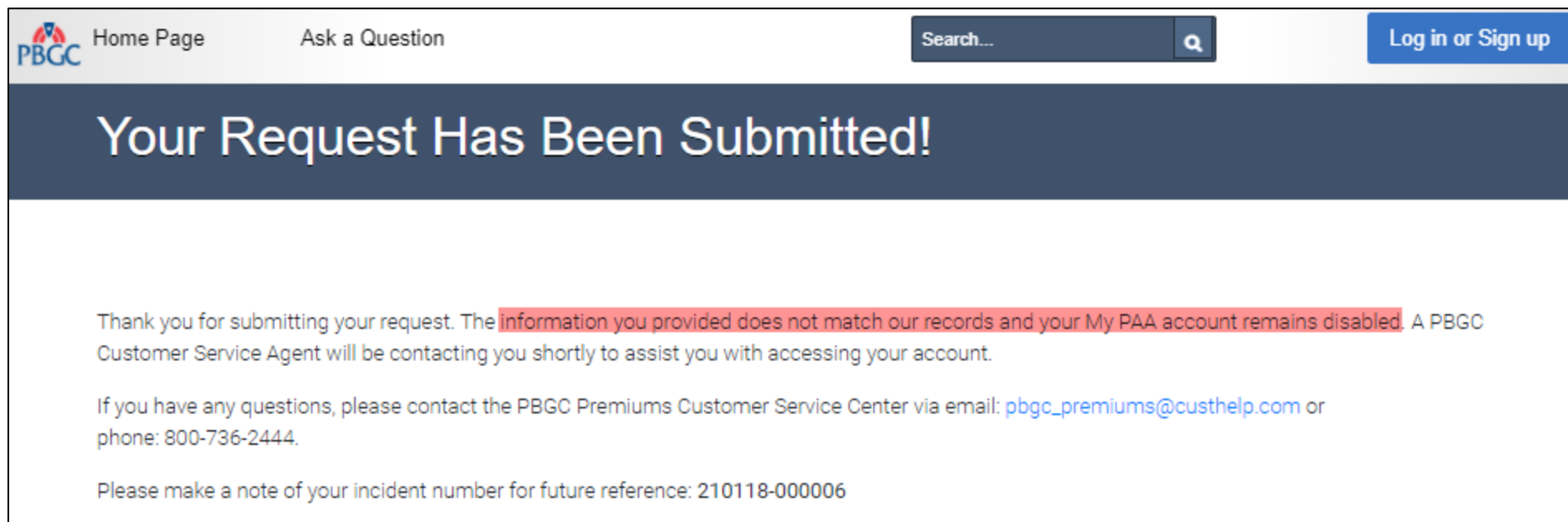
The information you provided does not match our records.

Please contact the PBGC Premiums Customer Service Center via email: pbgc_premiums@custhelp.com or phone: 800-736-2444 for assistance.

How To Re-enable My PAA Account

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.

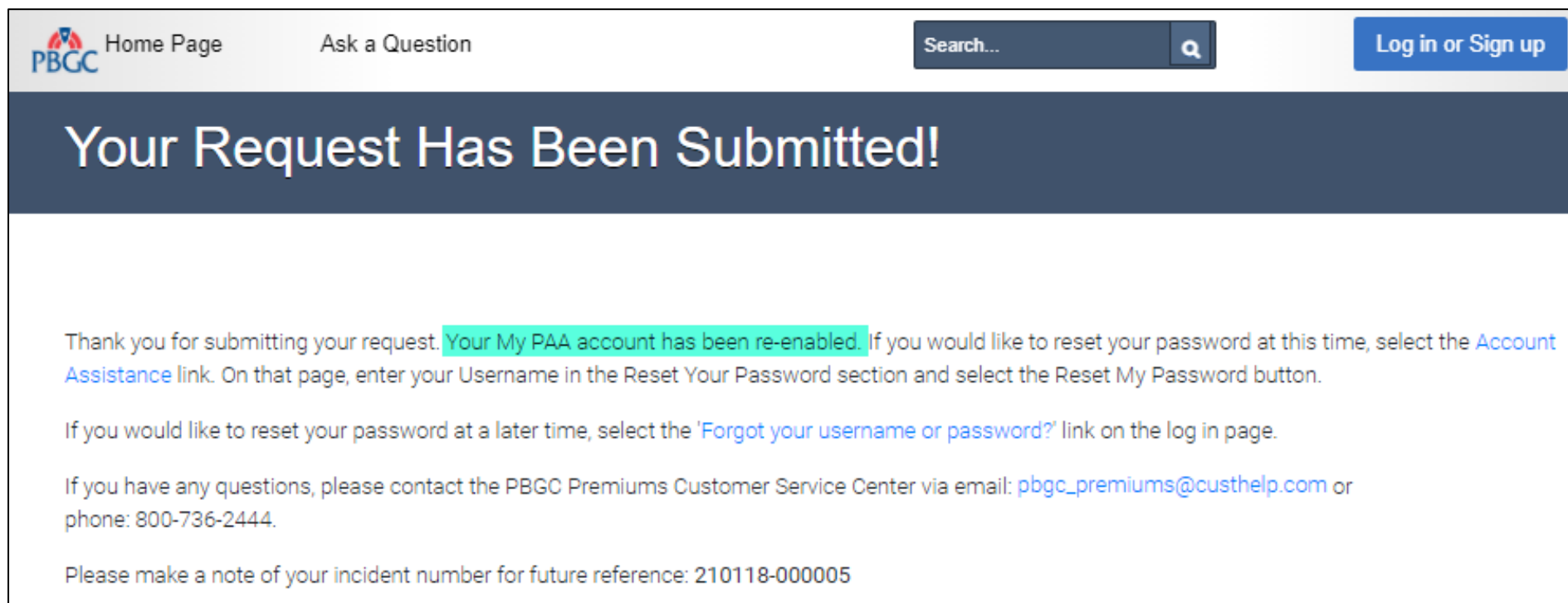


The screenshot shows the PBGC website header with navigation links for 'Home Page' and 'Ask a Question', a search bar, and a 'Log in or Sign up' button. The main content area features a large blue banner with the text 'Your Request Has Been Submitted!'. Below the banner, a message states: 'Thank you for submitting your request. The information you provided does not match our records and your My PAA account remains disabled. A PBGC Customer Service Agent will be contacting you shortly to assist you with accessing your account.' It also provides contact information for the PBGC Premiums Customer Service Center via email (pbgc_premiums@custhelp.com) or phone (800-736-2444). A note at the bottom asks the user to make a note of their incident number for future reference: 210118-000006.

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

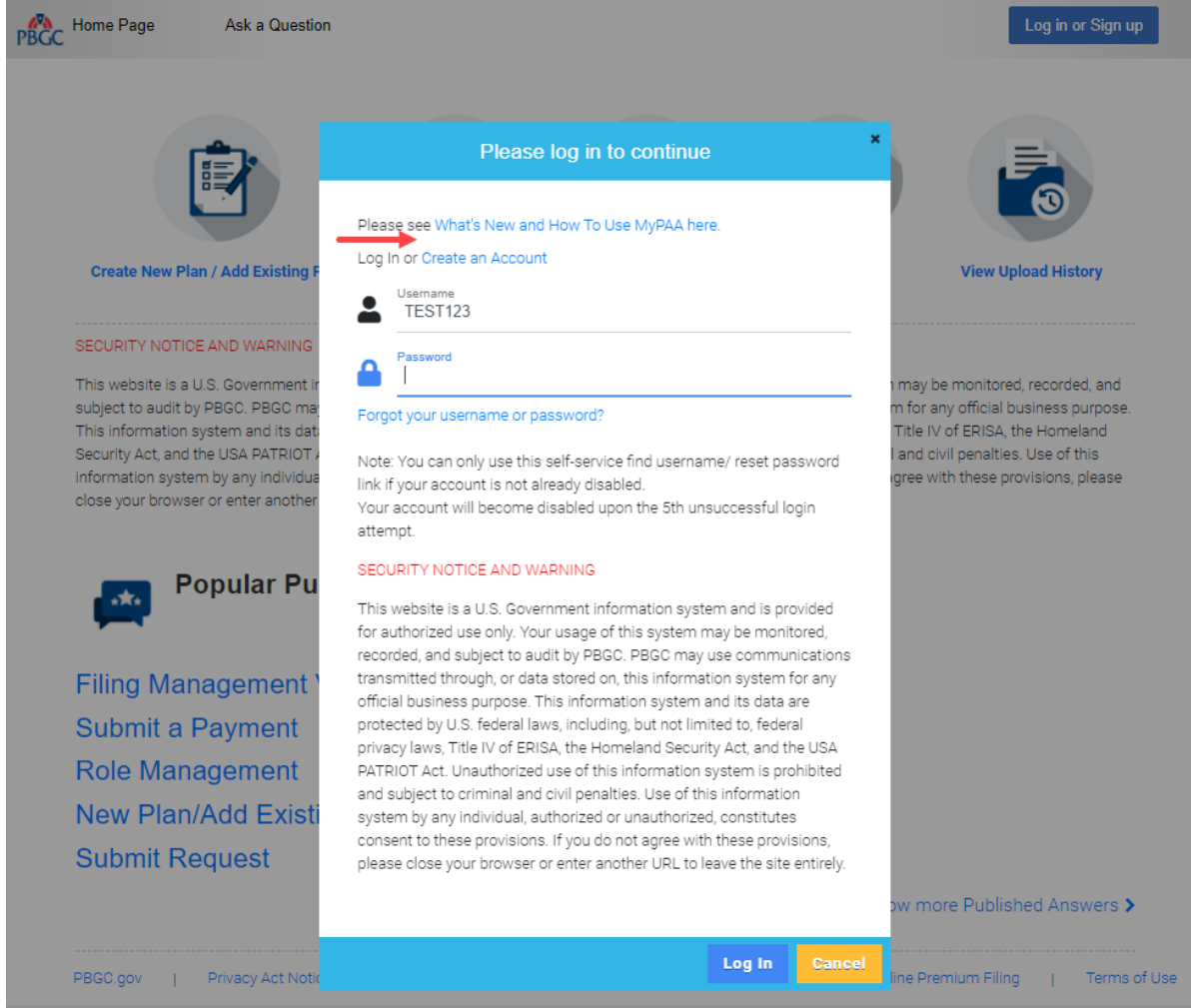


The screenshot shows the PBGC website's confirmation page. At the top, there is a navigation bar with the PBGC logo, links for 'Home Page' and 'Ask a Question', a search bar, and a 'Log in or Sign up' button. The main heading reads 'Your Request Has Been Submitted!'. Below this, the text states: 'Thank 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'.

How To Re-enable My PAA Account

Enabled My PAA Account

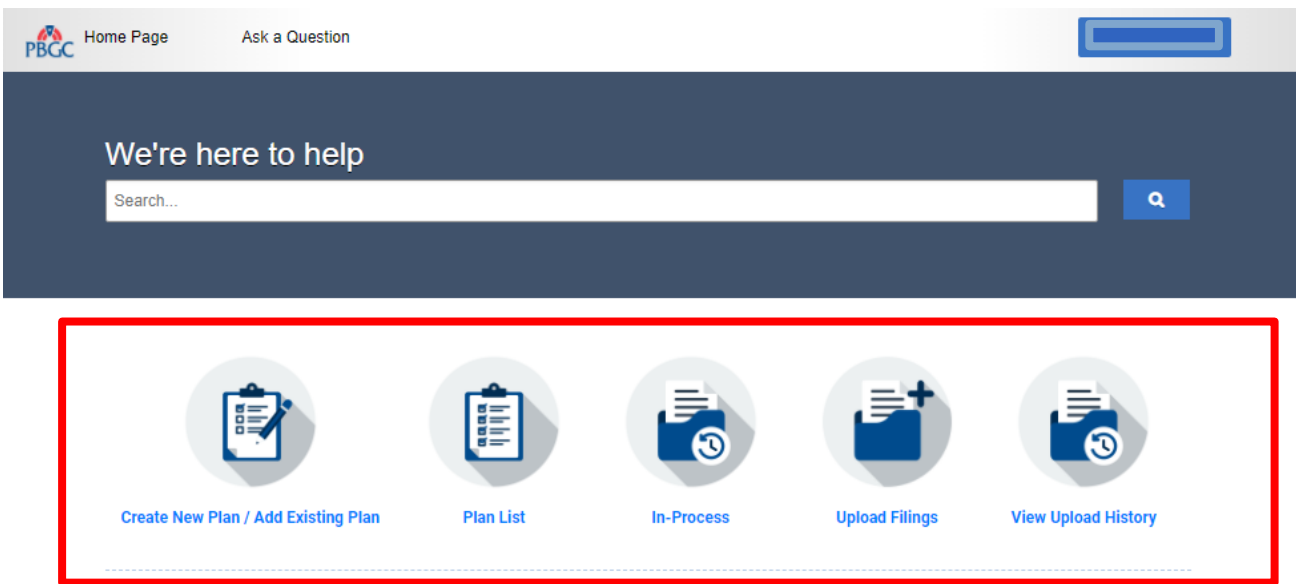
- ▶ Once your account has been re-enabled, you will be able to log in.
 - As you notice in the image below, the “Account is Disabled” message no longer appears.



How To Re-enable My PAA Account

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.



WARNING!!! WARNING!!! WARNING!!!

You are accessing a computer system operated by the Pension Benefit 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.