How to View My PAA Account Activity History
My Plan Administration Account (My PAA)

Last Updated:
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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.
Account Drop Down

- Once you have logged into your My PAA account, click on the account dropdown menu (the blue box on the top right corner of the Home Page).
- Then click on the “Account Activity History” link.
Account Activity History

- This page will provide a list of all premium-related actions within the My PAA application, since creating/first logging into the account.

- You can contact the PBGC regarding any item listed here by clicking on the linked subject.
  - You can also utilize the “Ask a Question” feature in My PAA or emailing the My PAA inbox (pbgc_preimums@custhelp.com). Just be sure to notate the Reference #, also known as the incident number.
How to View Account Activity History

Update this Question Page

- You will be able to provide additional information/follow up relating to that particular action you clicked on.
- Communication history between you and the PBGC will be displayed below the additional information text box.
- The Additional Details section will provide specific information including when the incident was created, incident status, last update date, etc.
Successful Submission

- Once you select an option for “Do you want a response?,” then provide additional information in the provided text box, and/or attach additional documentation pertaining to your question, and finally click on “Submit.”
- This will send an update to the PBGC regarding your selected premium-related action. You will receive a “Success” notification on the top of the page when your information has successfully been sent to the PBGC.
Update this Question Page

- As mentioned in the previous slide, all communication will be tracked in your Account Activity History.
- The image to the right is the same action a response was submitted for in the previous slide. As highlighted in red, the response has been added to the Communication History section.