

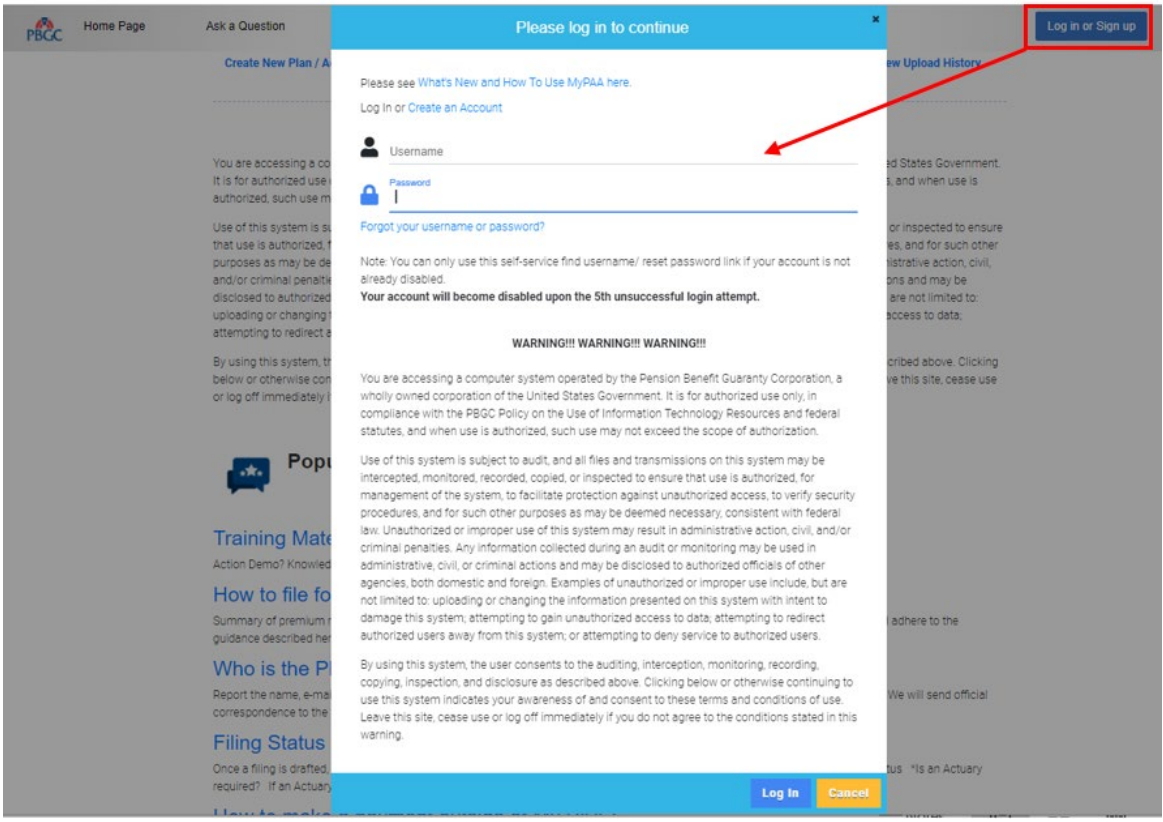
How to View My PAA Account Activity History My Plan Administration Account (My PAA)

Last Updated:
March 19th, 2021

How to View Account Activity History

Login

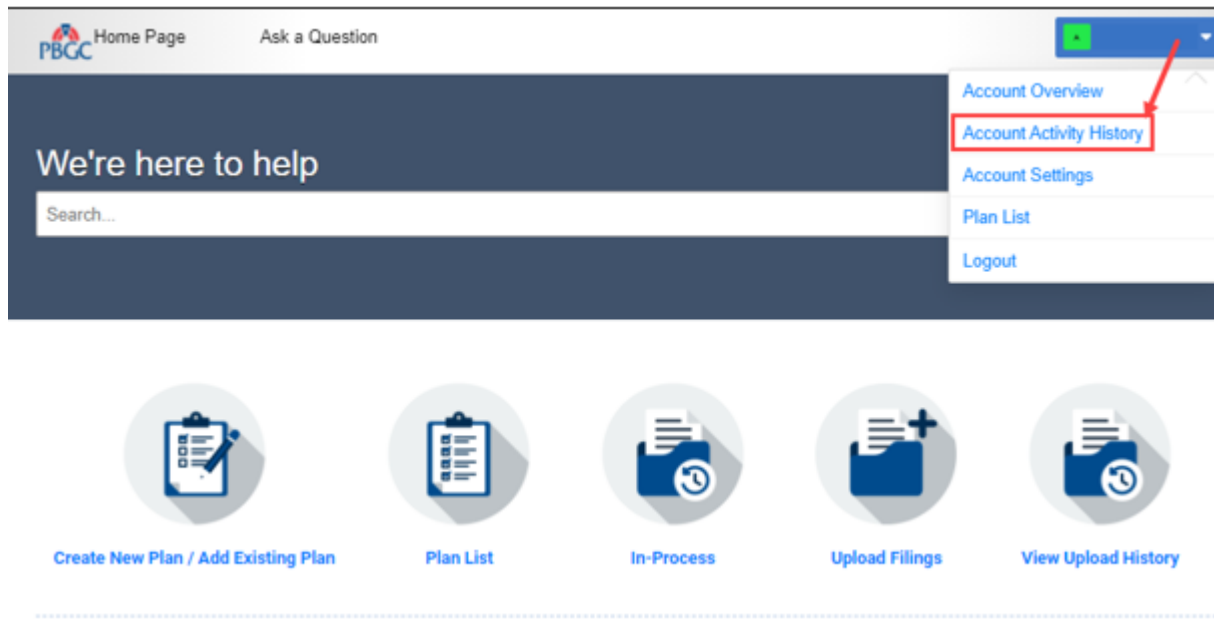
- ▶ From the Home Page, click on the "Log in or Sign up" button to log in.
- ▶ Enter your Username into the field labeled username on the My PAA log in pop-up
- ▶ Enter your Password into the field labeled "Password."
- ▶ Click on the "Log in" button.



How to View Account Activity History

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.



How to View Account Activity History

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_premiums@custhelp.com). Just be sure to notate the Reference #, also known as the incident number.

Home Page **Ask a Question** Search... [Q]

Account Activity History

Search your Account Activity History... [Q]

Filter by product: Select a product | Filter by category: Select a category

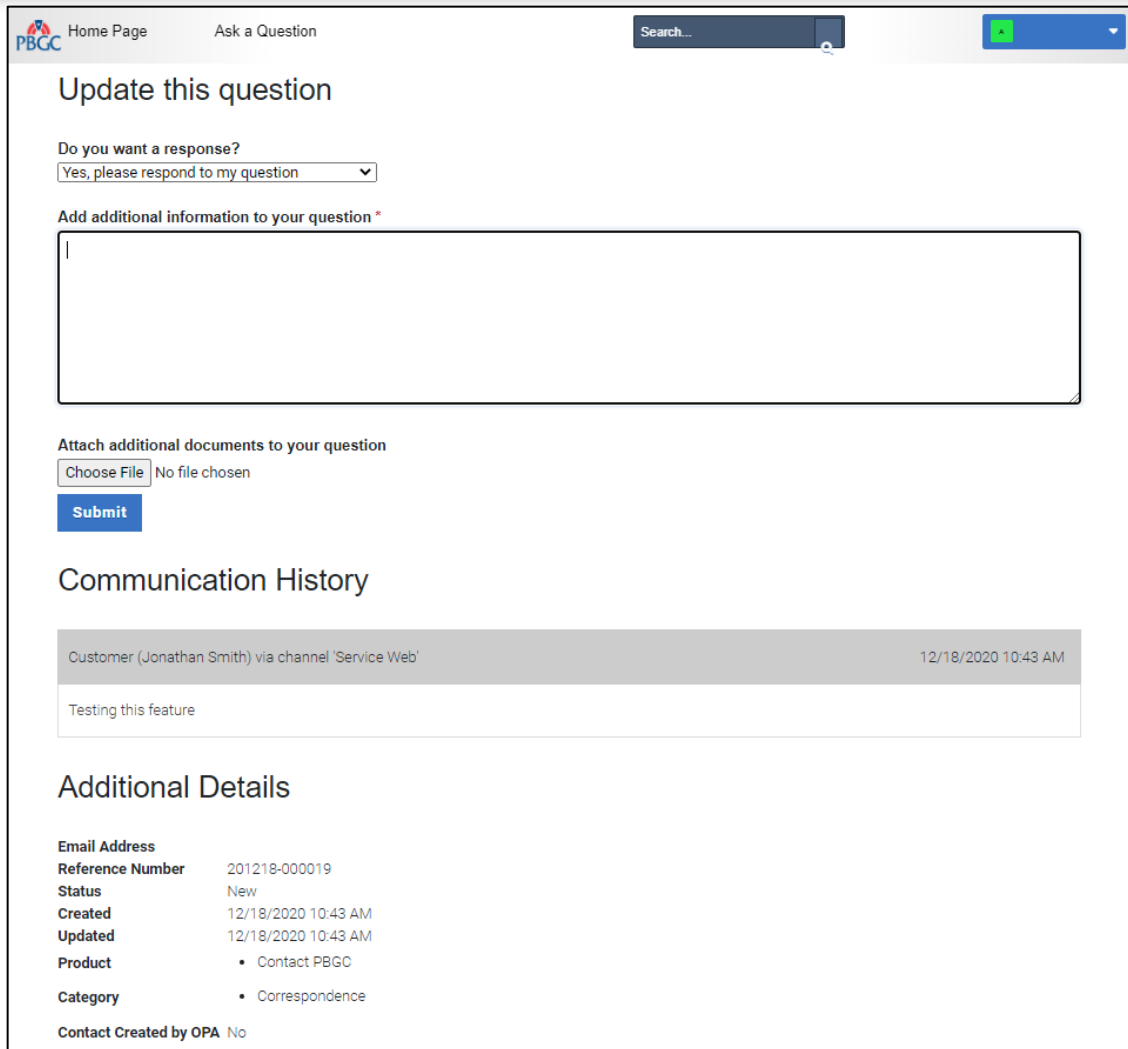
Results 1 - 10 of 268

Subject	Reference #	Status	Date Last Updated
Ask a Question -- test	210324-000072	New	03/24/2021 03:53 PM
Request for a Refund for Plan ID: 326604	210324-000063	Solved	03/24/2021 02:21 PM
Update Plan Information for Plan ID: 2317255	210324-000046	Solved	03/24/2021 01:47 PM
Update Plan Information for Plan ID: 2317255	210324-000041	Updated	03/24/2021 01:13 PM
Create New Plan (EIN/PN: 944051889/888) and Add to Account	210324-000038	Solved	03/24/2021 01:00 PM
New My PAA Screen Prepared Filing for Plan ID: 17854, Filing ID: 593092	210322-000019	Updated	03/24/2021 11:12 AM
Update Plan Information for Plan ID: 1915565	210214-000012	Updated	03/23/2021 01:35 PM
Submit Other Request - Submit Pre-2014 Paper Filings / 2020 CSEC for Plan ID: 45...	210323-000032	Solved	03/23/2021 01:06 PM
Submit Other Request - Submit Pre-2014 Paper Filings / 2020 CSEC for Plan ID: 45...	210323-000030	Solved	03/23/2021 01:04 PM
Submit Other Request - Submit Pre-2014 Paper Filings / 2020 CSEC for Plan ID: 45...	210323-000029	Solved	03/23/2021 01:03 PM

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.



Home Page Ask a Question Search... [User Profile]

Update this question

Do you want a response?
Yes, please respond to my question

Add additional information to your question *

Attach additional documents to your question
Choose File No file chosen
Submit

Communication History

Customer (Jonathan Smith) via channel 'Service Web' 12/18/2020 10:43 AM

Testing this feature

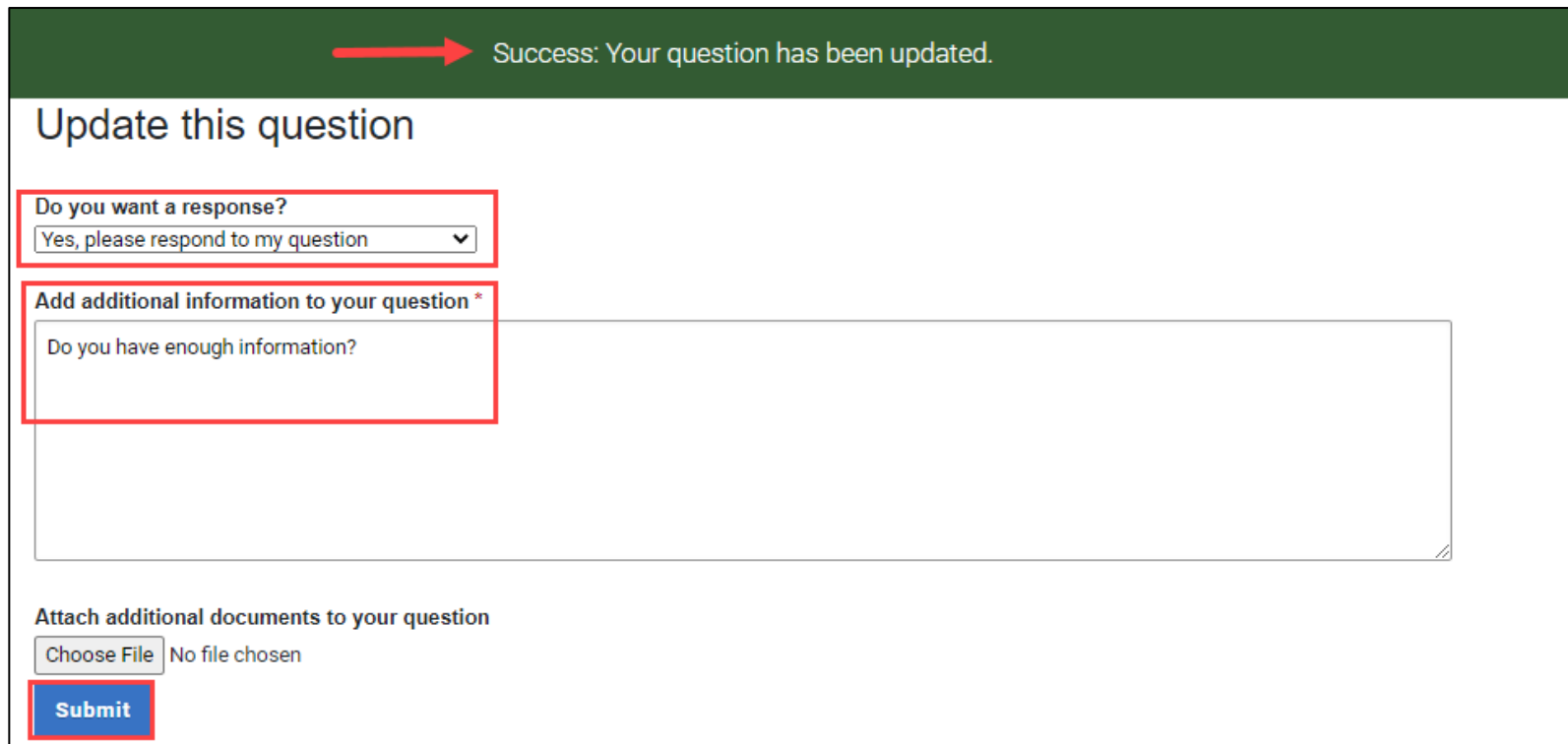
Additional Details

Email Address	
Reference Number	201218-000019
Status	New
Created	12/18/2020 10:43 AM
Updated	12/18/2020 10:43 AM
Product	• Contact PBGC
Category	• Correspondence
Contact Created by OPA	No

How to View Account Activity History

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.



Success: Your question has been updated.

Update this question

Do you want a response?
Yes, please respond to my question ▼

Add additional information to your question *
Do you have enough information?

Attach additional documents to your question
Choose File No file chosen

Submit

How to View Account Activity History

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.

Home Page Ask a Question Search... [User Profile]

Ask a Question -- Subject for Ask a Question

Update this question

Do you want a response?
Yes, please respond to my question

Add additional information to your question *

Attach additional documents to your question
Choose File No file chosen
Submit

Communication History

Customer (Jonathan Smith) via channel 'Service Web'	12/18/2020 10:45 AM
Do you have enough information?	
Customer (Jonathan Smith) via channel 'Service Web'	12/18/2020 10:43 AM
Testing this feature	