

PENSION BENEFIT GUARANTY CORPORATION
FY2008 E-Government Act Report

Executive Summary

The Pension Benefit Guaranty Corporation continued to grow and improve its E-Government initiatives during 2008, with very positive results.

PBGC directly serves two broad categories of customers. One is the workers and retirees whose benefits are insured by PBGC. The other is premium filers and the administrators of PBGC-insured pension plans and the pension professionals (including accountants, actuaries, and attorneys) who provide pension administration services. In addition, there are stakeholders who have an interest in how PBGC administers its programs; these stakeholders include the public, members of Congress, the companies that sponsor PBGC-insured plans, the professional organizations representing constituents in the pension industry, and the media.

To serve the varied interests of its customers and stakeholders, the Corporation sponsors three E-Government-related initiatives. These include its public Web site (www.pbgc.gov) and two Web-based applications accessed through the Web site. One of these applications, called "My Plan Administration Account" (My PAA), is used by plan administrators and pension professionals to compute and file their annual pension insurance premium payments via the Internet. The other application, called "My Pension Benefit Account" (MyPBA), is used by workers, retirees, and beneficiaries in PBGC-trusted plans to handle a variety of common transactions, again via the Internet. PBGC's performance measure for each of these initiatives is the satisfaction of its customers and stakeholders as measured by the American Customer Satisfaction Index.

During 2008, PBGC took steps to improve the performance of all three E-Government initiatives. The Corporation implemented measures to enhance search and navigation on its Web site, improved the presentation of information on the Web site, expanded the transactions available in MyPBA, and pressed forward with efforts to minimize or eliminate periodic outages of its Web site and Web applications for maintenance and other federally mandated procedures. These and other steps taken in the past year are already paying dividends, as customer satisfaction with all three initiatives rose substantially during 2008. Additional changes that are already in progress are expected to further bolster performance of, and satisfaction with, all three initiatives in coming months.

1. Provide a brief overview of your agency's implementation of the Act including a description of any internal agency specific E-Government initiatives.

The Pension Benefit Guaranty Corporation (PBGC) is a federal corporation created by the Employee Retirement Income Security Act of 1974 (ERISA). It currently protects the pensions of nearly 44 million American workers and retirees in about 29,400 private single-employer and multiemployer defined benefit pension plans. Over the years, PBGC has taken on responsibility for the benefits promised to about 1.3 million participants in about 3,900 trustee plans and about 122,000 participants in multiemployer plans receiving PBGC financial assistance. The agency currently pays monthly benefits to more than 630,000 people.

PBGC has been building its e-Gov profile and capabilities since 2001. These efforts have enabled the agency to establish effective online applications through which its full range of customers may conduct many of their transactions with PBGC electronically, and at their convenience. In 2008, PBGC continued to develop and expand the capabilities of its separate online applications for participants in PBGC-trustee plans and for pension plan administrators while improving the functioning of its Internet Web site.

Through PBGC's online facility called My Pension Benefit Account (MyPBA), participants can now complete the following transactions online:

- create a new account,
- sign up for or edit federal tax withholdings,
- change contact information (address and telephone number),
- change electronic direct deposit information,
- initiate an application for pension benefits or request a benefit estimate,
- print and view an IRS Form 1099-R,
- designate a beneficiary, and
- complete an information form.

During the time period of October 2007 through August 2008, participants utilized MyPBA to complete 124,376 transactions.

Through PBGC's other online application, called My Plan Administration Account (My PAA), pension plan administrators (or their representatives) electronically submit premium filings, in accordance with PBGC's mandatory e-filing regulation. The associated premium payments may be made either within My PAA or outside the application. In addition, certain underfunded pension plans must also electronically submit required information filings (e.g., financial and actuarial information) to PBGC.

A. Describe the initiative, the methodology for identification of the initiative, and how the initiative is transforming agency operations;

PBGC's Web Site:

PBGC's Web site is less of an agency "initiative" than it is an inescapable part of doing business in the 21st century. PBGC embraced a presence on the Internet as soon as it became a practicable means of communication with the public, and the agency has maintained a Web site—www.pbgc.gov—since March 1996. The Web site was last redesigned in 2005.

In 2008, PBGC continued to enhance the navigation, search functionality, and arrangement of content of its Web site. PBGC added a new "FAQ" page and reorganized the FAQ content on its Web site to make this important content more prominent and easily located. PBGC also undertook a major initiative to create an underlying metadata structure for the Web site to enhance search functionality and results, and the agency made a range of other changes to improve the entire search function. In addition, PBGC implemented an automated e-mail feature that will enable practitioners to automatically receive e-mail updates when a "What's New" page on the Web site is updated with the most current items of interest for practitioners. As the year came to a close, PBGC was in the process of changing its subscription service to one offered by the Federal Consulting Group of the U.S. Department of the Treasury in the hope of reaching far more people with an interest in PBGC and expanding the number of subscription lists available to serve a wider range of interests. Perhaps even more importantly, in 2008 PBGC established a new structure for formal oversight of its Web site and Web-related resources, including its E-Gov initiatives. Under that structure, PBGC now has an active Web/Intranet Steering Committee and Web/Intranet Change Control Board. These two bodies represent stakeholders throughout the Corporation and provide vital guidance regarding PBGC's Web site content, as well as presentation of that content to best serve both internal and external customers. In addition, a major role continues to be played by PBGC's Customer Satisfaction Working Groups, which monitor and analyze the ACSI scores and customer feedback for each of PBGC's E-Gov initiatives (the Web site, MyPBA, and My PAA) to identify areas for improvement.

PBGC's main Web site serves about 7,400 visitors per day and it is the means through which all of the agency's other E-Gov services and applications are accessed. The availability of 24 hour service 7 days a week has already transformed PBGC operations. Premium filings, once made on paper forms, now are handled solely through an online application—My PAA—available only through PBGC's Web site, as noted earlier. PBGC is making many of its other forms available on its Web site and has begun an effort to improve the electronic versions so they can be completed online. PBGC's other online application, MyPBA, is intended for participants in PBGC-trusted plans and is already capable of handling many routine functions for participants, providing a convenient service to them while allowing PBGC to focus its resources on other more critical needs. More information on both of these applications can be found elsewhere in this report.

B. Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative;

PBGC continually surveys visitors to its Web site through the American Customer Satisfaction Index process, conducted by ForeSee Results Inc. in coordination with the Federal Consulting Group (FCG) of the U.S. Department of the Treasury. These surveys not only evaluate customer satisfaction with the Web site and online applications but also provide a means for customer feedback through open-ended comments. These comments offer valuable insights that PBGC's Customer Satisfaction Working Groups and Web staff apply to improving its Web site and applications. In addition, PBGC coordinates regularly with FCG regarding services and approaches that may be used to improve the site. Additionally, while using ACSI scores to help guide PBGC's efforts to better serve its customers, the Corporation simultaneously solicits feedback and suggestions from its internal Web site stakeholders and customers. PBGC actively adheres to the principle of continuous improvement of the site and its processes to best support internal and external customers. Also, in 2008 PBGC hired its first full-time professional Web site manager, who is active in a variety of groups representing federal Web content managers and professional site managers and the federal Usability Task Force. Through these forums, the PBGC site manager is acquiring the latest available information on such things as best practices in Web sites. Her participation in these groups also keeps her abreast of other federal Web sites that are at the forefront of Web development as well as of emerging trends such as Web 2.0 and social media such as blogs. PBGC also is planning to conduct focus groups and user testing with visitors to pbgc.gov to evaluate users' experience with the Web site in more detail and identify other needed enhancements.

C. Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate on the initiative;

PBGC's external partners include the Federal Consulting Group (FCG) of the U.S. Department of the Treasury, which advises and assists federal agencies in such areas as management practices and, more recently, Web site issues. PBGC also works with ForeSee Results Inc. to survey PBGC customers and users of PBGC's Web site for the American Customer Satisfaction Index, which is the performance measure that PBGC has adopted for its Web site. Finally, there are PBGC's customers and other visitors to the Web site, whose comments through e-mail and the ACSI surveys offer invaluable insights into issues affecting the performance of the Web site.

D. Identify improved performance (e.g., outcome measures, quantifiable business impact) by tracking performance measures supporting agency objectives and strategic goals;

PBGC uses the results of continual American Customer Satisfaction Index (ACSI) surveys of users of its Web site as its formal performance measure for its Web services; the survey results, and customer comments obtained through the survey

process, guide the agency's efforts to improve its services and raise the level of customer satisfaction with the agency. In 2008, customer satisfaction with PBGC's Web site rose significantly as PBGC's ACSI score increased from 62 (as of September 30, 2007) to 70 as of September 30, 2008. This is an encouraging sign that the agency's efforts to improve its Web site are having a marked effect.

E. Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology);

An effective Web site, such as www.pbgc.gov, provides useful information to users that they can readily access themselves without contacting PBGC employees for help. This frees PBGC resources for other more critical needs. Any other cost savings that will be realized will result not from the Web site *per se* but rather from the online applications that carry out the promise of e-Gov. For example, with My PAA, there will be fewer paper documents to image and manually enter into PBGC's premium system, fewer suspended transactions to resolve since the accuracy of the filings will be improved, and greatly reduced printing and mailing costs over time as filers get accustomed to electronic instructions and filings. In addition, premium filers are expected to benefit from e-filing, for example, with less postage costs, more timely filings (by eliminating mailing time), and faster access to online account histories that reflect the plan's premium filing history. The MyPBA application will enable participants to handle, on their own, many routine actions that, until now, have had to be processed by PBGC personnel.

F. Explain how this initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities;

All materials posted to the Web site comply with the requirements of Section 508 of the Rehabilitation Act (29 U.S.C. §794d) and are fully accessible by those with disabilities. Materials posted to the Web site also are available directly from PBGC, both in print and electronic formats. PBGC also maintains separate contact centers with toll-free telephone numbers for each of its customer groups, and these provide another avenue for obtaining information and services.

G. Explain how the project applies effective capital planning and investment control procedures;

Investment in the Web site follows the procedures outlined in PBGC directive GA 15-05, "PBGC Corporate Planning Process." This includes developing and using an annual IT Investment Synopsis and, when a potential expenditure rises above a threshold amount, an OMB Exhibit 300 business case and its supporting artifacts (e.g., alternatives analysis, risk management plan, and performance measures) to make IT planning decisions.

H. Describe the established business process your agency has in place for the continued ongoing process of identification of initiatives.

During 2008, PBGC issued an internal directive establishing its first formal governance structure for its Web site and internal Web-related resources, targeting use of customer feedback as its primary source of information for continuous improvement. Under this structure, PBGC now has a steering committee responsible for strategic direction and broad oversight of the Web site and other Web-related resources and a change control board responsible for identifying, considering, and recommending changes needed for the Web site and internal resources and for providing operations and maintenance support for the Web site and other Web-related applications. The directive clarifies responsibilities and codifies a working relationship that has developed between PBGC's Office of Information Technology, Communications and Public Affairs Department, and Strategic Planning and Evaluation Department in managing the Web site and related resources. PBGC is now in the process of developing formal charters and operating procedures for the steering committee and change control board to define and formalize a business process for considering changes to, and initiatives for improving, its Web site.

A. Describe the initiative, the methodology for identification of the initiative, and how the initiative is transforming agency operations;

My PAA:

The Pension Benefit Guaranty Corporation's (PBGC) Financial Operations Department (FOD) is responsible for the processing of premium filings and associated payments that (by law) are submitted each year to PBGC. In response to increasing customer demand for e-commerce, online services, faster information and simpler/more accurate processes (and in keeping with the Government Paperwork Elimination Act Federal Mandate), PBGC launched the Web-based application called My Plan Administration Account (My PAA) on February 18, 2004. My PAA enables premium filings and payments to be electronically submitted to PBGC and provides other related services dependent upon the filing method selected (e.g., provides an on-line receipt showing premium data submitted). My PAA then passes the filings/payments to the premium system for processing, posting to plan account histories, and billing for any amounts due.

The objective of My PAA is to offer e-filing options that meet the needs of PBGC's premium filers and provide the greatest benefits to both PBGC and its customers. This is especially important because, effective July 1, 2006, PBGC mandated premium e-filing for large plans (with 500 or more participants for the prior plan year) for plan years beginning on or after 1/1/2006 and for all plans for plan years beginning on or after 1/1/2007. To accommodate the business needs of PBGC's varying practitioner customers, the Corporation (in FY 2006) enhanced the My PAA application to expand the electronic premium filing options for practitioners who utilize compatible private-

sector software products to prepare their company's premium filings. In addition to utilizing My PAA screens to create filings, filings may be created with compatible software-products and either "imported" into My PAA for further processing or "uploaded" to PBGC. PBGC also previously expanded the premium payment options to allow payments to be made within My PAA (electronic funds transfer or credit card) or outside of My PAA (electronic funds transfer or check).

Since premium e-filing began in 2004, PBGC has received more than 50,000 e-filings totaling more than \$220 million of online payments.

The transition period for premium filers to switch from paper to electronic filings (because of varying due dates) is nearly complete at the end of FY 2008. The My PAA initiative is helping PBGC to reduce the paperwork associated with premium filings, simplify the premium filing process, and allow its customers to enjoy the ease and convenience of premium filing via the Internet.

B. Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative;

In addition to ongoing customer satisfaction surveys using ACSI methodology, PBGC has conducted focus groups with practitioners to identify innovative ways to use information technology to enhance its service offerings. The Corporation also employs other means of passing information to, and obtaining comments from, customers and other interested parties. These other forms of communication include Webcast tutorials, online demos, mailings and online newsletters, presentations at actuarial and consultant conferences, ongoing communications with software vendors/developers, and regular surveys to gauge customer satisfaction with PBGC's Web site and services and to identify areas for improvement.

C. Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate on the initiative;

PBGC's external partners included other agencies that are involved with e-filing such as the IRS and the SEC, private-sector software vendors/developers who create software used to generate government forms, and the practitioners (e.g., plan administrators, actuaries, and consultants) who file premiums to PBGC and provide the Corporation with invaluable feedback. One enhancement to My PAA, for example, resulted from customer comments that PBGC needed to expand the payment options that were initially allowed.

D. Identify improved performance (e.g., outcome measures, quantifiable business impact) by tracking performance measures supporting agency objectives and strategic goals;

Since premiums must be filed electronically, a primary measure of improved performance is the rate at which premiums are e-filed. The e-filing rate was 8% for FY

2006 (versus the target of 5%). For FY 2007, the e-filing rate was 51% (versus the target of 30%). For FY 2008 thus far, the e-filing rate is 94% (versus the target of 90%). Premium e-filing via My PAA has contributed to improvements in premium operations (e.g., with the submission of more accurate premium data). It is also expected to contribute to improved practitioner satisfaction over time (as measured by surveys) as filers get accustomed to e-filing under the new 2008 premium filing requirements (due to the Pension Protection Act), the transition to mandatory e-filing is complete, and e-filing becomes the norm. In fact, practitioners' satisfaction with the application is already improving. The ACSI score for My PAA has risen over the past year, from 76 as of September 30, 2007, to 80 as of September 30, 2008. PBGC uses the results of annual American Customer Satisfaction Index (ACSI) surveys of its customers as its formal performance measure for its Web services. The survey results and customer comments obtained through the survey process guide the agency's efforts to improve its services and raise the level of customer satisfaction with the agency.

E. Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology);

PBGC has not yet quantified the cost savings from implementing this initiative although the system offers significant advantages to users and to PBGC over the previous paper-based filing system. PBGC has, however, seen an improvement in filing accuracy (e.g., fewer filings suspended for staff to resolve data discrepancies), which has contributed to more accurate and timely invoices and notices as well as more accurate and timely financial reporting. Also, since PBGC now offers premium instructions online and the transition to mandatory e-filing is nearly complete, the Corporation's printing and mailing costs will be reduced next year when it will only mail paper instructions upon request. In addition, premium filers are expected to benefit from e-filing, for example, with less postage costs, more timely filings (by eliminating mailing time), and faster access to online account histories that reflect the plan's premium filing history.

F. Explain how this initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities;

My PAA's electronic filing options have been developed with the business needs of PBGC customers in mind. There are three premium e-filing options: filings may be prepared using My PAA's Data Entry and Editing Screens; filings may be created in compatible private-sector software and imported into My PAA's Data Entry and Editing Screens; and filings may be created in compatible private-sector software and uploaded to PBGC via My PAA. The upload option is particularly beneficial for those businesses that do not have access to the Internet and for those filers with disabilities because only the uploader needs to establish an account (e.g., the actuary or consultant). In addition, the My PAA application itself can be accessed by persons with

disabilities. Also, to help premium filers understand how My PAA works, PBGC offers “recorded demos” on its Web site that have audio and visual capabilities that ensure full access for the disabled. In addition, PBGC maintains a contact center with a toll-free telephone number for use by practitioners in obtaining information and services.

G. Explain how the project applies effective capital planning and investment control procedures.

The My PAA project follows the procedures outlined in PBGC directive GA 15-06, “PBGC Corporate Planning Process.” This includes developing and using an OMB Exhibit 300 business case and its supporting artifacts (e.g., alternatives analysis, risk management plan, and performance measures) to make IT planning decisions. My PAA will also report earned value management metrics to PBGC's Capital Planning for Information Technology committee. Each year, My PAA is evaluated against the Corporation's target architecture and sequencing plans to assure that it is closing any identified business performance gaps in the most effective way possible. In addition, there is My PAA Project oversight by senior officials to ensure that project work plans are in keeping with PBGC's strategic plan.

H. Describe the established business process your agency has in place for the continued ongoing process of identification of initiatives.

Under PBGC's newly established governance structure for its Web-related resources, the Corporation targets use of customer feedback as its primary source of information for continuous improvement. Moreover, the identification of business initiatives is a normal part of PBGC's yearly planning routine. For example, each year's premium requirements and most-needed improvements (e.g., based on customer feedback via surveys) are identified during the yearly corporate planning and budgeting process (e.g., development of the OMB Exhibit 300 business case). The estimated costs and benefits for PBGC's initiatives are evaluated by PBGC's senior officials; and corporate decisions are made as to the initiatives that will be addressed.

A. Describe the initiative, the methodology for identification of the initiative, and how the initiative is transforming agency operations;

MyPBA:

The Pension Benefit Guaranty Corporation's (PBGC) Benefits Administration and Payment Department (BAPD) is responsible for providing services to participants in PBGC-trusted plans, including administrative support, customer service, communications, and most importantly benefit payments.. In response to increasing customer demand for e-commerce, online services, faster information and simpler/more accurate processes (and in keeping with the Government Paperwork Elimination Act Federal Mandate), PBGC launched the Web-based application called

My Pension Benefit Account (MyPBA) in 2003. MyPBA allows participants in PBGC-trusted plans to view and update their personal and pension information online.

The objective of MyPBA is to offer information options to PBGC customers that meet the needs of these customers and provide the greatest benefits to them and to PBGC. Since the launch of MyPBA in 2003, more than 368,000 transactions have been handled through the application. The MyPBA initiative is helping PBGC to reduce the paperwork and staff effort associated with customer information queries and updates, simplify the process, and provide a vital service that allows customers to enjoy the ease and convenience of account access via the Internet.

B. Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative;

As with its Web site and My PAA initiatives, PBGC regularly surveys users of the MyPBA application through the ACSI methodology. These surveys not only evaluate customer satisfaction with the Web site and online applications but also provide a means for customer feedback through open-ended comments. In addition, PBGC has conducted focus groups with plan participants to identify innovative ways to use information technology to enhance its service offerings. The Corporation also employs other means of passing information to, and obtaining comments from, its customers and other interested parties. These other forms of communication include online demonstrations, local meetings with participants, and compact discs containing demonstrations that are mailed with trusteeship letters.

C. Identify external partners (e.g., Federal State or local agencies, industry) who collaborate on the initiative;

PBGC's external partners are its plan participant customers who manage their pension benefit account with PBGC and provide the Corporation with invaluable feedback.

D. Identify improved performance (e.g., outcome measures, quantifiable business impact) by tracking performance measures supporting agency objectives and strategic goals;

As with its other Web-based initiatives, PBGC uses the results of annual American Customer Satisfaction Index (ACSI) surveys of its customers as its formal performance measure for its MyPBA application. The survey results and customer comments obtained through the survey process guide the agency's efforts to improve its services and raise the level of customer satisfaction with the agency. The ACSI score for MyPBA has risen over the past year, from 79 as of September 30, 2007, to 82 as of September 30, 2008, demonstrating improved customer satisfaction (and, by extension, improved performance) with the application.

E. Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology);

MyPBA handles over 110,000 transactions each year. Processing a request manually requires an average of 30 minutes. This translates into a savings of over 55,000 person-hours each year.

F. Explain how the initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities;

MyPBA's functional options have been developed with the business needs of PBGC's customers in mind. MyPBA is an additional way for those users with Internet access to view and update their customer information. If Internet access is unavailable, the same types of transactions can be performed by calling PBGC's Customer Contact Center, toll-free, or by initiating changes through written correspondence. In addition, the MyPBA application itself can be accessed by persons with disabilities, as verified by each version of MyPBA being tested to ensure that it operates with assistive technology.

G. Explain how the project applies effective capital planning and investment control procedures.

The MyPBA project follows the procedures outlined in PBGC directive GA 15-05, "PBGC Corporate Planning Process." This includes developing and using an OMB Exhibit 300 business case and its supporting artifacts (e.g., alternatives analysis, risk management plan, and performance measures) to make IT planning decisions. MyPBA will also report earned value management metrics to PBGC's Capital Planning for Information Technology committee. Each year, MyPBA is evaluated against the Corporation's target architecture and sequencing plans to assure that it is closing any identified business performance gaps in the most effective way possible. In addition, there is MyPBA Project oversight by senior officials to ensure that project work plans are in keeping with PBGC's strategic plan.

H. Describe the established business process your agency has in place for the continued ongoing process of identification of initiatives.

Under PBGC's newly established governance structure for its Web-related resources, the Corporation targets use of customer feedback as its primary source of information for continuous improvement. Moreover, the identification of business initiatives is a normal part of PBGC's yearly planning routine. For example, each year's premium requirements and most-needed improvements (e.g., based on customer feedback via surveys) are identified during the yearly corporate planning and budgeting process (e.g., development of the OMB Exhibit 300 business case). The estimated costs and benefits for PBGC's initiatives are evaluated by PBGC's senior officials; and corporate decisions are made as to the initiatives that will be addressed.

2. Agency Information Management Activities

Provide the link to your agency's Web site where the following information is located:

A. Your agency's IRM Strategic Plan and EA Transition Plan

PBGC's 2008-2013 Strategic Plan is published on the agency's public Web site at the following location: www.pbgc.gov/docs/2008-2013strategicplan.pdf. The plan is also linked from the agency's "How PBGC Operates" Web page at www.pbgc.gov/about/operation.html. When the IT Strategic Plan is finalized, it will be published on the "Budget, Performance, and Planning" page at www.pbgc.gov/about/page16453.html. Also, the Enterprise Architecture (EA) Information Technology (IT) Transition Plan lists ongoing and planned IT activities in Fiscal Year 2009 from an EA perspective. The plan is available at: www.pbgc.gov/sample/ea_oit_transitionplan_fy09.pdf

B. Final determinations, priorities, and schedules. Also include your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public

Final material is posted throughout the PBGC Web site. The material is separated by customer class and available through numerous links within the Web site. As of the end of FY 2008, the site (www.pbgc.gov) had four main pages:

- About www.pbgc.gov/about/index.html
- Workers & Retirees www.pbgc.gov/workers-retirees/index.html
- Practitioners www.pbgc.gov/practitioners/index.html
- Press & Policymakers www.pbgc.gov/media/index.html

In addition, these specific categories of final determinations and schedules could be found through links from the pages listed above:

- PBGC Opinion Letters (www.pbgc.gov/practitioners/law-regulations-informal-guidance/content/page13191.html)
- PBGC Appeals Board Decisions (www.pbgc.gov/practitioners/law-regulations-informal-guidance/content/page15626.html)
- PBGC's Significant Guidance Documents (www.pbgc.gov/practitioners/law-regulations-informal-guidance/sguidance.html)
- PBGC Interest Rates and Mortality Tables (various, all available through links from the practitioners page identified above)

- Premium Filing Due Dates (www.pbgc.gov/practitioners/premium-filings/content/page1145.html)
- Electronic Direct Deposit Payment Dates, for current retirees or beneficiaries in pay status (www.pbgc.gov/workers-retirees/benefits-information/content/page15937.html)
- PBGC Budget, Performance, and Planning Information, including the agency's Strategic Plan, Annual Performance Report, and links to information from the Office of PBGC's Inspector General (www.pbgc.gov/about/page16453.html)
- Consolidated Frequently Asked Questions (FAQs) about PBGC for workers and retirees, practitioners, and press and policymakers (www.pbgc.gov/about/faqs.html)

PBGC does not use any catalogs, directories, or inventories to improve the dissemination of and access to the agency's information by the public. However, PBGC has added a site index to its Web site (www.pbgc.gov/about/siteindex.html) to simplify and improve the search for specific items on the Web site.

C. Your Agency's FOIA handbook, the link of your agency's primary FOIA Web site, and the Web site link where frequent requests for records are made available to the public.

PBGC's primary FOIA Web site can be found at www.pbgc.gov/about/foia.html. PBGC's Freedom of Information Act Guide also is located on that page. PBGC provides the required FOIA information through its Guide rather than through a handbook. PBGC makes frequently requested information available without the need of a FOIA request through its electronic reading room, which is accessible from the FOIA page on PBGC's Web site (the URL for the reading room is www.pbgc.gov/media/key-resources-for-the-press/content/page13687.html).

The PBGC makes certain types of records available for public inspection and copying in its on-site reading room, and they also are available electronically. People who visit PBGC's reading room or have access to the Internet will not need to make a FOIA request to obtain access to these records. Such records include: (1) [Opinion Letters](#), (2) [Publications](#), (3) [PBGC Fact Sheets](#), (4) [Government Information Locator System](#) (GILS), (5) [Strategic Plan](#), (6) [PBGC Appeal Decisions](#), and (7) copies of records that have been the subject of a FOIA request and are of sufficient public interest that the agency believes other persons are likely to request them. Documents will be added on an ongoing basis as they are created or identified.

- D. A list of your agency's public Web sites disseminating research and development (R&D) information to the public, describing for each whether the Web site provides the public information about federally funded R&D activities and/or provides the results of Federal research**

PBGC does not fund Federal research and development activities.

- E. An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry, and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public**

PBGC has interagency agreements with the Federal Consulting Group, a franchise of the US Department of the Treasury, to provide service and support to improve the dissemination and presentation of PBGC information to the public. The interagency agreements cover the administration of the American Customer Satisfaction Index (ACSI) survey, as well as the GovDelivery digital subscription management system. In addition, PBGC allows governmental, non-profit, and commercial Web sites to link to PBGC.gov.

- F. An inventory that describes your agency's NARA-approved records schedule(s) or the link to the publicly-posted records schedule(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2007 and the number of systems still requiring records schedules.**

The current PBGC records schedules are available in electronic format and are posted on the Records Management Section of the PBGC Intranet. In FY2008 PBGC submitted no records schedules to NARA but the Corporation plans to submit a simplified records schedule to NARA in FY2009 that will cover all records at PBGC regardless of format.