



## We're Y2K Ready

PBGC's computer systems are ready for the Year 2000 century date change. PBGC has tested the systems and has had independent verification and validation of the testing.

Retirees routinely receive pension benefits by check or electronic deposit each month. They can rest easy knowing that benefit payments after the Year 2000 date



changeover will continue uninterrupted. As an added precaution, the agency has a contingency plan in place to carry on these functions.

## Wanted: Your Opinion

In the next few weeks, PBGC will send its annual satisfaction survey to a representative sample of people who call our Customer Service Center.

If you receive a questionnaire, please take a few minutes and give us your opinion of our service. We promise to listen and to make improvements.

## SERVICE COMPLAINT?

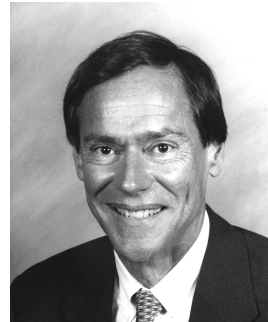
If you have a service complaint, call our Problem Resolution Officer toll-free at 1-800-400-7242, ext. 4006. For TTY/TDD users, call the federal relay service toll-free at 1-800-877-8339 and ask to be connected to 1-800-400-7242. Or you can write to: PBGC Problem Resolution Officer, 1200 K St., NW, Washington, DC 20005-4026.

## Providing the Best Possible Service

PBGC Executive Director David Strauss has stressed his commitment to making PBGC a premier customer service agency, and underscores the importance of "providing the best possible service we can to the people who depend on us for their pension benefits."

Last year we asked pension plan participants like yourself how well we are meeting your needs. Almost three-quarters of you who responded to our annual survey (73%) rated the quality of our customer service as "above average" or "outstanding." You told us you usually get what you want

from us, but that we should be more responsive and efficient in doing so.



David Strauss

We can do better, and we will. For one thing, we will provide hassle-free phone calls. With just one call from you, we will move into action. We will either answer your question immediately or we will tell you when we will have an

answer and who will handle it. That is our Customer Service Pledge. We do not want you to have to call back a second time on the same issue. We are also trying to keep you better informed by speeding up our process for giving you an estimate of your future pension benefit.

## AARP Salutes PBGC's 25th Anniversary



Joseph Perkins, president of AARP, salutes PBGC during ceremonies in Washington, D.C. commemorating the 25th Anniversary of the federal pension insurance agency.

## Someone You Know May be Due Money

Someone you know may be due money from a pension plan of a former employer. More than 1,700 people owed benefits from pension plans taken over by PBGC have received those pensions as a result of PBGC's Internet pension search (<http://search.pbgc.gov>). However, nearly 10,000 people owed more than \$19 million in benefits remain unaccounted.

Their names are listed at the Internet address. Please take a moment to check the list for someone you may know and contact PBGC in the event you find a familiar name.

## Helpful Internet Sites

View PBGC's Internet website, [www.pbgc.gov](http://www.pbgc.gov), and e-mail your ideas to [webmaster@pbgc.gov](mailto:webmaster@pbgc.gov). Also check out the Social Security Administration site, [www.ssa.gov](http://www.ssa.gov).

Some sites provide free retirement planning calculators, such as [www.asec.org](http://www.asec.org), [www.quicken.com/retirement](http://www.quicken.com/retirement), and [www.smartmoney.com/ac/retirement](http://www.smartmoney.com/ac/retirement).



## Let Your Fingers Do the Walking

In just one call to us you can:

- \* change your address;
- \* request a form to designate a beneficiary;
- \* report a death; and
- \* request the forms you need to apply for your pension benefits.

Make that one call to PBGC's Customer Service Center toll-free at **1-800-400-7242**.

### Our Toll-Free Number

Our Customer Service Center is available weekdays 8:00 a.m.-5:00 p.m. Eastern Time at **1-800-400-7242**.

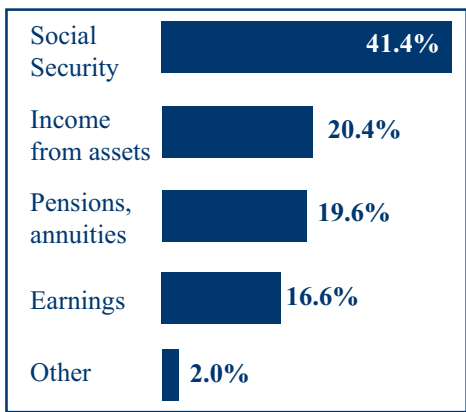
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## User Friendly Forms

PBGC has simplified its forms. The information form participants and beneficiaries fill out when PBGC takes over a pension plan now is shorter and simpler. The forms, written in plain language, require just one signature and include all information needed to complete them.

## Retirement Income Sources

An adequate retirement depends on all three legs of the retirement stool – Social Security, savings, and pensions. According to a study by the Employee Benefit Research Institute, the largest portion of retirement income for Americans 65 years of age and older comes from Social Security.



## Want or Need Someone to Act on Your Behalf?

At some time, you may need someone to deal with PBGC on your behalf. You can do this with a power of attorney, which authorizes another person to act as your agent to do specific things, such as apply for benefits or respond to PBGC's request for information or documents. To designate someone to fill this role, call our Customer Service Center for the power of attorney form. Send the completed form to: PBGC, P.O. Box 19153, Washington, DC 20036.

There also may come a time when you can no longer handle your own affairs. In this event, you would probably need a legal guardian, approved by a court. Court documents naming a legal guardian should be sent to the above address.

## Si Nosotros Hablamos Español

PBGC ha traducido casi todas las cartas y formas al Español y están listas a su disposición. Por ejemplo, el paquete de solicitudes que Ud. necesita llenar cuando esté listo para recibir su beneficio está disponible en Español. Nosotros traducimos al Español cualquier material que Ud. necesite de PBGC.

## (Yes. We Speak Spanish)

PBGC has translated most of its letters and forms into Spanish and they are available upon request. For example, the application package you need to fill out when you are ready to receive benefits is available in Spanish. We will translate into Spanish any PBGC material you need.