



Pension Newsletter

Pension Benefit Guaranty Corporation
Winter/Spring 2001

Protecting Your Pension with Service and Financial Strength

by Acting Executive Director John Seal



John Seal

PBGC takes great pride in its commitment to provide you with premier service. We remain dedicated to our goals of protecting your benefits and satisfying your pension-related needs and expectations. We want to delight you with the service we provide.

When you have questions or need assistance, you now have more ways than ever to reach PBGC. In addition to sending us regular mail or calling our toll-free telephone number (1-800-400-7242), you may now reach us via e-mail at mypension@pbgc.gov. We also have listened to your suggestions and, as you can see from the articles in this newsletter, recently added new features to the PBGC Web site (www.pbgc.gov) to serve you better. Please visit the site, where you can find the PBGC Customer Service Pledge, useful publications, forms that you can download and information about how PBGC protects your pension.

Finally, I am pleased to report that PBGC ended the last fiscal year in a strong financial position that will provide a cushion to ensure that PBGC will be there to honor your hard-earned pension.

Listening to Customers Helps Pensioners

PBGC recently took over large pension plans: Trans World Airlines and Grand Union grocery stores. TWA's two pension plans cover some 36,500 workers and retirees; Grand Union's plan covers about 17,000 people.

Listening to our customers through frequent surveys and focus groups, PBGC has taken steps to help its newest customers understand how we protect their pensions. For instance, we provided new links on PBGC's Web site for specific information about the TWA and Grand Union plans. Participants with Internet access can review up-to-date information about PBGC's protection of their benefits. In the future, we will add plan-specific information pages to the Web site for other large plans assumed by PBGC.

Our goal is to make more information about specific plans easily available on our Web site. For example, PBGC launched a pilot project with plan-specific Web pages for a few recently trustee plans. These Web pages give participants information about their plan, show the status of their case in the process, and give them the opportunity to calculate their own benefit estimate online or request PBGC to calculate it for them. Participants in the selected plans received notification by mail of their plan's inclusion in the pilot. We will evaluate the results of the pilot and assess the potential for including other plans that PBGC protects. Check our Web site and this newsletter for future developments.

How are we Serving You?

Each year PBGC asks this question of a random sample of people who call our toll-free number. Last year, 71 percent of you said overall service was "outstanding" or "above average."

We know we can improve our service to you, and that when we do, more of you will report you are satisfied. To improve, PBGC is taking the following steps:

- We are exploring ways to keep in touch with participants while their cases are being processed;
- We are committed to providing benefit estimates on request; and
- We will make benefit statements easier to understand.

The annual customer survey is one way we are listening to you. We use your feedback to make changes in the way we serve you.

PBGC s Web Site Services Expand

We recently added new features to the PBGC Web site (www.pbgc.gov) to serve all participants better. From any page on our site, click on the "Participant Info" button to reach links to information tailored to meet your needs.

Recent additions include a new e-mail address (mypension@pbgc.gov) you may use to reach PBGC to request an application for benefits, let us know your change of address or ask us questions.

We also have added PBGC forms to our Web site that you can print, complete and mail to us. Available forms enable you to begin or modify your federal

Booklet Explains Impact of Divorce on Pensions

PBGC's booklet *Divorce Orders & PBGC* provides information that anyone considering or participating in a divorce proceeding should have about the legal rights of each spouse concerning pension benefits.

The booklet provides general information to attorneys and other pension professionals on qualified domestic relations orders issued in divorce proceedings and submitted to PBGC. The information summarizes PBGC's rules concerning divorce but is not intended to give legal advice or replace the advice of an attorney.

The booklet may be obtained from www.pbgc.gov or by calling PBGC's Customer Service Center at **1-800-400-7242**. You may also view a model order at the Web site.

income tax withholding, provide information that PBGC needs to determine the benefit for which you may be eligible, assign power of attorney to act in your behalf regarding your pension benefits, or apply for benefits when you are within 90 days of eligibility for retirement. Each form includes easy-to-follow instructions. If you have any questions, you may call PBGC's Customer Service Center (**1-800-400-7242**) weekdays from 8 a.m. to 5 p.m. Eastern time or e-mail us at mypension@pbgc.gov.

How Are We Doing?

Your impression of PBGC is important to us, and we encourage your feedback on our service to you. Whether it be a compliment or a complaint, we invite you to let us know how we are doing.

Please address your comments to: **PBGC, 1200 K Street, N.W. Suite 1020, Washington, DC 20005-4026**. You may also phone our Customer Service Center at **1-800-400-7242**, or send an e-mail message to mypension@pbgc.gov.

Keep PBGC Informed

Should you move, or change your name or telephone number, PBGC needs this new information to serve you best.

If you change your address, you can visit your local post office to pick up a change-of-address form (Postal Form 3576). Then simply fill it out and address it to: **PBGC, P.O. Box 19153, Washington, DC 20036-9153**.

To help us properly identify you and your records, we ask that you put the last four digits of your Social Security Number on the line marked account number.

You can also send an e-mail message to mypension@pbgc.gov or phone our Customer Service Center toll-free at **1-800-400-7242** to provide us with information about changes in your name, address, or phone number. Up-to-date information helps us give you the best possible service.

Sí. Nosotros hablamos Español (Yes. We Speak Spanish)

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 esta disponible en Español. Nosotros traducimos al Español cualquier material que Ud. necesite de PBGC.

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.