

# Online Pension Plan Management

## CUSTOMER CHALLENGE:

The Pension Benefit Guaranty Corporation (PBGC) insures pension benefits for Americans participating in over 29,000 private-sector pension plans. Financed by the pension plans themselves, PBGC takes over distressed pension plans and pays benefits to individuals when necessary. To better support the needs of participants in these plans, PBGC determined that an online self-service portal is required.

## DELIVERY:

ATSC meets the challenge by delivering the MyPBA web portal. Short for My Pension Benefit Account, MyPBA supports participant business transactions online, 24x7. It uses web services to interface with several other PBGC systems to deliver a friendly user experience as part of the Corporation's overall Service Oriented Architecture (SOA) implementation.

MyPBA consists of a customer module and an administration module. The customer module is used by participants to:

- Apply for an account
- Request a benefits estimate
- Apply for benefits
- Enroll in Electronic Direct Deposit
- Edit tax withholdings
- Designate a beneficiary
- Edit personal information
- View/Print IRS Form 1099-R



The Customer Call Center uses the administration module to conduct these same transactions while on the phone with participants. The system uses a case management approach to organize information.

## RESULTS:

- 100,000+ participants have signed up for MyPBA
- Supports 11,000+ monthly transactions
- New system features continue to reduce Customer Call Center call volume
- Section 508 compliance
- Government Paperwork Elimination Act (GPEA) compliance

MyPBA is consistently listed as a Top Performer by the *American Customer Satisfaction Index: E-Government Satisfaction Index*. According to ForeSee Results, publisher of the index, this shows that MyPBA, "is clearly doing a superior job in meeting citizens' needs and expectations."