

APPENDIX A – PBGC Premium Filer 2024 Questionnaire

Pension Benefit Guaranty Corporation (PBGC) Premium Filer Satisfaction Survey 2024

(Items in **BOLD** are interviewer or programmer instructions, and are not intended to be read to the Client)
(Items marked *i.e.* or *e.g.* should only be read if respondent needs clarification)

Introduction (Do not read)

INTRO1. Hello, my name is _____ from Ironwood Insights, calling on behalf of the Pension Benefit Guaranty Corporation or “PBGC”.

Pension Benefit Guaranty Corporation is conducting research as part of the American Customer Satisfaction Index. The purpose of this research is to help the Pension Benefit Guaranty Corporation improve its services to you and others like you. You will never be identified by name. This interview is authorized by Office of Management and Budget Control No. 1212-0066, which expires on October 31, 2026. This survey should take approximately 10 to 12 minutes. Is this a good time?

- 1 Yes > (Say “Thank you for your time” and continue to Intro text below)
- 2 No > (Ask “Can we schedule a time that is more convenient for you?” [Schedule callback and/or terminate interview])

(If respondent inquires about the purpose or validity of the survey, please ask respondent to call the PBGC practitioner toll-free number at 1-800-736-2444 and select the premium option.)

DEMO1. What types of interactions have you had recently with the Pension Benefit Guaranty Corporation?
(Select all that apply)

1. Filing and/or paying a PBGC premium
2. Other premium-related action, such as asking an e-filing or premium-related clarifying question
3. Addressing post-premium filing matters, such as requesting a refund, waiver of penalty, or clarification of your statement of account
4. Requesting a coverage determination
5. Filing a standard termination notice with PBGC, or other related action (for example, ask a clarifying question, post-distribution certification, missing participant forms)
6. Responding to a standard termination audit
7. Asking a legal question
8. Asking an actuarial question
9. Other **(Please specify)**: _____

DEMO2. Which of the following categories describes you best?

1. Plan administrator or sponsor
2. Actuary
3. Representative of plan administrator or sponsor
4. Third-party administrator (TPA)
5. Consultant or accountant
6. Attorney
7. Other **(Please specify)**: _____

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[Programmer instruction: Ask DEMO3 only if DEMO1 = 1, 2, or 3, otherwise skip to PREMDEMO3. Was your most recent premium filing the first time you personally filed with PBGC?

1. Yes
2. No
3. Not Sure

Premium Filing and Premium Refunds – **Only ask questions PREM1 through PREM4 to all who answered DEMO1 = 1, 2, or 3**

The PBGC rolled out a new version of My PAA, PBGC's online premium filing website, in April 2021 and has continued to implement enhancements to the new site based on direct user feedback. One of the most recent enhancements was to bring back aspects of the "routing" function between team members when working on a premium filing, which gives users the ability to choose who to notify about the next premium filing action.

Please think about your experience with PBGC and My PAA specifically when you last made a premium filing. Using a 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate...

- PREM1. The ease of making your premium filing
- PREM2. The clarity of the premium payment instructions
- PREM3. The helpfulness of the premium payment instructions
- PREM4. If you requested a premium refund, the timeliness of getting the refund

[Programming instruction: If PREM4 is "NA/not applicable", skip to PREM6, otherwise proceed to PREM5]

PREM5. How did you request a refund (via filing, email or My PAA Quick Link)? **(Select One)**

1. Via the premium filing
2. Via email
3. Via the My PAA Quick Link (located on the My PAA Plan page under "Submit a Request")

[Programming instruction: If PREM2 and/or PREM3 rated 6 or lower, go to PREM6, otherwise skip to STF1]

PREM6. What is the most important thing PBGC can do to improve the premium payment process and/or instructions? **(Open-end – capture response)**

Standard Termination Filings – **Only ask questions STF1, STF2, and STF3 if DEMO1 = 5**

Please think about your experience in filing a standard termination with PBGC. Using a 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate ...

- STF1. The ease of making your standard termination filing
- STF2. The clarity of the standard termination instructions
- STF3. The helpfulness of the standard termination instructions

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STF4. Are you aware of the alternate filing approach for plans anticipating a standard termination?

1. Yes
2. No
3. Not Sure

(If respondent wants to know more about the alternate filing approach, provide the PBGC practitioner toll-free number at 1-800-736-2444 and advise to select the premium option.)

Written Communication

WC1. What was the most recent piece of written communication you remember receiving from PBGC? **(Select one)**

1. Premium invoice (statement of account, bill)
2. Past-due filing notice
3. What's New or filing reminder email
4. Acknowledgment of something you submitted
5. Notice of Filing Error after submitting a premium filing
6. Other (Please specify): _____
7. None **(Skip to WEB1)**

WC2. Are you aware that all PBGC correspondence is now viewable by all My PAA filing team members using the "Plan Correspondence" Quick Link?

1. Yes
2. No
3. Not Sure

(If respondent wants to know more about the viewing correspondence in My PAA, provide the PBGC practitioner toll-free number at 1-800-736-2444 and advise to select the premium option.)

Please think about this written communication you have received from PBGC. Using a 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate...

WC3. The timeliness of receiving PBGC's written communication

WC4. The clarity of PBGC's written communication

WC5. The helpfulness of PBGC's written communication

WC6. Would you say you receive PBGC written communication... (Interviewer: Read list and record one answer)

1. Too often
2. As often as needed
3. Not often enough?
4. Don't know (Do Not Read)

WC7. Are you familiar with PBGC's free online and email publication, "What's New for Practitioners?"

1. Yes
2. No
3. Don't Know

[If WC7 is 2 or 3, read the following: If you'd like to sign up, visit PBGC.gov and find What's New under the Employers & Practitioners tab.]

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Website

WEB1. Have you visited PBGC's website recently (in the past 6 months)?

- 4. Yes **(Continue to WEB2)**
- 5. No **(Skip to CC1)**
- 6. Don't Know **(Skip to CC1)**

Consider your most recent experience on PBGC's website — the public portion separate from the My PAA premium filing application. Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...

WEB2. How well the site layout helps you find what you are looking for

WEB3. How well the information viewed answered your questions

WEB4. How understandable the information is

WEB5. What is the most important improvement PBGC could make to its website? **(Open-end – capture response)**

Customer Care

CC1. Have you spoken or corresponded with a PBGC representative recently (in the past 6 months)?

- 1. Yes **(Continue to CC2)**
- 2. No **(Skip to ACSI1)**
- 3. Don't Know **(Skip to ACSI1)**

CC2. What was the general topic of your recent interaction with a PBGC representative? (Select One)

- 1. Premiums or premium filing, including My PAA
- 2. Standard termination
- 3. Coverage
- 4. Actuarial question
- 5. Legal question
- 6. Other (Please specify): _____

CC3. Did you know practitioners can open actionable service requests with the PBGC directly from My PAA now?

- 1. Yes
- 2. No
- 3. Not Sure

(If respondent wants to know more about opening service requests in My PAA, provide the PBGC practitioner toll-free number at 1-800-736-2444 and advise to select the premium option.)

Consider your most recent interaction with the Pension Benefit Guaranty Corporation. Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...

CC4. The ease of reaching the appropriate person

CC5. The respect shown by the PBGC staff

CC6. The knowledge demonstrated by the PBGC staff

CC7. The follow-up provided by the PBGC staff

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ACSI Benchmark Questions

ACSI1. Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the services provided by the Pension Benefit Guaranty Corporation?

ACSI2. Using a 10-point scale on which “1” now means “falls short of expectations” and “10” means “exceeds expectations”, to what extent have the services provided by the Pension Benefit Guaranty Corporation fallen short of or exceeded expectations?

ACSI3. Forget for a moment your experience with the Pension Benefit Guaranty Corporation. Now, imagine what an ideal institution managing a pension insurance program would be like. How well do you think the Pension Benefit Guaranty Corporation compares with that ideal institution you just imagined? Please use a 10-point scale on which “1” means “not at all close to the ideal,” and “10” means “very close to the ideal”

Policy and Legislation

Think about the policies and legislation that involve PBGC. Using a 10-point scale on which “1” means “poor” and “10 means “excellent”, how would you rate...

PL1. How well PBGC keeps you informed of regulatory changes

PL2. The adequacy of guidance available to help you comply with policy and legislation

PL3. PBGC’s efforts to keep you informed about how it is streamlining processes related to policy and legislation

[Programmer instruction: If PL1, PL2, or PL3 = 6 or lower, go to PL4, otherwise skip to OM1]

PL4. What is your main concern in the areas of Policy and Legislation? **(Record response verbatim and categorize into one of the following response choices):**

1. Amount of increase to premiums
2. Cost, or cost of maintaining pension plan
3. Government’s role
4. PBGC’s deficit, funding, or solvency
5. Complexity, extent, or burden of regulations or compliance
6. Pension plan funding
7. Small plans
8. Long-term viability of PBGC, defined benefit plans, and the pension insurance program
9. Fairness or consistency
10. Multiemployer pensions or the multiemployer program
11. No concerns
12. Other

Outcome Measures

OM1. Have you formally contacted the Pension Benefit Guaranty Corporation to complain within the past 3 months?

1. Yes **(Continue to OM2)**
2. No **(Skip to OM4)**
3. Don’t Know/Refuse to answer **(Skip to OM4)**

OM2. How well or poorly was your most recent complaint handled? Please use a 10-point scale on which “1” means “handled very poorly” and “10” means “handled very well.”

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[Programmer instruction: If OM2 = 6 or lower, go to OM3, otherwise skip to OM4]

OM3. What was the topic of your complaint? **(Open-end, capture response)**

OM4. Using a 10-point scale, one which “1” means “not at all confident” and “10” means “very confident”, how confident are you that the Pension Benefit Guaranty Corporation will do a good job the next time you interact with the agency?

OM5. How confident are you that the PBGC will do a good job in the future of insuring defined benefit pension plans and protecting workers’ pensions? Please use a 10-point scale on which “1” means “not very confident” and “10” means “very confident.”

OM6. How can PBGC better meet your needs? If you would like, please provide as many details as possible. **(Record response verbatim and categorize into one of the following response choices):**

1. Control or decrease premium amount
2. Control cost of maintaining pension plan
3. Expand or improve communications
4. Simplify premium filing
5. Improve customer service (ability to reach, responsiveness)
6. Other

[Programmer instruction: If DEMO1 = 1, 2, or 3, go to DEMO4, otherwise skip to CONTACT1]

END1. Thank you for your time. The Pension Benefit Guaranty Corporation appreciates your input and will use this feedback to better serve its customers. Have a nice day!