

Frequently Asked Questions

What is Pension Self Service?

Pension Self Service (PSS) is a comprehensive pension planning tool that provides information and links to relevant retirement information. PSS enables you to model different retirement scenarios based on the assumptions you enter. By using PSS you can become better informed about the Pension Plan and learn more about how your retirement will impact you and your family, so you can make the retirement decision that is right for you.

PSS allows you to:

- Access your personal pension data
- Model your pension benefit at various retirement dates

Why was Pension Self Service introduced?

Many employees have questions pertaining to the Pension Plan and the impact the Plan has on their future financial security. For example, what benefit can you expect to receive from the Pension Plan when you retire? How might your benefit be affected if you choose to retire early? What options will be available at your retirement?

PSS helps you answer these questions and find the right path for your retirement needs.

Why is it important to use this tool?

We are committed to helping you prepare for your financial future. We want to ensure we provide you the best tools to help you become more familiar with our benefit plans and how they work. We encourage you to learn more about PSS and take advantage of the opportunities it offers to help you prepare for retirement.

How can I use Pension Self Service to estimate my benefit at retirement?

One of the most valuable features of PSS is the ability to model your pension benefit. Modeling allows you to compare your pension benefit using different retirement scenarios. For example, you can enter different retirement ages to see the impact your retirement date will have on your benefit. This will help with your retirement decision.

I'm planning to retire in a few months. Should I use Pension Self Service to request a benefit calculation?

No. PSS can be used to estimate your retirement benefit throughout your career. To request an actual retirement benefit calculation, contact the Southwest General Human Resources Department at 440-816-8033 at least three months before your actual retirement date.

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How secure is my personal information on Pension Self Service?

Only you can access your pension information on PSS. To access the site, you are required to setup a User Name and Password of your choosing that only you will know.

In addition to the password protection features, the site is protected by a firewall to deter entry from unauthorized users. Any data you send over the Internet through PSS will be secure.

Are the estimates provided by Pension Self Service accurate?

PSS has been developed to provide you with an estimate of your projected pension. Although every effort has been made to provide you with accurate figures, the possibility of error exists. Your actual benefits will be determined at the time they become payable in accordance with your personal information, the provisions of the Plan and applicable legislation. Please ensure that your personal information is always up to date. If you have any questions about your benefit or wish to make changes to your personal information, please contact the Southwest General Human Resources Department at 440-816-8033.

Who do I contact if I have a question about Pension Self Service?

If you have questions about PSS, please call the Southwest General Human Resources Department at 440-816-8033.