

ONLINE PENSION PAY STATEMENT FAQs

FirstEnergy's commitment to environmental stewardship led to the launch an online system to deliver pension pay statements online instead of to mailboxes. Most organizations, including the Social Security Administration do not mail monthly pay statements.

How do I get started?

1. Go to any web browser – such as Internet Explorer, Chrome, Firefox, etc.
2. Type <https://onlinepensionpay.firstenergycorp.com/> and hit enter
Keep your log in information because you will need it to log in later.

The username must be between 6-15 characters. The special characters in parentheses can be used (#, _). The password must be between 8-20 characters – include at least 1 number, 1 letter and no spaces.

Can I continue to receive my monthly pension pay statement in the mail?

Effective March 2020, statements will only be available through the online pension statement system.

I receive two pension payments. Can I view/print both?

Yes, if you receive more than one pension payment each month, you can view/print both pension payments on the online pension pay statement. You will be able to choose each statement by a drop-down box.

How do I view my online pension statement if I'm locked out of my account?

Multiple unsuccessful attempts to log into your account will require you to reset your password. Should this occur, you will receive an email containing a link to reset your password.

When will my pension payment be deposited?

You will receive your monthly pension payment on the 1st business day of each month.

My pension payment did not get deposited into my bank account.

If your pension payment did not get deposited in your bank account, contact payroll at 1-330-315-4357.

Why did my pension payment amount decrease?

If the amount of your monthly pension payment is different than you believe it should be, contact the HR Service Center at 1-800-543-4654.

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How do I change my pension direct deposit?

To change my direct deposit, complete Form X-901, *Pension Benefits – Authorization for Direct Deposit*, at <https://myfirstrewards.com/content/dam/TotalRewards/retirement/X-901.pdf>.

You can also request this form via email by visiting our website at www.firstenergycorp.com and following the steps below. The requested information will be sent to you.

1. Select **Contact Us** in the upper right-hand corner.
2. Complete the following fields:
 1. In the **Related Topic for Inquiry** field, select “Human Resources”
 2. In the **Request Type** field, select “Pension/401k”
 3. In the **Question or Comments** area, indicate that you need form X-2534 to change your state tax withholding
 4. Enter your **First and Last Name** and **Email**
 5. Click the **Send Email** button

How do I change my pension's federal tax withholding?

To change the federal tax withholding on your qualified pension, complete IRS Form W-4P, *Withholding Certificate for Pension or Annuity Payments* at <https://myfirstrewards.com/content/dam/TotalRewards/retirement/X-3027.pdf>.

If you are a former executive and have a non-qualified/supplemental pension, you will need to complete a separate Form W-4 to change the withholding on those payments at <https://myfirstrewards.com/content/dam/TotalRewards/retirement/X-2669.pdf>.

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How do I change my pension's state tax withholding?

FirstEnergy can only withhold state taxes from those states in which we operate. Thus, we can only withhold in Ohio, New Jersey, Michigan, Maryland, West Virginia and Virginia.

To change the state tax withholding on your pension, complete form X-2534, *Pension or Annuity Payments – State Tax Withholding Certificate* at <https://myfirstrewards.com/content/dam/TotalRewards/retirement/X-2534.pdf>.

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