

Frequently Asked Questions (FAQs) – EPF members

Q:- Whether the member is required to be registered on Member Portal to file the Transfer Claim online?

Ans:- Yes, the member is required to be registered on Member Portal to file the Transfer Claim online. The detailed process flow for the registration is available at the link available on the Homepage of EPFO website www.epfindia.gov.in. This can be accessed through the link - **For Employees > Online Transfer Claim Portal (OTCP) > Detailed Instructions > Process flow for registration on Member Portal** or at the URL <http://memberclaims.epfoservices.in>.

Q:- What are the pre-requisite conditions to file the Transfer Claim online?

Ans:- The following are the pre-requisites to file the Transfer Claim online:

- (a) Both previous and present member IDs (P.F. Account No.) should be available in EPFO database.
- (b) The employer should have registered the digital signature certificate of his authorized signatories with EPFO.

Q:- How does a member get to know that he is eligible to file the Transfer Claim online?

Ans:- The member can check the eligibility to file the Transfer Claim Online at the link available on the Homepage of EPFO website www.epfindia.gov.in. This can be accessed through the link - **For Employees > Online Transfer Claim Portal (OTCP) > Check eligibility to file Online Transfer Claim** or at the URL <http://memberclaims.epfoservices.in>.

Q:- What are the reasons that member ID is not available in EPFO database?

Ans:- The member ID may not be available in EPFO database mainly due to following reasons:

- (a) The employer has not yet submitted the return [Electronic Challan cum Return (ECR) or earlier returns prior to ECR] having the member ID.
- (b) The employer has submitted the return [Electronic Challan cum Return or earlier returns prior to ECR] having the member ID, but the same has not been updated on the portal. The updation of OTCP has been planned on weekly basis.

Q:- Whether member can edit his details i.e. father's name, relationship, date of birth, date of joining, date of exit as available in the EPFO database?

Ans:- No, the member cannot edit his details i.e. father's name, relationship, date of birth, date of joining, date of exit as available in the EPFO database.

Q:- What should a member do if he finds that his previous employment details as available in the EPFO database are incorrect?

Ans:- While filing the online transfer claim, if the member finds that his previous employment details as available in the EPFO database are incorrect, he can click on the "The

following information is incorrect” . The fields would become editable. After entering the correct details in the relevant fields, he has to take a printout of the letter generated (in PDF form), sign it and submit to concerned EPFO office through the previous employer. The online claim can only be submitted with revised details only after the same is rectified by the concerned office after receipt of the letter. Any online claim submitted prior to rectification would be submitted with the available data only. Alternatively, the member can submit the physical claim through his employer.

Q:- What would happen if the member fills up date of birth which is different from that available in EPFO database?

Ans:- The Member’s date of birth, if available in EPFO database, would act as validation while the claim is filed by the member. The member would be allowed three attempts to fill up the date of birth for validation against the date of birth in EPFO database (available on the basis of member details furnished by the employer). After three unsuccessful attempts, the member’s ID would be blocked for online submission of claim.

Q:- Which employer should member submit his claim to for attestation, in case both of his employers – previous and present - have registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO?

Ans:- In case both of his employers – previous and present - have registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO, the member can submit his claim to either of the employers for attestation. If the member details pertaining to previous employment are completely available in EPFO database, the member can submit the claim through either of the employers and the process for settlement would involve similar steps after the claim has been attested by the employer.

It may be noted that in case, the member details pertaining to previous employment are not completely available in EPFO database, although the member can submit the claim through either of the employers, the process for settlement of claim through previous employer would take relatively less time as all his member details with the previous employment would get verified along with the attestation of the claim by previous employer. In such cases, if the claim has been submitted through the present employer, the verification task of the member details with the previous employment would be sent to the previous employer in addition to the claim attestation by the present employer, which might take relatively more time.

Q:- Whether the member can file online claim if only his previous employer has registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO?

Ans:- Yes, the member can file online claim only through his previous employer if only his previous employer has registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO.

Q:- Whether the member can file online claim if only his present employer has registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO?

Ans:- Yes, the member can file online claim through his present employer if only his present employer has registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO subject to the availability of the member details pertaining to previous employment in EPFO database.

However, if the member details pertaining to previous employment are not completely available in EPFO database, the member cannot file claim online if only his present employer has registered digital signatures on the Online Transfer Claim Portal (OTCP) portal of EPFO. He is advised to submit the physical claim through either of his employers.

Q:- Which employer should member submit his claim to for attestation, in case his present establishment is exempted under the Employees' Provident Fund Scheme, 1952?

Ans:- If the present establishment is exempted under the Employees' Provident Fund Scheme, 1952, the member can submit claim only through the present employer as the Bank Account No. and IFS Code of the exempted trust would be required to be furnished for transfer of P.F. accumulations to the bank account of Trust.

Q:- How can a member apply for Transfer Claim in case his previous establishment is exempted under the Employees' Provident Fund Scheme, 1952?

Ans:- The member would fill up the claim application online. On submission, two claims would be generated by the system – one digital claim for transfer of service details from EPF office would move to the employer in online mode for submission through OTCP portal and other physical claim for transfer of P.F. accumulations from exempted trust would be generated in PDF format for physical submission to the previous trust through the employer.

Q:- Is the member required to take a printout of the claim submitted online and give it to the employer after signing it?

Ans:- Yes, the member is required to take a printout of the claim submitted online and give it to the employer after signing it.

Q:- Which employer – previous or present – should the member approach after online submission of the claim with the duly signed printout of the claim?

Ans:- The member is required to approach the employer opted for attestation while filing online submission of the claim with the duly signed printout of the claim form.

Q:- What is the time duration in which the member should submit the duly signed printout of the claim after its online submission?

Ans:- The member is advised to submit the duly signed printout of the claim after its online submission immediately, but it should not exceed 15 days. The employer would have the option to reject the online claim application after 15 days. In case of any delay beyond this period, the member is advised to contact the authorized signatories/ employer for needful.

The contact details of authorized signatories are available under the Employer details in the “View the status of Transfer Claims” under the tab “CLAIM”.

Q:- How can a member know that the employer has edited the data furnished by him while filing the claim online?

Ans:- In case the employer has edited the data submitted by the member in the Online Transfer Claim form, the member would get a PDF file of the revised claim form as submitted by the employer in the “View the status of Transfer Claims” under the tab “CLAIM”.

Q:- How can the member get to know the claim status of the claim submitted online by him?

Ans:- The member would have an updated status of the claim in the “View the status of Transfer Claims” under the tab “CLAIM”.

Q:- What are the probable reasons for rejection of an online claim by the employer?

Ans:- The probable reasons for rejection of an online claim form by the employer can be of the following two types:

- (i) In case of the claim submitted for attestation by previous/ present employer
 - (a) The claim (physical or online) has already been forwarded to EPFO and has not been rejected till date.
 - (b) The signed copy of the printout of the claim submitted online has not been received from member. (This option would be available only after 15 days of online submission of the claim)
 - (c) The member details do not match with establishment records.
 - (d) The signature of the member does not match with those available in office records.
- (ii) In case of verification of member details by previous employer, when the claim has been submitted through present employer
 - (a) The member details do not match with establishment records