

## **FREQUENTLY ASKED QUESTIONS**

### For Members

#### **Q.1 What is UAN?**

UAN stands for Universal Account Number to be allotted by EPFO. The UAN will act as an umbrella for the multiple Member IDs allotted to an individual by different establishments. The idea is to link multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) linked to it. If a member is already allotted Universal Account Number (UAN) then he / she is required to provide the same on joining new establishment to enable the employer to in-turn mark the new allotted Member Identification Number (Member Id) to the already allotted Universal Identification Number (UAN).

#### **Q.2 How do I get my UAN?**

Contact your employer to obtain your UAN. Your UAN is readily available with employer.

#### **Q.3 How can I access my details through portal?**

Members need to visit the UAN based Member Portal website i.e. <https://uanmembers.epfoservices.in/>

Initially, member will have to activate his UAN by selecting a link given '**Activate your UAN**' on the [UAN Member Portal](#). Member should have UAN, Mobile and Member ID readily available to activate his/her UAN on the [UAN Member Portal](#). For further details, please select the hyperlink '[User Manual for Members](#)'.

#### **Q.4 How do I activate my UAN?**

Members can activate their UAN by visiting the UAN based Member Portal website i.e. <https://uanmembers.epfoservices.in/>. Member should have UAN, Mobile and Member ID readily available to activate his/her UAN on the [UAN Member Portal](#). For further details, please select the hyperlink '[User Manual for Members](#)'. Once activated member can login to the [UAN Member Portal](#) by using his UAN as his user id and password created by him.

#### **Q.5 What is the URL of the UAN Member Portal?**

The URL of the [UAN Member Portal](#) is <https://uanmembers.epfoservices.in/>

#### **Q.6 What are the facilities given to members through UAN driven Member Portal?**

The UAN driven Member Portal presently facilitates the following to members:-

- Download Passbook
- Download UAN Card
- List Previous Member IDs
- Enter KYC Details
- Check eligibility for online transfer claim
- Edit personal details

More services are likely to be added in future.

### **Q.7 What is my password to login to the UAN Member Portal?**

The password has to be created by the member only while activating his/her UAN. The password should be alphanumeric, have minimum 1 special character and 8-25 character long. Special characters are !@#\$%^&\*()

**Sample Password:** abc@1973

### **Q.8 Can I view/download my passbook?**

Yes. First of all, you need to login to the [UAN Member Portal](#) with your UAN and password. Then go to the menu 'Download' and select 'Download Passbook'. There is a link given to download PDF of this passbook also.

### **Q.9 Can I view/download my UAN card?**

Yes, surely. You need to login first with your valid UAN and password. Then go to 'Download' Menu and select an option 'Download UAN Card'. PDF of UAN card can be downloaded by selecting a link given for this particular task and accordingly, you can take a printout.

### **Q.10 Photograph is not appearing on the UAN card. How do I get a UAN Photo Card?**

Presently photographs are not available on the UAN card. This feature will be available after successfully seeding of KYC of Aadhaar wherein photograph will be seeded directly from the Aadhaar database. The process is underway.

### **Q.11 What is the purpose of listing of previous Member IDs?**

The idea is to list multiple Member Identification Numbers (Member IDs) allotted to a single member under a single Universal Account Number (UAN). This will help the member to view details of all the Member Identification Numbers (Member IDs) and further enable to check the eligibility for online transfer claim through the options 'List Previous Member ID' and 'View Status' from the Menu 'Previous Member ID'.

In future there would be no need to list the Member IDs as it will be linked automatically on the basis of information provided in [Form-11](#) (Declaration Form). Member needs to disclose his/her UAN/Previous Member ID to the new employer through [Form-11](#).

### **Q.12 Can my mobile number/Email ID be changed?**

Yes, you need to go to Profile Menu in the [UAN Member Portal](#) and select an option 'Edit Mobile No./' 'Edit Email ID' for changing mobile number and Email ID respectively.

### **Q.13 Can I update/upload my KYC document through the UAN Member Portal?**

Yes, it can be done by going to the 'Profile' menu and selecting 'Update KYC Information' in the [UAN Member Portal](#). The uploaded KYC document by the member has to be digitally approved by the employer. Till then, status of KYC will be shown as 'Pending'.

**Q.14 Which documents are considered for KYC?**

A. Following documents can be used for KYC:-

1. National Population Register (NPR)
2. AADHAAR
3. Permanent Account Number (PAN)
4. Bank Account Number
5. Passport
6. Driving License
7. Election Card
8. Ration Card
9. ESIC Card (Being introduced shortly)

B. However Bank Account number along with IFSC is compulsory and Aadhaar or PAN are necessary wherever issued to a member.

C. IFSC is to be given only against Bank Account number and not against any other type of KYC.

**Q.15 Do I have to upload the scanned copy of the KYC document?**

Yes, you need to scan the KYC document first and save it as .jpg/.gif/.png/pdf. The size of the scanned document should not exceed 300 KB.

**Q.16 Can I upload multiple KYC documents?**

Yes, multiple KYC documents out of the 8 specified KYC documents (Sl. Nos. 1 to 8) can be uploaded.

**Q.17 How do I know that the KYC uploaded by me has been approved by the employer?**

The approval status will be shown against the uploaded KYC document on the same page.

**Q.18 What is to be done in case I change the job and join somewhere else?**

You need to simply declare your UAN to your subsequent employers in [Form-11](#) (Declaration Form).

**Q.19 In case of change of job, do I have to get UAN again and then activate my account?**

No, there is no need to obtain UAN again. It is a one-time permanent number and will remain same throughout your career.

**Q.20 Has UAN been allotted to contract based employees (not permanent employee of Govt.)?**

UAN is allotted to all contributory members of EPFO including contract based employees.

**Q.21 What is the procedure of withdrawal of PF Account money and Pension Fund money under UAN portal, after leaving one establishment and joining another one?**

When an employee leaves an establishment and joins another, he/she is required to get the funds and service details transferred to the new account. The facility would provide portability from one account to another by linking the different Member IDs, if, the KYC details have been verified by both the employers.

**Q.22 If I left one contractor and joined another one, can I transfer money from one account to another? But on withdrawal day who will sign my claim forms 19 and 10-C? Do I have to fill up two forms, one from previous contractor and one from current or I can transfer my PF account & Pension Fund money direct to my bank account?**

Yes, the PF amount and service details from previous account to present account can be transferred. After transfer of funds, the withdrawal forms are required to be signed by only the present employer.

There is no need to fill up two forms by member once the previous account has been transferred to the present account.

**Q.23 Contractor normally in India hide PF account and Pension Fund information from their employee who are working under his/her contract. Can I know my UAN number, if I have my PF account number?**

If the member is having a PF account number, a facility has been provided on EPFO website at [https://uanmembers.epfoservices.in/check\\_uan\\_status.php](https://uanmembers.epfoservices.in/check_uan_status.php) whereby member can get to know whether UAN has been allotted for his/her PF account number or not. If it has been allotted, member can definitely obtain it from his/her contractor/employer. Even after getting to know the allotment of UAN through EPFO Website, if member is not getting the UAN from his contractor/employer, he/she can contact concerned or [nearest EPFO Field Office](#).

**Q.24 Am I able to make changes in PF account information, if they are not correct as per my knowledge?**

For any change/correction in name & other details in EPF database, you need to apply for the same alongwith supporting documents through your employer only. The procedure has been detailed on EPFO Website at [http://www.epfindia.gov.in/site\\_docs/PDFs/MiscPDFs/ChangeName\\_Process.pdf](http://www.epfindia.gov.in/site_docs/PDFs/MiscPDFs/ChangeName_Process.pdf)

**Q.25 I am not able to see the Passbook or Passbook is not available?**

In case you are working in an Exempted Establishment (PF managed by Company itself and Pension fund by EPF Organisation) then your passbook will not be available in the UAN portal. You may contact your establishment to get the PF statement.

**Q.26 What benefits will I get for completing KYC process?**

Members with KYC completed will benefits with following services

- ✓ Smooth transfer of Service
- ✓ Smooth withdrawal of PF Amount

- ✓ Transparency in their accounts
- ✓ Members who have activated their account would get a monthly SMS intimation of their monthly PF

### **Q.27 How and who will carry out KYC activity?**

By Member: Member can upload the KYC details through UAN portal. Please refer FAQ: What are valid KYC documents- For detail. The Status of KYC initially will be marked as *Pending* and once approved by the Employer through a Digital Signature, the status will be shown as *Verified*.

By Employer: Employer can upload the KYC through bulk text file and subsequently approving through a Digital Signature only.

### **Q.28 Personal particulars are not correct in UAN Card. How do I correct these details?**

Members should submit correct details to its employer along with proof of document. Employer will certify and submit information to [concerned Field Office](#). The UAN Card is dynamic and shall get updated automatically.

### **Q.29 What time EPF will take to change for correction in personal particulars?**

After receiving duly completed information from Employer at [concerned Field Office](#), changes will get uploaded within 1 months. Note: Changes in details of member's particulars will be as per norms of EPF.

### **Q.30 Two UAN allotted to me by EPFO?**

In case two UAN are allotted to you, this could be because of not filing of **Date of Exit** by your previous employer in ECR filing and/or you have applied for transfer of service in your current establishment.

In such a case, you are suggested to immediately report the matter either to your employer and through email to [uanepf@epfindia.gov.in](mailto:uanepf@epfindia.gov.in) by mentioning, both - your current UAN and your previous UAN(s). After due verification, the previous UAN(s) allotted to you will be blocked and the current UAN will be kept active. Later you will be required to submit a Claim to get transfer of service and fund to the current UAN.

### **Q.31 Why I am not able to link/list previous Member IDs pertaining to me?**

As the details are matched with previous Member ID w.r.t. current Member ID and if there is any deviation in Name etc. it will not allow for link/list Member ID. In case of change of Name and other personal particular you need to contact your employer as per the procedure. Please refer to FAQ on Change of Name & Personal Particular.

### **Q.32 Whether the member can correct his Date of Birth or to furnish the missing information of previous employment particulars through the present employer.**

No, the correction in date of birth in the previous employment can be made through the previous employer only.

**Q.33 Why are the KYC details re-confirmed by the present employer when the process of resubmission of KYC details is already available to the member himself directly?**

The re-confirmation of the KYC details by the present employer leads to generation of auto transfer claim. As the process of transfer of accounts initiated thereafter has financial implications, it is necessary that the credentials of member are verified by the present employer viz.-a-viz. the information furnished by the previous employer. The KYC details of members helps in the authentication of the member by both the employers.

**Q.34 Why is it that the member activation is necessary for completing the process of auto transfer?**

The idea behind linking activation to EPFO services was to ensure that the members get updated status of any transactions taking place in their PF accounts on the mobile no. registered through activation.

**Q.35 How can I seek the help for any queries related to this portal?**

For queries related to the [UAN Member Portal](#), you may contact:

UAN Helpdesk Number : 18001-18005  
UAN Helpdesk Email Id : [uanepf@epfindia.gov.in](mailto:uanepf@epfindia.gov.in)