

FAQ

Q. Why is this facility?

There are instances where members which due to any reason i.e. transfer of job, closed establishment, establishment shifted, claim form not signed by employer, Member Account not known/ provided by employer. Such member accounts which are not settled / disposed are lying in EPFO as Inoperative Accounts. Interests on these accounts are not paid from 01.04.2011 onwards. EPFO helpdesk will help in identifying the member account and help member in settling such inoperative account.

Q. How will this facility help me in identifying my member ID?

EPFO help desk/EPFO Field Office will assist the members to trace their account (Member ID) based on the information furnished to the EPFO help desk. Member is requested to furnish as much as information known to him/her about their establishment and personal details for quick and proper contact.

Q. What details should I provide to helpdesk in order to identifying my establishment and Member ID?

Information pertaining to Establishment like Establishment ID, Member-ID, Name, Address, State, City, PF Office are very crucial information for getting the establishment/member ID. Member is requested to furnish as much as information known to him/her about their establishment and their personal details for expediting the process of tracing establishment/member id.

Q. How EPFO Help Desk help me in getting my Inoperative Accounts Settled?

EPFO help desk will assist the members to trace their account (Member ID) based on the information furnished in the portal. EPFO will guide the member to get the inoperative account merged with the present account (UAN) or settling /withdrawal the inoperative account.

Q. What will be the role of EPFO field office in identifying member ID and establishment ID?

EPFO field office will also help the member in identifying the establishment and member id based on the information furnished by member. There are instances that establishment are being shifted/closed/ name changed/multiple member ids with same name, in such type of cases EPFO Field Office will help in identifying correct Establishment/Member ID.

Q. What information to be entered in the Application Performa?

In order to get the benefit out of this facility the members are requested to provide correct contact along with email address, if available and only their own mobile number so that EPFO may easily contact them. In case a member does not have a mobile number then a mobile number where he/she may be easily contacted should be provided. Somebody from EPFO will get in touch with you personally in the language of your choice. In case there is no response on the mobile the case will be closed.

Q. What is the Reference No.?

Reference no. is the unique ticket no. generated by the system which should be quoted for all future correspondence with the EPFO.

Q. How can I check the status for my application?

One can check the status of his/her application through online by entering unique reference no. and mobile no. on the portal.

Q. What if I forgot the reference no.?

You may get the reference no. on clicking the forgot reference id link. System will prompt you to enter mobile no. which will be verified by OTP and list of reference id under registered mobile will be SMS to you.

Q. Can I submit more inputs about my application?

Yes, you can submit your comments/details through online portal facility. This facility is available to the registered member at the time of checking the status of application. The comments/inputs entered in the Chat System will be taken up by our help desk to investigate the case further.

Q. Is interest paid on inoperative accounts?

No, if your member id found as inoperative account, in accordance with the rules and provisions, from 01.04.2011 onwards an account where any amount is lying for a period of 36 months from the date of its becoming payable is treated as inoperative account. Interest in these accounts not to be paid.

Q. Is furnishing of Mobile No. is mandatory?

Yes, only their own mobile number is to be provided at the time of registration so that EPFO may easily contact them. In case a member does not have a mobile number then a mobile number where he/she may be easily contacted should be provided. Somebody from EPFO will get in touch with you personally in the language of your choice. In case there is no response on the mobile the case will be closed.

Q. Can I submit multiple details against one mobile no.?

Yes, member having multiple account and are not settled yet, can fill and submit the application again. In such cases, member will be allotted different unique reference ticket no. every time.

Q. What are the claim form to be submitted for settling the case?

To withdraw/transfer of Inoperative Account:

- As per the modalities for settlement of claims out of inoperative accounts, attestation of the claim by the employer is needed.
- Member needs to submit the claim form i.e. Form-19 and/or Form-10D/Form-10C through their employer only.
- After due verification at respective EPFO Field office claim will be disposed.
- In cases where the employer is not available to identify the claimant member, the attestation of claim by _____ authorities is required along with the KYC (know-you-customer) document for applicants identification and his/her proof of residence.
- -In case Member is employed and having an operative EPF member account, s/he is required to file a claim Form i.e. Form-13 for transfer his/her inoperative account balance to current

member account. Member can also file transfer claim online through Online Transfer Claim Portal (OTCP). <<click here to visit OTCP>>

- Member can visit this link <http://www.epfindia.com/WhichClaim.html#> to know which Claim Form(s) to Submit.