

### **Important Guidelines for EPF members**

- (a) The EPF member is required to be registered on the Member Portal to file an Online Transfer Claim Application.
- (b) As there are certain pre-requisites to file the Transfer Claim Application online i.e. the availability of member IDs in EPFO database and registration of digital signatures of the authorized signatories of the employer, the EPF member is advised to first check his eligibility to file the Transfer Claim Online through the link - **For Employees > Online Transfer Claim Portal (OTCP) > Check eligibility to file Online Transfer Claim** on the Homepage of EPFO website [www.epfindia.gov.in](http://www.epfindia.gov.in).
- (c) Detailed process flow for registration on Member Portal and for filing online claim has been explained on the portal for the convenience of EPF members. The member should go through the process flow before filling up the Online Claim Application.
- (d) Member has the option to get his/her claim form attested by the present or the previous employer. However, if the present establishment is exempted, the member can submit his 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.
- (e) In case the Previous Account was maintained by PF Trust of the exempted establishment, the member should submit a physical Transfer Claim Form (Form 13) to the Trust while submitting Online Transfer Claim Form (Form 13) to the PF Office for transferring the service details under the Pension Fund to the new account. In such case, the physical Transfer Claim Form (Form 13) to be submitted to the Trust would be available for print from the data entered by the member while filing online claim on the Portal.
- (f) The member is required to take the printout of the submitted online claim application, sign it and submit it to the employer, previous or present, depending on the option chosen by the member while submitting the online claim.

Check Eligibility for apply

EPFO


Download ANX-K Files

MemberRegistrationnonMe


Claim Status

memberclaims.epfoservices.in/check\_eligibility.php

AppsSuggested SitesImported From IE



**Employees' Provident Fund Organisation, India**  
( A statutory body under Ministry of Labour and Employment, Government of India )

**ONLINE TRANSFER CLAIM PORTAL**

**CHECK ELIGIBILITY FOR APPLYING FOR A ONLINE TRANSFER CLAIM**

**DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF ACCOUNT NO:  
MAINTAINED WITH EPFO OFFICE

-Select State-

-Select Office-

REGION

OFFICE

EST CODE

EXT

A/C NO

**DETAILS OF PRESENT ACCOUNT**

PF ACCOUNT NO:  
MAINTAINED WITH EPFO OFFICE

-Select State-

-Select Office-

REGION


OFFICE

EST CODE

EXT

A/C NO

Check Eligibility



6:18 PM  
05-May-14

## PROCESS FLOW FOR REGISTRATION ON MEMBER PORTAL

For registration on Member Portal, the member should click on the link “**Member Portal**” under category “**FOR EMPLOYEES**” on the Home page of EPFO website [www.epfindia.gov.in](http://www.epfindia.gov.in).



The following screen would appear:

A screenshot of the EPFO Member Portal. The header includes the EPFO logo, the text 'Employees' Provident Fund Organisation, India (A statutory body under Ministry of Labour and Employment, Government of India)', and the title 'Member Portal'. Below the header is a 'MEMBER PORTAL' section. The main content area is divided into two columns. The left column is titled 'WELCOME MEMBERS' and contains a 'Dear EPF Members !!' message, a list of instructions for registration and login, a link to 'Please click here to read FAQ', and a 'Note' section with additional details. At the bottom of this column is a blue button labeled 'REGISTER >>'. The right column is titled 'LOGIN' and contains a 'Choose Your Document' dropdown menu, input fields for 'Document Number' and 'Mobile', a 'Sign In' button, and links for 'Forgot Login ?' and 'Click here to register'. Below the login section is a section titled 'ADVANTAGES OF REGISTRATION' with a list of benefits: 'View your EPF Account Passbook online', 'Use any of your ID details to login', 'View all your accounts at a single place', and 'Get SMS when e-Passbook is available'.

Click “Register” to continue. Following screen would appear:

Please enter the details. As indicated, the fields with asterisk (\*) are compulsory fields. As regards the selection of any one document, the member has an option to choose document among PAN Number, AADHAR (UID), NPR (National Population Register), Bank Account Number, Voter ID Card, Driving License, Passport Number, Ration Card Number as shown in the next screen.

**IMPORTANT: It may please be noted that although multiple documents can be used for the log-in purpose, but the details of the first document (used for registration) cannot be edited at a later stage. It is, therefore, advised to be extremely careful while furnishing the document details.**



The screenshot shows the 'MEMBER PORTAL' registration page. At the top, the header includes the EPFO logo and the text 'Employees' Provident Fund Organisation, India (A statutory body under Ministry of Labour and Employment, Government of India)'. The page title is 'MEMBER PORTAL'. Below the header, there is a section for 'Compulsory Fields' with the following inputs: Mobile\* (9699601456), Date of Birth\* (01/01/1990), and a dropdown for 'Select Any One Document\*'. The dropdown menu is open, showing options: PAN Number, AADHAR (UID), NPR (National Population Register), Bank Account Number (highlighted), Voter ID Card, Driving License, Passport Number, and Ration Card Number. Below the dropdown is a text box for 'Number as on document\*' and another for 'Name as on document\*'. There is also an 'Email:' field. A 'GET PIN' button is visible, with a tooltip that says 'Click the button to get Authorization PIN on your Mobile number.' Below the form is a 'Disclaimer:' section with a paragraph of text. At the bottom, there is a 'Done' button and a browser status bar showing 'Internet' and '88%' zoom.

After entering the details, please type the characters shown in the text box and click on "GET PIN". The member has to agree to the disclaimer mentioned by clicking the radio button "I Agree". The "Submit" button is enabled. The member can submit the details for registration after receiving the PIN received on the registered mobile number.

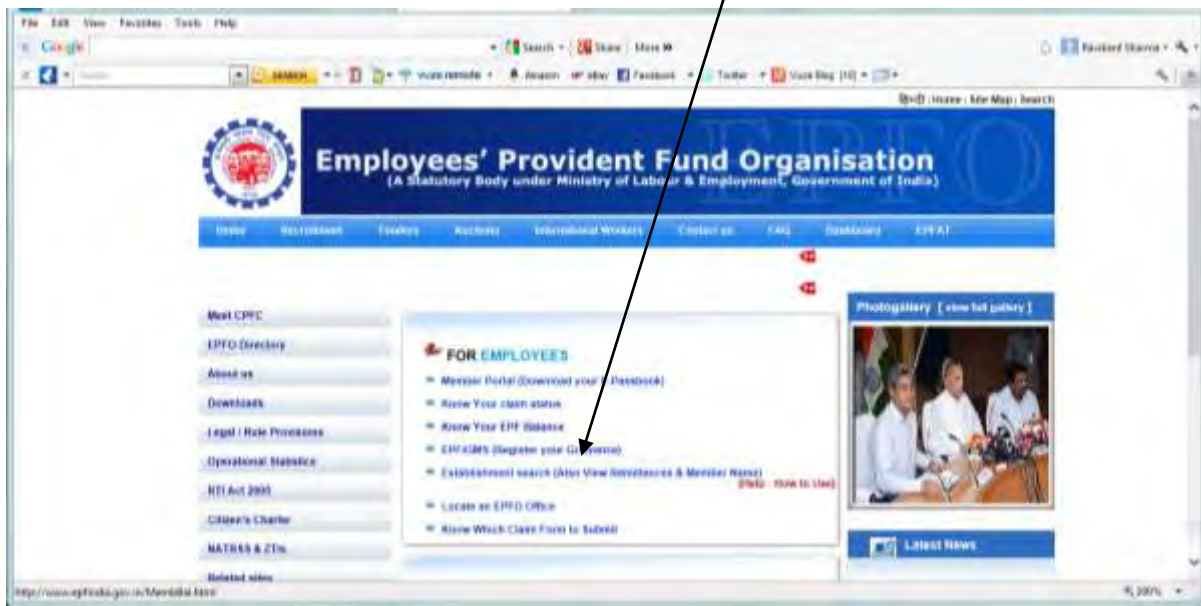
The screenshot shows the 'MEMBER PORTAL - TEST' page after successful registration. The header is the same as the previous screenshot. The main content area displays the following text: 'Registration successful. Your login detail has been sent to your mobile number. You can login to the Member portal with the same.' followed by 'An email verification link has been sent to your registered email address . please verify your email address by login to your email account.' and a blue link 'Please click here to continue further.' At the bottom, there is a footer with the text 'This Portal can be best viewed in IE (7.0 and above), Firefox, Chrome and Opera browsers' and '©2012, System powered by TCIL and VSPL'. The browser status bar shows 'Internet' and '87%' zoom.

The member is now registered with Member Portal and can log-in by selecting the type of Document and entering the Document number and Mobile number.

## **PROCESS FLOW FOR FILING OF ONLINE TRANSFER CLAIMS**

To file a transfer claim online, the member ID should be available in EPFO database and the employer should have registered the digital signatures of his authorized signatories with EPFO on the portal.

Please click on the **Online Transfer Claim Portal (OTCP)** under category **“FOR EMPLOYEES”** on the Home page of EPFO website [www.epfindia.gov.in](http://www.epfindia.gov.in) .



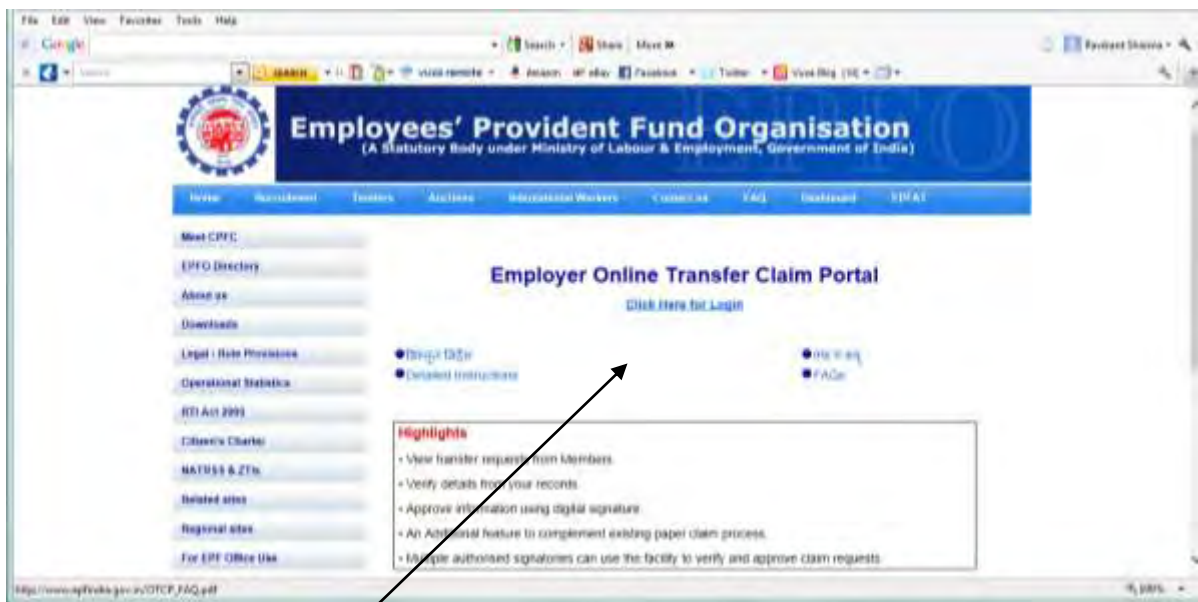
The following options would appear on the screen:

- (a) Check Eligibility for filing Online Transfer Claim
- (b) Detailed Instructions (On clicking on the “Detailed Instructions”, following options would appear:
  - Important guidelines
  - Process flow for filing Online Transfer Claim
  - Process flow for registration on Member Portal

It is advised to go through the guidelines and process flow before the activity).

- (c) Frequently Asked Questions (FAQs)

There is a link on the top to log-in to file Online Transfer Claim Application.

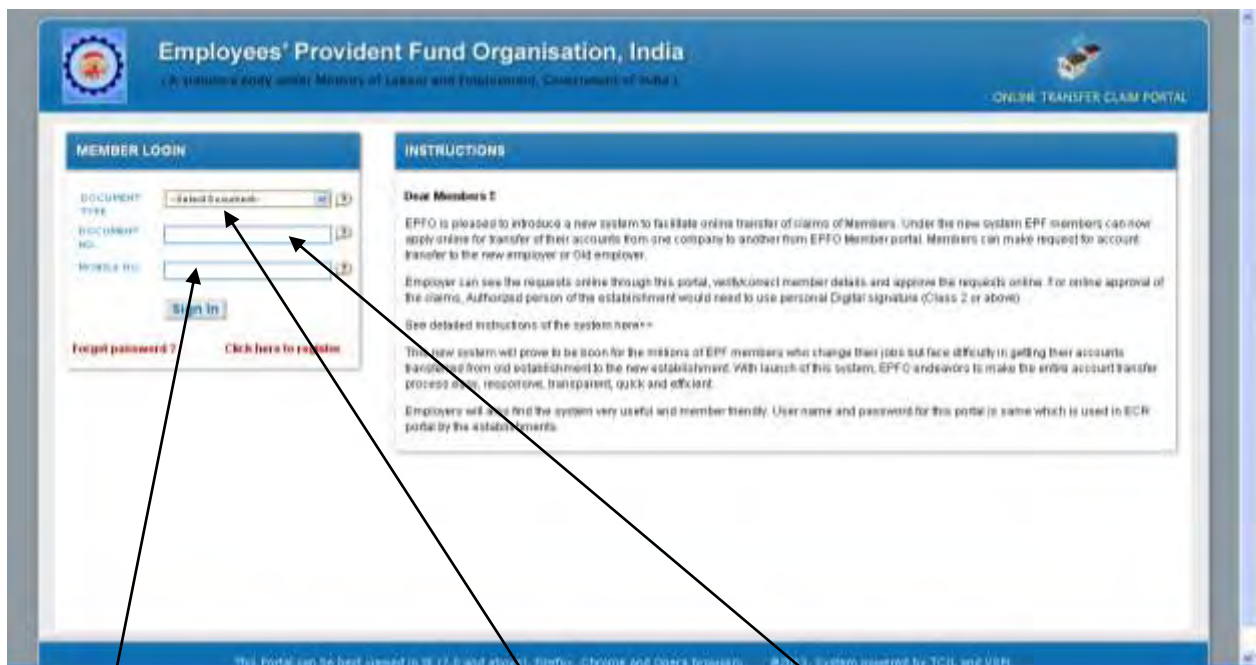


On clicking “Check Eligibility for filing Online Transfer Claim”, the following screen would appear:

To know the eligibility of the member to file an online transfer claim, the member should enter the details of his previous PF Account number and present PF Account number and click on “Check eligibility”.

If the member is eligible to file online claim, then he should be registered on the Member Portal to proceed further. In case he is already registered on the Member Portal, he can click on the “Click here to log-in” link available on the eligibility result screen. Alternatively, he can click on “Click here to register on Member Portal”. The Process flow for the registration on Member Portal has been detailed in the link “Process Flow for registration on Member Portal” under “Detailed Instructions”.

If the member is already registered, he can directly click the link “Click here to log-in to file Online Transfer Claim Application”. Following screen will appear:-



The member has to log-in by selecting Document type, entering Document No. and Mobile No. **The log-in details for this portal are same as are used in Member Portal by the members.**



**Employees' Provident Fund Organisation, India**  
(A statutory body under Ministry of Labour and Employment, Government of India)

ONLINE TRANSFER CLAIM PORTAL

**MEMBER LOGIN**

DOCUMENT TYPE:

DOCUMENT NO.:

MEMBER ID:

[Forgot password?](#) [Click here to register](#)

**INSTRUCTIONS**

**Dear Members :**

EPFO is pleased to introduce a new system to facilitate online transfer of claims of Members. Under the new system EPF members can now apply online for transfer of their accounts from one company to another from EPFO Member portal. Members can make request for account transfer to the new employer or Old employer.

Employer can see the requests online through this portal, verify/correct member details and approve the requests online. For online approval of the claims, Authorized person of the establishment would need to use personal Digital signature (Class 2 or above).

See detailed instructions of the system here:->

This new system will prove to be boon for the millions of EPF members who change their jobs but face difficulty in getting their accounts transferred from old establishment to the new establishment. With launch of this system, EPFO endeavors to make the entire account transfer process easy, responsive, transparent, quick and efficient.

Employers will also find the system very useful and member friendly. User name and password for this portal is same which is used in ECR portal by the establishments.

This Portal can be used viewed in IE (7.0 and above), Firefox, Chrome and Opera browsers. ©2015. System powered by TCS and VSIPL

After login the screen shows as:

**Employees' Provident Fund Organisation, India**  
(A statutory body under Ministry of Labour and Employment, Government of India)

ONLINE TRANSFER CLAIM PORTAL

HOME CLAIM EDIT PROFILE FAQ CONTACT US LOGOUT

**REQUEST FOR TRANSFER OF ACCOUNT**

**REQUEST FOR TRANSFER OF ACCOUNT**

**Dear Members :**

EPFO introduces a new system to facilitate online submission of transfer claims by Members with an objective to make the transfer process transparent, efficient and comfortable for your employees. A member has an option to submit his claim either through his present employer or the previous one.

The employer can view all such claim requests, verify/correct member details, approve and submit the requests online through this portal.

The member should be registered on the Member Portal to avail this facility. The log-in details for this portal are same which are used in Member Portal by the members and accordingly may be used with high diligence.

This Portal can be used viewed in IE (7.0 and above), Firefox, Chrome and Opera browsers. ©2015. System powered by TCS and VSIPL

On the menu bar, place cursor on CLAIM. Following options will appear.

- (i) Request for Transfer of Account
- (ii) View status of Transfer Claim

Click on "Request for Transfer of account" to file online Transfer Claim. The following form will appear for entering the details of the member:

Please fill up the details in Part A and scroll down to Part B pertaining to previous PF account as in the screen shown below:

Please fill up the PF Account no. and click on “click here to get Details”.

The details as regards the Name of the establishment, Address of the establishment, PF account held by EPFO office and Member’s Name would appear on the screen. Further, Date of joining, Date of leaving, Father’s/ Spouse’s name and Relationship would appear, if available in

EPFO database. The member needs to mandatory fill up the Date of Birth and other details, if not available. On scrolling down, the Part C of the application pertaining to present PF Account would appear on screen as below:

memberclaimtest.epfoservices.in/request\_account\_transfer.php

Members Name: \_\_\_\_\_

Father's/Spouse Name: \_\_\_\_\_ Relationship:

Date of joining the Establishment: \_\_\_\_\_ (DD-MM-YYYY)

Date of leaving the Establishment: \_\_\_\_\_ (DD-MM-YYYY)

**PART C: DETAILS OF PRESENT ACCOUNT**

PF Account No: \_\_\_\_\_

Maintained with EPFO Office:

Region: \_\_\_\_\_ Office: \_\_\_\_\_ Est. Code: \_\_\_\_\_ Est: \_\_\_\_\_ Ac no: \_\_\_\_\_

Name of the Establishment: \_\_\_\_\_

Address of the Establishment: \_\_\_\_\_

PF Account held by EPFO Office: \_\_\_\_\_

Members Name: \_\_\_\_\_

Father's/Spouse Name: \_\_\_\_\_ Relationship:

Date of joining the Establishment: \_\_\_\_\_ (DD-MM-YYYY)

Claim attestation through: ☒ Previous Establishment ☐ Present Establishment

Note: Member has the option to get their claim been attested by the present or the previous employer. In case of attestation by the previous employer, time taken in settlement will be relatively less.

On entering the PF account no. of the present PF Account and clicking the “Click here to get details” the Name of the establishment, Address of the establishment, PF Account held by EPFO office and Member’s Name would get populated. Other details i.e. Father’s/ Spouse’s name and Relationship and Date of Joining the fund under present PF Account no. would appear, if available. The member needs to mandatory fill up other details, if not available.

The member will have an option to get the claim attested through the previous employer or present employer.

The application form is completely filled up and the member can go through the completed application by clicking on the “Preview” button.

**[IMPORTANT: It must be noted that the member details available in the process flow have been entered only for the testing of the application and has been reproduced for demonstration purpose only.]**

The following screen would appear:

**Employees' Provident Fund Organisation, India**  
A statutory body under Ministry of Labour and Employment, Government of India

HOME CLAIM EDIT PROFILE FAQ CONTACT US LOGOUT

**Preview Your Account Transfer Application - Form 13**  
(Please check all details in your PF Account Transfer Application Form-13 before final submit.)

**PART A: PERSONAL INFORMATION**

Name : BASANT SHARMA  
Mobile Number : 9811235120  
E-mail id : b.s@gnl.com  
Bank Account Number of Member : 01123456789  
IFS Code of Bank Branch where the account is maintained : 0004000700

**PART B: DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF Account no : MPAD0000037000001388  
Name of the Establishment : M/S AMAR UJALA PUBLICATIONS LIMITED  
Address of the Establishment : SHANDEVA ROAD AGRA 202007  
PF Account held by EPFO Office : AGRA  
Date of Birth : 18-06-1985  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : G S SHARMA Relationship : FATHER  
Date of joining of the Establishment : 01-12-2008  
Date of leaving of the Establishment : 30-06-2008

On scrolling down, the following part of the form would appear:

**PART B: DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF Account no : MPAD0000037000001388  
Name of the Establishment : M/S AMAR UJALA PUBLICATIONS LIMITED  
Address of the Establishment : SHANDEVA ROAD AGRA 202007  
PF Account held by EPFO Office : AGRA  
Date of Birth : 18-06-1985  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : G S SHARMA Relationship : FATHER  
Date of joining of the Establishment : 01-12-2008  
Date of leaving of the Establishment : 30-06-2008

**PART C: DETAILS OF PRESENT ACCOUNT**

PF Account no : UPRLV0000034000000018  
Name of the Establishment : AMAR UJALA PUBLICATION LTD  
Address of the Establishment : SHALUHANUPUR ROAD BAREILLY BAREILLY 243005  
Date of joining of the Establishment : 01-07-2008  
PF Account held by EPFO Office : BAREILLY  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : GARGA SAGAR SHARMA Relationship : FATHER  
Claim attestation through : Previous Establishment

[To change application data, click here.](#)

FZQKTA Please type the characters shown in the text box (case-sensitive)

GET PIN Click the button to get Authentication PIN on your registered Mobile number.

In case of any changes required in data filled up by member, click on the button “To change application data, click here”.

**PART C: DETAILS OF PRESENT ACCOUNT**

PF Account no : UPBL00035420000002018

Name of the Establishment : AMAR UJALA PUBLICATION LTD.

Address of the Establishment : SHANUHANPUR ROAD BARRELY BARRELY 243001

Date of joining of the Establishment : 01-07-2009

PF Account held by EPFO Office : BARRELY

Member's Name : BASANT SHARMA

Father's/Spouse Name : GANGA SARAN SHARMA Relationship : FATHER

Claim attestation through : Previous Establishment

[To change application data, click here.](#)

FZQKTO

✔ Please type the characters shown in the text box (case-sensitive) 

**GET PIN** Click the button to get **Authorization PIN** on your registered Mobile number.

**As member's declaration:** I declare that all the details filled by me in the above application is true to the best of my knowledge. I also declare that both accounts are my accounts.

I understand that my mobile no. will be recorded and misuse of any mis-use of the facility or filing for any fraudulent claim my detail may be handed over to the appropriate authority for legal action.

☐ I Agree

Enter Authorization Pin:

Please type the characters shown in the text box and click on “GET PIN”. The member has to agree to the declaration mentioned in the form by clicking the select button “I Agree”. The PIN received on the registered mobile is to be entered and thereafter the online claim application can be submitted.

The following message would appear on the screen.

Name of the Estal  
Address of the Estal  
Date of joining of the Estal  
PF Account held by EP  
Member  
Father's/Spouse Name : GANGA SARAN SHARMA Relationship : FATHER

Claim attestation through : Previous Establishment

[To change application data, click here.](#)

FZQKTO

✔ Please type the characters shown in the text box (case-sensitive) FZQKTO

**GET PIN** PIN is not received within 5 minutes, please verify your mobile number.  
PIN not transmitted to your mobile number.

**As member's declaration:** I declare that all the details filled by me in the above application is true to the best of my knowledge. I also declare that both accounts are my accounts.

I understand that my mobile no. will be recorded and misuse of any mis-use of the facility or filing for any fraudulent claim my detail may be handed over to the appropriate authority for legal action.

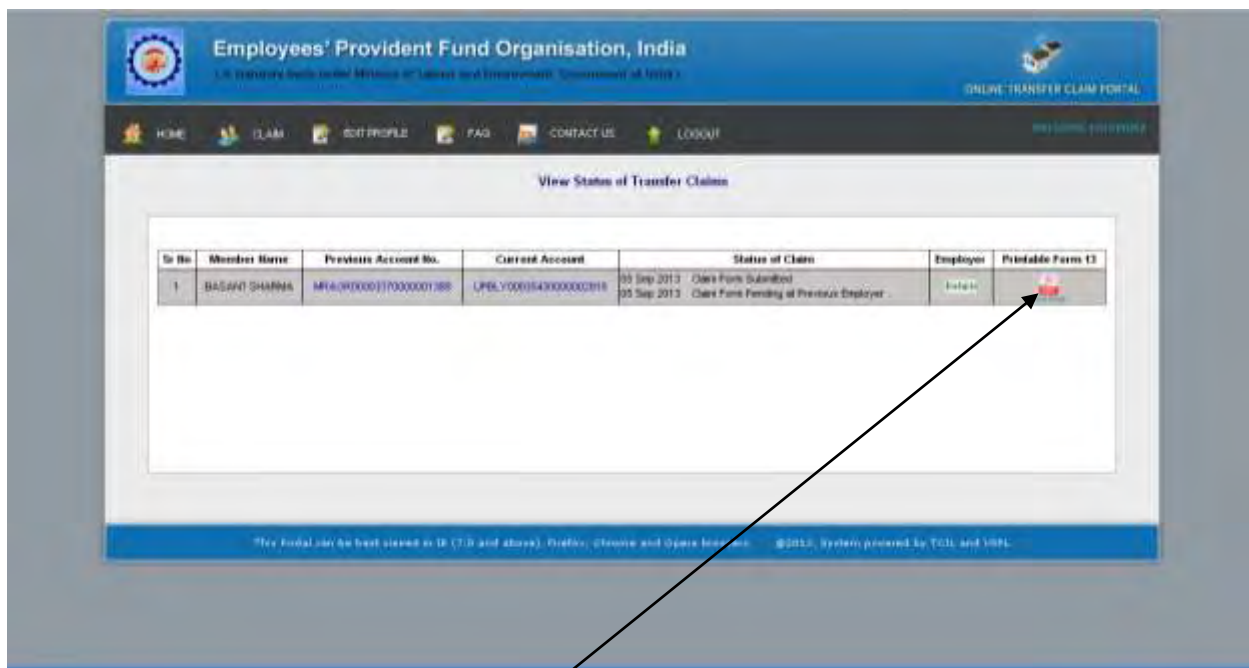
☒ I Agree

Enter Authorization Pin:

This Portal can be best viewed in IE (7.5 and above), Firefox, Chrome and Opera Browsers. @2011. System powered by TCSL and MSP.

The member has to click “OK” to proceed further. This would lead to the following screen.





The printable Transfer Claim Form (Form-13) can be saved in the system. The member has to take a printout of the printable PDF file of Form 13, sign it and submit it to the employer chosen by the member to complete the process of claim submission by the member.

**IMPORTANT: It is reiterated that the member details available in the process flow have been entered only for the testing of the application and has been reproduced for demonstration purpose only**

### **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](http://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](http://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