

Frequently Asked Questions

1. Can I initiate exit formalities with my current employer using the soft copy of the Cognizant offer letter I received via email?

Yes. The soft copy of the Cognizant offer letter is a valid, legal document, and you may use it to initiate exit formalities. Cognizant does not issue hard copies of offer letters.

2. What is the next step after I receive the offer letter?

You will soon receive a mail from CognizantHR@cognizant.com with instructions on completing forms, uploading your background verification, and other pre-joining formalities.

3. Whom should I contact to request a change to my joining date?

Please reach out to your Cognizant recruiter for any changes to your date of joining. Upon approval of the change, you'll receive an updated offer letter that you'll need to accept in the OneCognizant onboarding portal.

4. Will Cognizant provide accommodations if I'm relocating?

Cognizant provides initial accommodations for **outstation candidates** at one of our guesthouses for a period of up to **two weeks**. This must be approved during post-offer discussions with your Cognizant recruiter. Please inform your recruiter well in advance if you wish to request use of a guesthouse.

5. Am I required to have a relieving letter from my previous organization on the day of joining?

A relieving letter is strongly preferred. However, if you do not have one, you may bring with you any one of the following documents:

1. Hard copy of the resignation acceptance email from your previous organization, specifying your last working day there, **attested by that organization's HR team**.
2. Screenshot of the Exit Formalities completion screen, which clearly highlights the 'No Dues' column.

Please ensure that your relieving date from your previous organization precedes the date you join Cognizant. If you have any issues, please inform your recruiter as soon as possible.

6. Who is required to complete a background verification process?

All new hires joining Cognizant are required to complete the background verification process.

7. What is the scope of background checks on new/lateral hires?

The five years preceding the date of offer are in scope for background check.

8. What are the Cognizant standard checks conducted for new/lateral hires?

Education, Employment, Database and Gap checks (gap of more than six months between employers or between education and employment) are conducted on new/lateral hires.

Points to note while completing details in BGV portal.

- a) Education/Employment considered during offer release should be filled in.
- b) Do not fill in details of ongoing/incomplete education.
- c) Do not fill in details of education unless certificates/documents are available/as instructed by the recruiter.
- d) Any employment that is not considered for offer should be filled in the Gap details.
- e) PAN and Aadhaar details are mandatory per statutory compliance and payroll processing.
- f) Correct PAN and Aadhaar details to be filled in the BGV portal.
- g) Connect with your recruiter for alternative solutions if you do not have the required documents/details.