

## STEP BY STEP CLAIM PROCEDURE

### CONTEXT

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## 1. Instructions

- Please refer **Universal Account Number (UAN)** in the Pay slip.
- In case **Universal Account Number (UAN)** is not available please mail to ([Exithelpdeskindia@Cognizant.com](mailto:Exithelpdeskindia@Cognizant.com)) for Manual procedure.
- Please refer your Member Profile after Login to **Universal Account Number (UAN)** member portal ([UAN: Home](#))
- To Login UAN Member Portal, UAN should be activated with Mobile number which is in working condition (Mobile no should be the same as registered with your Aadhaar card)
- **KYC** need to be updated before initiating PF Closure. Mandatory information are (**Bank Information, PAN, Aadhar**)
- If you have multiple PF numbers under one UAN, all should be transferred to latest
- **To update KYC Link** ([UAN: Home](#) → Manage → KYC)
  - i) Active Bank Account details with IFSC Code ( amount would be credited to this account)
  - ii) In case of total services less than 5 years, Linking of PAN Card with UAN is mandatory. Also 15G to be submitted to EPFO with online submission claims

Associates will be eligible to initiate PF closure, only after 60 days' completion from the date of leaving organization.

## 2. ACTIVATION OF UNIVERSAL ACCOUNT NUMBER (UAN)

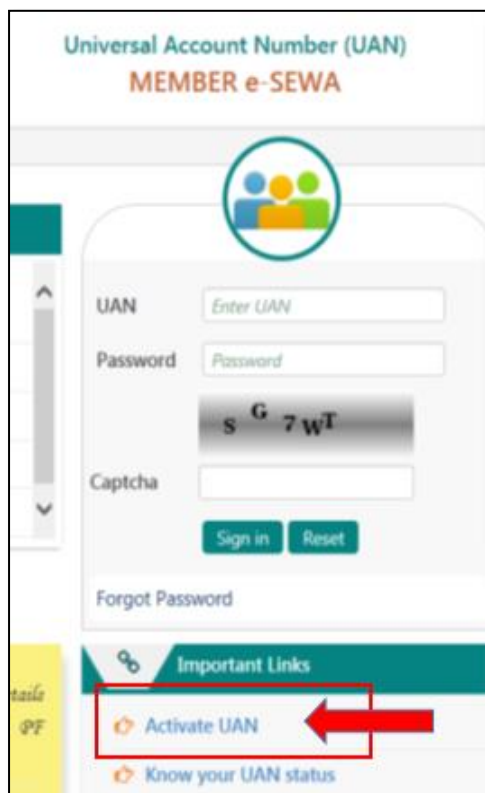
### ACTIVATION PROCEDURE:

Go to EPFO website at [UAN: Home](#)

Link: (<https://unifiedportal-mem.epfindia.gov.in/memberinterface/>)

- Click the option “Activate UAN”
- Enter the requested details and click on “Get Authorization Pin”
- Enter the UAN and Password [UAN: Home](#)

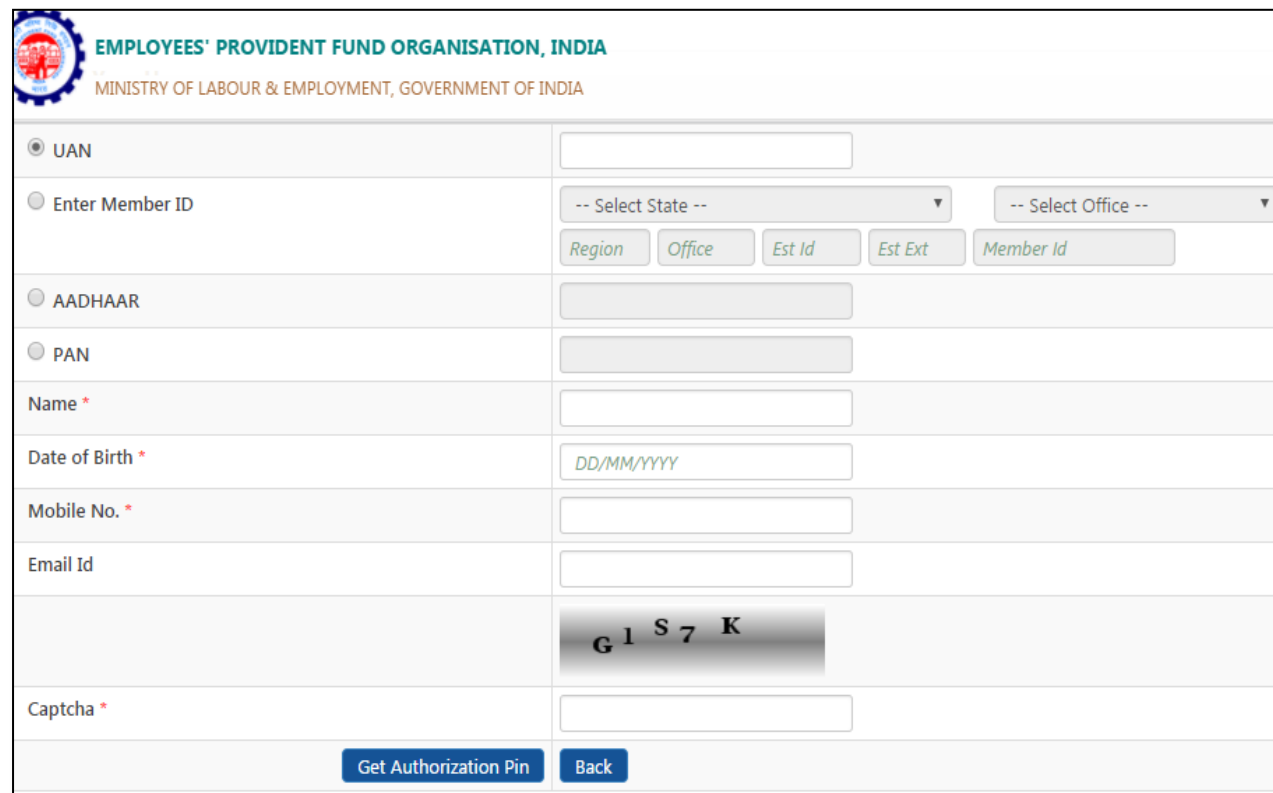
*If you do not know your password, please make use of the Forgot Login? Facility (Please refer Log in Procedure - Step 2)*



Universal Account Number (UAN)  
MEMBER e-SEWA

UAN: Enter UAN  
Password: Password  
Captcha: s G 7 w T  
Sign in Reset  
Forgot Password

Important Links  
Activate UAN  
Know your UAN status



EMPLOYEES' PROVIDENT FUND ORGANISATION, INDIA  
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA

UAN  
Enter Member ID  
AADHAAR  
PAN  
Name \*  
Date of Birth \*  
Mobile No. \*  
Email Id  
Captcha \*

Get Authorization Pin Back

**Note:** If the error message says your UAN is already activated, please visit: <https://unifiedportal-mem.epfindia.gov.in/memberinterface>

### 3. LOG IN PROCEDURE

#### STEP : 1

Go to EPFO website at [UAN: Home](https://unifiedportal-mem.epfindia.gov.in/memberinterface/) → Link: (<https://unifiedportal-mem.epfindia.gov.in/memberinterface/>)

Enter UAN (Universal Account Number)

Enter PASSWORD (XXXXXXXX)

Enter CAPTCHA and Click Sign in

The screenshot shows the EPFO Member e-SEWA login page. The header includes the EPFO logo, the text "EMPLOYEES' PROVIDENT FUND ORGANISATION, INDIA" and "MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA". The right side of the header displays "Universal Account Number (UAN)" and "MEMBER e-SEWA". Below the header, there is a section titled "Dear EPF Members !!". This section contains several links and information: "Member Passbook service is available at [www.epfindia.gov.in](http://www.epfindia.gov.in) [ Our Services >> For Employees >> Member Passbook ]", "Aadhaar Based Online Claim Submission", "Seeded Aadhaar against activated UAN is mandatory for online claim submission.", "Other frequently used services are available at [www.epfindia.gov.in](http://www.epfindia.gov.in)", and "EPFO services are now available on the UMANG (Unified Mobile APP for New Governance). The UMANG APP can be downloaded by giving a missed call 9718397183. The APP can also be downloaded from UMANG website or from the play/app stores. Erstwhile EPF mobile services are being discontinued". Below this, there is a section titled "Benefits of Registration" with links: "Download/Print your Updated Passbook anytime.", "Download/ Print your UAN Card.", and "Update your KYC information". To the right of this section is a yellow box with a "NOTE" icon and text: "Members with authenticated Aadhaar and Bank details seeded against their UAN can now submit their PF Withdrawal/Settlement/Transfer claims online." and "One mobile number can be used for one registration only." Below the "Benefits of Registration" section is a section titled "Important Links" with links: "Activate UAN", "Know your UAN status", and "Online Aadhaar Verified UAN Allotment". On the right side of the page, there is a login form with fields for "UAN" (with placeholder "Enter UAN"), "Password" (with placeholder "Password"), and "Captcha" (with placeholder "R9 B YU"). Below the "Captcha" field are "Sign in" and "Reset" buttons. At the bottom of the login form is a link for "Forgot Password".

## (A) LOG IN PROCEDURE - FORGOT PASSWORD

### STEP: 2

A) Incase forgot Password follow the below procedure.

- Click on **Forgot Password**.
- Enter UAN and Captcha. Click on **Verify**.
- The mobile number mapped to UAN will be shown click “YES” to receive ‘OTP’ to Reset the Password
- Enter the OTP Pin at **Enter Authorization Pin**.
- Enter the **New Password**. **The Password should contain minimum 7 characters (Alphanumeric (Mix of capital and small) 1 special character (! @ # \$ % ^ & \* \_))**
- Enter the **New Password**.
- Confirm **New Password**.
- Click **Submit** button.
- You will get a window saying password successfully changed.
- Login to UAN Member Portal with UAN and new Password.

1

The screenshot shows the 'Forgot Password' form. At the top, there are links for 'Home' and 'Forgot Password'. Below a teal header with a question mark icon and the text 'Forgot Password', the form contains the following elements: 'Enter UAN :\*' with a masked input field, 'Registered Mobile Number : 9XXXXXXXXX', a question 'Do you wish to send OTP on the above mobile number? :', two buttons 'Yes' and 'No', a green checkmark with the text 'OTP Sent Successfully.', and 'Enter OTP :\*' with a text input field and 'Verify' and 'Resend OTP' buttons.

2

This screenshot is identical to the previous one, showing the 'Forgot Password' form with the 'Enter OTP :\*' field and 'Verify' button.

3

The screenshot shows the 'Forgot Password' form after the OTP verification step. It includes the same header and UAN/mobile number information. The 'Do you wish to send OTP...' question is now answered 'Yes'. Below the green checkmark and 'OTP Verified Successfully' text, there are two password fields: 'New Password :\*' and 'Confirm Password :\*', each with a text input field and a help icon. At the bottom are 'Submit' and 'Cancel' buttons.

4

The screenshot shows a confirmation message in a light green box. It contains the text 'Password changed successfully, click here to Login' with a blue link 'Login'.

## **(B) LOG IN PROCEDURE - FORGOT PASSWORD & CHANGE IN MOBILE NUMBER**

**B) Incase forgot Password & Mobile Number Change follow the below procedure.**

- Click on ***Forgot Password.***
- Enter UAN and Captcha. Click on **Verify.**
- The mobile number mapped to UAN will be shown. If there is change in the Mobile Number click on “No” to Change mobile number.
- Enter your details: NAME : (As per Aadhar or HCM record)  
Date of Birth: DD/MM/YYYY  
Gender: Select Appropriate → Click **VERIFY**
- In Validate Against Tab - Select any one National ID (Aadhar or PAN) and enter the details → Click **VERIFY**
- After successful verification of National ID's, enter the updated Mobile number and Click on **Get OTP**
- Enter the OTP Pin at ***Enter Authorization Pin***
- Enter the ***New Password.*** The Password should contain minimum 7 characters (Alphanumeric (Mix of capital and small) 1 special character (! @ # \$ \* /))
- Enter the ***New Password.***
- Confirm **New Password** and Click **Submit** button.
- You will get a window saying password successfully changed.
- Login to UAN Member Portal with UAN and new Password.

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✓ Validate Against

\* AADHAAR \* PAN

PAN/AADHAAR Number :\* XXXXXXXXXX

✓ Details validated

New Mobile Number :\* XXXXXXXXXX [Resend OTP](#)

✓ OTP Sent Successfully.

Enter OTP :\*  [Verify](#)

5

New Mobile Number :\* XXXXXXXXXX

Enter OTP :\*

✓ OTP Verified Successfully

New Password :\*  ?

Confirm Password :\*

[Submit](#) [Cancel](#)


6

? Forgot Password

Password changed successfully, click here to [Login](#)


7

Universal Account Number (UAN)  
MEMBER e-SEWA



UAN

Password



Captcha

[Sign in](#) [Reset](#)

[Forgot Password](#)

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