

Frequently Asked Questions

Adobe India has surrendered Employee PF Trust to EPFO, NOIDA w.e.f November 01, 2021

1. There is no change for employees who have joined post November 01, 2021. Their PF/EPS contribution is being remitted directly with EPFO on monthly basis. They can check and validate their contribution under UAN.
2. This change is only for employees joined before November 01, 2021

1. How and where can I check my “Past Accumulations PF amount” with interest which got transferred to EPFO?

You can check your “Past Accumulation PF Amount” with interest on EPFO portal under your UAN passbook (If your Adobe date of joining is before of 01/11/2021) there you will find an entry of transferred PF amount along with your PF Account (MRNOI/20265000XXXXX) on November 01, 2021

Please refer following instructions to check your PF ePass book online on EPFO website under your UAN.

- Visit at <https://passbook.epfindia.gov.in/MemberPassBook/Login>
- Login with UAN & Password
- Select Your Adobe member ID which would be started as “MRNOI0030265000XXXXXXX”
- Click on view passbook “[New-Yearly]”
- Download the passbook
- Go to the last page there you will see your transferred / credited PF amount.

2. Where is my PF contributed post surrender of PF Trust on November 01, 2021

Your monthly contribution is remitted directly to your UAN from November 01, 2021 onwards.

3. How can I verify that the correct amount is credited in UAN passbook from trust?

You can access DKM Portal through SSO login

<https://www.dkmonline.co.in/SSO/SSOLogin.aspx?SSOCompanyCode=ADOBE> to view your PF Statement and verify your Past Accumulation amount transferred from Adobe Systems Employees Provident Fund to RPFC Noida, Uttar Pradesh (If your Adobe date of joining is before November 01, 2021).

4. Can I apply for a PF advance now?

Yes, you can apply for PF advance as per EPFO guidelines available at EPFO portal. Please follow the following process to apply PF advance online.

- Login the portal
- Visit at <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- Login with UAN & Password
- Click on Online services options
- Click on 1st option
- Fill your bank account no. same as updated in UAN KYC
- Click on verify
- Select the form 31
- Select the purpose
- Upload the clear visibility cancel cheque leaf
- Click on "get OTP" to get pin on your register mobile no.
- Enter OTP no. & submit the same to close the process

5. Can I apply for transfer from previous employer to present (Adobe) employer? If yes, what is the process?

Yes, please refer following instruction to initiate online transfer of provident fund balance from previous employer to present employer. When online request would be submitted, please share signed copy of downloaded form 13 pdf file with us at adobepf@dkmonline.com for further processing.

- Visit at <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- Login with UAN & Password
- Click on Online services options
- Click on One Member- One EPF Account (Transfer request)
- Enter your UAN to get details
- Click on "get OTP" to get pin on your register mobile no.
- Enter OTP no. & submit the same to close the process

6. Who will pay the interest of FY 2021-22 and onwards?

When the Adobe trust was surrendered on dated 31/10/2021, we transferred all PF balances with interest till the 31/10/2021, EPFO will provide the interest from 01/11/2021 and will update under your UAN passbook on yearly basis.

Interest calculation of past accumulated balance can be checked at DKM Portal for FY 2021-22.

7. What would be the impact on interest part between Trust and EPFO if PF will manage by EPFO?

There would be no impact as the interest rate is always declared by the Govt. of India. Adobe Trust and EPFO provides the same rate of interest.

8. How is interest calculated and what is the interest rate?

The interest is calculated on monthly basis, Interest is updated once a year on March 31 and published by government of India.

9. When can I withdraw or apply for final PF / EPS settlement of balance in PF account?

Employee can apply for withdrawal/settlement of PF balance in following circumstances:

- On retirement from service
- On retirement from service on account of permanent and total incapacity to work due to bodily or mental infirmity
- Immediately before migration from India for permanent settlement abroad or for taking employment abroad
- In case of un-employment, after 60 days from last employment

10. In case of any clarification or detailed understanding of any query, whom can I contact?

You can reach out to Ms. Ashmeet at +918368341302 (Calling support is available from 10:00 am - 06:00 pm, from Monday to Friday), or drop an email to adobepf@dkmonline.com

Alternatively, submit your query/grievances at <https://epfigms.gov.in/Grievance/GrievanceMaster> EPFO portal to know your interest credit status from November 01, 2021 onwards.

Follow the below steps:

- Select PF member
- Click on claim ID as "No"
- Fill UAN and security code
- Get details
- Get OTP on your registered
- Post verified the code
- Select gender
- Fill all required details as per the page
- Select previous company PF Number (MRNOI0030265000XXXXXX)
- Select PF office & grievance category
- Write complete query in description
- Attach the document (if any)
- Submit