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**<https://connectwithexl.exlservice.com/> or call at 0008000402089 or write at
hr.sharedservices@exlservice.com**

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Full & Final (F&F) Settlement/ Relieving Letter

F&F will be processed within 45-60 days from the Last Working Day (LWD) after getting approvals from respective departments. Disbursement/ credit of F&F amount will be done to your EXL salary account. F&F's are settled bimonthly (between 10th-15th and 25-30th day of every month). In case of F&F recovery (e.g. short fall due to notice period served, service agreement, or pending travel expenses etc.), you are requested to pay the recovery amount via online payment mode as follows:

exl Service.com (India) Private limited, Noida

Company name: Exl Service.com (I) Pvt. Ltd.
Account Type - Current Account
Bank Account – 00880330000027
IFSC Code – HDFC0000088

Inductis (India) Private Limited, Noida (for DA-Gurgaon employees)

Company name: Inductis (India) PVT LTD.
Account Type - Current Account
Bank Account – 05720310000047
IFSC Code – HDFC0000572

- Employee must download Resignation Acceptance letter before last day of working from HR Letters application self or through supervisor's assistance.
- Post Last day, one can login to EXL India Alumni portal for the same.
- Attendance to be updated till the last day in system on ATLAS

Online Process for Provident Fund (PF) Withdrawal/ PF Transfer

Steps to activate your PF UAN

- Visit the EPFO services link - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/no-auth/uanActivation/activationForm>.
- Enter your UAN or PF details, Name, DOB, Mobile Number and Captcha Code once the page is displayed.
- Click On "get authorization PIN".
- PIN will be received at your registered mobile number.
- Click on "activate UAN". (UAN will be activated)
- Member UAN will be User Name & Password will get your mobile number.
- Log in to your UAN account with the help of User Name(UAN) & Password

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- Then “click on manage option and click on KYC” then KYC page is displayed
- Then member can update his/her KYC details (Bank with IFSC Code, PAN, Aadhar). All details should be same on every Identity (PAN, Aadhar & Bank)

Online Transfer/Withdrawal/ Advance-

Mandatory requirement for the Online Claims.

- Member KYC (Aadhar, PAN, Bank Account, and Bank IFSC) should be approved by employer.
- In case member is having more than two UAN/PF Number, KYC & Personal details (DOJ, Gender, and DOL) must be approved in all the UAN number.
- If KYC is not approved by the employer, member should not initiate online transfer/advance/Withdrawal.
- Additionally, the date of joining, gender and date of exit with the reason of exit of the member in the previous establishment should be available on Portal and member can check all details “Click on view option and click on service history”. Only date of joining EPF & EPS and date of Exit should be mentioned in previous UAN account.

Steps for online transfer process-

- Log in to your UAN account and “click on online Services and click on One Member-One PF Account”.
- Please select previous or present employer where you want to send the transfer request and click on “Get details”. Employer after that click on get OTP and submit the transfer claim.
- The OTP will be sent to the mobile number which is available in adhaar
- Post OTP Validation, there would be a PDF document available. Please print and share it with the employer as per page no 2 in the PDF.
- For any query related to PF, Kindly raise request on EXL India Alumni Helpdesk.

Note: Above mentioned guidelines are applicable for employees contributing PF, as per EPF Act 1952.

FULL & FINAL AMOUNT DEDUCTION & TAX ON PF SETTLEMENT- THINGS TO REMEMBER

Gratuity Payout for Ex-Employees at India Payroll

- Eligibility: Continuous tenure of more than 4 years & 240 days
- Disbursement of payout: Within 30 days of separation in employee’s respective Bank A/c.
- For tax exemption on gratuity payout, employee must fill, sign & submit Gratuity tax exemption form to HRSS in person or share it through EXL India Alumni Helpdesk or email at Gaurav.Jain2@exlservice.com, Arun.Lakehra@exlservice.com and hr.sharedservices@exlservice.com within 7 days of exit date.

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- Tax will be deducted in case of late submission – It is employee's responsibility to submit the document and no follow up will be done by BHR or Digital HR team
- Gratuity Form which is available on connect with EXL, kindly refer the mentioned path. Connect with EXL < Home Page < Instruction < Gratuity Tax exemption form.

Payroll Reimbursement

- Please submit Payroll reimbursements for unclaimed amount to Finance Payroll Team with smart pay generated reimbursement booking sheet with specification of EXL ID and bill details to payroll@exlservice.com
- In case the claim form is not received till last day of working, then all unclaimed payroll reimbursements will be paid as taxable allowance along with Full & Final Settlement.

Investment Proof & Tax Exemption

- Please email /scan copy / hard copy of all investment proofs. Scanned images can be sent to payroll@exlservice.com. It should be related to current financial year only. Any investments made after the date of leaving will not be considered for tax exemption / deduction. If no investment proofs / rent receipts submitted before last day of working, necessary tax will be deducted on assumption of no investment made /no rent paid.
- Tax benefit for interest / loss on housing Loan / Education Loan will not be processed with Full & Final settlement (if any such benefit given during Financial Year, same will be revoked)
- As per Income tax rule u/s 10, for claiming Gratuity and Leave encashment tax exemption, employee needs to provide Form 16 of all previous companies (prior to EXL) with exemption declaration form.
- For HRA exemption u/s 10, Land lord PAN is mandatory where monthly rent is more than 8333/-
- Please send leave encashment form, if applicable, to payroll@exlservice.com The form is available on is available on connect with EXL, kindly refer the mentioned path. Connect with EXL < Home Page < Instruction < Leave encashment Tax exemption form.
- **All Forms available at <https://connectwithexl.exlservice.com> Home page .**

Tax on PF settlements

- TDS on PF withdrawal will apply if:
 - Employee service is less than 5 years
 - PF withdrawal amount is more than or equal to INR 30,000, TDS will be deducted @10% on submission of PAN
 - Employee fails to submit PAN then maximum TDS will get deducted @34.6%
- Exemption of TDS deduction will apply if:
 - Employee service is more than or equal to 5 years
 - Employee withdraws PF after a period of 5 years
 - PF withdrawal is less than INR 30,000/-
 - Employee withdraws amount more than or equal to INR 30,000/-

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- , with service less than 5 years but submits Form 15G*/15H* along with PAN ○ It is a case of transfer from one PF account to another PF account ○ Termination of services happen due to ill health, or any other cause which is beyond the control of the member

Important points to be noted

- TDS will be deducted at the time of PF amount payment under sec.192A of IT Act, 1961
Members must quote PAN in Form No.15G / 15H and in PF withdrawal Form No.19
- Form Nos. 15G and 15H will be accepted if amount of PF withdrawal is more than INR 2,50,000/- and INR 3,00,000/- respectively. TDS will be deducted @10% on submission of PAN or @34.6% in absence of PAN
*Form 15H is for senior citizens (60 years & above) and Form 15G is for individuals having no taxable income. Form 15G & 15H are self-declarations
- With immediate effect, PAN card to be attached with all withdrawal forms (except for cases exempted from TDS deduction)

EXL INDIA ALUMNI HELPDESK – REGISTRATION PROCESS

- Visit website <https://connectwithexl.exlservice.com> or go to exlservice.com.
- If you are visiting the portal for the First time, then click on <Register> tab to register yourself
- Please input the requested details;
- <Employee ID>, <Personal email-id> <PAN Number> <Date of Joining (DD-MM-YYYY)>, & <Date of birth (DDMMYYYY)>, <Last working Day (DD-MM-YYYY)> to get the User ID created. Please ensure that your details should match with EXL records.
- After Registration, an auto-generated email from Admin@exlservice.com would be sent to personal emailid provided during registration (NOTE- the email-id should not have been used earlier for registration) for verification.
- The email will have your Username, Please click on the link received in email and you will be requested to create password (* Password must contain: Minimum 8 characters including at least 1 Lowercase 1 Uppercase 1 Number and 1 special character for ex : Sur@123)
- You are requested to log in using this Username & Password

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POINTS TO REMEMBER WHILE ACCESSING ALUMNI PORTAL

- Portal is accessible only from desktop/laptop and not compatible with smartphones

Tickets for documents available on employee's dashboard, i.e. form 16, salary slips, resignation acceptance letter are auto closed. If you are unable to view/download the documents, please delete the cookies/temporary files from internet browser and try downloading the documents.
- Tickets raised through query page by alumni, will be closed by Digital HR operations team and for responses/documents requested, please open the respective ticket to view the response/download the documents.
- Please ensure to enter correct email ID at the time of registration as password link will be sent to the mentioned email ID.
- If you are unable to view the auto generated email for password link from ➤ Admin@exlservice.com, please check junk/spam folder in your mailbox.

For Assistance on EXL India Alumni Helpdesk i.e. connectwithexl.exlservice.com, please reach out to the numbers mentioned at the bottom of screen for Digital HR Operations Team.

**Points to remember for pending clearances:*

Please submit your assets like laptop, EXL ID and access card to the relevant departments to avoid any delay in F&F settlement.

Below are the e-mail address for both the departments for further updates

Technology: Techeexit Tech.Exit@exlservice.com

IBMS: IBMSINDIA <ibms.india@exlservice.com>

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