

FREQUENTLY ASKED QUESTIONS

For Members

Q.1 What is UAN?

A.1 UAN stands for Universal Account Number to be allotted by EPFO. The UAN will act as an umbrella for the multiple Member Ids allotted to an individual by different establishments. The idea is to link multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) linked to it. If a member is already allotted Universal Account Number (UAN) then he / she is required to provide the same on joining new establishment to enable the employer to in-turn mark the new allotted Member Identification Number (Member Id) to the already allotted Universal Identification Number (UAN).

Q.2 How do I get my UAN?

A.2 Contact your employer to obtain your UAN. Your UAN is readily available with employer.

Q.3 How can I access my details through portal?

A.3 Members need to visit the UAN based Member Portal website i.e. <http://uanmembers.epfoservices.in>

Initially, member will have to activate his UAN by selecting a link given 'ACTIVATE YOUR UAN' on the Member Portal. Member should have UAN, Mobile and Member ID readily available to activate his/her UAN on the Member Portal. For further details, please select the hyperlink '[User Manual for Member](#)'.

Q.4 How do I activate my UAN?

A.4 Members can activate their UAN by visiting the UAN based Member Portal website i.e. <http://uanmembers.epfoservices.in>

Member should have UAN, Mobile and Member ID readily available to activate his/her UAN on the Member Portal. For further details, please select the hyperlink '**User Manual for Member**'.

Once activated member can login to the UAN Member Portal by using his UAN as his user id and password created by him.

Q.5 What is the URL of member portal?

A.5 <http://uanmembers.epfoservices.in>

Q.6 What are the facilities given to members through UAN driven Member Portal?

A.6 The UAN driven Member Portal presently facilitates the following to members:-

- Download Passbook
- Download UAN Card
- List Previous Member IDs
- Enter KYC Details
- Check eligibility for online transfer claim
- Edit personal details

More services are likely to be added in future.

Q.7 What is my password to login to Member Portal?

A.7 The password has to be created by the member only while activating his/her UAN. The password should be alphanumeric, have minimum 1 special character and 8-25 character long. Special characters are !@#\$%^&*()

Sample Password:: abc@1973

Q.8 Can I view/download my passbook?

A.8 Yes. First of all, you need to login to the Member Portal by your UAN and password. Then go to the menu 'Download' and select 'Download Passbook'. There is a link given to download PDF of this passbook also.

Q.9 Can I view/download my UAN card?

A.9 Yes, surely. You need to login first with your valid UAN and password. Then go to 'Download' Menu and select an option 'Download UAN Card'. PDF of UAN card can be downloaded by selecting a link given for this particular task and accordingly, you can take a printout.

Q.10 Photograph on UAN card is not appearing. How do I get UAN Photo Card?

A.10 Presently photograph on UAN card is not available. This feature will be available after successfully seeding of KYC of Aadhaar wherein photograph will be seeded directly from Aadhaar database. The process is underway.

Q.11 What is the purpose of listing of previous member ids?

A.11 The idea is to list multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) and further enable to check the eligibility for online transfer claim through the options 'List Previous Member ID' and 'View Status' from the Menu 'Previous Member ID'. In future there is no need to list the member ids as it will be linked automatically on the basis of Form-11 information. Member needs to disclose his/her UAN/Previous Member ID to the new employer through Form-11.

Q.12 Can my mobile number/email id be changed?

A.12 Yes, you need to go to Profile Menu in Member Portal and select an option 'Edit Mobile No./ 'Edit Email ID' for changing mobile number and email id respectively.

Q.13 Can I update/upload my KYC document through member portal?

A.13 Yes, it can be done by going to the 'Profile' menu and selecting 'Update KYC Information' in the Member Portal. The uploaded KYC document by the member has to be digitally approved by employer, till then status of KYC will be shown as "Pending".

Q.14 Which documents are considered for KYC?

A.14 Following documents can be used for KYC:-

- National Population Register
- AADHAAR
- Permanent Account Number
- Bank Account Number
- Passport
- Driving License
- Election Card
- Ration Card
- ESIC Card (Being introduced shortly)

B. However Bank Account number alongwith IFSC is compulsory and Aadhaar or PAN are necessary wherever issued to a member.

C. IFSC is to be given only against Bank Account number and not against any other type of KYC.

Q.15 Do I have to upload the scanned copy of that document?

A.15 Yes, you need to scan the KYC document first and save it as .jpg/.gif/.png/pdf. The size of scanned document should not exceed 300kb.

Q.16 Can I upload multiple KYC documents?

A.16 Yes, multiple KYC documents out of the 8 specified KYC documents can be uploaded.

Q.17 How do I know that KYC uploaded by me is approved by employer?

A.17 The status will be shown against uploaded KYC document on the same page.

Q.18 What is to be done in case I change the job and join somewhere else?

A.18 You need to simply declare your UAN to your subsequent employers.

Q.19 In case of change of job, do I have to get UAN again and then activate my account?

A.19 No, there is no need to obtain UAN again. It is a one-time permanent number and will remain the same throughout your career.

Q.20 Has UAN been allotted to contract based employees (not permanent employee of Govt.)?

A.20 UAN is allotted to all contributory members of EPFO including contract based employees.

Q.21 What is the procedure of withdrawal of PF Account money and Pension Fund money under UAN portal, after leaving one contractor and joining another one?

A.21 When an employee leaves an establishment and joins another, he/she is required to get the funds and service details transferred to new account. The facility would facilitate their portability from one account to other by linking the different member IDs if the KYC details have been verified by both the employers.

Q.22 If I left one contractor and joined another one, can I transfer money from one account to another? But on withdrawal day who will sign Form no 19 and 10-C? Do I have to fill up two forms, one from previous contractor and one from current or I can transfer my PF account & Pension Fund money direct to my bank account?

A.22 Yes, the PF amount and service details from previous account to present account can be transferred. After transfer of funds, the withdrawal forms are required to be signed by only present employer.

There is no need to fill up two forms by member once the previous account has been transferred to present account.

Q.23 Contractor normally in India hide PF account and Pension Fund information from their employees who are working under

his/her contract. Am I able to know my UAN number, if I have my PF account number?

A.23 If member is having a PF account number, a facility has been provided on EPFO website whereby member can get to know whether UAN has been allotted for his/her PF account number or not. If it has been allotted, member can definitely obtain it from his/her contractor/employer. Even after getting to know the allotment of UAN through EPFO Website, if member is not getting the UAN from his contractor/employer, he/she can contact concerned or nearest EPFO Field Office.

Q.24 Am I able to make changes in PF account information, if they are not correct as per my knowledge?

A.24 For any change/correction in name & other details in EPF database, you need to apply for the same alongwith supporting documents through your employer only. The procedure has been detailed on EPFO Website at the following link:

http://epfindia.gov.in/sites/pdf/ChangeName_Process.pdf

Q.25 I am not able to see Passbook or Passbook is not available?

A.25 In case you are working in Exempted Establishment (PF managed by Company itself and Pension fund by EPF Organisation) then your passbook will not be available in the UAN portal. You may contact your establishment to get the PF statement.

Q.26 What benefits will I get for completing KYC process?

A.26 Members with KYC completed will benefits with following services

- Smooth transfer of Service
- Smooth withdrawal of PF Amount
- Transparency in their accounts
- Members who have activated their account would get a monthly SMS intimation of their monthly PF

Q.27 How and who will carry out KYC activity?

A.27 By Member: Member can upload the KYC details through UAN portal. Please refer FAQ: What are valid KYC documents- For detail. The Status of KYC initially will be marked as *Pending* and once approved by your Employer through Digital Signature, the status will be marked to *Verified*.

By Employer: Employer can upload the KYC through bulk text file and subsequently approving through Digital Signature only.

Q.28 Personal particulars are not correct in UAN Card. How do I correct these details?

A.28 Members should submit correct details to its employer along with proof of document. Employer will certify and submit information to concerned Field Office. The UAN Card is dynamic and shall get updated automatically.

Q.29 What time EPF will take to change for correction in personal particulars?

A.29 After receiving duly completed information from Employer at Field Office, changes will get uploaded within 1 month. Note: Changes in details of member's particulars will be as per norms of EPF.

Q.30 Two UAN allotted to me by EPFO?

A.30 In case two UAN are allotted to you, this could be because of not filing of **Date of Exit** by your previous employer in ECR filing and/or you have applied for transfer of service in your current establishment.

In such a case, you are suggested to immediately report the matter either to your employer or through email to uanepf@epfindia.gov.in by mentioning your current and previous UANs. After due verification the previous UAN allotted to you will be blocked and Current UAN will be active. Later you will be required to submit your Claim to get transfer of service and fund to new UAN.

Q.31 Why I am not able to link/list previous Member IDs pertaining to me?

A.31 As the details are matched with previous Member ID w.r.t. current Member ID and if there is any deviation in Name etc. it will not allow for link/list member ID. In case of change of Name and other personal particular you need to contact your employer as per the procedure. Please refer to FAQ on Change of Name & Personal Particular.

Q.32 How can I seek the help for any queries related to this portal?

A.32 For queries related to Member Portal, you may contact :

Helpdesk Number : 18001-18005

Helpdesk Email Id : uanepf@epfindia.gov.in