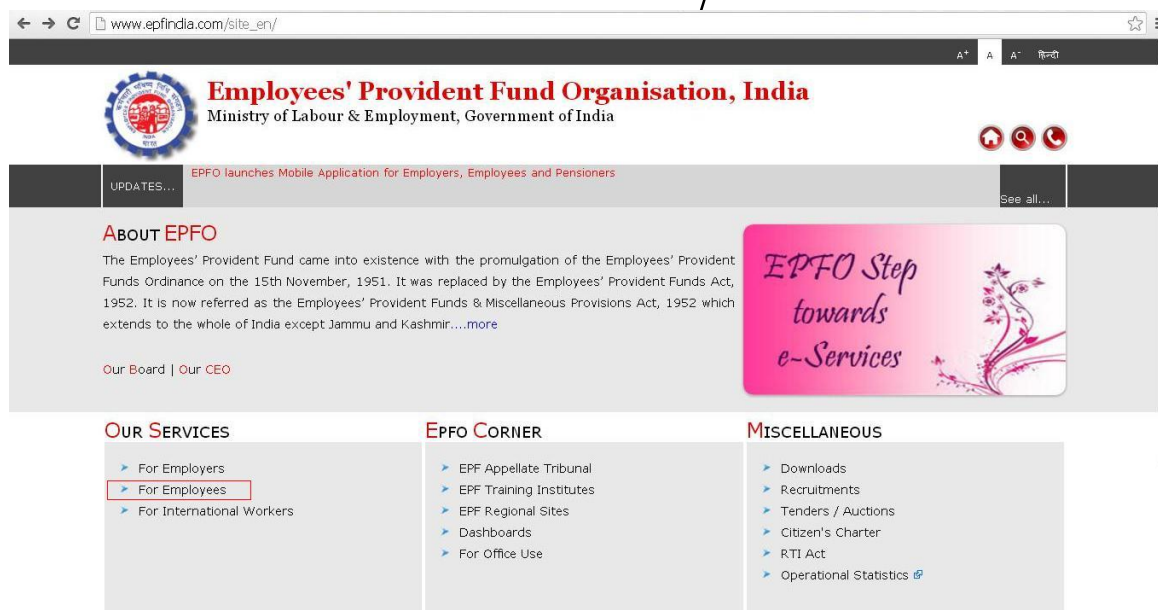


## PROCESS FLOW FOR FILING OF ONLINE TRANSFER CLAIMS

To file a transfer claim online, the member ID should be available in EPFO database and the employer should have registered the digital signatures of his authorized signatories with EPFO on the portal.

Please click on the Online Transfer Claim Portal (OTCP) under category “FOR EMPLOYEES” on the Home page of EPFO website [www.epfindia.gov.in](http://www.epfindia.gov.in).



The following options would appear on the screen:

- (a) Check Eligibility for filing Online Transfer Claim
- (b) Detailed Instructions (On clicking on the “Detailed Instructions”, following options would appear:

Important guidelines

Process flow for filing Online Transfer Claim

Process flow for registration on Member Portal

It is advised to go through the guidelines and process flow before the activity).

- (c) Frequently Asked Questions (FAQs)

There is a link on the top to log-in to file Online Transfer Claim Application.

www.epfindia.com/site\_en/For\_Employees.php?id=sm2\_index

**Employees' Provident Fund Organisation, India**  
Ministry of Labour & Employment, Government of India

Our Services | EPFO Corner | Miscellaneous

**FOR EMPLOYEES**

The three Social Security Schemes run by the Employees' P F Organisation are for the employees engaged in the Industries and establishments and EPFO constantly makes effort to provide better services. Information regarding all the available services and the application forms for Employees and Pensioners are available for download and the process for availing the benefits have been explained in the documents and FAQs. The women employees are also given the benefits at par and there are special benefits for the employees who had to leave the present job due to physical incapacitation. The youth of the country who are our potential customers either by becoming an entrepreneur or an employee can also collect all information on the facilities and the benefits provided by the EPFO.

**Account Portability via KYC linked "UAN" (Universal Account Number)**

**SERVICES**

- UAN Member e-Sewa
- Know Your UAN Status
- Know Your Claim Status
- EPFIGMS (Register your Grievance)
- Online Transfer Claim Portal (OTCP)**
- Fillable Application Form for COC
- Pensioner's Portal
- Inoperative A/c Helpdesk
- UAN Helpdesk

**IMPORTANT LINKS**

- Establishment search (Also View Remittances & Member Name)
- Locate an EPFO Office
- Know Which Claim Form to Submit
- Status - IWU Certificate of Coverage Issued
- Frequently Asked Questions
- Video Tutorials

**DOWNLOADS**

- Contribution Rate
- Wage Ceiling
- Rate of Interest
- Process for Change in Name & Basic Details of Members
- Help - Establishment Search Use
- EPFO - Mobile Application

On clicking "Check Eligibility for filing Online Transfer Claim", the following screen would appear:

**Employees' Provident Fund Organisation, India**  
(A statutory body under Ministry of Labour and Employment, Government of India)

Check Eligibility for applying for a online Transfer Claim

**DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF Account no: Maintained with EPFO Office

-Select State-  
Select State

-Select Office-  
Select Office

Region Office Ext Code Ext A/c no

**DETAILS OF PRESENT ACCOUNT**

PF Account no: Maintained with EPFO Office

-Select State-  
Select State

-Select Office-  
Select Office

Region Office Ext Code Ext A/c no

**Check Eligibility**

To know the eligibility of the member to file an online transfer claim, the member should enter the details of his previous PF Account number and present PF Account number and click on "Check eligibility".

If the member is eligible to file online claim, then he should be registered on the Member Portal to proceed further. In case he is already registered on the Member Portal, he can click on the “Click here to log-in” link available on the eligibility result screen. Alternatively, he can click on “Click here to register on Member Portal”. The Process flow for the registration on Member Portal has been detailed in the link “Process Flow for registration on Member Portal” under “Detailed Instructions”.

If the member is already registered, he can directly click the link “Click here to log-in to file Online Transfer Claim Application”. Following screen will appear:-

The screenshot shows the 'Employees' Provident Fund Organisation, India' website. The header includes the EPFO logo and the text 'A statutory body under Ministry of Labour and Employment, Government of India'. The main content area is split into two columns. The left column, titled 'MEMBER LOGIN', contains three input fields: 'DOCUMENT TYPE' (a dropdown menu), 'DOCUMENT NO.' (a text box), and 'MOBILE NO.' (a text box). Below these fields is a 'Sign In' button. There are also links for 'Forgot password?' and 'Click here to register'. The right column, titled 'INSTRUCTIONS', contains text explaining the new system for online transfer of claims. It mentions that EPFO is pleased to introduce a new system to facilitate online transfer of claims of Members. Under the new system EPF members can now apply online for transfer of their accounts from one company to another from EPFO Member portal. Members can make request for account transfer to the new employer or Old employer. It also states that employers can see the requests online through this portal, verify/confirm member details and approve the requests online. For online approval of the claims, Authorized person of the establishment would need to use personal Digital signature (Class 2 or above). There are also links for 'See detailed instructions of the system here' and 'This new system will prove to be boon for the millions of EPF members who change their jobs but face difficulty in getting their accounts transferred from old establishment to the new establishment. With launch of this system, EPFO endeavours to make the entire account transfer process easy, transparent, quick and efficient. Employers will find the system very useful and member friendly. User name and password for this portal is same which is used in ECR portal by the establishments.' At the bottom of the page, there is a footer with browser compatibility information and a copyright notice.

The member has to log-in by selecting Document type, entering Document No. and Mobile No. The log-in details for this portal are same as are used in Member Portal by the members.

**Employees' Provident Fund Organisation, India**  
A statutory body under Ministry of Labour and Employment, Government of India

**ONLINE TRANSFER CLAIM PORTAL**

**MEMBER LOGIN**

DOCUMENT TYPE:

DOCUMENT NO.:

MEMBER ID:

[Forgot password?](#) [Click here to register](#)

**INSTRUCTIONS**

**Dear Members :**

EPFO is pleased to introduce a new system to facilitate online transfer of claims of Members. Under the new system EPF members can now apply online for transfer of their accounts from one company to another from EPFO Member portal. Members can make request for account transfer to the new employer or Old employer.

Employer can see the requests online through this portal, verify/correct member details and approve the requests online. For online approval of the claims, Authorized person of the establishment would need to use personal Digital signature (Class 2 or above).

See detailed instructions of the system here>>

This new system will prove to be boon for the millions of EPF members who change their jobs but face difficulty in getting their accounts transferred from old establishment to the new establishment. With launch of this system, EPFO endeavors to make the entire account transfer process easy, responsive, transparent, quick and efficient.

Employers will also find the system very useful and member friendly. User name and password for this portal is same which is used in ECR portal by the establishments.

This Portal can be best viewed in IE 7.0 and above, Firefox, Chrome and Opera browsers. ©2013. System powered by TCS and VSP.

After login the screen shows as:

**Employees' Provident Fund Organisation, India**  
A statutory body under Ministry of Labour and Employment, Government of India

**ONLINE TRANSFER CLAIM PORTAL**

**CLAIM**

**REQUEST FOR TRANSFER OF ACCOUNT**

**Online Transfer Claim Portal**

**Dear Members :**

EPFO introduces a new system to facilitate online submission of transfer claims by Members with an objective to make the transfer process transparent, efficient and comfortable for your employees. A member has an option to submit his claim either through his present employer or the previous one.

The employer can view all such claim requests, verify/correct member details, approve and submit the requests online through this portal.

The member should be registered on the Member Portal to avail this facility. The log-in details for this portal are same which are used in Member Portal by the members and accordingly may be used with high diligence.

This Portal can be best viewed in IE 7.0 and above, Firefox, Chrome and Opera browsers. ©2013. System powered by TCS and VSP.

On the menu bar, place cursor on CLAIM. Following options will appear.

- (i) Request for Transfer of Account
- (ii) View status of Transfer Claim

Click on "Request for Transfer of account" to file online Transfer Claim. The following form will appear for entering the details of the member:





EPFO database. The member needs to mandatory fill up the Date of Birth and other details, if not available. On scrolling down, the Part C of the application pertaining to present PF Account would appear on screen as below:

memberclaimtest.epfoservices.in/request\_account\_transfer.php

Members Name  
Father's/Spouse Name  
Date of joining the Establishment  
Date of leaving the Establishment

**PART C: DETAILS OF PRESENT ACCOUNT**

PF Account no.  
Member with EPFO Office  
Select State  
Select Office  
Region Office Est Code Est A/c no  
Click Here To Get Details

Name of the Establishment  
Address of the Establishment  
PF Account held by EPFO Office  
Members Name  
Father's/Spouse Name  
Date of joining of the Establishment

Claim attestation through  
Previous Establishment Present Establishment

Note : Member has the option to get their claim form attested by the present or the previous employer. In case of attestation by the previous employer, time taken in settlement will be relatively less.

Preview

On entering the PF account no. of the present PF Account and clicking the “Click here to get details” the Name of the establishment, Address of the establishment, PF Account held by EPFO office and Member’s Name would get populated. Other details i.e. Father’s/ Spouse’s name and Relationship and Date of Joining the fund under present PF Account no. would appear, if available. The member needs to mandatory fill up other details, if not available.

The member will have an option to get the claim attested through the previous employer or present employer.

The application form is completely filled up and the member can go through the completed application by clicking on the “Preview” button.

[IMPORTANT: It must be noted that the member details available in the process flow have been entered only for the testing of the application and has been reproduced for demonstration purpose only.]

The following screen would appear:

**Employees' Provident Fund Organisation, India**  
A statutory body under Ministry of Labour and Employment, Government of India

HOME CLAIM EDIT PROFILE TAG CONTACT US LOGOUT

**Preview Your Account Transfer Application - Form 19**  
Please check all details in your PF Account Transfer Application Form 19 before final submit:-

**PART A: PERSONAL INFORMATION**

Name : BASANT SHARMA  
Mobile Number : 9811338128  
E-mail id : b.s@gmail.com  
Bank Account Number of Member : 01123456789  
IFSC Code of Bank Branch where the account is maintained : 0004000700

**PART B: DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF Account no : MPAGR00000070000001388  
Name of the Establishment : M/S AMAR UJALA PUBLICATIONS LIMITED  
Address of the Establishment : SHANDEVA ROAD AGRA 202007  
PF Account held by EPFO Office : AGRA  
Date of Birth : 18-08-1985  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : G S SHARMA Relationship : FATHER  
Date of joining of the Establishment : 01-12-2008  
Date of leaving of the Establishment : 30-06-2008

On scrolling down, the following part of the form would appear:

**PART B: DETAILS OF PREVIOUS ACCOUNT (WHICH IS TO BE TRANSFERRED)**

PF Account no : MPAGR00000070000001388  
Name of the Establishment : M/S AMAR UJALA PUBLICATIONS LIMITED  
Address of the Establishment : SHANDEVA ROAD AGRA 202007  
PF Account held by EPFO Office : AGRA  
Date of Birth : 18-08-1985  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : G S SHARMA Relationship : FATHER  
Date of joining of the Establishment : 01-12-2008  
Date of leaving of the Establishment : 30-06-2008

**PART C: DETAILS OF PRESENT ACCOUNT**

PF Account no : UPRLV00000430000000286  
Name of the Establishment : AMAR UJALA PUBLICATIONS LTD  
Address of the Establishment : SHANAUHANPUR ROAD BARILLY BARILLY 240005  
Date of joining of the Establishment : 01-07-2008  
PF Account held by EPFO Office : BARILLY  
Member's Name : BASANT SHARMA  
Father's/Spouse Name : VANQA SARAN SHARMA Relationship : FATHER  
Claim allocation through : Previous Establishment

[To change application data, click here](#)

FZQKTA Please type the captcha shown in the text box (case-sensitive)

GET PIN Click the button to get Authorization PIN for your registered Mobile number

In case of any changes required in data filled up by member, click on the button “To change application data, click here”.

**PART C: DETAILS OF PRESENT ACCOUNT**

**PF Account no :** UNBLV00035430000012010

**Name of the Establishment :** AMAR UJALA PUBLICATION LTD.

**Address of the Establishment :** SHRIJAHNUPUR ROAD BARRELLY BAREILLY 243008

**Date of joining of the Establishment :** 01.07.2008

**PF Account held by EPFO Office :** BARRELLY

**Member's Name :** BASANT SHARMA

**Father's/Spouse Name :** GANDIA SARAH SHARMA **Relationship :** FATHER

**Claim attestation through :** Previous Establishment

[To change application data, click here](#)

FZQKTO

✔ Please type the characters shown in the text box (case-sensitive)

GET PIN

Click the button to get **Authentication PIN** on your registered mobile number

**As member's declaration:**

I declare that all the details filled by me in the above application is true to the best of my knowledge. I also declare that both accounts are my accounts.

I understand that my mobile no. will be recorded and misuse of any non-use of the facility or filing for any fraudulent claim, my detail may be handed over to the appropriate authority for legal action.

☐ I Agree

Enter Authentication Pin:

Please type the characters shown in the text box and click on “GET PIN”. The member has to agree to the declaration mentioned in the form by clicking the select button “I Agree”. The PIN received on the registered mobile is to be entered and thereafter the online claim application can be submitted.

The following message would appear on the screen.

**Some of the Detail**

**Address of the Estd:**

**Date of joining of the Estd:**

**PF Account held by E:**

**Member**

**Father's/Spouse name:** GANDIA SARAH SHARMA

**Claim attestation through:** Previous Establishment

[To change application data, click here](#)

FZQKTO

✔ Please type the characters shown in the text box (case-sensitive) FZQKTO

GET PIN

Link is not received within 5 minutes, please verify your mobile number.  
PIN has been sent to your mobile number.

**As member's declaration:**

I declare that all the details filled by me in the above application is true to the best of my knowledge. I also declare that both accounts are my accounts.

I understand that my mobile no. will be recorded and misuse of any non-use of the facility or filing for any fraudulent claim, my detail may be handed over to the appropriate authority for legal action.

☐ I Agree

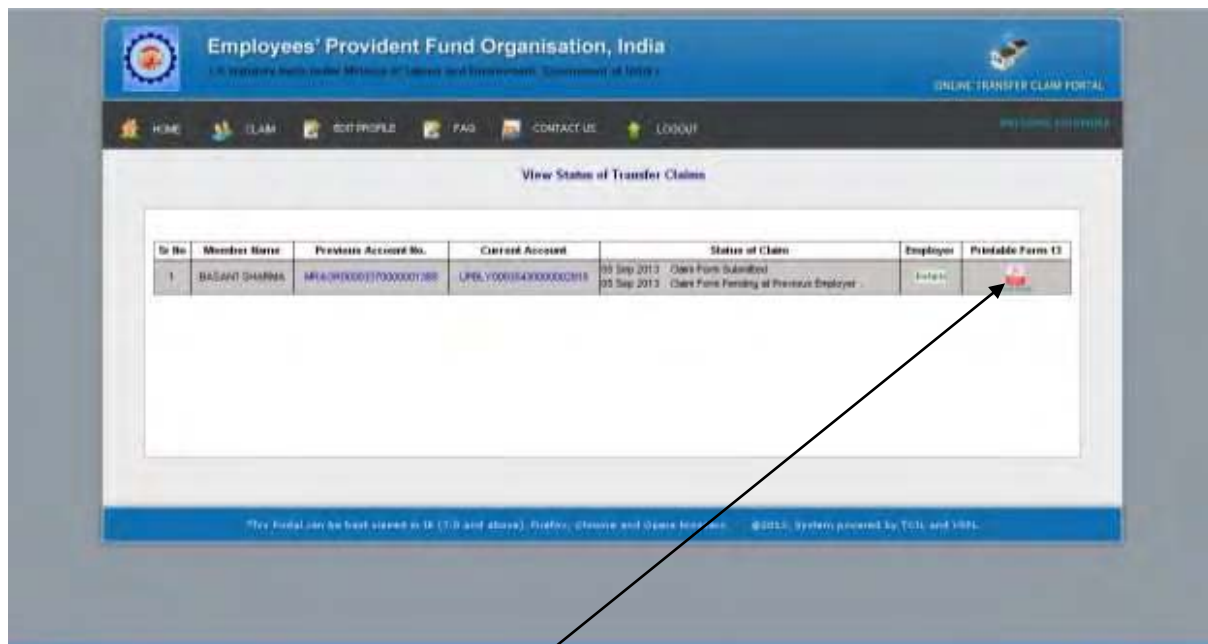
Enter Authentication Pin: 5545

[To change application data, click here](#)

This Portal can be best viewed in IE (7.0 and above), Firefox, Chrome and Opera browsers. ©2013. Software powered by TCS and VPSL.

The member has to click “OK” to proceed further. This would lead to the following screen.





The printable Transfer Claim Form (Form-13) can be saved in the system. The member has to take a printout of the printable PDF file of Form 13, sign it and submit it to the employer chosen by the member to complete the process of claim submission by the member.

IMPORTANT: It is reiterated that the member details available in the process flow have been entered only for the testing of the application and has been reproduced for demonstration purpose only