**FAQ for Exit Employee (Payslips , Reimbursement and PF)**

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| **S. No.** | **Question** | **Answer** | **Document** |
| 1 | How to get payslips | You can get a copy of Pay slip and Income tax report by logging into ESS portal <https://payroll.cybage.com>    In case you don’t have access to your system then please write to [exit\_finance@cybage.com](mailto:exit_finance@cybage.com).  (Note - Exit finance team will be able to share payslip for latest 3 months only.) | NA |
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|  | How to calculate Payable days & salary thereon | Salary calculation is based on number of actual working days of the month. (i.e. excluding weekly offs).  Standard formula to calculate salary for last month is as below: -  Gross salary (excluding Cybage contribution to PF) / working days of the month \* no of payable days).  In case of LWP same formula will be applicable to calculate recovery amount. | NA |
| 3 | What about Incentive/shift allowance payment of last month | If incentive / shift allowance is not included in F&F then, it will be paid separately by 10th of next month. | NA |
| 4 | How can I submit investment documents | You can submit hard copies of investment directly to finance dept on your last working day. In case you are working from home then, please send e-mail to [exit\_finance@cybage.com](mailto:exit_finance@cybage.com). | NA |
| 5 | When can I expect Form 16 for the current financial year | Form 16 will be available in June month & Finance team will share your form 16 on your personal email id. | NA |
| 6 | How to get experience/relieving letter | Please get in touch with HR team for relieving letter. You can write to [exit\_hr@cybage.com](mailto:exit_hr@cybage.com) | NA |
| 7 | How to redeem balance in e-cash card | Please get in touch with HR team. You can write to [exit\_hr@cybage.com](mailto:exit_hr@cybage.com) | NA |
| 8 | Am I eligible to get Gratuity  \*This calculation is applicable only to India employee. | Eligibility criteria for gratuity is “*Completion of 4 Years & 190 Days* "  If you have completed 4 Years & 190 days with Cybage then Gratuity will be paid to you along with your Full and Final Settlement. | NA |
| 9 | What is the formula to calculate gratuity amount | Gratuity Calculation = *(Basic Salary component x 15 /26 \* Number of completed years of service)* | NA |
| 10 | What is the formula to calculate leave encashment amount | Leave Encashment = *(Gross Salary excluding Provident fund and national Pension scheme / 22 \* No. of leave balance)* | NA |
| 11 | Am I eligible to get variable pay for current financial year | As per the policy employee should be on payroll and not resigned as on 31st March to get his/her variable pay. | NA |
| 12 | What is Bond recovery to whom it is applicable | Recovery of bond amount shall be based on terms and conditions specified in service agreement. Pls refer the agreement for details | NA |
| 13 | When can I expect reimbursement claim amount credit in bank account | Reimbursement claim amount is not a part of full and final settlement statement & will be paid separately to the employee as per the monthly payment cycle. Please raise ticket for pending reimbursements if not received. | NA |
| 14 | When FnF statement will be generated | FnF statement will be generated in two batches. 1st batch is run on 20th of current month (for resignee between 1st till 15th) and 2nd on 5th of next month for rest of resigned cases. The statement shall be shared on your Personal Email id by Finance team. | NA |
| 15 | When can I expect F&F amount credit in bank account | Final amount (F & F amount + On hold salary, if any) will be credited directly in your salary account by 10th day (EOD) of the next month. | NA |
| 16 | How to Activate UAN online | Please refer attached document & follow the steps as mentioned in the document. | Graphical user interface, application  Description automatically generatedGraphical user interface, application  Description automatically generated |
| 17 | What is the procedure to transfer PF | Please refer attached document & follow the steps as mentioned in the document. Employee can initiate this process after 2 months from date of leaving. |
| 18 | What is the procedure to withdraw PF | Please refer attached document & follow the steps as mentioned in the document. Employee can initiate this process after 2 months from date of leaving. | Graphical user interface, application  Description automatically generated |
| 19 | How to make changes in basic details like birth date, name, etc on PF portal | Login to  https://unifiedportalmem.epfindia.gov.in/memberinterface (Go to - Manage - Basic Details - Update your details) | NA |
| 20 | How to make changes in basic details like birth date, name, etc when unable to access UAN account on PF portal | Employees must submit Joint declaration form and self-attested hard copy of Aadhar and Pan Card in finance department. | NA |