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| **FAQ’s -Provident Fund** | |
| **1** | **What is the normal retirement age in Provident fund?** |
|  | **The normal retirement age is :**  58 Years |
| **2** | **What is the rate of Contribution?** |
|  | The rate of contribution is 12% of basic salary is employee contribution and 12% of basic salary is employer contribution.    Out of 12% of Employer contribution, 8.33% (maximum of Rs. 1250/-), will be deposited to \*Employee’s Pension Scheme managed by Employee Provident Fund of Organisation.  \* w. e. f. 1st Sept 2014, enrolment of new hirers in Employees’ Pension Scheme is depend on submission on declaration form by employees at the time of joining. |
| **3** | **What is Declaration Form?** |
|  | At the time of joining, employee have to submit duly filled and signed Declaration Form.   1. Employee has to fill the Declaration Form in following manner :    1. From Point no. 1 to 7 – This section have employees master information which is mandate to fill.    2. In point no. 8 & 9 - Employee must mention whether he/she was the member of PF & EPS scheme respectively in previous organization.    3. In point no. 10 to 12 – Employee must have to mention their UAN, MemberId, Date of Exit of previous employer (if he/she has worked previously). In point no-12, kindly mention the details, if applicable    4. If the Employee is an international worker, he must mark “YES” in point no. 13 in “Part B” and fill the details in 13 (A) (B) & (C) as asked.    5. In Point no. 14 to 17 Employee must fill his/her individual details.    6. Kindly do the signature where “Signature of Member” is mentioned   It will be signed by Authorized Signatory of the company and these forms to be kept in their custody. They will provide these forms whenever required by consultant or PF Department for inspection. |
| **4** | **What is the voluntary rate of Provident Fund contribution by the member? What is procedure of enrolment/Changes/discontinuation in VPF.** |
|  | As per the Scheme, the member has to contribute at the rate of 12% of his basic pay. In case member wants to contribute more than 12%, voluntarily, he/she can contribute maximum up to **88%** of basic pay. Employer is not bound to contribute over & above the statutory rate of contribution (i.e. 12%).  An employee can enter in VPF Scheme at any time during the year. Similarly VPF can be stopped at any time and request for the same can be submitted through service line HR team. Any changes in opted VPF rate can be change from 1st April every year and after a regular interval of one year only.  In case of discontinuation of VPF employee can’t restart within the same financial year or before regular interval of 1 year.  To start/stop the deduction, Employee will have to send an e-mail to their service line HR team. |
| **5** | **How are contribution deposited – Monthly / Quarterly** |
|  | Every month Company transfers both employee & employer’s share of contribution to EPFO within 15 days of close of the month. |
| **6** | **What are the rules for appointment of beneficiary/Nominee** |
|  | **The rules for appointment of beneficiary/Nominees are reproduced below :**   1. Each member shall make e-nomination declaration from EPFO Portal, a nomination conferring of the right to receive the amount that may stand to his/her credit in the Fund in the event of his/her death before the amount standing to his/her credit has become payable, or where the amount has become payable before payment has been made. 2. A member may in his/her nomination distribute the amount that may stand to his/her credit in the Fund amongst his/her nominees at his/her own discretion. 3. If a member has a family at the time of making a nomination, the nomination shall be in favor of one or more persons belonging to his/her family. Any nomination made by such member in favor of a person not belonging to his/her family shall be invalid:   [PROVIDED that a fresh nomination shall be made by the member on his/her marriage and any nomination made before such marriage shall be deemed to be invalid.]   1. If at the time of making a nomination the member has no family, the nomination may be in favor of any person or persons but if the member subsequently acquires a family, such nomination shall forthwith be deemed to be invalid and the member shall make a fresh nomination in favor of one or more persons belonging to his family.   [(4A) Where the nomination is wholly or partly in favor of a minor, the member may, for the purpose of this Scheme, appoint a major person of his/her family, as defined in clause (g) of Paragraph 2, to be the guardian of the minor nominee in the event of the member predeceasing the nominee and the guardian so appointed:  PROVIDED that where there is no major person in the family, the member may, at his/her discretion, appoint any other person to be a guardian of the minor nominee.]   1. If employee wants to change their nominee, he/she can change from the EPFO Portal. 2. Complete e-nomination process is attached here : |
| **7** | **What is meant by Family?** |
|  | For a married employee, family means his/her spouse and 2 children’s (up to age of 25 years only), in case of unmarried employees, his/her dependent Parents, brother & Sister will be treated as family. |
| **8** | **Suppose employee does not have a Family and he/she dies before receiving benefit. What would happen to be the amount paid by him or her towards pension contribution?** |
|  | If he/she does not have spouse & children, benefits will be paid to his/her dependent father and on his (father’s) death to the dependent mother. |
| **9** | **Suppose member has not nominated anyone?** |
|  | The benefit shall be payable to his/her dependent father and on his (father’s) death to the dependent mother. |
| **10** | **How many years’ service is required to be eligible to receive pension?** |
|  | More than 9.5 years membership of EPS is required for entitlement for pension benefits. |
| **11** | **What is the procedure for transfer of PF Accumulations from member’s previous PF A/c to EY PF Account** |
|  | **PF Transfer from Previous PF Account to EY PF Account.**  There are following 2 options are available to initiate PF transfer from previous PF account to EY PF Account-   1. **Online PF Transfer** - A member can apply for transfer of his PF accumulation from his previous PF Account maintained by RPFC to his present PF A/c, it is must to have digital signatures of both the employers (previous & present) on EPFO Portal. In case of funds managed in Trust by previous employer, employee can initiate only EPS transfer online as per process mentioned below and for PF transfer he/she has to fill manual Form-13 and needs to be submitted in EY. 2. If he/she applies for such transfer through his present employer, present employer will approve the on line transfer request and vise-versa. 3. Its mandatory to submit duly signed Form 13 downloaded from EPFO portal after completion of PF online procedure with present/previous employer or employee can send the scan copy to [Revathi.Ranganathan@in.ey.com](mailto:Revathi.Ranganathan@in.ey.com). In case of non- receipt of hard copy/Soft Copy of downloaded Form 13, EY will reject the request (in case where initiated through EY). EPFO portal will automatically reject the application, if same is not approved/ verified by present/previous employer within a specified time frame. 4. Thereafter he/she should wait minimum period of 30 days for transfer to be effected by the RPFC. If transfer is not affected within 30-45 days employee can lodge grievance or check the status on EPFO portal by using personal login credentials. 5. Complete online process of PF transfer is attached here :      * **Manual PF Transfer (Applicable only if an employee joined & left any organization prior to 01-Jan-2014)**   A member can apply manual PF transfer by filling Form 13 (3 Sets) through his/her previous/present employer in the case digital signatures of either the previous or present employer are not uploaded in EPFO Portal It’s mandatory to submit Form 13 in three original copies where funds of previous employer are managed by PF Trust.  The following procedure shall be followed :  **PF Transfer through Previous Employer:-**  If Employee wants to apply for the PF Transfer through previous employer he has to complete Part A (personal details) & Part B (Previous employer information) on his own, For information relating to part C, the member has to seek the requisite information from Mynd Integrated Solution through online ticketing system by raising a query. Where after the employee shall forward form-13 to his previous employer.  **PF Transfer through Present employer**   * However where the employee opts for sending the form 13 through present employer (EY) he/she should complete the part A & B in form-13. In this case EY will submit Form 13 to respective RPFC (in case previous PF maintained by RPFC) and to Trust of Previous employer, if funds are maintained in trust by previous employer. * Filled Form will be sent under mentioned address (if employee wants to Transfer the PF through present employer) at under-mentioned address:   PF Team, Ernst & Young Services Pvt Ltd  Golf View Corporate Tower B,  Sector Road, Sector 42,  Gurgaon, Haryana 122002,  India  ***For confirmation of receipt of Form, please raise your query on web portal of Mynd Integrated Solutions after 7days of submission of Form to concerned person***   * Mynd Integrated Solutions Pvt. Ltd. will process the form and submit the same to \*\*concerned authority (RPFC/Trust) within 20 days (for new recruited employees within 20 working days from the date of allotment of PF No. which will be allotted after 20 working days of disbursement of first salary) from the date of submission. In case of any discrepancy in application Mynd will inform to employee within 10 working days from the date of receipt of application by them. * Mynd will provide scan copy of submitted application within 7 working days to concerned employee through web portal. * Normally RPFC’s takes 30-45 days time in transfer of funds. In case of non-receipt of PF transfer within 45 days employee can follow-up personally with concern RPFC with the help of submitted copy shared by helpdesk team. * For contact details and e-mail employees can refer to following link of EPFO i.e. [www.epfindia.gov.in](http://www.epfindia.gov.in) |
| **12** | What are the Benefits available on Leaving of service /Retirement/death of employee? |
|  | The member shall be entitled to the under noted benefits :-   1. After leaving of service from company, employee is eligible to withdraw/transfer his/her PF and EPS. However no any employee is allowed to withdraw the PF if he/she is working in any organization covered under EPF & MP Act 1952. 2. PF withdrawal is taxable if membership at the time of leaving of service is less than 5 years however there is no tax liability in case of transfer of funds to his/her new employer account or withdraw the PF accumulation after completion of 5 years membership of the fund in same PF account number. 3. In case of retirement all PF accumulation will be paid to member. There is no tax liability on the same and funds will be paid to member immediately i.e. there is no waiting period of 2 months. 4. In case of death all funds lying in the account of deceased member will be paid to nominee of the member. Where no nominee exists, the PF accumulation will be paid in equal shares to members of family. If there is no nominee nor any member of family, the PF accumulation will be payable to the person legally entitled to it. |
| **13** | **What is the process/payment of PF/EPS (PF & EPS Withdrawal) from EY?** |
|  | In case member wants to withdraw his/her provident fund after leaving of service from company, he/she can apply after 2 months from the DOL. However no any employee is allowed to withdraw the PF if he/she is working in any organization covered under EPF & MP Act 1952, also as per amendment in EPF & MP Act 1952 w.e.f. 10th Feb 2016, i.e. a member can withdraw his/her PF (incase member is going abroad/ death of a member/ on Retirement/ on retrenchment/ to a Female member leaving service for Marriage) including the interest thereon along with pension fund.  **Online PF & Pension Withdrawal Process :**  Employee can apply for his/her PF withdrawal through the online portal of EPFO. Complete PF & Pension withdrawal process is enclosed here :    **Manual PF & Pension Withdrawal Process (Applicable only if an employee joined & left any organization prior to 01-Jan-2014)**   1. **Withdrawal of Provident Fund & Pension Fund** : Employee will have to fill Composite Claim form (Non- Adhaar) in **2 sets** and needs to be send under mentioned address along with Cancelled cheque of the same bank a/c which is mentioned in claim form and it should be duly signed by the employee, also name should be imprinted on it, Self-attested copy of PAN & Adhaar   **Kindly send the claim form under mentioned address :**  PF Team, Ernst & Young Services Pvt Ltd  Golf View Corporate Tower B,  Sector Road, Sector 42,  Gurgaon, Haryana 122002,  India  ***For confirmation of receipt of Form, please raise your query on web portal of Mynd Integrated Solutions after 7days of submission of Form to concerned person***   1. **Issuance of Scheme Certificate** – As per EPS scheme withdrawal of pension is not permitted if pension membership period exceeds 9.5 years (including membership of previous employer), if funds already clubbed/merged in EY account. In this case employee can request for scheme certificate by filling the Form 10C for the service period rendered with EY and the said scheme certificate may be handed over to new employer for clubbing of membership of EPS and may be kept in his/her custody for future references/benefits.   **Exemption from 2 month lock in period :** Available in case of retirement/death/transfer of funds to another employer/to a Female member leaving service for Marriage/migration from India for permanent settlement abroad or for taking employment abroad. |
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|  | **Payment of Provident Fund** : Mynd Team will validate the submitted forms and incase of any discrepancy they will intimate to employee through e-mail/our help desk support system (ticket system) within 10 working days from the date of receipt of withdrawal Forms. Mynd will process completed forms and deposit with concern RPFC and will share the acknowledgement copy with employees for future follow-ups. |
|  | **Payment of Pension Fund/Issuance of Scheme Certificate**: EPS (pension) withdrawal application in Form 10-C/10D, wherever applicable, will be submitted within a month to respective RPFC after the required verification. Similar procedure, as mentioned in above paragraph, will be followed for incorrect applications.  Mynd Team will provide scan copy of submitted application to employees within 10 days from the date of submission of application  RPFC will directly pay to employees through NEFT. Tentatively 30-45 days are being taken by RPFC’s in processing of PF/Pension cases. However, in case of issuance of scheme certificate RPFC will directly dispatch the same to employee at the address quoted in application form.  In case on non- receipt of PF/EPS withdrawal /scheme certificate, employee can lodge grievance or check the status with concerned RPFC basis on acknowledgment shared by Mynd. |
| **14** | **What are the benefits available to employees while in service?** |
|  | The member shall be entitled to the under noted benefits while in service:-  Member may avail non-refundable loan facility against his/her PF accumulations subject to fulfillment of conditions laid down in the RPFC Rules, for housing loan, repayment of existing housing loan, marriage (of self & of daughter, son, sister or brother or for the post matriculation education of his/her son or daughter) medical treatment (self & family) etc.- |
| **15** | **PF Advance Process/PF Loan Process while working with an organization.** |
|  | **Online PF Advance/PF Loan Process is attached here :** |
| **16** | **Who Cannot become a member of Employee Pension Scheme, 1995** |
|  | Employees Including International workers, whose basic pay on or after 1st Sep 2014 is more than INR 15000 PM, will no longer be required to become member of the Pension fund even though they have become members of Employees Provident Fund or of Provident Funds of exempted establishments. Hence both the employees and employers shares of Provident fund Contribution of such employees will be credited to their provident Fund Accounts.  However, existing members of Pension Fund as on 31st August 2014 shall continue to be members of the Pension Fund and their contribution shall w.e.f. 01st Sep 2014 be restricted to their basic pay of INR 15000 only instead of INR 6500 as was being done earlier. |
| **17** | **UAN (Universal Account Number) & UAN Activation Process** |
|  | With a view to avoid the delay in transfer of the PF accumulations from old PF A/c to New PF A/c, the EPFO have generated/allotted UAN (Universal Account Number) to all the members of the EPF who were actually contributing to the fund during the period from Jan 14 to June 14, There UAN No. have already been notified to all the members concerned by their respective employers.  Every employee ,therefore, on the joining a new employment should inform his present employer about the UAN allotted to him, after that employee can easily transfer his/her previous PF accumulation to his/her present PF A/c through online.  **How to Activate UAN : Complete process of UAN Activation is attached here :** |
| **18** | **How to update KYC on EPFO Portal** |
|  | **Complete process of KYC Updation is attached here :** Its mandatory to update your KYC (PAN, Bank Details & Adahaar) on EPFO web portal. |
| **19** | **How to track claim status from EPFO Web portal** |
|  | Employee can follow the below steps :   1. Kindly click on <https://passbook.epfindia.gov.in/MemClaimStatusUAN/> 2. Enter your UAN & Captcha and then click on Search tab 3. Then select your PF no and click on View claim status |
| **20** | **How to raise the grievance on EPFO Portal** |
|  | Employee can follow the below steps :   1. Kindly click on <https://epfigms.gov.in/> 2. Select PF Member/EPS Pensioner/Employer & others from the Status tab 3. Then follow the process accordingly |
| **21** | **How to download the e-passbook from the web portal of EPFO** |
|  | **Complete process of downloading the e-passbook is attached here** |
| **22** | **How to update Basic details (Employee Name, Date of Birth and Gender) from the web portal of EPFO & how to fill Joint Declaration** |
|  | **Important points for updating the Basic Details through the online portal**   * **Employee Name** - Employee can update his/her minor name change request, i.e. spelling mistake, Space issue or Title change. Complete name can’t be change from the online Portal for that he/she has to fill manual joint declaration. * **Date of Birth** – Employee can raise the request where change in Date of Birth is in less than 1 year, i.e. suppose if any employee’s correct Date of Birth is 18-Jul-1988 and his/her Date of Birth is reflecting on EPFO Portal is 18-Aug-1988, then in this case he/she can raise the online correction request. However if incorrect Date of Birth on EPFO Portal is showing as 18-Jul-1989 then he/she has to fill manual joint declaration. * **Gender Updation** – Employee can update his/her correct gender from the online portal.   **Manual Joint declaration Process : (Applicable when above conditions fails)**  Employee will have to fill up the manual joint declaration and needs to send under mentioned address along with below mentioned documents :  **Documents required :**   1. If the correction in Date of Birth (DOB) is required, kindly send below documents :  * Self-attested copy of Passport, Birth Certificate, 10th Class Certificate and Aadhaar – Any Two (aadhar mandatory)  1. If the correction in Employee name or in Father’s name or in Gender is required, kindly send below documents :  * Self – attested copy of Passport, Voter Id Card and Adhaar – Any Two (aadhar mandatory)   iii) If the correction in Date of Joining or Date of Leaving is required, no any separate documents to be attached    **Address to send the Documents are mentioned below:**  PF Team, Ernst & Young Services Pvt Ltd  Golf View Corporate Tower B,  Sector Road, Sector 42,  Gurgaon, Haryana 122002,  India |
| **23** | How to claim PF/EPS at the time of Retirement (Retirement PF/EPS withdrawal Process) |
|  | In retirement case, Employee can withdraw his/her complete PF, however he/she can’t withdraw your complete pension amount.  **PF Withdrawal process**  **Through the web portal of EPFO (Online PF Withdrawal Process) :**  Employee can apply for his/her PF withdrawal through the online portal of EPFO. Complete PF withdrawal process is enclosed here :    **Process to avail pensioner benefit**  In case of retirement, Employee can't withdraw complete pension amount if the membership is more than 9.5 years, you will get your monthly pension only. Procedure to get the monthly pension as mention below:-  1. Form 10D (3 Set).  2. ID, Address & Age proof (Self Attested) (In age proof PAN Card will not be considered).  3. 6 Passport Size Photograph.  4. Cancel cheque with Name imprinted on it & Copy of Passbook Attested by the Bank (SBI Bank preferred).  5. 6 Joint Photograph with Family  6. 6 Passport Size Photograph of the Minor Children (Maximum up to 2 Children)  7. U/G Bank A/c Cancel cheque & Copy of Passbook of Minor Children Attested by the Bank (SBI Bank preferred) (Bank A/c should be different from the Claimant's Bank A/c Maximum up to 2 Children).  8. Age Proof of the Minor Children (Birth Certificate etc.)  In case at the time of retirement if the membership is less than 9.5 years in that case lump sum withdrawal process will be applicable and employee can apply online withdrawal process which is already mentioned above.  Kindly send above documents on below mention address:  PF Team (Mynd Solutions), Ernst & Young Services Pvt Ltd  9th Floor, Golf View Corporate Tower B,  Sector Road, Sector 42,  Gurgaon, Haryana 122002,  India  **To start the pensioner benefit**: Mynd Team will validate the Form 10D, and in case of any discrepancy they will intimate to employee through e-mail/our help desk support system (ticket system) within 10 working days from the date of receipt of Forms. Mynd will process completed forms and deposit with concern RPFC and will share the acknowledgement copy with employees for future follow-ups.  In case on non- receipt of Monthly Pension, employee can lodge grievance or check the status with concerned RPFC basis on acknowledgment shared by Mynd |