

## Webinar Questions and Relevant Answers

1. Today we got a mail from EPFO. The mail is stating that 60 % of members have been given Aadhar Card. But in our company many members do not have Aadhar Card. So we preferred Bank Pass Book. Is this wrong?

**You can go head in updating Bank details as a KYC Document**

2. We downloaded the list of members from the portal. Many members who are in the said list are in service of our company at present. How did you generate the list of employees in the portal? Please clarify whether details are to be updated even if the employee left the service before one month.

**It is not mandatory to update the KYC information for your Ex Employee, however if the details are available and the employee wish to update his KYC information with the previous employer itself it can be done.**

3. Name/Surname of members on rolls not matching with KYC documents

**You need to change accordingly as per the KYC Document in PF Database.**

4. What do we do when we get an Aadhar card and driving license and both have different info like DOB, address? Which one does the employer upload?

**Either one document can be taken as proof for KYC and that too you need to make sure with the employee on his/her Date of birth**

5. What is digital signature how it should be used?

**A digital signature is an electronic form of a signature that can be used to authenticate The identity of the sender of a message or the signer of a document, and also ensure that the Original content of the message or document that has been sent is unchanged. Digital Signatures are easily transportable and cannot be imitated by someone else. The ability to Ensure that the original signed message arrived means that the sender cannot easily disclaim It later.**

6. What is authorized signatory digital signature, where and when it is needed?

**Authorized Signatory is the person who is responsible to Sign the official Documents of PF. The Digital Signature is Authentication for the Signing authority which is used to authenticate employee's information. It is used to approve the KYC document which is uploaded and also when the transfer request is made from employee.**

7. How should we go about uploading KYC details of employees?

**It should be uploaded in a format which is prescribed in EPFO portal. Please refer our attachment regarding the same.**

8. When we scan the various KYC documents, should we save it as text and then upload it or jpeg or Pdf's also will do?

**As of now KYC documents need not required to be scanned and uploaded in OTCP Portal.**

9. If the passport date got expired after registered for UAN will the Passport Number has not effect on the UAN of that particular Person?

**As of now there is no information available in this regard.**

10. I have question about member name. At the time of joining we considering 10<sup>th</sup> marks card name proof. But now for KYC if we upload bank A/c name may be differ. Now which name we have to consider.

**As per the employee Preference which document name he wants to have in PF record he may suggest that for upload.**

11. If we are hiring fresher from campus do not have PAN, Bank account or Aadhar how does it work

**Please refer to other KYC document in the List that suits that particular employee.**

12. Do we need to check manually for all employees for missing information?

**Yes, we need check the Missing information manually.**

13. Because 1st month PF would have to be deposit will go before these document are ready sometime?

**Obviously you can remit the PF Contribution irrespective of Uploading KYC Information's.**

14. Do we get any information for missing information?

**In OTCP Portal you will get the information under the tab "KYC-Missing Information"**

15. Please clarify EPF and EPS will be same? Also what about exempted companies?

**Yes. For Exempted companies also the same procedure to be followed.**

16. We can generate the UAN no first time?

**Yes, you can generate the Number for first time.**