

EPF Information Services for Internet / Mobile Phone Users

Employees' Provident Fund (EPF) Department of the Central Bank of Sri Lanka (CBSL) has decided to augment its member services through implementation of Internet / SMS service via internet & mobile technology. The facility should enable a member of the EPF to access information relating to the member account that is maintained at the EPF Department through the above methods.

Functionality:

1. An EPF member could query account details from EPF Web site / SMS supported phone.
2. Requests for SMS service will be authenticated based on the User ID (UID), mobile phone number and the Personal Identification Number (PIN) issued by the EPF Department of CBSL.
3. Requests for internet service will be authenticated based on the User ID (UID) and the Password issued by the EPF Department of CBSL.

Services:

SMS Service

There are five major information categories intended to serve the EPF members via SMS service.

1. Member account balance enquiry.
2. Member's current contribution details.
3. Check refund application status.
4. Check housing loan application status.
5. View list of EPF member accounts.

Additionally, a service should be available to change the user's PIN.

Members should register using the National Identity Card Number or Passport Number (Excluding Sri Lankan citizens) along with the mobile phone number. Accessibility to services will be provided only to the registered members where member registration will be done by the EPF Department. The User ID and the PIN will be issued to members at the time of registration.

Internet Service

There are seven major information categories intended to serve the EPF members via Internet / Web service.

1. Member balance enquiry.
2. Member account-wise balance enquiry.
3. Check contributions for each account.
4. Statement of member account.
5. Check refund / 30% application status.
6. Check housing loan application status.
7. View list of EPF member accounts.

Additionally, a service should be available to change / reset the user's password & profile details.

Members should register using the National Identity Card Number or Passport Number (Excluding Sri Lankan citizens) along with the e-mail & mobile phone number. Accessibility to services will be provided only to the registered members where member registration will be done by the EPF Department. The User ID and the Password will be issued to members at the time of registration.