

## FREQUENTLY ASKED QUESTIONS

- **What is the payroll cycle?**

Ans – Payroll cycle is from the 21st of the previous month to the 20th of the current month.

- **What happens if due to some reason my salary account is not opened on the day that I join?**

Ans – If your account is not opened due to some reason, then you shall receive your salary by cheque till your bank account is opened.

Incase, you join in on or before the 21st, then your salary for that month is credited from your Date of Joining till the end of the month.

Incase, you join in, on or after the 22nd, then your salary for that month is credited from your Date of Joining till the end of the month, in the next month.

- **Can my salary be credited into my existing account other than HDFC?**

Ans – No. We bank only with HDFC.

- **If I already have a savings account with HDFC, do I need to open it again?**

Ans – No. Kindly email across your HDFC Account Number to Ms. Kiranjot Rekhi (Kiranjot.rekhi@smartlink.co.in) located at Corporate Office.

- **What is the difference between Medical Allowance and Mediclaim?**

Ans – Medical Allowance is the fixed amount given as part of the salary breakup to employees to take care of miscellaneous medical expenses, whereas, Mediclaim is the Hospitalization Insurance policy under which all Smartlink employees are covered.

- **What is the procedure for claiming Mediclaim?**

Ans – In the event of hospitalization, you may use your medical health card and avail cashless hospitalization benefit to the extent of the insurance amount. For further details on the policy, you may check the Mediclaim policy available on “Smartnet” or alternatively reach Mr. Salil Kamat (salil.kamat@smartlink.co.in).

- **Which form should be filled to transfer PF amount from the previous organization?**

Ans – Form No.13 (available on “Smartnet”) has to be filled and forwarded to Mr. Amir Prabhu (HR.Goa@smartlink.co.in) located at Goa Office.

- **How to claim Medical Reimbursement entitlement?**

Ans – You have to fill in the Medical Reimbursement form and submit to Mr. Vikesh Prabhu (Vikesh.Prabhu@smartlink.co.in) located at Goa.