



ALL INDIA UCO BANK RETIREES FEDERATION

(Affiliated to A.I.B.R.F.)

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Date: 05.11.2024

Shri Atul Malhotra
The Regional Manager
National Insurance Company Limited
Mumbai Corporate Regional Office
Mumbai

Sir,

Sir: Appeal for change of Third Party Administrator (TPA) for Retirees' Health Insurance Policy

We understand that M/s Safeway Insurance TPA Pvt Ltd has been selected for servicing UCO Bank retirees this year (2024-25) against your Policy issued in compliance of terms and conditions of Indian Banks Association. In this connection we feel it pertinent to bring it to your kind notice that the said TPA was allotted for our Bank for few years before last and our experience regarding their service is very much unpleasant as their approach towards senior citizens like us in settlement of claims is not up to the mark. However, during last year (2023-24) M/s HITPA has been allotted for our Bank and their services are quite satisfactory. Hence, it is our earnest request to you to reconsider the appointment of present TPA of M/s Safeway Insurance TPA Pvt Ltd by substituting it with M/s HITPA for our convenience.

Hope you will be kind enough to consider our above appeal keeping in view the service expected from a TPA by senior citizens of the country, who are at the last innings of their precious life.

Thanking you,

Yours faithfully,

S N Dey
General Secretary