



ALL INDIA UCO BANK RETIREES' FEDERATION

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

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Date: 18.03.2026

FOR KIND ATTENTION OF ALL MEMBERS

SUB: HEALTH ASSIST INSURANCE TPA PVT LTD – CHATBOT CONNECT

Further to previous communication dated 10.03.2026 wherein members were informed about Local Single Point of Contact (SPOC) and Escalation Matrix of TPA we are pleased to inform you that Health Assist has now introduced a Chatbot contact for making the process of claim etc. more seamlessly. Please note the Chatbot Contact Number – **9650795079**.

For availing the services through this Chatbot a member will be required to send 'Hi' message through it. In response a menu chart will appear where there are four options viz. Claim Status, E-card download, List of empaneled hospitals & Download Claim Form. According to the requirement an option to be selected. Our Policy Number is **251100/50/25/10000196**, which is to be put while it will be asked by the app.

Hope by availing this facility members will be immensely benefitted in claiming their medical bills.

S N Dey
General Secretary

Enc: as above