

Human Resources Department, Central Office

#239, Union Bank Bhavan, VidhanBhavan Marg, Nariman Point, Mumbai-400021

STAFF CIRCULAR NO. 7317

December 19, 2020

To: All Branches/Offices,

Highlights of the Staff Circular

- Information on 'Specified Persons of contact' (SPOC) from Health Insurance TPA [HI TPA] assigned to each Regional Office of Union Bank of India.

Subject : **Medical Insurance Scheme for Retired Employees/ Family Pensioners**
Policy Year - 2020-21

1. Attention is hereby drawn to Staff Circular 7287 dated 07.11.2020 vide which various details pertaining to Medical Insurance Policy for retired employees/ family pensioners for the policy year 2020-21 have already been circulated.
2. In continuation to the details circulated vide SC 7287 dated 07.11.2020, the updated list of 'Specified Persons for Contact' (SPOCs) as provided by 'Health Insurance TPA' along-with other details, is shared herewith as **Annexure I**.
3. Pertinently, the post of 'Specified Person for Contact (SPOC)' has been specifically created keeping in mind the increased strength of retired employees/ family pensioners covered under the policy for the year 2020-21, post amalgamation. The following duties have been assigned to the SPOC, which are required to be performed by him/ her mandatorily:
 - a) Collection of claim documents: To collect claim documents received at RO on regular basis and transmit them to the higher office/ claim processing centre immediately.
 - b) Respond/ address the queries raised by retired employees, pertaining to Medical Insurance Policy viz. present status of medical claim(s), information on tie-up hospital/ network hospital, procedure to avail cash-less facility, procedure to download E-card etc. The SPOC is also required to provide 'claim forms' to the retired employees in case a requirement is raised for the same.

- c) Maintain a record of all 'delay condonation letters' received at Regional Office level and ensure that a report on the same in excel format is shared with the HR Head of respective RO on weekly basis.
4. HR Head/ Officials to monitor the activities performed by 'SPOCs' on regular intervals and ensure that the aforesaid duties are performed diligently.
5. In case, there is a lapse on part of the SPOC in performing his/ her duties/ responsibilities, a letter addressed to Nodal Officer for Medical Insurance Scheme (Assistant General Manager - HR), duly signed by the Deputy Regional Head, be sent on the below mentioned e-mail ID.

staffmediclaim@unionbankofindia.com

6. The policy document, to be issued by 'National Insurance Co Ltd', pertaining to policy year 2020-21, would be shared/ communicated in due course of time.
7. **Contact Details:** For any kind of query regarding Medical Insurance, the Medical Insurance Team, may be contacted on the following numbers:

Union Bank of India, Central Office, Mumbai -

Landline Nos:- 022- 22896255/ 22896245/ 22896235
IP Nos: 116252/ 116253/ 116250/ 116254
E-mail: staffmediclaim@unionbankofindia.com

Union Bank of India, HR Annex, Head Office, Hyderabad

(Contact Person - Ms. Durga Nagalakshmi, Manager)
Landline Nos:- 040-23252148
E-mail ID: healthins@unionbankofindia.com

Union Bank of India, HR Annex, Head Office, Mangalore -

(Contact Person - Ms. Prabha M D Sequeira, Senior Manager)
Landline Nos:- 0824-2861545
E-mail ID: welfare@unionbankofindia.com

All concerned are requested to take a careful note of the above.


General Manager (HR)