



## **Andhra Bank Retired Employees Association (ABREA)**

#215, Kubera Towers, Narayanaguda, Hyderabad – 500029

Mobile Nos.9490213002 Email ID abreahyd@gmail.com

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**A.Rajendra Prasad, President**

**NSN Reddy, General Secretary**

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28<sup>th</sup> April 2021

The Chief General Manager  
Union Bank of India, Union Bank Bhavan  
Nariman Point - Mumbai 400 023

Dear Sir,

**Reg: Switchover from Arogyadhaan Policy to other Health Insurance schemes – Request for Portability.**

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We wish to inform that e-andhrabank has been extending health insurance product "Arogyadhaan" to the interested customers of the bank in association with United India Insurance Company Limited (UIIL) since long. Around one lakh customers of e-andhrabank (including 8000 existing/retired staff) are the members in the scheme.

Of late, it is observed that UIIL has been increasing the premium rates every year and become unaffordable to many of the members especially senior citizens. Thus, the policy holders are forced to reduce sum assured and few of them wish to move to other insurance companies offering similar services at lower premium. In the above backdrop, we request the bank to look into the following pertinent issues on priority in the interest of the customers in general and existing staff as well as retired staff in particular.

- Time is the essence for Health Insurance policies and renewal of the policy is a prerequisite to keep the policy in force. Thus, the modalities of renewal of Arogyadhaan policy and the premium rates for the current year are to be informed to policyholders well in advance to enable them to take a call.
- The recent IRDAI guidelines allow the policyholders to avail portability facility under group policy also. Since Union Bank of India is acting as corporate agent for the insurer (United India Insurance Company Ltd), we request the bank to circulate the procedure to be followed by the policyholders who intend to move to other health insurance companies during the current year.
- Further, it is desirable to explore the possibility to cover the interested policyholders of Arogyadhaan to any of our bank health insurance schemes at affordable premium with portability option.

We are hopeful and confident that the above measures definitely enhance the customer satisfaction of around one lakh policy holders and avert potential complaints associated with switchover related issues. Please do the needful.

Yours faithfully,

(N S N Reddy)  
General Secretary