



Andhra Bank Retired Employees Association (ABREA)
#215, Kubera Towers, Narayanaguda, Hyderabad – 500029
Mobile Nos.9490213002 Email ID abreahyd@gmail.com

A.Rajendra Prasad, President

NSN Reddy, General Secretary

23rd August 20201

The Divisional Manager
United India Insurance Company
Basheerbagh, Hyderabad

Dear Sir,

Reg: UBI Arogyadhaan - Inordinate delay in sanction of medical claims.

With reference to the above we wish to inform that some of the existing Arogyadhaan policy holders covered by Union Bank of India Hyderabad branches have shifted from Good Health TPA to Family Good Health TPA with effective from 1st June 2021.

Of late we have been receiving complaints from our members that the claims pertaining to the last year (prior to June 2021) are still pending with Good Health TPA Limited. Further, we are pained to inform that there is inordinate delay in settlement of claims which is causing inconvenience and hardships to Senior Citizens including former employees of e-andhrabank. It is observed that there is lack of proper coordination between Good Health and Family Good Health TPAs in resolving old claims. We furnish sample cases, where the claims are pending more than three (3) months, here under for your immediate reference.

GHID	BA No.	Name	Submitted on	Amount
02437055	11215430	P.Niranjana	19.01.2021	816360
00282174	11234355	S.Nirmala	29.05.2021	500000
02451151	11218511	R B Narasimha Rao	30.04.2021	18700
02891499	11234901	P.Rajyalakshmi	29.03.2021	13124

In the present pandemic covid environment, the suboptimal services of M/s.Good Health TPA, Hyderabad is really a cause of serious concern especially to Senior Citizens. We hope and confident that your office will intervene in the matter and initiate steps to improve the service standards of TPAs operating under your control to avert unwarranted inconvenience / financial hardships to policy holders.

Thanks and Regards,

Yours faithfully,

(N S N Reddy)
General Secretary

Copy to Good Health TPA Limited, Hyderabad
Copy to Marketing Dept, Head Office, Mumbai
Copy to Indian Institute of Bankers', Mumbai