



**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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27<sup>th</sup> November 2021

The General Manager (HR)  
Union Bank of India  
Central Office, Mumbai - 400021

Dear Sir,

**Reg: Life Certificate – e-andhrabank - Operational Issues**

Though the submission of Life Certificate exercise is going on smoothly at most of the branches of the Bank, it is reported by our members that they are facing operational constraints which are furnished here under for your kind perusal and for doing the needful.

1. Few branches are unable to login into Unionparivar module due to technical and operational issues.
2. Non entry of applications into the system on account of staff shortage is also observed in some branches.
3. System is not fetching the records of the pensioners may be on account of absence of data or mismatch of data.
4. It is observed that majority of the branches are not issuing acknowledgment to the pensioners on submission of Life Certificate application. Thus, the pensioners are unable to know the status of their application which is causing unwarranted inconvenience/anxiety to the pensioners.

In view of the above, we earnestly request your good offices to arrange to send SMS to pensioners submitted Life Certificate besides posting the information on Bank's website under Retiree Corner. Further, we request the authorities to extend the last date for submission of Life Certificate to enable the left over pensioners to complete the task.

Thanks and Regards

Yours faithfully,

(N S N Reddy)  
General Secretary