



Andhra Bank Retired Employees Association (ABREA)

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Krishnamurthy V Varanasi, President

NSN Reddy, General Secretary

25th May 2023

To

The General Manager
Wealth Management Services (Health Insurance Products)
Union Bank of India, Central Office, Mumbai

Dear Sir,

Reg: Withdrawal of "UB Arogyadhaan" Policy.

Ref: i) HO Circular no.TPPD:372:2022-23 dated 06.03.2023.

ii) Our letter dated 05.04.2023.

iii) Our letter dated 06.05.2023.

You are aware that United India Insurance Company (UIIC) has withdrawn UB Arogyadaan group policy abruptly in the month of March 2023 and informing the policyholders to chose alternate policy to cover health insurance risk.

With our constant persuasion and intervention of Bank, UIIC issued guidelines stating that interested may shift from Group to Retail policy duly choosing appropriate product.

As per IRDAI guidelines, whenever a group policy is discontinued, it is the responsibility of the Insurance company to extend their retail health insurance policies to the existing group policyholders without any **riders**.

In the above backdrop, we wish to bring the following issues that are being faced by the UB Arogyadaan Policyholders while approaching UIIC for migration from group to retail policy.

- Majority of UIIC branches across the country are reluctant to entertain migration requests on one or other pretext.
- Wherever the requests are entertained, the offices are insisting for **Claim History** and latest **Medical Examination** reports.
- Further, it is observed that while accepting the proposal, branches are loading **additional premium** for existing ailments such as BP, Sugar etc., which are common in the present environment. The increased premium ranges from **10% to 40%** which is compelling the policyholders to choose exit route.
- It is not out of place to mention that no UIIC representative is not attending the special camps that are being organized by the Bank at all Regional Offices across the country.

- The actions / inactions of UIIC are clear indication that they are not interested to enrol our existing policyholders in to their retail product with portability.

We have been observing since April 2023 that our customers are moving from **Pillar to Post** to submit the renewal applications. They are instances where even after couple of visits they could not complete their job. This is leading to anxiety, frustration and anger among the loyal customers against our Bank and Insurance company.

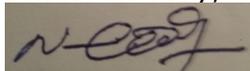
Protecting the interests of the UB Arogyadaan policyholders is the prime responsibility of our Bank as they have joined in the scheme at the request of the Bank Branches and continuing their policies since last one-and-half decade.

Sir, the time left for renewal is fast approaching. We request your good offices to prevail on UIIC to

- Sensitize Branch offices to accept the applications and complete the process without delay.
- Desist submission of Claim History and latest Medical Examination reports by the policyholders.
- **Withdraw loading of additional premium for pre-existing ailments.**
- Renew all the applications received with portability and without any riders.
- Extend last date as many of UIIC offices not yet commenced the process and few offices are commenced but there is heavy rush on the counters.

Any delay or deviation to the extant IRDAI guidelines will definitely invite complaints from the customers and may likely to have adverse impact on the image of the bank. Thus, once again, we invite your swift action on the subject matter in the interest of our loyal customers.

Yours faithfully,



(N S N Reddy)
General Secretary