



FEDERAL BANK RETIRED OFFICERS' FORUM (FBROF)

Registered under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act 1955 (1) No. ER. 702/2009

(An Organizational Wing of Federal Bank Officers' Association)

(Affiliated to All India Bank Pensioners and Retirees Confederation - AIBPARC)

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FBROF/E - Cir 40 / 2021-23

10th November 2022

Retirees' Medical Insurance Scheme 2022 – 23 Comprehensive Guidelines to Policy Holders

To All members

Further to what was informed vide our E Circular No. 39 dated 05-11.2022 we reproduce the communication from H R Dept. of the Bank containing Policy Numbers 2022-23, detailed guidelines on Web Login, Mobile App of the TPA, download of e-card, escalation matrix etc. Members shall hereafter follow the navigation shared in this Circulare for download of e-Card.

FEDERAL BANK
YOUR PERFECT BANKING PARTNER

HR - Employee Relations & Operations

10/11/2022

Retirees' Medical Insurance Scheme 2022–23

As already communicated, Retirees' Medical Insurance Scheme has been renewed for a period of one year effective from 01st November, 2022 in association with **National Insurance Company** and the TPA for servicing the policy shall be **Safeway Insurance TPA**.

Policy Numbers 2022-23	
Base Policy (Without Domiciliary Policy)	251100502210000221
Base Policy (With Domiciliary Policy)	251100502210000220
Top Up Policy	251100502210000222

Web Login and Mobile App of the TPA

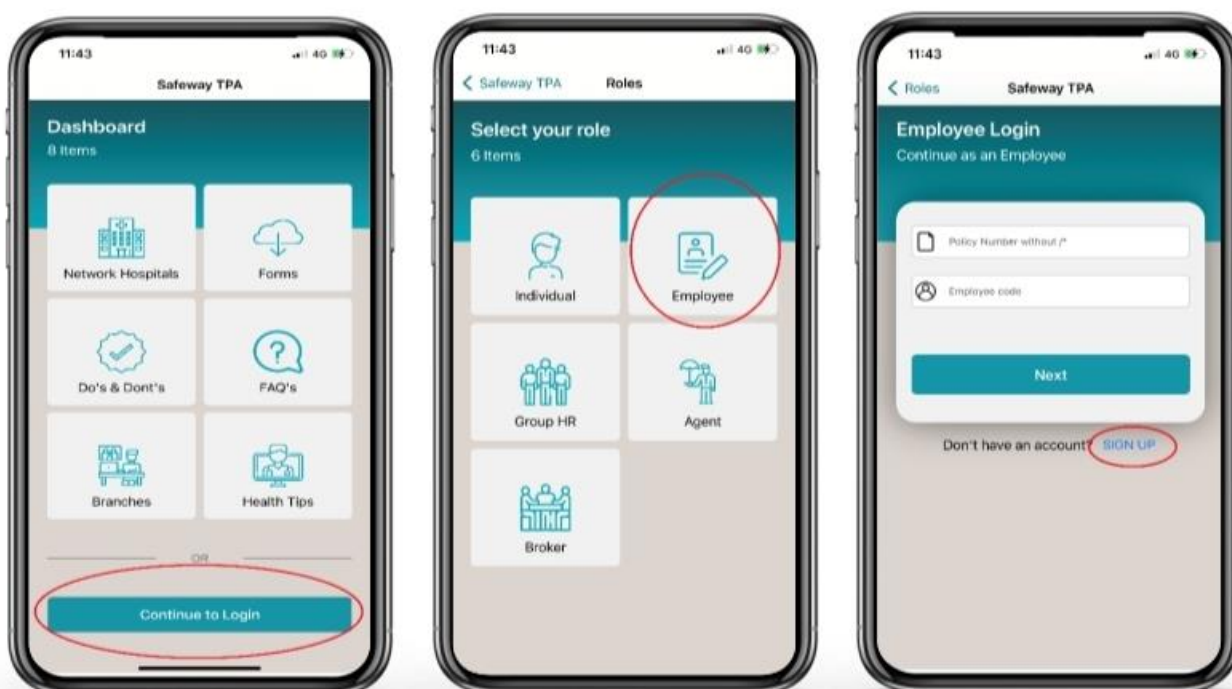
Beneficiaries can access the **Web Login** of the TPA from the website of Safeway Insurance TPA (www.safewaytpa.in) through the navigation **IBA > FEDERAL BANK LTD - RETIREE > EMPLOYEE LOGIN**.

The screenshot shows the Safeway Insurance TPA website. The navigation menu includes: Home, About Us, Our Service, Hospitals, FAQ, Company, IBA, UBI, Login, Contact Us. The 'IBA' link is circled in red. Below the menu, there are two logos for 'FEDERAL BANK'. The second logo, 'FEDERAL BANK LTD - RETIREE', is also circled in red. At the bottom, there are two login options: 'AGENT/BROKER LOGIN' and 'EMPLOYEE LOGIN'. The 'EMPLOYEE LOGIN' option is circled in red. To the right of the login options is a 'Navigation' menu with links for Logins, RelationShip, and DownLoads.

Login Credentials – Web Login

User Name	Enter the PF Number (number only)
Password	PF Number + Year of Birth (Eg. If PF No is 1517 and Year of Birth is 1955, password will be 15171955)

The **Mobile App** of the TPA (*Safeway TPA*) can be downloaded either from the website of Safeway Insurance TPA or from Play Store/Apple Store. For first time login, beneficiary need to 'select your role' as "Employee" in the App and **Sign Up** with details as furnished herein below. Thereafter, the Base Policy Number and Employee Code (PF No) may be used for subsequent logins.



Sign up Credentials – Mobile App

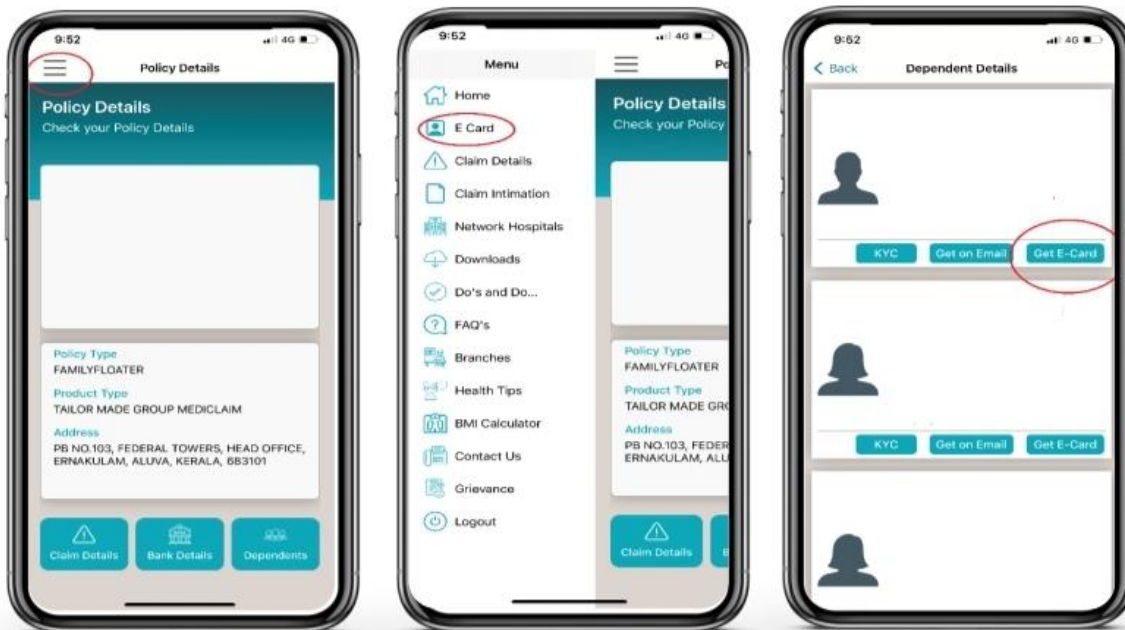
Company Name	National Insurance Company
Policy Number	Enter the Base Policy Number
Email ID	Enter your e-mail ID
Mobile Number	Enter the Mobile Number
Employee Code	Enter the PF Number (number only)

Downloading Health Card

E- Card can be downloaded through Web Login (using Employee Login menu) by clicking the "Get Card for Family" button.



E- Card can be downloaded through Mobile App by selecting *E Card* and clicking “Get E- Card”.



Hard Copy of the Health Card will also be dispatched to the communication address of the beneficiaries by Safeway TPA.

Cashless Facility and Reimbursement

The list of Network Hospitals, where cashless facility can be availed of, is available in the website of Safeway Insurance TPA (<https://www.safewaytpa.in/NetworkHospital.aspx>).

Cashless facility can be availed from Network Hospitals of the TPA by producing the Health Card at the Insurance Desk of the Hospital.

In case Cashless Facility is not available, beneficiaries are advised to intimate the details of hospitalisation to the TPA through the E-mail ID - ***intimation@safewaytpa.in*** within 48 hours from the time of admission. For claiming reimbursement, beneficiaries are required to submit the duly filled Claim Format along with relevant Documents/Reports, GST Bills/Prescriptions etc. in original to the TPA, in the address as given below.

Safeway Insurance TPA,
 3rd Floor, Govardhan Building,
 Chittoor Road,
 Ernakulam -682035,
 Ph. No. 0484 - 4869980

The Claim Format for reimbursement of hospitalization / Domiciliary expenses and the Guidelines for submitting the claim has been made available in the Bank's Website – Retirees' Space.

Useful Links

Mobile App



Claim Format



Guidelines



Contact details of Safeway TPA

Single Point of contact (SPOC)

Department	Name	Contact No	E-mail ID
Safeway Kochi Office Dedicated CRM	Mr. Sijo Joseph	9205551980	federal.crm@safewaytpa.in
Safeway - Delhi HO CRM	Ms. Rashi	8287954916	federal@safewaytpa.in
Federal Bank- HO Safeway Helpdesk CRM	Ms. Salima	8714829225 0484- 2634106	federal.helpdesk2@safewaytpa.in

Department	Contact Details
Cashless Support	Contact No: 1800-102-5671 Mobile: 9205551980 (Mr. Sijo Joseph) Email: info@safewaytpa.in
Intimation (Reimbursement)	Contact No: 011-45451300, Ext 205 Email: intimation@safewaytpa.in
Location Wise SPOC	Click Here to access the list of persons to be contacted for City Wise Assistance

E-Mail IDs for Communication

For Escalation (Level 1)	lbacrm@safewaytpa.in
For Escalation (Level 2)	grievanceiba@safewaytpa.in
Grievances	medicare@federalbank.co.in

Shiju K V
 Vice President (HR)

UNQUOTE

Comradely yours
 Sd/-
 Thomachan K T
 General Secretary