



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 39 / 2021-23

5th November 2022

Medical Insurance Scheme E – Card Generation

To All members

Further to what was informed vide our E Circular No. 38 dated 01-11.2022 we hereunder reproduce the communication from the Bank relating to download of e-card, escalation matrix, of the TPA etc.

QUOTE

HR - EMPLOYEE RELATIONS & OPERATIONS

FEDERAL BANK

YOUR PERFECT BANKING PARTNER

E Card - Retired Employees' Medical Insurance Scheme 2022-23

E-card for the Base Policy can be now downloaded from website of the Safeway TPA using the navigation : [IBA \(Click Here to access the E-card link\)](#) > Federal Bank Retiree > Corporate Login> IBA E-cards.

The E-card can be accessed by entering the PF No. in "EmpCode" field and clicking "Get Card". E-card can be then downloaded by selecting the members and clicking the "Print" Button.

Contact Details of SAFEWAY TPA

DEPARTMENT	NAME	CONTACT No.	E-MAIL ID
SAFEWAY KOCHI BRANCH DEDICATED CRM	SIJO JOSEPH	9205551980	federal.crm@safewaytpa.in
SAFEWAY HELP DESK CRM RETIREE (HEAD OFFICE, FEDERAL BANK)	SALIMA	8714829225	federal.helpdesk2@safewaytpa.in
SAFEWAY CRM DELHI	RASHI	287954916	federal@safewaytpa.in

Mail IDs for Communication:-

For Intimation of claim	intimation@safewaytpa.in
Cashless Hospitalization Request	info@safewaytpa.in
For Escalation (Level 1)	ibacrm@safewaytpa.in
For Escalation (Level2)	iba@safewaytpa.in
Grievance	grievanceiba@safewaytpa.in

Unquote

The e-card for base policy can only now be downloaded. Top up policy details are being uploaded by TPA and the same is expected to be completed soon. The e-card for base policy can be used for cashless facility. (For the time being, the same card can be used for cashless claims falling under Top Up Policy also in applicable cases.) The data of Super Top up policy is not uniform across membership as all have not subscribed to top up and the level of Top up varies from member to member. After details of Top up policy is uploaded e-card can be generated afresh.

Sd/-

Thomachan K T
General Secretary