



FBROF/E Circular -23 /2018-20

29th October 2020

New Medical Insurance Policy

The All- involved, All - around Process Converts the Enrolment in the New Policy a Grand Success.

Bank Upholds the Commitment of Sharing the Premium.

We Convey Our Strong Concerns To The New TPA.

Dear members,

As we are all aware the Medical Insurance Policy for this year is from the National Insurance Company as a new Health Insurance Policy.

This has resulted in a lot many formalities to be complied within a short span of time coupled with amendments and modifications subsequently announced by the company. The necessity of submission of fresh application by every individual, choice of specification of Insurance cover linked to base policy under multiple blocks etc forced everyone to be on vigil in an unprecedented manner.

Nevertheless the new Policy was a welcome change also, providing facilities for multiple blocks, single premium payment, one more chance to those who did not opt earlier, non-increase of premium etc. The earnest efforts to ensure that no member is missing this opportunity did not confine to the Central Office alone, instead it has turned out to be a united move by all our members together reflecting the true Federal Family spirit of 'all are for all.'

It is equally gratifying to note that the Bank also stood with the years' old assurance and convention to share the financial burden of premium with the former Federals. On behalf of all the Federals of the yester years we have communicated our gratitude to the Bank authorities for extending the subsidy even though not the 100% we still dream.

The letter addressed to the MD in this regard is appended herewith.

Quote:

FBROF/Med Insurance/ /2018 – 20

12 October 2020

Shri. Shyam Srinivasan
MD & CEO, Federal Bank

Respected Sir,

Reg: Renewal of Medical Insurance Policy for the Retirees

It is with a high degree of appreciation and deep sense of gratitude that we received this year's Communication on the renewal of the Medical Insurance Policy for the Retirees. We do understand that it is only your empathy and personal inclination towards the retired officers that made the Bank share a substantial portion of the insurance premium. We gratefully remember that this is in tune with your generous approach to the retired officers, whose contributions and sacrifices during yesteryears for building this great institution were many a time acclaimed by you, while launching the unique **Fedcare** within a few years of your taking the reins of Federal Bank. Along with the financial support, **Fedcare** gave the feel of a soothing touch to all ex-Federals during the hapless period of old age and boosted their spirits in driving their roles as Federal Ambassadors across the country. We take this opportunity to thank your good self on behalf of each and every member of our Forum for acknowledging the

contributions of ex-Federals for the growth of the institution and for showing a compassionate and generous approach to their problems from Day One of your Federal regime.

Alongside, may we kindly be excused for once again bringing to your attention another long pending issue which also needs a similar empathetic view from your good self. This is with respect to payment of interest on delayed pension to the pre 2002 Retirees. Please do not feel that we are trying to take advantage of your compassionate attitude to Ex-Federals; please consider the following facts:

- ✓ Most of these ex-Federals have completed 80 years or are nearing 80.
- ✓ They are all facing multiple individual and family problems; most of them are physically and emotionally in a very poor condition. Only a very few of them are financially sound.
- ✓ The very low pension enjoyed by them does not enable them to make both ends meet.
- ✓ All of them were handpicked by our great founder late K P Hormis and worked day and night toiling along with him in those tiring years. In fact they are the people who converted the ' Pandapanaya Bank' or "Chitty Company" (by which names our then competitors sarcastically called our Bank) to a Bank of dynamism and acceptance pan India.
- ✓ All of them enjoyed a very poor salary/compensation package because the Bank could ill afford to adequately compensate them. They did not even get a good retirement plan.

We request your good self to kindly review their case and pay them interest for the delayed payment of pension arrears.

Once again expressing our sincere thanks for your warm gesture of goodwill and generous approach to ex-Federals,

With deep sentiments of gratitude and esteem,

Sd/-

K T Thomachan (General Secretary)

Unquote:

Change of Insurance Co and the Consequent Change of TPA

Steps are on to improve Post-Policy Service.

As soon as it is made known that M/s Heritage is going to be the new TPA under the new insurance company - National Insurance Co (NIC) - the Bank and FBROF turned to be on vigil. Though Heritage has already been the TPA for those in service of our Bank, it is a matter of great concern that their infrastructure is far from satisfactory and their network of hospitals are few in number compared to the demand of the Bank personnel and their geographical spread. Even the Amrita Hospital & Medical Science (AIMS), Edappally, Cochin, like many other prominent hospitals in various parts of the country were found to be missing in their network hospitals!.

Realising the grave shortfalls in the infrastructure of the Heritage as the existing TPA for those in service in our Bank we have immediately taken up the matter with the Bank and with the new Insurance Co. We have appealed to the Bank to demand the Insurance Co to change the TPA. It was then learnt that the Bank has already made the demand to retain Vidal as our TPA, but the Insurance Co. was not agreeable to that suggestion.

We have also took up with the National Insurance Co highlighting serious drawbacks in the administering of the insurance cover by Heritage as the current TPA to those who are in the service of the Bank. We have requested M/s National Insurance Co to have a relook on the issue and retain Vidal, if possible, as the TPA for the Retirees. The copies of the said communication are also attached herewith. But National Insurance Co was found to be not favourable to retain Vidal as their TPA.

Simultaneously we took up the issue directly with M/s Heritage also airing our strong reservations about them as TPA and elaborating the various shortfalls like the shortages in the network hospitals and the inadequacies in the infrastructure etc in spite of the fact that they have been the current TPA for those in service of the Bank. We have also pointed out to them the satisfactory services we have been enjoying from M/s Vidal as our present TPA. The letter addressed to them which clearly indicate our apprehensions against and our expectations from Heritage as our TPA is also attached herewith for the information of our members.

However it's heartening to note that immediately on receipt of our said communication, M/s Heritage has contacted us over phone. They have told your General Secretary that they are only happy to have our suggestions to improve the situation. We have told them about our concerns on many counts, requested to update the network hospitals, immediate inclusion of major hospitals like Amrita Hospital in the network list, to take earnest steps to improve their infrastructure etc. They have agreed to favourably look into various concerns we have expressed in the background of the reported shortfalls experienced with Heritage as the TPA for the Federal Bank officials in service.

We have provided them with the list of network hospitals of Vidal which they have agreed to look into for improving the network hospitals under the new TPA.

Similarly we have brought to the attention of M/s Heritage about the need for issuing new ID card at the earliest. We have suggested that the E-card may be made available by the 1st of November itself if possible and also asked them to provide with hard copy of such E- card as early as possible.

We may recollect that in the initial years of Vidal as our TPA, we had a lot many problems which were got rectified over a period of time gradually leading to a satisfactory level of services with an improved list of network hospitals. Let us hope that the services of M/s Heritage also would improve to a satisfactory level with adequate infrastructure and network hospitals once the initial teething troubles due to the changes in Insurance Co and TPA are solved.

Letter issued to National Insurance Co

Quote:

FBROF/Med Insurance/ /2018 – 20

19 October 2020

Ms.Tajinder Mukherjee
Chairman cum Managing Director
The National Insurance Co. Ltd
3, Middleton Street, P C Sen Sarani
Kolkata 700 071

Dear Madam,

Reg: IBA Medical Insurance Policy for Bank Retirees for the period from 01.11.20 to 31.10.21 The Proposed TPA for Federal Bank Retirees-M/ s Heritage Health Insurance TPA Pvt Ltd

We are extremely thankful to M/s National Insurance Co for reshaping and remoulding the Insurance Policy under the IBA scheme for the Bank Retirees with much appreciable new features like reduced premium for single/ surviving spouse, multiple block policy cover for base & Super Top Up etc. to suit the affordability of the policy holding clients. We are quite hopefully expecting a similar positive attitude in dealing with the claim settlement also. A lenient view and a practical approach in disposing promptly the claim settlement would definitely mitigate to a great extent the anxieties and agonies of the hapless senior citizens and their families. With your longstanding experience, expertise and reputation we hope for a very appreciable relationship between your Company and the policy holder Retirees of Federal Bank in the days to come.

In this background we would like to share our apprehension about the proposed TPA, M/s Heritage Health Insurance TPA Pvt Ltd. We do acknowledge that the appointment of the TPA is the privilege of the Insurance Co. But in such cases the Insurance Co has to see that the infrastructure of the TPA should be matching to the requirements and expectations of the Client group to ensure the desired level of service.

Federal Bank is having a very high percentage of Retirees in Kerala, a large number in the southern part while the Retirees are also spread from East to West.

Undoubtedly one of the foremost attractions of the IBA Medical Insurance Policy is the provision of cashless facility. As you can well appreciate, the Retirees are having only Pension that too a lower level of Pension compared to the Govt. sector. The medical bills are generally on a very high range, beyond the means of the Retirees to mobilize hard cash even for overnight. Hence cashless facility should be made available wide-spread and enough infrastructures should be ensured for speedy and effective claim settlement. But unfortunately, it is learnt that M/s Heritage Health Insurance TPA Pvt. Ltd doesn't have even at least a satisfactory spread of network hospitals in such areas as required for the Federal Bank Retirees. Shockingly surprising is that even the Amrita Institute of Medical Science Hospital (AIMS), Cochin, the most reputed Private Sector Medical college in Kerala with international image is not in its cashless facility network despite the hard fact that even though M/s Heritage Health Insurance TPA Pvt Ltd has been already functioning as the TPA for the Federal Bank employees . It indicates the lack of administrative concern and commitment M/ s Heritage Health Insurance TPA Pvt Ltd. has in serving the client group. In this background, as the responsible representative of the Federal Bank Retired Officers we feel it our duty to share our apprehension and to highlight the concern of our members about the effective, efficient, timely and prompt service of the proposed TPA. This should be viewed against the highly satisfactory service and exemplary experience we had with the M/s. Vidal Health Insurance TPA Pvt Ltd. with a well appreciated large network of hospitals with cashless facility.

Hence we would like to urge upon you to take effective steps urgently to equip yourself as well as the TPA without any loss of time to ensure that the clients are not put to unnecessary mental agony and financial stress to get the claims settled once the Insurance Policy comes into force.

In case you feel, after looking into this issue, any difficulty to cope up with the possible heavy claim situation from the different parts of the country in general and some pockets in particular by the currently proposed TPA, you can explore the possibilities of entrusting the assignment to M/s Vidal Health Insurance TPA Pvt Ltd so that a satisfactory service can be provided to the client group.

We hope you will take the contents of this communication in its right perspective as our intention is only to get the due benefit and the required service to the senior citizen clients who spent a large sum as premium to have a worthy and appreciable medical insurance cover during their old age.

Expecting a mutually cherished relationship under this IBA Medical Insurance Policy for the 'Retired Federals' we remain.

With warm regards

Sd/

K T Thomachan
General Secretary

Tom Thomas,
President, Federal Bank Retired Officers Forum
President, AIBPARC, Kerala State Committee
National Senior Vice President, AIBPARC

Copy to, Chairman, IBA, World Trade Centre Complex, 6th Floor Bldg 1, Cuff Parade, Mumbai-5
MD & CEO, Federal Bank Ltd, HO, Aluva, Kerala 683 101
General Secretary, AIBPARC, 23A Netaji Subhas Road, Kolkata 700 001
General Secretary, Federal Bank Officers' Association, Aluva, Kerala 683 101
M/s. Heritage Health Insurance TPA Pvt Ltd. NICCO House, Kolkata 700 001

Letter issued to M/s Heritage TPA

FBROF/Med Insurance/ /2018 – 20

19 October 2020

MD & CEO

M/s. Heritage Health Insurance TPA Pvt Ltd
NICCO House, 5th Floor, 2 Hare Street
Kolkata- 700 001

Dear Sirs,

IBA Medical Insurance Policy for Bank Retirees: TPA for Federal Bank.

We learn that your esteemed organization is designated as the TPA for Federal Bank under the IBA Medical Insurance Policy for the coming year w. e. f. 1st November 2020. We extend a hearty welcome to M/s Heritage Health Insurance TPA Pvt Ltd. and wish to have a mutually cherished association with your Company in getting our medical claims settled.

In this connection we, as the representative body of the Federal Bank Retired Officers, would like to share a few concerns with regard to the infrastructure along with a suitable network of hospitals with cashless facility in the various parts of our country to ensure a very prompt and satisfactory service from the TPA.

It is a matter of relief to us that you are already the TPA for the Federal Bank employees. So we are sure that you are quite aware of the distribution of Federal work force, whether in service or retired. However, unfortunately we find that despite being the current TPA for the Federal Bank employees, your network of hospitals with cashless facility is surprisingly inadequate. Even Amrita Institute of Medical Science (AIMS) Medical College Hospital, Cochin with international reputation is not in the network of hospitals with cashless facility. It clearly indicates the frightening inadequacy of the infrastructure with the TPA.

As far as the Retirees are concerned the foremost attraction of the IBA Medical Insurance Policy is the provision for cashless facility. Unless it is well administered, the charm and purpose of the insurance cover itself is lost to a great extent.

Further we also request you to appreciate the spirit behind the IBA Policy for the Bank Retirees. It is indeed to have a hassle free medical coverage to the hapless Retirees. Needless to say, an earnest endeavour from the TPA can only ensure the policy holders to have smooth claim settlements during their old age. We shall be thankful if you can take urgent steps to have an adequate network of hospitals with cashless facility suitably designed to cater to the needs of the Federal Bank Retirees. Similarly suitable infrastructure and empathetic approach from the TPA is also highly necessary to have comfort with the Insurance Policy for which the Retirees are sacrificing a substantial amount as Insurance premium.

We earnestly request and hopefully expect that M/s Heritage Health Insurance TPA Pvt Ltd, the new TPA of the National Insurance Co for the retirees of Federal Bank would be extending a very dependable helping hand to the aged Retirees to have a highly satisfactory experience in the claim settlement during your association as TPA with the Retirees of Federal Bank.

With warm regards

Sd/-

K T Thomachan
General Secretary

Sd/-

Tom Thomas,
President, Federal Bank Retired Officers Forum
President, AIBPARC, Kerala State Committee
National Senior Vice President, AIBPARC

Copy to: 1. Chairman cum Managing Director, M/s National Insurance Co Ltd, Kolkata 700 071
2. MD & CEO, Federal Bank Ltd, HO, Aluva, Kerala- 683 101
3. General Secretary, AIBPARC, 23A Netaji Subhas Road, Kolkata 700 001
4. General Secretary, Federal Bank Officers' Association, Aluva, Kerala 683 101

Unquote:

Improper/ Mistaken Applications.

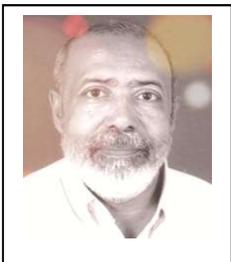
On getting information from HR Dept. about non-receipt of applications from a good number of our members / spouses by 22nd, subsequently on 27th night also, we have requested our members to submit immediately new applications duly filling up all relevant columns as the time was running out. However, while processing those email copies received at our end, we found a lot of lapses and mistakes in the filling up of various columns like mistaken / non mentioning of slabs under base policy, non-mentioning/ wrong mention of Super Top Up etc. which we have communicated to those applicants with a request to resubmit them properly filling up. We hope that everyone who has sent applications directly to HR earlier has filled correctly and in full all the particulars in tune with each one's preference.

Once again I sincerely greet all our members and leaders at various levels for the selfless and earnest efforts each and every one extended for bringing in maximum number of Federals across the board into the new medical insurance cover which stands substantially subsidised by our Bank.

Obituary



Thomas K Abraham (73) PF No. 380, Vadakkekara, Kottayam left us on his heavenly abode on 16 October 2020 after a brief spell of illness. He was a very hard and sincere worker. Also, he was equally active in Employees Union, FBOA and FBROF. He was an EC Member of FBOA and was in the forefront in many of its activities like a warhorse.. He had been active in the activities of our Forum till he left us. He had lost his spouse about three years back. His two sons are well settled with family in Canada and Mumbai respectively. The Forum dips its banner in grief and expresses deep condolences and joins the prayers of the bereaved family.



P S Abraham (75) PF 269, Puthenparambil House, Thalavady, Alappuzha our another senior member had expired on 17 October 2020 after a short spell of hospitalisation. He is the first victim of COVID-19 among our Retirees. He joined our Bank from the erstwhile Marthandam Commercial Bank. He had been a dedicated Federal Warrior and a warhorse in trade union activities while in service. He was a Star 'Federalite' continuously for a long period and loved by all across cadres. He had been equally active in the activities of the Forum. He is survived by wife Smt. Susan Abraham, and 3 daughters. FBROF dips its banner in deep sorrow in the loss of one of its veteran members.

With warm regards

Sd/-

K T Thomachan
General Secretary.