

Employee Benefits Division, Human Resources Department, Central Office  
239, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai-400021

STAFF CIRCULAR NO.101125-2025

Date: 31.10.2025

To: All Branches/ Offices

Subject : 'Heritage Health Insurance TPA Pvt. Ltd.' as "Third Party Administrator" for  
Group Medical Insurance Policy for Retired Employees/ Family Pensioners  
Policy Tenure - 01.11.2025 to 31.10.2026

1. The Group Medical Insurance policy for Retired employees/ Family pensioners is being renewed for a further period of one year i.e. from 01.11.2025 up to 31.10.2026.
2. The Indian Banks' Association (IBA) vide letter no HR&IR/MBR/MEDINS/2476 dated 02<sup>nd</sup> September, 2025 has communicated that, the services of "National Insurance Company Ltd" have been acquired to offer 'Group Medical Insurance Policy' for the policy year 2025-26, for both existing employees and retired employees.
3. A total of 16101 retired employees/ family pensioners have successfully enrolled themselves in the Group Medical Insurance Policy for the policy year 2025-26, commencing w.e.f. 01.11.2025, by exercising their options through the window made available in the month of September-October 2025, and subsequently paying the requisite premium amounts.
4. It has been informed by the National Insurance Company that they have allotted the services of 'Heritage Health Insurance TPA Pvt. Ltd.' as third-party administrators/service providers, for Group Medical Insurance policy pertaining to retired employees/family pensioners, for the policy year 2025-26.

Insurance Company Name	National Insurance Company Ltd
TPA Name	Heritage Health Insurance TPA Pvt. Ltd.

5. The details of all the Retired employees/Family Pensioners who have successfully enrolled themselves in the Group Medical Insurance Policy for the policy year 2025-26 has been shared with 'National Insurance Company' for necessary processing of cashless and reimbursement claims, in event of receipt of a claim, for the policy period commencing from 01<sup>st</sup> November 2025.
6. The contact details of representatives of 'Heritage TPA' team, to be contacted for information are as follows:

**Enrolment/ E-card**

Escalation Level	Concerned Person	Contact No.	Email
I	Saikat Bag	8101054462	heritageenrollment@bajoria.in
II	Alok Ranjan Sahoo	9831265100	alok.sahoo@bajoria.in
III (For Grievance)	Sraddha Mukherjee	9748125245	srmukherjee@bajoria.in

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### Cashless Facility

Escalation Level	Concerned Person	Contact No.	Email
I	Somi Chakraborty	6292321731	cashlesskolkata@heritagehealthtpa.co.in
II	Anirban Chatterjee	6292321732	cashlesskolkata@heritagehealthtpa.co.in
III (For Grievance)	Angshuman Chatterjee	8777016621	angshuman.chatterjee@bajoria.in

7. Details on various other modalities, pertaining to Group Medical Insurance Policy for Retired employees/Family Pensioners, for the policy year 2025-26, along-with the format of claim forms (for IPD/ hospitalization) would be shared with all concerned in due course of time.

**Contact Details:** For any kind of query, regarding 'Group Medical Insurance Policy for Retired Employees/ Family Pensioners' for the policy period 2025-26, team members may be contacted on the following numbers:

**Union Bank of India, Central Office, Mumbai -**

Landline Nos : 022 - 22896383/022 - 22896255  
IP Nos : 116252/ 116253/ 116264/ 116254  
E-mail ID : staffmedicclaim@unionbankofindia.bank.in

All concerned are requested to take a careful note of the above.

  
(Girish Chandra Joshi)  
General Manager  
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