



ALL INDIA UCO BANK PENSIONERS' FEDERATION

Affiliated to All India Bank Pensioners' & Retirees' Confederation and All India UCO Bank Officers' Federation
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Ref.No.AIUCBPF/62/2023-26

Dated 30th September, 2025.

The Chief General Manager,
UCO Bank,
Head Office,
Personnel Services Department,
10 B.T.M.Sarani,
Kolkata-700 001.

Sub: Renewal of IBA Group Medical Insurance Policy for Retired Employees for the Period from 1.11.2025 to 31.10.2026.

Sir,

This has reference to HO Circular No. CHO/PMG/24/2025-26 dated 20th September, 2025.

Bank Retirees have started sending online Medclaim applications although number of problems they are facing while sending online applications. We cite below few problems which require your kind attention for necessary rectification.

1. Online Medclaim Window is very slow.
2. There is no modification option. For any change or mistake, person concerned fails to correct. In earlier years there was modification option always.
3. After successful submission, when one wants to go to view option, some entries are noticed missing.
4. Downloading always not functioning.
5. **OTP OPTION SHOULD BE DISCONTINUED IMMEDIATELY.** Most of the Bank Retirees can not apply online. They have to take help from son or daughter or friend or relative or old colleague or Association Persons for online Medclaim applications. It means one person completes the online process and OTP is coming to mobile of other Person [Bank Retiree]. We are aware that OTP option has always safety and security values. But in case of Bank Retirees [age mostly ranging from 60 to 85 or more] OTP option is creating problem for them.
6. In many cases Reports not being generated.
7. In some cases PAN number is not noticed in Print Outs.

Above mentioned irregularities are few. More are there.

We would request you to please look into the above aspects and take necessary action immediately for benefit of large number of Bank Retirees across the country.

Thanks and Regards.

Sincerely,

For All India UCO Bank Pensioners' Federation

General Secretary



(Subrata Sarkar)
General Secretary