ALL INDIA UCO BANK PENSIONERS' FEDERATION

Affiliated to All India Bank Pensioners' & Retirees' Confederation and All India UCO Bank Officers' Federation
4,N S Road, Chartered Bank Building (1st Floor),Room No. 172, Kolkata-700001
Mobile no.9830841788 , Phone no. 033-40005572 e-mail Id -s.sarkar7039@yahoo.com

Ref.No.AIUCBPF/20/2026-29 Dated 12 th October, 2026.

Shri Ghanshyam Parmar,
General Manager,
HRM and PSD,
UCO Bank,
Head Office,
10 B.T.M.Sarani,
Kolkata-700 001.

Sub: ONLINE MEDICLAIM APPLICATIONS BY RETIREES AND OTP PROBLEM.

Sir,

For your ready reference we like to inform you that following problem has been cropped up in the portal and many Retirees across the country are very confused and puzzled. [MEDICLAIM POLICY 2026-27].

P R O B L E M

Bank Retiree when enters in the Portal as stipulated by the Bank and gives his account number and mobile number, system is telling to Enter the OTP and then following lines are visible in red colour in the system:

THIS MOBILE NUMBER IS NOT REGISTERED WITH THE ACCOUNT. PLEASE ASK YOUR BRANCH TO UPDATE IT.

For last few days Bank Retirees [applicants] are facing above problem. And yesterday on Sunday 11th October, 2026, 99% of applicants have faced this PROBLEM.

We would request you to please direct the concerned Officials to rectify the mistake in the system without any delay.

Considering the mental anxiety of Bank Retirees, please initiate appropriate action in the matter.

Best wishes on SARAD NAVRATRI.

Yours faithfully,



[**General Secretary**]
[Last year all applicants have given same mobile numbers and same account numbers and renewed the Policy.]

Place: 4 NS ROAD, KOLKTA.