



<b>HUMAN RESOURCES WING</b> <b>INDUSTRIAL RELATIONS SECTION</b> <b>HEAD OFFICE :: BENGALURU-560002</b>	<b>IG No. : IC/815/2023</b> <b>Date : 07/11/2023</b> <b>Index : STAFF</b> <b>Sub Index : IR</b>
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**Subject - Group Medical Insurance Policy for Employees and Retired Employees: M/s. Raksha Health Insurance TPA Pvt Ltd as “Third Party Administrator”.**

The Group Medical Insurance policy for Retired employees is renewed for a period of one year from 01.11.2023 up to 31.10.2024 and for Serving Employees the same is renewed for a period of one year from 01.10.2023 to 30.09.2024 with M/s National Insurance Company (NIC) Ltd. M/s National Insurance Company Ltd has informed us that they have allotted 'M/s Raksha Health Insurance TPA Pvt Ltd' as Third Party Administrator/service provider, for the policy year 2023-24 for Retired employees as well as serving employees.

**Insurance Company Name : M/s National Insurance Company Ltd**  
**TPA Name : M/s Raksha Health Insurance TPA Pvt Ltd**

The list of all the Retired Employees and Serving employees along with other details has been shared with 'M/s. National Insurance Company' and with 'M/s. Raksha Health Insurance TPA Pvt Ltd' for necessary processing of claims, in the event of receipt of a claim, for the policy period as above.

The details of the Third Party Administrator [TPA] i.e., M/s. Raksha Health Insurance TPA Pvt Ltd. is as under:

Name of the TPA	M/s. Raksha Health Insurance TPA Pvt Ltd
Dedicated Customer Service	040-68178537
Customer Care email ID	<a href="mailto:iba@rakshatpa.com">iba@rakshatpa.com</a>
Cashless No	040-68178537
Email for Cashless:	<a href="mailto:cashless@rakshatpa.com">cashless@rakshatpa.com</a>
Reimbursement	040-68178537
Raksha Website -	<a href="http://www.rakshatpa.com">www.rakshatpa.com</a>
Circle wise contact details of the Representatives	Annexure enclosed

**D SURENDRAN**  
**CHIEF GENERAL MANAGER**

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**TO: ALL BRANCHES/OFFICES OF THE BANK**

**ANNEXURE**

Sr. No.	Circle Office	Level	Name	Email ID	Contact Number
1	Agra	I	Call Centre Number	<a href="mailto:iba@rakshatpa.com">iba@rakshatpa.com</a>	040-68178537
		II	Mr.Ritesh Kumar	<a href="mailto:Ritesh.kumar@rakshatpa.com">Ritesh.kumar@rakshatpa.com</a>	9411404100
		III	Mr.Amar Narawat	<a href="mailto:amar@rakshatpa.com">amar@rakshatpa.com</a>	7838151523
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