

Staff Circular No. : 1855

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All Branches / Offices

MEDICAL INSURANCE POLICY FOR RETIREES FOR THE PERIOD 01.11.2025 TO 31.10.2026

Group Health Insurance Policy for Retirees of the Bank has been renewed w.e.f. 01.11.2025 with National Insurance Company Ltd. (NICL). The necessary documents and contact details of the TPA Executive for assistance have already been conveyed vide Circular Letter No. 1828 dated 26.11.2025.

The Third-Party Administrator (TPA) for Retirees is M/s Health Assist Insurance TPA Private Limited (Previously known as Safeway Insurance TPA Private Limited). The TPA has been appointed to facilitate cashless and reimbursement claims, provide assistance to retirees, and act as a single point of contact for all policy-related services.

Eligible retirees may download their Health Insurance Cards using the below policy numbers, as final policy is now provided by NICL.

Policy Number for Base Policy -251100/50/25/10000206
Policy number for top-up policy -251100/50/25/10000229

The E-card may be downloaded through the following methods:

Mode	URL/Mobile number
Health Assist Insurance TPA	http://www.safewaytpa.in/frmmobile.aspx
Chatbot (WhatsApp)	9650795079
Website	https://www.healthassisttpa.com/iba.aspx

(A user Flow Chart is also attached for guidance on downloading the health card.)

In order to address queries and provide timely assistance to our Retirees, the TPA has provided an escalation matrix. The following documents are enclosed herewith for ready reference of our retirees: -

Sr. No.	Details	Annexure
1	Escalation matrix	Annexure-1
2	Health Assist Insurance TPA - Branches Details	Annexure-2
3	All India Network Hospital List	Annexure-3
4	Claim form	Annexure-4
5	Check List	Annexure-5
6	Details SPOCS at ROs & Zos	Annexure-6
7	Flowchart for Mobile App	Annexure-7
8	Flowchart for BOT	Annexure-8
9	Retiree login PPT	Annexure-9

Retirees can send reimbursement forms to any of the office addresses as detailed in Annexure-6 above. Alternately, retirees can also submit reimbursement forms to the nearest Regional/Zonal office.

Further, please note that the list of Hospitals under Cashless facility is updated frequently by the TPA due to Addition/deletions/blacklisting of Hospitals. As such, retirees are requested to check and download the latest list from TPA Website: www.healthassisttpa.com

Copy of policy wordings (Base & Top-up) is uploaded on our Bank's website under Retirees tab. The same can be accessed using the URL <https://centralbank.bank.in/en/retirees>. Retirees are advised to refer to the policy document for detailed coverage, exclusions, claim procedures, and contact details of the TPA.

Please note that GST litigation matter is still sub-judice. Necessary instruction on the matter may be issued in due course.

Kindly bring the contents of this circular to the notice of all concerned besides displaying a copy of the same on staff notice board for information and compliance.



(KUSHAL PAL)
GENERAL MANAGER-HCM

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Enclosure: As Stated Above