



The Deputy General Manager (B&O)  
State Bank of India

Chennai North/ Chennai South/ Madurai/ Trichy/ Coimbatore/ Salem

பாரத ஸ்டேட் வங்கி  
भारतीय स्टेट बैंक  
STATE BANK OF INDIA

Letter No. RCWM/2024-25/

Date:17.08.2024

Madam/Dear Sir,

**SALARY PACKAGE ACCOUNTS**

**RAILWAY SALARY PACKAGE (RSP),**

**ENHANCEMENT IN COMPLIMENTARY BENEFITS**

Bank offers complimentary benefits to salary package customers, including accidental insurance benefits. In view of the rising competition in the salary package segment and to facilitate the operating functionaries to retain our existing market share in Railway Salary Package (RSP), bank has decided to introduce following modifications / enhancements in complimentary benefits associated with RSP-

Target Group for Railway Salary Package (RSP)	
Existing	Revised
Employees of Indian Railways, Kolkata Metro, Konkan Railway Corporation, Bangalore Metro Rail Corporation Ltd, Mumbai Metro, Delhi Metro Rail Corporation Limited, Lucknow Metro, Dedicated Freight Corridor Corporation (DFCCIL) of India and other forthcoming Metro Rail Corporation.	Employees of Indian Railways & Employees of Konkan Railway Corporation. Employees of all Metro Rail Corporations and DFCCIL will be classified under Corporate Salary Package (CSP) as per eligibility, accordingly existing accounts of all such employees to be converted to CSP.

Existing classification		Proposed Classification	
Silver	10K to 25K	Silver	10K to 25K
Gold	>25K to 50k	Gold	>25K to 50k
Diamond	>50K to 100K	Diamond	>50K to 100K
Platinum	> 100K	Platinum	>100K to 200 K
		Rhodium*	>200 K

Type of Benefits	Existing	Revised
Personal Accidental Insurance (PAI) Death Cover	₹40 lakh (All Variants)	₹100 lakh (All Variants)
Air Accidental Insurance (AAI) Cover	₹100 lakh (All Variants)	₹160 lakh All Variants
Permanent Total Disability (PTD) Cover*	Up to ₹40 lakh (All Variants)	₹100 lakh (All Variants)
Permanent Partial Disability (PPD) Cover*	Up to ₹20 lakh (All Variants)	₹80 lakh (All Variants)
Group Term Life (GTL) Insurance Cover	Nil	₹10 lakh#

bank.sbi

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dgmrcwm.lhoche@sbi.co.in

வளங்கள் சிவிஇ & செல்வ மேலாண்மைத் துறை வட்டாரத் தலைமையகம், "சர்கிள் ஹவுஸ்" 16, கல்லூரி சந்தூ, நுங்கம்பாக்கம், சென்னை-600006

संसाधन, सीवीई एवं धन प्रबंधन विभाग स्थानीय प्रधान कार्यालय, 16, कॉलेज लेन, नुंगमपाकम, चेन्नै-600 006.

Resources, CVE & Wealth Management Dept. Local Head Office, 16, College Lane, Nungambakkam, Chennai - 600 006.



Type of Benefits	Existing	Revised
Locker Concession	Silver Nil Gold 10% Diamond 15% Platinum 25%	Silver Nil Gold Nil Diamond 50% Platinum 50% Rhodium 50%
Debit Cards	Existing Debit Cards will be available to the Customers. However, in place of existing cards types customers of all variant accounts (Silver, Gold, Diamond & Platinum) can choose to apply for- <b>*Issuance of following RuPay Platinum Cards</b> , RSP: - PRR (RSP RuPay Platinum DI Cards) <b>*Additional PAI Cover ₹10 lakh</b> (off duty) with POS Condition 30 days. Insurance Benefits on cards are provided by the Card vendor and are subject to change at the time of policy renewal.	1. Existing option to continue 2. Additionally, feature packed new RuPay Cards to be mapped which are made available by NPCI (Details of features associated with RuPay Card is placed as <b>Annexure-1\$</b> )
Top-Up Health Insurance	Nil	<b>₹15 lakh/ ₹30 lakh</b> with ₹ 2 lakh /₹ 3 lakh deductible, as per extant T&C of the MOU with Bajaj GIC (Cost to be borne by the Customer, to be purchased voluntarily) (Details placed at <b>Annexure-2)</b> )

\* Proposed "Rhodium" variant under Railway Salary Package (RSP) is under development and roll-out for the same will be advised separately once available in CBS. Enhanced Accidental Insurance Benefits will be made available from **4<sup>th</sup> of succeeding month (04.09.2024)**.

\$ Issuance of New Age RuPay Card is under development in CBS system and will be advised separately once made live.

# The availability of Group Term Life Insurance is subject to Term & conditions placed as **Annexure-3**.

2) At present our penetration in Indian Railways and Konkan Railways pan India is —51% & 32%. Our average income on account of providing enhanced benefits will decrease by —20%, to offset this loss the penetration in Railway Salary Package (RSP) needs to improve correspondingly. Therefore, operating functionaries may be impressed upon and given a target of improving our penetration in Railway Salary Package from existing level to a level of minimum 65% by 31.12.2024 and to 75% by 31.03.2025. A monthly progress report as per Annexure-4 to be sent by the Module under DGM (B&O) signature to this office.



- 3) Till now for providing benefits under Railway Salary Package no MoU was required to be entered into by the Bank. Now we are proposing to provide Complimentary Term Life Insurance some personal data of customers (Date of Birth, Name, Account Number etc.) will be required to be shared with the Insurance Provider. Therefore, signing of MoU with Railway Authorities with suitable clause for data sharing, duly incorporated in MoU will be required.
- 4) Bank is inprocess of finalizing a draft MoU for this purpose which will be shared with the Circle shortly.
- 5) Module is therefore advised, to please bring the contents of this letter to the notice of all concerned staff / officials and arrange for engagement with Railway authorities and employees / presentations at all railways establishments on war footing basis.
- 6) **All other instructions will remain unchanged**, as advised vide salary package master circular No. NBG/PB/C ^ITU-CSP/10/2022 - 23 dated 31.03.2023.

Yours faithfully,

  
(Smitha S Nair)

Deputy General Manager (RCWM)



## Annexure-1

Benefits associated with new age RSP RuPay#				
Account Variant →	Silver	Gold	Diamond	Platinum & Rhodium
Card Variant →	Platinum	Platinum	Platinum	Select
Health Checkup	NA	NA	NA	Once in a year (2%)
MakeMyTrip	NA	Flat 10% Instant Discount (up to INR 1500); No Min purchase; Once in a year	Flat 10% Instant Discount (up to INR 1500); No Min purchase; Once in a Quarter	Flat 10% Instant Discount (up to INR 1500); No Min purchase; Once in a Quarter
Amazon Prime	NA	Full Year Subscription	Full Year Subscription	Full Year Subscription
Gym membership	NA	NA	NA	One month offline or 3-month online subscription
SPA	NA	NA	NA	Once in a year
Lounge - domestic	1 free visit a quarter	1 free visit a quarter	2 free visits a quarter	3 free domestic visits a quarter
Lounge - International	NA	NA	NA	3 free international visits a year
Golf	NA	NA	NA	Once in a year
Cab aggregator	NA	NA	NA	Once in a year
Swiggy One	NA	3-month membership once in a year	3-month membership once in a year	3-month membership once in a year
Book My Show	NA	INR 250 off on purchase of min 2 tickets; once in a quarter	INR 250 off on purchase of min 2 tickets; once in a quarter	INR 250 off on purchase of min 2 tickets; once in a quarter
Personal Accident & Permanent Disability Insurance	₹ 10 lakh (With PoS condition 45 days)	₹ 10 lakh (With PoS condition 45 days)	₹ 10 lakh (With PoS condition 45 days)	₹ 10 lakh (With PoS condition 45 days)
Air Accident Insurance	NA	₹ 50 lakh (With PoS condition 45 days)	₹ 50 lakh (With PoS condition 45 days)	₹ 100 lakh (With PoS condition 45 days)
Purchase Protection	NA	₹ 2 lakh	₹ 2 lakh	₹ 2 lakh
Swiggy Offer	NA	₹ 100 every Friday - once in month	₹ 100 every Friday - once in month	₹ 100 every Friday - once in month
Amazon Offer	₹ 100 every Friday - once in month	₹ 100 every Friday - once in month	₹ 100 every Friday - once in month	NA
Concierge	24*7 concierge service 100%	24*7 concierge service 100%	24*7 concierge service 100%	24*7 concierge service
Emergency concierge	Cash NA	NA	NA	Emergency cash - international
#Issuance of New Age RuPay Card is under development in CBS system and will be advised separately once made live				

Details of Super Top-Up health Insurance Policy for Railway Salary Package			
Cover Type		Individual	
Relationship Type		Self	
Entry Age – Min		Adult: 18 years	
Entry Age – Max		Adult: 70 years	
Exit Age		Adult: Lifelong*	
Pre-policy Medical Check-up		Not Required	
Underwriting Guidelines		Good health declaration basis	
Membership		Registered Salary Account Holders of State Bank of India	
Policy Tenure		1 Year	
Claims Payout		Re-imbursement	
Claims Servicing		In – house	
<b>Daily Cash Allowance Benefit</b>			
Covered Amount	INR 500/1000/1500/2000 Per Day Hospitalization With Maximum Limit Upto 30 Days In A Year & (Max Upto 7 Days For Comprehensive Hospitalization & 3 Days for Maternity complication per Hospitalization) Note: -Cover start post 24 hrs Hospitalization.		
<b>Wait Period</b>			
30 Days		Cover from Day 1	
Named Ailment (as defined in Group Care 360 Product)		Cover from Day 1	
Pre-existing diseases		Cover from Day 1	
Maternity		Cover from Day 1	
<p><b>2. Reimbursement Claim Process:</b></p> <ul style="list-style-type: none"> <li>• Care will provide standalone portal link for reimbursement claim process</li> <li>• Bank / HR will circulate the same with members.</li> <li>• Beneficiary will visit the care portal link to intimate the claim post discharge from hospital.</li> <li>• Member will registered with valid mobile no# using OTP validation.</li> <li>• After that member will provide input of mandatory filed along with first 10 digit salary bank account number.</li> <li>• Mandatory input fields below:-</li> <li>1. Details of Insured Person Hospitalized:- (Name, DOB, Gender, Address &amp; Contact details)</li> <li>2. Details of Hospitalization:- (Hospital details, date of admission &amp; discharge with timing)</li> <li>3. Details of Primary Insured's Bank Account:- (PAN/Aadhar Number &amp; Salary Bank accounts details)</li> <li>• After completion of input of mentioned details member will the scan copy of claim documents</li> <li>• Mandatory claim documents below:-</li> <li>1. Detailed Discharge summary</li> <li>2. PAN and Aadhar copy</li> <li>3. Cancel cheque copy or statement of salary bank account</li> <li>• After submission member will get the claim intimation number.</li> <li>• The Care claim team will authenticate the information provided by the account holder via the portal during the claim intimation process.</li> <li>• Care claim team will process the claim if details matched</li> <li>• Should authentication failed, the Care claims team will promptly contact the bank to verify the account holder's information, and the claim will be reconsidered based on the bank's decision.</li> <li>• If any deficiency in claim request bank's central team will complete the same within 7 working days.</li> <li>• After submission of complete Document / details care will proceed as per TAT within 15 days from date of competition documents/detail.</li> </ul>			
<b>Claim Support Matrix:</b>			
Level	SPOC Person Name	Email Id	Contact No
Level 1	Direct	claimcentre.partners@careinsurance.com	8447972301

8447972301			9319640944
Level 2	Pradeep Kumar	pradeepkumar2@careinsurance.com	9716783301
<b>Product brief</b>			
Super Top up Health insurance Plan for (1 Adult, 2 Adult, 2 Adult + 2 Child) plan with Sum Insured option 15 lakh with 2 lakh deductible and 30 Lakh with 3 lakh aggregate deductible by Bajaj Allianz General Insurance Co Ltd. on individual payment basis. Premium table (Including Tax) with Sum Insured and deductibles is as below.			
<b>Sum Insured/ Deductible</b>	<b>1A (Premium ₹)</b>	<b>2A (Premium ₹)</b>	<b>2A+1C (Premium ₹)</b>
15 Lac/ 2 lac	1,623/-	1,763/-	1,843/-
30 Lac/ 3 Lac	2,056/-	2,229/-	2,332/-
<b>2A+2C (Premium ₹)</b>			
			1,995/-
			2,495/-
<b>Key Features</b>			
<ul style="list-style-type: none"> <li>• A Super Top up health Indemnity Insurance Plan that helps Individual and his/her family stay adequately insured at the time of Hospitalization event.</li> <li>• Coverage available for 1Adult, 2 Adult, 2 Adult+ 1 Child and 2 adult + 2 Child.</li> <li>• In- Patient Hospitalization is considered as treatment.</li> <li>• Day care procedure is covered.</li> <li>• Entry age 18 Years to 65 Years (Child age 3 month to 25 Years)</li> <li>• 60 days Pre and 90 days Post Hospitalization also Covered.</li> <li>• Medical Advancement Surgery Covered</li> <li>• Road Ambulance upto Rs 2000/-</li> <li>• Ayush Treatment also covered</li> <li>• Renewal upto 75 years.</li> <li>• Auto Renewal option is available</li> </ul>			
<b>Waiting Period:</b>			
<ul style="list-style-type: none"> <li>• For Accidental Hospitalization no waiting period.</li> <li>• Hospitalization for illness 30 days waiting period is applicable.</li> <li>• Pre-Existing disease waiting period is 24 Month.</li> <li>• Specific disease waiting period is 24 Month.</li> </ul>			
<b>Policy Buy Journey: Policy can be purchased through online and offline both options available</b>			
<b>Claim Process for Cashless and Reimbursement</b>			
Intimation: Information regarding Intimation of Claim: Customer or individual claiming on customer's behalf must promptly, compulsorily and in any event within 48 hours of admission to a Hospital give intimation of claim including written information or telephonic intimation to Bajaj Allianz's Call Centre on the number (1800 103 2529) provided on the health card. Intimation should include details of policy number, card number of claimant, name of claimant, name of hospital, contact number and address of hospital, complaints/ailment/diagnosis for which treatment is being sought, room type and estimated expenses.			
<b>Cashless Request:</b>			
Need to show the Health ID card of the patient to avail Cashless facility at our Network Hospital helpdesk. Hospital formalities shall be completed and Pre-authorization form shall be send at Bajaj Allianz through Email or Hospital portal. For status you can utilize our web links or connect to our call center (Toll Free: 1800 103 2529)			
<b>Reimbursement: Customers are required to send hardcopies within 30 days post discharge on below address</b>			
Bajaj Allianz General Insurance Co. Ltd. Bajaj Finserv Building, A -Wing 2nd Floor, Bajaj Finserv Building, Behind Weikfield IT Park , Off Nagar Road, Viman Nagar, Pune - 411 014, Maharashtra			
Claim status can be viewed on :- <a href="https://general.bajajallianz.com/BagicNext/InHouseSP/hm/externalUserCC.jsp">https://general.bajajallianz.com/BagicNext/InHouseSP/hm/externalUserCC.jsp</a>			
<b>Claims escalation matrix</b>	<b>SPOC</b>	Preauth@bajajallian.co.in	
	1st Escalation	Sandip.Harak@bajajallianz.co.in	
	2nd Escalation	ashish.rasal@bajajallianz.co.in	
	3rd Escalation	Tejveer.Singh@bajajallianz.co.in	
<b>General Exclusions:</b>			
1. Investigation & Evaluation a) Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded even if the same requires confinement at a hospital. b) Any diagnostic expenses which are not related or not incidental to			

the current diagnosis and treatment are excluded. 2. Rest Cure, rehabilitation and respite care a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment.

Any dental treatment that comprises of cosmetic surgery.

2. Medical Expenses where Inpatient care is not warranted and does not require supervision of qualified nursing staff and qualified medical practitioner round the clock

3. War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, commotion, unrest, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalization or requisition of or damage by or under the order of any government or public local authority. Any Medical Expenses incurred due to Act of Terrorism will be covered under the Certificate of Insurance

Note: Above is write up is summary of Product feature along with Basic Terms & Conditions. For More information

Please refer policy wordings [www.bajajallianz.co.in](http://www.bajajallianz.co.in), All policy conditions will be available with Certificated of Insurance.

### Group Term Life Insurance (GTLI) terms and Conditions/Operational Guidelines

- GTL Policy is named policy where name and required details of all the eligible Salary Package Account holders are required to be timely reported to Insurance Company for inclusion in the Policy / eligibility for coverage. Moreover, for procuring the policy considerable cost is incurred by the Bank. Therefore, regular engagement of Circle functionaries for reporting of correct data of lives covered and timely follow up with Insurance Company/ Insurance Broker firm is required.
- List of all personnel / employees having Salary Accounts with SBI, be obtained from respective department and verified to ensure that all these accounts are covered under the said GTL Policy. As Bank will enter into MoU with the concerned department /Organisation for extending life cover, financial liability may devolve on the Bank for the lives not reported to the Insurance Co.
- For verification of data relating to lives covered, concerned official (Nodal Officer, Salary Package) from the Circle may visit the Corporate Centre.
- All Mid Joiners-Mid Leavers (MJML) data to be provided by Circle by 5<sup>th</sup> of succeeding month to the Insurance Company directly, under advice to us and the empaneled Insurance Broker Firm to enable coverage to these Mid Joiners, and removal of Mid leavers.
- In case there is no MJML during the month, a confirmation to this effect must be submitted by Circle to the Insurance Company under advice to us and the Insurance Broker Firm by 5<sup>th</sup> of succeeding month.
- For servicing the policy, Insurance Broker Firm (IBF) **M/s Anand Rathi Insurance Brokers Ltd. (ARIBL)** has been engaged for the policy year 2024-25.
- All claims pertaining to the Policy must be intimated directly to Insurance Company invariably under advice to empaneled Insurance Broker Firm.
- Circle functionaries to ensure regular engagement with Insurance Company and Insurance Broker for submission and reconciliation of data so that no eligible personnel remain uncovered. Nodal officer (Salary Package) be nominated as Single Point of Contact (SPOC) at Circle level for seamless and timely settlement of claims.
- Identified SPOC to undertake all follow-up work regarding submission of data, reconciliation about lives covered, maintaining the claim MIS etc. with Insurance Broker Firm, under advice to Salary Package Department, Corporate Centre.
- For submission of claims, prescribed forms must be used. Claim forms and claim escalation matrix are placed at **Appendix-A**. Please arrange to advise concerned Organisations / Departments accordingly and provide related forms /escalation matrix.
- Declaration to be obtained with following clause for New Salary Package account opening and Request for conversion of SB account to Salary Package Account *"I hereby give my consent to SBI to share my personal data with the companies/ entities offering the complimentary benefits/ special features related to the salary package account for the purposes of availing such benefits/ features."*
- **MOUs/ agreements to be executed with the Government departments for offering salary package accounts** *"Parties understand and agree that the personal data of the employees who are maintaining the salary package accounts with SBI will be shared with the third-party companies/ entities offering the special features or complimentary benefits related to the said salary package accounts and also that such sharing will be in accordance with the applicable laws on sharing of personal data (including the Digital Personal Data Protection Act, 2023, as and when the same is made effective)."*



Appendix-I



Sampoorn Suraksha Non Employer Scheme Claim Form

To,

Claims Department
SBI Life Insurance Co. Ltd.
7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2,
Plot No. R-1, Sector 40, Seawoods, Nerul Node,
Navi Mumbai - 400706.

Claim Form for Death Benefit under Sampoorn Suraksha Non Employer Employee Scheme

Master Policy (MP) Number: 72100481905

Member ID: \_\_\_\_\_

We write to convey that the under mentioned policyholder was covered under One year renewal Group Life Insurance scheme and has expired.

DETAILS OF THE DECEASED MEMBER (Please write in capital letters)

Form with 7 numbered fields: 1. Name of the Life Assured (Deceased), 2. Date of Birth, 3. Date of Death, 4. Nominee Name & Relationship, 5. Sum Assured, 6. Cause of Death, 7. Account details of Nominee (Account No., IFSC Code).

Certified that the information furnished is true and correct in every respect to the best of our knowledge and belief

Place: \_\_\_\_\_ Nominee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Nominee Signature

Authorized Signatory on behalf of the Master Policy Holder

Name & Designation: \_\_\_\_\_

Contact No.: \_\_\_\_\_ Date: \_\_\_\_\_

Aadhar Consent

I, \_\_\_\_\_ (Name of the Claimant), authorize the Company to obtain necessary details like Name, DOB, Address, Mobile Number, Email, Photograph through the QR code available on my Aadhaar card / XML File shared using the offline verification process of UIDAI. I understand and agree that this information will be exclusively used by SBI Life only for the KYC purpose and for all service aspects related to my policies. I have duly been made aware that I can also use alternative KYC documents like Passport, Voter's ID Card, Driving license, NREGA job card, letter from National Population Register, in lieu of Aadhaar for the purpose of completing my KYC formalities. I understand and agree that the details so obtained shall be stored with SBI Life and be shared solely for the purpose of issuing insurance policy to me and for servicing them. I will not hold SBI Life or any of its authorized officials responsible in case of any incorrect information provided by me. I further authorize SBI Life that it may use my mobile number for sending SMS alerts to me regarding various servicing and other matters related to my policies.

**Document Check list: -**

Please refer below documents required for processing of insurance claim under GTL Policy (2024-25).

1. Claim Form duly attested by Branch.
2. Death Certificate - original or photocopy attested by claimant and Branch.
3. KYC document of the Nominee / Claimant – photocopy self-attested by claimant and the Branch.
4. Nominee's/ Claimant's Bank Account Accounts detail (Copy of Bank Passbook duly attested by claimant and Branch or a cancelled cheque leaf having Nominee's / Claimant's name pre-printed on it etc).
5. Confirmation of Nominee details in Bank Confirmation form attached above.
6. In case, nominee not available in bank account, legal evidence of Title in the form of Succession certificate from court having competent jurisdiction or following papers for waiver of submission of succession Certificate.
  - i. Affidavit on non-judicial stamp paper.
  - ii. Joint Indemnity Bond on the non-judicial stamp paper.
  - iii. Application to Dispense with Legal Evidence of Title.
  - iv. Surety Letter with Income and KYC proof.

(On Bank's Letter Head)  
State Bank of India

Branch Name: \_\_\_\_\_

Branch Code No: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Date: \_\_\_\_\_

Policy No.: .....	Policy Period 22.02.2024 to 21.02.2025
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This is to certify that Shri/Smt/Ms. \_\_\_\_\_ who has expired on \_\_\_\_\_ (as per the documents enclosed), is a holder of Salary Package Account, the details of which are as under:

1	Name of the Salary Package Account holder	:	
2	Address in full (as per Bank records)	:	
3	Date of Death (as per death certificate)	:	
4	Details of SBI Branch where the Salary Package Account is maintained	:	Br. Name
		:	Br. Code
		:	Circle
5	Type of Salary Package account	:	
6	Salary Package Account details:	:	A/c No. _____
7	Claim amount under Group Term Life Insurance	:	
8	Nominee registered with the Bank on above mentioned Salary Package Account. (if any)	:	
	Address of Nominee	:	
	Phone No.	:	
	Nominee A/c details if recorded in CBS	:	
9	Full name of Joint Account Holder(s) of the above-mentioned Salary Package Account (for Joint Accounts only)	:	
	Full Address of Joint Account Holder	:	
	Phone No.	:	

(# please put which is applicable)

The Bank or its Officers will not be held responsible for the genuineness/authenticity of documents like FIR, Death Certificate, Postmortem report, etc, being submitted by the claimant to the Insurance Company. It shall be the responsibility of the Insurance Company to ascertain their authenticity. All further correspondence should be made directly between the claimant and the Insurance Company. The claim settlement will be entirely the responsibility of Insurance Company. All settlements/disputes will be between the claimant and the Insurance Company, and the Bank will not be a party to such disputes.

For State Bank of India,

Signature/Name of Branch Manager (PF No. \_\_\_\_\_ )

Name of Insurance Company: M/s SBI Life Insurance Ltd.				
Escalation Matrix				
GTL Policy for the Policy Period 2024-25, (22.02.2024 to 21.02.2025)				
Escalation Level	Name of the dealing person	Designation	e-mail id	Mobile No
1	Anand Iyer	KAM	anand.iyer@sbilife.co.in	9004196243
2	Rakesh Kumar Sharma	ASM	ku.rakesh@sbilife.co.in	9793600881
1. Toll Free Number for claim intimation /Query: - 18002679090				
2. Email I'd for Claim Intimation/Query: - <a href="mailto:samp.sur@sbilife.co.in">samp.sur@sbilife.co.in</a>				

**Escalation Matrix: Insurance Broker**

Name of Insurance Broker Firm: M/s Anand Rathi Insurance Brokers Limited,				
GTL Policy for the Policy Period 2024-25 (22.02.2024 to 21.02.2025)				
Claim Escalation Matrix				
Escalation Level	Name of the dealing person	Designation	e-mail id	Mobile No
1	Kailash Sen	Officer	kailashsen@rathi.com	0291-3508221
2	Aniruddha Sargade	Senior Officer	aniruddhasargade@rathi.com	8657905748
3	Ganshyam Suthar	Deputy Manager	ganshyamsuthar@rathi.com	8657728191
4	Kunal Balakrishnan	Manager	kunalbalakrishnan@rathi.com	9892557421
1. Toll Free Number for claim intimation /Query: - 18001238733				
2. Email I'd for Claim Intimation/Query: - <a href="mailto:sbiqtl@rathi.com">sbiqtl@rathi.com</a>				

## Annexure-4

No. of RSP A/c (A)					
On last day of previous Month		On last day of Current Month		Growth During the Month	
No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.
Other Deposits under RSP (B)					
No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.
Total Deposit Growth under RSP (A+B)					
No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.	No.	Amt. ₹ Cr.

The Divisional Personnel Officer  
Southern Railways  
Madurai Division  
Madurai

AGM / Misc / 21/ 2024-25

Date: 16-09-2024

Madam / Dear Sir,

**SBI Railway salary package (RSP)  
Request for account details**

*Apolt  
For n.a.p.  
PJ  
16/9/2024.*

We thank you for the meeting organized on 13-09-2024 to explain about SBI Railway Salary Package.

2) In this connection, we kindly request you to send us the account details of employees, whose monthly salary being credited to accounts maintain with State Bank of India, for RSP conversion.

S No	Employee Name	ID No	Grade	A/C Number	Net Monthly Income credited to SB a/c
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3) Please send a letter stating that the following employees are working in Southern Railway, Madurai Division and these accounts shall be converted to Railway salary package account.

Kindly send us the soft copy of requested details in above format to our branch mail ID [sbi.00869@sbi.co.in](mailto:sbi.00869@sbi.co.in)

Yours faithfully



Assistant General Manager  
SBI Madurai

