



Andhra Bank Retired Employees Association (ABREA)
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A.Rajendra Prasad, President

NSN Reddy, General Secretary

29th December 2020

To
The General Manager (HR/IT)
Union Bank of India
Central Office, Mumbai – 400021

Dear Sir / Madam,

Reg: Unionparivar Application - Operational Issues to e-ab retirees.

While thanking the management for providing access to all retired staff including e-andhrabank and e-corporation banks to Unionparivar online application, we wish to bring the following operational issues that are being faced by the retirees to your kind notice and resolution.

1. Login Problems: Majority of retirees are not able to login into Unionparivar application on account of technical/operational reasons. It is informed that there is a mismatch of data flow (Mobile Number, Date of Birth, Email Id) from the concerned department to application level. In all such cases, the retirees need to refer the matter to Central Office for resolution. Despite calls/mails and persuasion, still good number of cases remain unresolved, which is a cause of serious concern.

2. Forgot Password: The generation of forgot password procedure is also not working in many cases and the retirees are unable to have access to the application to avail the information related services.

3. OTP is a prerequisite for Unionparivar application. Non-receipt of OTP or delay in receipt of OTP is the common feature which really causing inconvenience to the users.

4. Escalation Matrix: Since there is no escalation matrix available or known to the retirees to address the above issues, they are forced to contact multiple agencies viz., e-andhrabank and Union Bank for resolution. It is desirable to have a single point contact for all Unionparivar related issues.

Once again, we request your good offices to address login related issues on priority and also issue comprehensive guidelines on Unionparivar application along with escalation matrix to enable the retired employees to avail hassle-free services of the application.

Thanks and Regards,

Yours faithfully,

(N S N Reddy)
General Secretary