



Re[2]: No offer available error 821100933298

21 messages

Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>
Reply to: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>
To: Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>

Wed, 25 Jun, 2025 at 10:38 am

Dear Rohit,

Arrange the renewal payment link with EMI link for same SA, same product & same variant.
We follow up this case since a week.

Full Name	Application Number	Previous Policy Number	Product Genre	Renewal Premium	Renewal Agent Code	Renewal Agent Name
Atul Chandra Deka	821100933298	31794030202403	ReAssure	24907	KOL0186062	HELEN BHUYAN

Thanks & Regards,
Sanjib Tamuli
Area Head
NE 2

----- Original Message -----
From "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>
To "Rohit Yadav" <Rohit.Yadav@nivabupa.com>; "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>
Cc "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Rohit Verma" <rohit.verma@nivabupa.com>
Date 25-06-2025 10:05:39
Subject Re: No offer available error 821100933298 821102988480

Dear Team
Need the link today otherwise customer will port to another company.Please help

Sinku Mani Sarmah
ABM
Guwahati-III
Niva Bupa Health Insurance

----- Original Message -----
From "Rohit Yadav" <Rohit.Yadav@nivabupa.com>
To "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>
Cc "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Sinku Mani Sarmah" < Sinku.Sarmah@nivabupa.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Rohit Verma" < rohit.verma@nivabupa.com>
Date 24-06-2025 12:27:15
Subject No offer available error 821100933298 821102988480

Dear Archana,

As discussed, kindly find below mentioned two cases.

Application No	Customer Name	Premium
821100933298	Atul Chandra Deka	24907
821102988480	RAJNEESH KUMAR	22593



No Offers Available
Unfortunately, we've not received
any offers for you

secured by JUSPAY

Unable to proceed? [Raise an issue](#)

Thanks & Regards

Rohit Yadav

Channel Renewal Management

Please do not print this email unless it is absolutely necessary.

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments. The intention expressed in the mail is for discussion purpose only. Any commitments made towards award of service/business, or sale/purchase of any goods shall not be binding and Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited) (hereinafter referred to as "Niva Bupa") shall not be under an obligation to fulfill any of the commitments made towards award of service/business, or sale/purchase of any goods unless a Purchase Order is issued or an agreement is duly executed by the authorized representatives of Niva Bupa.

This message has been scanned for malware and Virus.

Rohit Yadav <Rohit.Yadav@nivabupa.com>

Wed, 25 Jun, 2025 at 10:50 am

To: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>

Dear Sanjib,

We have already highlight the issue to concern team. Concern team is working on bulk cases. All cases will be resolved in one go.

@Archana : Please co-ordinate with FIBE team and help to get it resolve.

Thanks & Regards

Rohit Yadav

Channel Renewal Management

[Quoted text hidden]
[Quoted text hidden]

Rohit Verma <rohit.verma@nivabupa.com>

Wed, 25 Jun, 2025 at 11:10 am

To: RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>

Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>

Hi RST,

Please do the needful.

Thanks & Regards,

Rohit Verma

Manager || Renewal Portfolio Management

(Rajasthan & Gujrat| Maharashtra, Goa| WB, CG, North East

UP Central and UP East|ACE & IMF)- 971- 836-4044

From: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>

Sent: Wednesday, June 25, 2025 10:36 AM

To: Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>

Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>; Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>; Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>; Abhishek Raj <Abhishek.Raj@nivabupa.com>; Rohit Verma <rohit.verma@nivabupa.com>; Archana Kushwaha <Archana.Kushwaha@nivabupa.com>; Rohit Yadav <Rohit.Yadav@nivabupa.com>

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Rohit Yadav <Rohit.Yadav@nivabupa.com>

Wed, 25 Jun, 2025 at 2:44 pm

To: Rohit Verma <rohit.verma@nivabupa.com>

Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>

Dear Rohit,

PFA, RST can't do anything in this case. It's pending from IT team.

Thanks & Regards

Rohit Yadav

Channel Renewal Management

[Quoted text hidden]

[Quoted text hidden]

----- Forwarded message -----

From: Rohit Yadav <Rohit.Yadav@nivabupa.com>

To: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>

Bcc:

Date: Wed, 25 Jun 2025 05:20:07 +0000

Subject: RE: Re[2]: No offer available error 821100933298

Dear Sanjib,

We have already highlight the issue to concern team. Concern team is working on bulk cases. All cases will be resolved in one go.

@Archana : Please co-ordinate with FIBE team and help to get it resolve.

Thanks & Regards

Rohit Yadav

Channel Renewal Management

From: Sanjib Tamuli

Sent: 25 June 2025 10:36
[Quoted text hidden]

[Quoted text hidden]

 **RE: Re[2]: No offer available error 821100933298.eml**
69 KB

Rohit Verma <rohit.verma@nivabupa.com> Wed, 25 Jun, 2025 at 2:45 pm
To: Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>

Ok got it.

Thanks & Regards,

Rohit Verma

Manager || Renewal Portfolio Management

(Rajasthan & Gujrat| Maharashtra, Goa| WB, CG, North East

UP Central and UP East|ACE & IMF)- 971- 836-4044

From: Rohit Yadav <Rohit.Yadav@nivabupa.com>
Sent: Wednesday, June 25, 2025 2:44 PM
To: Rohit Verma <rohit.verma@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>; Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>; Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>; Abhishek Raj <Abhishek.Raj@nivabupa.com>; Archana Kushwaha <Archana.Kushwaha@nivabupa.com>; Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>; Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>; RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>
Subject: RE: Re[2]: No offer available error 821100933298

Dear Rohit,

[Quoted text hidden]
[Quoted text hidden]

Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com> Wed, 25 Jun, 2025 at 3:45 pm
Reply to: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>
To: Rohit Verma <rohit.verma@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>

We follow up this case since a week.
Anyhow we need to arrange the EMI link as there is no delay at our/customer end.

Thanks & Regards,
Sanjib Tamuli
Area Head
NE 2

----- Original Message -----
From "Rohit Verma" <rohit.verma@nivabupa.com>
To "Rohit Yadav" <Rohit.Yadav@nivabupa.com>
Cc "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>; "RenewalSupportTeam" <RenewalSupportTeam@nivabupa.com>
Date 25-06-2025 14:44:56
[Quoted text hidden]
[Quoted text hidden]

Rohit Verma <rohit.verma@nivabupa.com> Wed, 25 Jun, 2025 at 4:57 pm
To: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>

Hi RY,

Please escalate this with upper level if reply not comes into another department.

[Quoted text hidden]
[Quoted text hidden]

Rohit Yadav <Rohit.Yadav@nivabupa.com> Wed, 25 Jun, 2025 at 5:18 pm
To: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Dear Archana,

AS discussed, kindly help to close all cases ASAP.

[Quoted text hidden]
[Quoted text hidden]

Aman Bhatia <Aman.Bhatia@nivabupa.com> Wed, 25 Jun, 2025 at 8:22 pm
To: Rohit Yadav <Rohit.Yadav@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Hi Rohit,

We are checking the issue, kindly allow me some time.

Regards,

Aman

[Quoted text hidden]
[Quoted text hidden]

Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com> Fri, 27 Jun, 2025 at 3:27 pm
Reply to: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>
To: Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Hi Rohit..

Customer is still not received the EMI link.

A week over...still matter is not sorted out.

Now a days all cases are taking time, please take care.

Full Name	Application Number	Previous Policy Number	Product Genre	Renewal Premium	Renewal Agent Code	Renewal Agent Name
Atul Chandra Deka	821100933298	31794030202403	ReAssure	24907	KOL0186062	HELEN BHUYAN

Thanks & Regards,
Sanjib Tamuli
Area Head
NE 2

----- Original Message -----

From "Aman Bhatia" <Aman.Bhatia@nivabupa.com>
To "Rohit Yadav" <Rohit.Yadav@nivabupa.com>; "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>
Cc "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>; "RenewalSupportTeam" <RenewalSupportTeam@nivabupa.com>; "Rohit Verma" <rohit.verma@nivabupa.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Manoj Kumar9" <Manoj.Kumar9@nivabupa.com>
Date 25-06-2025 20:21:57

[Quoted text hidden]
[Quoted text hidden]

Rajib Baro <rajib.baro@nivabupa.com> Sat, 28 Jun, 2025 at 2:56 pm
To: Aman Bhatia <Aman.Bhatia@nivabupa.com>
Cc: Rohit Yadav <Rohit.Yadav@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Dear Team,

Any update on this issue?

Regards
Rajib
[Quoted text hidden]

Rajib Baro <rajib.baro@nivabupa.com> Tue, 1 Jul, 2025 at 1:28 pm

To: Aman Bhatia <Aman.Bhatia@nivabupa.com>, sanjit rai <Sanjit.Rai@nivabupa.com>, Sanjib tamuli <Sanjib.Tamuli@nivabupa.com>, Rohit Yadav <rohit.yadav@nivabupa.com>
Cc: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Dear Team
where is the emi link? why is it taking almost a month to get the emi link for renewal payment?
What should I answer to the questions raising by the customer?
[Quoted text hidden]

Aman Bhatia <Aman.Bhatia@nivabupa.com> Tue, 1 Jul, 2025 at 3:26 pm

To: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
Cc: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

HI Archana,

Pls check immediately.

Regards,

Aman

From: Rajib Baro
Sent: 01 July 2025 13:28
To: Aman Bhatia <Aman.Bhatia@nivabupa.com>; Sanjit Rai <Sanjit.Rai@nivabupa.com>; Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>; Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>; Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>; Abhishek Raj <Abhishek.Raj@nivabupa.com>; Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>; RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>; Rohit Verma <rohit.verma@nivabupa.com>; Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>
Subject: Re: Re[4]: No offer available error 821100933298

Caution: Please take care while clicking links or opening attachments from this email. In case of suspicion, reach out to your IT Helpdesk. Click [here](#) to report this email as spam.

[Quoted text hidden]

Please do not print this email unless it is absolutely necessary.

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments. The intention expressed in the mail is for discussion purpose only. Any commitments made towards award of service/business, or sale/purchase of any goods shall not be binding and Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited) (hereinafter referred to as “Niva Bupa”) shall not be under an obligation to fulfill any of the commitments made towards award of service/business, or sale/purchase of any goods unless a Purchase Order is issued or an agreement is duly executed by the authorized representatives of Niva Bupa.

[Quoted text hidden]

Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com> Tue, 1 Jul, 2025 at 9:48 pm

Reply to: Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>
To: Aman Bhatia <Aman.Bhatia@nivabupa.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
Cc: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>, Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>

Dear Team

Any update on this

@Sanjit Sir need your intervention

Sinku Mani Sarmah
DBM
Guwahati-III
Niva Bupa Health Insurance

----- Original Message -----

From "Aman Bhatia" <Aman.Bhatia@nivabupa.com>
To "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Rohit Yadav" <Rohit.Yadav@nivabupa.com>; "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>
Cc "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>; "RenewalSupportTeam" <RenewalSupportTeam@nivabupa.com>; "Rohit Verma" <rohit.verma@nivabupa.com>; "Manoj Kumar9" <Manoj.Kumar9@nivabupa.com>
Date 01-07-2025 15:23:09
[Quoted text hidden]
[Quoted text hidden]

Rajib Baro <rajib.baro@nivabupa.com> Thu, 3 Jul, 2025 at 6:43 pm
To: Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Team,

What is going on? When will these kinds of issues be resolved ? Is anyone seriously trying to fix it or just hoping it will resolve itself ?

Expecting a response from the relevant team.

Regards
Rajib
[Quoted text hidden]

Archana Kushwaha <Archana.Kushwaha@nivabupa.com> Thu, 3 Jul, 2025 at 7:24 pm
To: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>
Cc: Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Hi @Rajib Baro @M Pavan Kumar Reddy,

Please note that Fibe is working on the permanent fix of the raised issue. As per the TAT shared this is expected to be fix within another 2-3 working days.

We request you to allow us some time to update you.

We appreciate your patience and understanding.

Archana Kushwaha
Manager-Digital Capabilities
9891980504

[Quoted text hidden]
[Quoted text hidden]

Rajib Baro <rajib.baro@nivabupa.com> Mon, 7 Jul, 2025 at 12:44 pm
To: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Hi @Archana Kushwaha ,

Any update on this issue?

Regards
Rajib

[Quoted text hidden]

Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com> Mon, 7 Jul, 2025 at 1:32 pm
Reply to: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>
To: Poonam Bajpai <Poonam.Bajpai@nivabupa.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Dear Madam/Sir,

Its a regular practice that we are facing now a days for renewal payment.

Since last month we are waiting for the renewal payment link.

Need your intervention as we lost the hope from renewal team.

Thanks & Regards,
Sanjib Tamuli
Area Head
NE 2

----- Original Message -----

From "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>
To "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>
Cc "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Aman Bhatia" <Aman.Bhatia@nivabupa.com>; "Rohit Yadav" <Rohit.Yadav@nivabupa.com>; "M Pavan Kumar Reddy" <M.Reddy@nivabupa.com.test-google-a.com>; "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>; "RenewalSupportTeam" <RenewalSupportTeam@nivabupa.com>; "Rohit Verma" <rohit.verma@nivabupa.com>; "Manoj Kumar9" <Manoj.Kumar9@nivabupa.com>
Date 07-07-2025 12:44:02
[Quoted text hidden]
[Quoted text hidden]

Poonam Bajpai <Poonam.Bajpai@nivabupa.com> Mon, 7 Jul, 2025 at 1:40 pm
To: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Mukesh Mishra <Mukesh.Mishra@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>, Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Dear Mukesh,

Request your intervention.

Regards,

Poonam

[Quoted text hidden]
[Quoted text hidden]

Archana Kushwaha <Archana.Kushwaha@nivabupa.com> Mon, 7 Jul, 2025 at 1:50 pm
To: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>
Cc: Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Hi @Rajib Baro,

Kindly refer to the attached email for the update.

[Quoted text hidden]
[Quoted text hidden]

----- Forwarded message -----

From: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>
To: Rohit Verma <rohit.verma@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Poonam Bajpai <Poonam.Bajpai@nivabupa.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, Rohit Yadav <Rohit.Yadav@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>
Bcc:
Date: Mon, 7 Jul 2025 08:18:28 +0000
Subject: RE: No offer available error 821100933298

Hi @Rohit Verma,

We are checking with the fibe for "No Offer" as per the Dashboard customer is not eligible for credit loan.

Meanwhile, we will update you the final status after Fibe revert.

Archana Kushwaha

Manager-Digital Capabilities

9891980504



From: Rohit Verma <rohit.verma@nivabupa.com>

Sent: 07 July 2025 13:37

To: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>; Poonam Bajpai <Poonam.Bajpai@nivabupa.com>; Sanjit Rai <Sanjit.Rai@nivabupa.com>

Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>; Aman Bhatia <Aman.Bhatia@nivabupa.com>; Rohit Yadav <Rohit.Yadav@nivabupa.com>;

M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>; Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>; Abhishek Raj

<Abhishek.Raj@nivabupa.com>; Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>; RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>;

Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>; Archana Kushwaha <Archana.Kushwaha@nivabupa.com>; Aman Bhatia <Aman.Bhatia@nivabupa.com>

Subject: RE: No offer available error 821100933298

Hi Sanjib,

Can u please highlight another case where you facing renewal payment related issues.

This is early salary _FIBE case and we have limited access to check Archana is already working on it.

@Archana, please check and confirm what is pending here pls.

Thanks & Regards,

Rohit Verma

Manager || Renewal Portfolio Management

(Rajasthan & Gujrat| Maharashtra, Goa| WB, CG, North East

UP Central and UP East|ACE & IMF)- 971- 836-4044

From: Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>

Sent: Monday, July 7, 2025 1:33 PM

To: Poonam Bajpai <Poonam.Bajpai@nivabupa.com>; Sanjit Rai <Sanjit.Rai@nivabupa.com>

Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>; Aman Bhatia <Aman.Bhatia@nivabupa.com>; Rohit Yadav <Rohit.Yadav@nivabupa.com>;

M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>; Sanjit Rai <Sanjit.Rai@nivabupa.com>; Abhishek Kumar9

<Abhishek.Kumar9@nivabupa.com>; Abhishek Raj <Abhishek.Raj@nivabupa.com>; Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>;

RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>; Rohit Verma <rohit.verma@nivabupa.com>; Manoj Kumar9

<Manoj.Kumar9@nivabupa.com>; Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>; Archana Kushwaha <Archana.Kushwaha@nivabupa.com>

Subject: Re[6]: No offer available error 821100933298

Dear Madam/Sir,

Its a regular practice that we are facing now a days for renewal payment.

Since last month we are waiting for the renewal payment link.

Need your intervention as we lost the hope from renewal team.

Thanks & Regards,

Sanjib Tamuli

Area Head

NE 2

----- Original Message -----

From "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>

To "Archana Kushwaha" <Archana.Kushwaha@nivabupa.com>

Cc "Rajib Baro" <Rajib.Baro@nivabupa.com.test-google-a.com>; "Aman Bhatia" <Aman.Bhatia@nivabupa.com>; "Rohit Yadav" <Rohit.Yadav@nivabupa.com>; "M Pavan Kumar Reddy" <M.Reddy@nivabupa.com.test-google-a.com>; "Sanjit Rai" <Sanjit.Rai@nivabupa.com>; "Sanjib Tamuli" <Sanjib.Tamuli@nivabupa.com>; "Abhishek Kumar9" <Abhishek.Kumar9@nivabupa.com>; "Abhishek Raj" <Abhishek.Raj@nivabupa.com>; "Sinku Mani Sarmah" <Sinku.Sarmah@nivabupa.com>; "RenewalSupportTeam" <RenewalSupportTeam@nivabupa.com>; "Rohit Verma" <rohit.verma@nivabupa.com>; "Manoj Kumar9" <Manoj.Kumar9@nivabupa.com>

Date 07-07-2025 12:44:02

Subject Re: Re[4]: No offer available error 821100933298

[Quoted text hidden]

 **RE: No offer available error 821100933298.eml**
221 KB

Rajib Baro <rajib.baro@nivabupa.com> Thu, 10 Jul, 2025 at 11:45 am
To: Archana Kushwaha <Archana.Kushwaha@nivabupa.com>, Rohit Yadav <rohit.yadav@nivabupa.com>
Cc: Rajib Baro <Rajib.Baro@nivabupa.com.test-google-a.com>, Aman Bhatia <Aman.Bhatia@nivabupa.com>, M Pavan Kumar Reddy <M.Reddy@nivabupa.com.test-google-a.com>, Sanjit Rai <Sanjit.Rai@nivabupa.com>, Sanjib Tamuli <Sanjib.Tamuli@nivabupa.com>, Abhishek Kumar9 <Abhishek.Kumar9@nivabupa.com>, Abhishek Raj <Abhishek.Raj@nivabupa.com>, Sinku Mani Sarmah <Sinku.Sarmah@nivabupa.com>, RenewalSupportTeam <RenewalSupportTeam@nivabupa.com>, Rohit Verma <rohit.verma@nivabupa.com>, Manoj Kumar9 <Manoj.Kumar9@nivabupa.com>

Team,

This is to inform you that issue has been resolved.

@Archana Kushwaha thanks for the support.

Regards
Rajib
[Quoted text hidden]

 **image001.jpg**
4 KB