

**Procedure for Downloading of E-cards i.r.o. Members insured under the Group
Medical Insurance Policy for the Retired Employees of WBSIEDCL (2019-20)**

- Step 1:** Log on to <https://portal.medibuddy.in>
- Step 2:** In the field marked “Username”, input your complete PPO No. (for Pensioners / Family pensioners) or PF No. (for Non-Pensioners)
- Step 3:** In the field marked “Password”, input your complete PPO No./ PF No. as this is the default password provided.
- Step 4:** After first login, kindly change the default password with a new password of your own. The new password should have a minimum length of eight characters and comprise of at least one capital letter, one numeric character, one special character.
- Step 5:** After changing the password, repeat Steps 1 to 3 using the new password and log in to the portal. The e-card section will now be visible for downloading under the “Menu” section.
- Step 6:** Download e-card and take print out for future use and reference.

Contact Details of TPA:

MediAssist Insurance TPA Pvt. Ltd.
Thapar House, 8th Floor,
25, Brabourne Road, Kolkata – 700001.

Emergency Helpline No: +91 85488 10123
Escalation Matrix No: +91 85850 07583
Toll Free No: 1800 419 9493