



AIR INDIA LIMITED RETIRED EMPLOYEES ASSOCIATION

Dear Members

We quote below the email received from Ms Meenakshi Kashyap regarding issues faced while registering for the ELT scheme.

QTE:

Dear all

We have been receiving multiple emails from retired employees regarding the issues faced by them e.g. non receipt of Link, non receipt of welcome mail, account getting locked, booking of tickets, cancellation of tickets, refund etc.

For the benefit of retired employees facing the above issues, entire process of availing this benefit, is enumerated as under:

Process to avail this benefit

- Please fill the Microsoft Form: <https://forms.office.com/r/NcSL5jphTX>
- Please ensure all details are correct before submitting the form. The deadline to fill this form is **31st March 2024, 23:59:59 IST**.
- If the retired employee meets the eligibility criteria, they will receive the welcome mail by 15th April 2024
 - All retired employees of Air India with minimum 15 years of service will be able to avail this benefit.
 - However, spouse / nominees of deceased retired staff will not be eligible for this benefit.

Things to keep in mind post receipt of Welcome Mail

- Once the retired employee has received the mail, they should carefully read all instructions mentioned in the mail and set the new password.
- The link in the welcome mail is to be used for only one login- as mentioned in the mail.
- For all subsequent logins, the link mentioned in the email for subsequent logins is to be used.
- If any retired employee is unable to remember password, they should utilize the “Forgot Password” option to reset the password. **Entering the wrong password multiple times will lead to locking of the account.**

Common Issues and their resolution mechanism

Issue being faced

Resolution Mechanism

Welcome Mail not received till 15th April despite filling the form

Please reach out to eltsupport@airindia.com

We have observed multiple instances where the email IDs are not complete or are wrongly spelt and hence, users are not able to receive emails. Ensure your email IDs are correct.

Account Locked

Please reach out to eltsupport@airindia.com

For all other queries related to Changes to Retired Employee Data, name, Booking, Cancellation, Refund etc,

Please raise a service request on the SKYFAM portal. Queries through mail / calls/ or any other mode of communication will not be entertained due to voluminous nature of queries.

Path: Request->Service Request

Please allow the support team at least 3 working days to resolve the issue raised.

Regards,

Meenakshi Kashyap

Vice President (Employee Relations)

UNQUOTE

THE MANAGING COMMITTEE, AILREA – MUMBAI

Veera Khambatta - 9820829843

Shanaz Gomes - 9820829971

Jitendra Sawjany - 9321424099

Shubhada Mundul - 9833241028

Dilshad Gogia - 9702958128

Anand Bajpai - 9833515543

Kashmira Sepoy - 9930059678

Meher Shastri - 8080082666

Girish Vyas - 9757123424

Disclaimer:

This e-mail communication (including any attachments to it) may contain confidential, proprietary or privileged information intended solely for the addressees. Unauthorized disclosure, use, dissemination or copying (either whole or partial) of this e-mail, or any information it contains, is prohibited. If you have received this message in error, please delete it and all copies from your system and notify us by e-mail at ailrea.mumbai@gmail.com

Internet communications may not always be secure or error free as information could be intercepted, susceptible to alteration, corrupted, lost, destroyed, may arrive late or be incomplete, or may contain viruses etc. AILREA does not accept liability for any errors or omissions in the contents of this email communication. Also, AILREA does not accept responsibility for any inaccurate news or information arising from reproduced Internet communications of any third party