Frequently Asked Questions

e-Connect

Account Registration and Forgot Password	
Q1.	How do I register to e-Connect?

	1. Log on to https://econnect-my.greateasternlife.com
	2. Click on 'Register Now'.
	3. Tick 'Yes' under 'Do you have any Great Eastern policies or certificates' and click 'Next'.
	4. Self-verification as a Great Eastern Customer using policy holder preferred method of verification below :
	    o Personal ID – Enter Identity Number, Date of Birth and Gender; or
	    o Policy/Certificate Number – Enter an active Policy Number and Identity Number
	5. Click 'Next'.
	6. Upon successful verification, a six-digit One Time Password (OTP) will be sent to policy holder's registered mobile number.
	7. Proceed to create Great ID with a valid email address (This will be the policy holder's login ID).
	8. Enter 'Preferred Name, Email Address and create Password'. Once done, click 'Next'
	9. Enter the authentication pin sent to the email address provided.
	10. Complete the registration by click on "Next".
	11. Great ID login screen will be displayed for policy holder to access and click 'Proceed' to continue with e-Connect page.
	*Note : The OTP will be sent to policy holder's latest registered mobile number in our record.

Q2.	I can't remember my e-Connect password, how do I reset my password?
	1. Go to https://econnect-my.greateasternlife.com 2. Click 'Log in with Great ID' 3. Click on 'Forgot Your Password'. 4. Enter the email address used to sign up for Great ID and click 'Next'. 5. Enter the authentication pin sent to the email address provided and click 'Next'. 6. Set a new password and click 'Next''. 7. Successfully reset password message and click 'Finish'.
Q3.	I tried to login but failed due to enter wrong username or password. What should I do?
	Please reset your password using 'Forgot Your Password' as per **Q2**.
Q4.	My e-Connect account is locked after 3 unsuccessful login attempts. What should I do?
	You can reset your password using 'Forgot Your Password' as per **Q2**.
Q5.	If I am in overseas, can I reset my e-Connect password?
	Yes. Please refer to **Q2** to reset your password.
Q6.	How do I change my OTP mobile number?
	1. To update the mobile number, please refer to two methods below: 2. Download & complete Great ID Mobile OTP Update Form via "Update Your Records" at the OTP Verification screen during Great ID registration. 3. Download & complete Great ID – Request to Update Mobile Number at https://www.greateasternlife.com/content/dam/great-eastern/my/homepage/personal-insurance/get-help/customer-service/great-id-update-mobile-number-form.pdf. 4. Send the completed form through Email/Counter.

Q7.	Can I receive my e-Connect OTP when I am in overseas?	
	Yes, subject to you having active mobile roaming services in your country of stay.	
Q8.	I do not received OTP due to invalid or no mobile number register.	
	Please update your OTP Mobile Number as per **Q6**.	

Policy Details

Q9.	How to view my Policy Details?
	1. Select 'My Portfolio'. 2. Select 'View All Policies/Certificates' 3. Select Policy Number and Click at 'View Policy Details'
Q10.	What is the information available under 'My Portfolio > Policy Details'?
	My Portfolio contained the following information: • An overview of your coverage i.e. Life, Health, Personal Accident, Wealth and etc. with the duration of cover. • Details of your policy benefits. • Premium information. • Payment records (up to 24 months from current date). • Policy Value / Fund Details. • Nominee/Beneficiary/Trustee information. • Payer information. *Note: Information displayed may vary based on product.*
Q11.	I noticed that my Coverage Overview is showing my Death and Total and Permanent Disability (TPD) coverage until age 100. Is this correct?
	The Coverage Overview act as a general guide to your coverage. It is charted based on your policy with the longest covered duration. For an exact period of cover, please refer to your Policy Contract.

Service Request

Q12.	What are the Service Request available in eConnect?
	Currently, the following service request are available in e-Connect for our customer's convenience: - 1. Bank Account Registration. 2. Change Payment Method. 3. Change Payment Frequency. 4. Perform Fund Switch for Investment-Linked Policy. 5. My Mailbox
Q13.	How to Change Payment Method or Payment Frequency
	1. Select 'Service Request' 2. Select 'Change Payment Method' or 'Change Payment Frequency'
Q14.	I am not sure how to use My Mailbox to send my query. What should I do?

	To send a secured message/enquiry through My Mailbox: -
	
	1. Select 'My Service Request > My Mailbox'.
	2. Select 'Create New Query'.
	3. Fill-in the following column
	   • Ref No – provide 'Policy number'.
	   • Subject dropdown box – select the type of enquiry.
	   • Click 'Continue'.
	4. Message Content
	   • Description column – enter the enquiry/ request message.
	   • *Optional*: Click on Attachment(s) – to upload document (if any).
	5. Click 'Confirm' to send your enquiry/ request.
	
	To open our reply: -
	
	1. Select 'My Service Request > My Mailbox'.
	2. Click on 'Reports'.
	3. Select the 'Query No' you would like to view.
	4. Click on 'Reports' to view the Query listing (*to select another query*).

e-Document	
Q15.	What are the documents available in e-Connect?

	You can view and print the following documents from e-Connect: -
	
	Important Notification:
	   • Premium Notice and Automatic Premium Loan (APL) Notice
	   • Insufficient Investment Value
	   • Potential Lapse/Lapse Notice
	   • Credit Card or GIRO Deduction Failure Notice
	   • Direct Credit Invitation and Confirmation Letter
	   • Policy Acknowledgement Slip Reminder Letter
	
	Letter:
	   • Change Payment Method / Mode
	   • Change of Address
	   • Investment Strategy
	   • Policy Payout –Bank Details Updated
	
	Statement
	   • Cash Bonus Statement
	   • Investment-Linked Plan (ILP) Annual Statement
	   • Investment-Linked Plan (ILP) Opening Statement
	   • Premium Paid Statement.
	   • Premium Paid Statement (Group).
	   • Reversionary Bonus (RB) Annual Statement.
	   • Survival Benefit Statement.
	
	Policy Contract & Endorsement
	   • ePolicy Contract.
	   • Endorsement – Benefit Alterations.

		• Extension of Medical Rider 99.
Q16.	Where can I find my documents?	
	1. Log on to https://econnect-my.greateasternlife.com 2. Select 'My Document'. 3. Choose the 'Document Type' *Note: Available selection in Item 3 may vary based on Document Type selected.*	
Q17.	How to download my Statement?	
	1. Log on to https://econnect-my.greateasternlife.com 2. Select 'My Document' *3.* Select 'My Statement'	
Q18.	How long is my policy's statement kept in e-Connect?	
	Your policy's statements are stored for 5 years so you can access them easily.	
Q19.	How do I request for statement that is no longer available in e-Connect?	
	Please send your request to us using My Mailbox in e-Connect *(My Service Request > My Mailbox).*	
ePay		
Q20.	What is ePay?	
	You can make the following policy payment via ePay using you credit/debit card: - • Renewal Premium. • Automatic Premium Loan (APL) repayment. • Policy Reinstatement payment. • Non Lapse Top Up payment *(Applicable to certain policies only).*	
Q21.	How do I make payment via ePay?	
	1. Log on to https://econnect-my.greateasternlife.com 2. Select 'My Portfolio'. 3. Select Policy Number to view. 4. Click on 'View Policy Details'. 5. Click on 'Pay Now'.	
Q22.	Which credit/ debit card is acceptable by ePay?	
	You can use the following cards for payment via ePay: - • Credit card issued by Visa or MasterCard. • Debit card issued by any local bank in Malaysia. ***Note:*** ▪ For Debit card transaction, please ensure you have activated the card for online transactions. Otherwise, your transaction may not be successful. ▪ *Charge card e.g. AMEX, AEON, Diners are not acceptable.*	

Q23.	Can I use my relative's credit card to pay?
	Yes, provided the cardholder is your immediate family such as spouse, children, sibling or parent.
Q24.	When I made my premium payment online, I am required to provide the payer's name, mobile number and email address. Is this going to replace the information in my policy?
	No, this information is used to process your payment and send notification to the payer.
Q25.	The card holder did not receive OTP SMS to authorise the payment. What should I do?
	Please check with the card issuing bank as OTP SMS is triggered by the issuing bank to the registered mobile number with the bank.
Q26.	Can I have a copy of the SMS/email notification sent to the cardholder/payer?
	SMS/email notification is sent to the cardholder/payer only.
Q27.	Is there any receipts issued for payment via ePay?
	For new policy's initial payment, a receipt will be issued and mailed to your correspondence address. For other types of payment, you may refer to your banking statement or your policy details page in e-Connect (*My Portfolio > View Policy Details > Under Payment Records*).

ePolicy Contract

Q28.	**When can I offer ePolicy contract to my customers?**
	ePolicy contract is available for new individual life application submission effective from 12 November 2018
Q29.	**Is ePolicy contract available in MPOS and eSUB?**
	Yes, agent can select for ePolicy contract when processing customer's application using both MPOS and eSUB. Please refer to the instruction below: a. MPOS User: To select 'Electronic' for the Policy Despatch Method from the dropdown list b. eSUB User: To select (tick)☐ Electronic for the Policy Despatch Method **IMPORTANT NOTICE:** Mobile number and email address for both life assured and proposer is <u>mandatory</u> (except if the proposer is an entity). For juvenile or third party application, please provide proposer's mobile number and email address.
Q30.	**What is the dispatch method for medical card if my customer opted for ePolicy contract?**
	If customer prefers agent to collect and deliver the medical card, please select or tick **'Hand'**. Alternatively, to send the Medical Card directly to customer's correspondence address via normal mail, to select or tick '**Mail**'. Please refer to the guide below: a. MPOS User: Please select Mail or Hand from the dropdown list for the Medical Card Dispatch Method b. eSUB User:

	Please select (tick)☐ Mail or ☐ Hand for the Medical Card Dispatch Method
Q31.	**Can I change from ePolicy contract to physical policy contract after submission of the new business application?**
	For policies at new business stage: Customer can submit Request for Amendment (RFA) form by completing the 'Others' column or write-in to change from ePolicy to physical policy contract. **For inforce policies:** Customer can submit Request for Contractual Changes (PSF01) form by completing the 'Others' column or write-in to re-print the policy contract. Please take note the current re-printing of policy contract charges may apply.
Q32.	**How is agent notified once the ePolicy contract is ready?**
	Agent will receive letter notification via ePartner 'Inbox' within 2 days from the policy's inforce date once ePolicy contract is ready for viewing. A copy of customer's ePolicy contract is also available in ePartner for agent's reference under ***Application > New Business Status Enquiry > Proposal Status Enquiry List***
Q33.	**How is my customer notified when ePolicy contract is ready?**
	Policyholder will also receive SMS and email notification within 2 days from policy's inforce date when the ePolicy contract is ready in eConnect. It is also advisable to contact your customer to assist them once you have received the ePolicy contract notification.
Q34.	**What is the SMS and email content sent to my customer?**
	The SMS/email is to notify customer that their policy is inforce and the ePolicy contract is ready in e-Connect. Please refer to the _ePolicy Contract Guide_ <Department/Division > Operation > New Business > Servicess > New Business ePolicy Contract Guide) for example of the SMS and email content sent to customer with ePolicy contract option.
Q35.	**What if my customer did not receive the ePolicy SMS notification?**
	Customer will received three SMS notifications of which the 2nd SMS is sent on the next day after 1st SMS and followed by 3rd SMS on the third day.
Q36.	**How do I guide my customer to view their ePolicy contract using eConnect?**
	Please refer to the _ePolicy Contract Guide in ePartner_ or _eConnect Guide_ which is accessible via Great Eastern Malaysia's corporate website under Get Help/Customer Service.
Q37.	**How do I know whether my customer has acknowledged the ePolicy contract?**
	Acknowledgement status will be reflected in the ePartner within 2 days after customer has acknowledged receipt of their ePolicy via eConnect. In addition, the PAS listing is also available in ePartner as per current practice for agent's reference on the status of policy acknowledgement.

Q38.	**Is there any reminder if my customer still did not sign up/login to eConnect to acknowledge the ePolicy contract?**
	Yes, customer will receive the following reminders: • SMS and email on the **7th day** after the 1st notification • Letter sent on the **60th and 75th day** to customer's mailing address.
Q39.	**Can I still submit <u>physical</u> policy acknowledgement slip (PAS) if customer has opted for ePolicy contract?**
	Yes, physical PAS is acceptable for ePolicy contract. However, it is still advisable for customer to login to eConnect and perform acknowledgement of their ePolicy contract so they are aware of how to view/retrieve their ePolicy contract.
Q40.	**Why my customer's ePolicy contract is no longer viewable from e-Partner?**
	The ePolicy contract will be removed from ePartner when the policy is cancel under Free Look or surrendered or matured or terminated.
Q41.	**Does the IO or USM or GSM have the access to view their downline agent's client's ePolicy contract in ePartner?**
	No. Only servicing agent can view own customer's e-policy contract in ePartner.

Online Purchase using ePay

Q42.	I have paid for my online purchase and noticed that the "Use card for subsequent payment" option is automatically selected and I am not able to unselect this option. What should I do?
	For online purchase, the card used for initial premium payment is automatically on-boarded for payment of renewal premiums. If you wish to use another card for renewal premium payment, you can: - • Update the new card number online through e-Connect by selecting 'My Service Request > Change Payment Method' after the policy is issued or; • Complete the Easi-Pay Service Form (PSF16) at www.greateasternlife.com/my (Home > Personal Insurance > Get Help > Customer Service > Eforms > EasiPay Service) and submit the form to Customer Service.
Q43.	What is the alternative payment method if my card payment/deduction is unsuccessful?
	You can pay your premium using internet banking, JomPay or through our collecting banks. Please refer to our *Premium Payment guide* at www.greateasternlife.com/my (Home > Personal Insurance > Get Help > Customer Service > Premium Payment).
Q44.	I have purchased a policy online and paid for the initial premium using ePay. When will the payment be updated?
	Your payment is updated immediately into our system when the transaction is successfully processed using ePay.

Other Services in e-Connect

Q45.	What are other services available in e-Connect?
	Currently, the following services are available in e-Connect for our customer's convenience: - 1. Update policy address, contact number and email address.

	2. Change your policy's payment method.
	3. Change your policy's payment frequency.
	4. Perform Fund Switch for Investment-Linked Policy.
	5. Check the Fund Unit Price.
	6. View/download the Fund Annual Report.
	7. Send secured message to Customer Service via My Mailbox.
	8. Check your claims status.
Q46.	How do I purchase a policy using e-Connect?
	You can purchase a new policy via e-Connect by selecting 'Shop @ Great Eastern' and follow the instructions.
Q47.	The 'Shop @ Great Eastern' is showing error i.e. failed to upload document submission or during payment. What should I do?
	Please check your Internet browser for compatibility. You can use e-Connect with popular browsers like Chrome, Firefox, Internet Explorer (version 10 & above) and Safari.
Browser Issue	
Q48.	How do I clear my cache (Browser History)?
	Clearing your browser history, cookies, temporary files/cache will vary based on the browser and operating system you are using. Here are basic instructions for several of the most common browsers. Google Chrome • Go to the three-dot menu at the upper right of Chrome to select More tools > Clear browsing data. • Select browsing history, cookies, and cached images and files. • Choose "the beginning of time" to completely clear your cache. • Close all Open tabs (save data where needed) • Close the Internet Browser being used • Reopen the Internet Browser • Go to eConnect Login page and Login as normal Mozilla Firefox • Open the Firefox Tools button in the top right corner • Select History > Clear recent History • Select 'Everything' and check the options of what you wish to clear. For troubleshooting purposes, select "Cache" • Close all Open tabs (save data where needed) • Close the Internet Browser being used • Reopen the Internet Browser • Go to eConnect Login page and Login as normal Microsoft Edge • Begin at the Menu button (three-line menu) and choose Settings • Choose Settings again. • Choose Privacy, search and services > Clear Browsing Data

- Choose what you wish to clear and click 'Clear Now'
- Close all Open tabs (save data where needed)
- Close the Internet Browser being used
- Reopen the Internet Browser
- Go to eConnect Login page and Login as normal

Safari (on iPhone or iPad)
- Go into Settings on your device
- Choose Safari
- Scroll down and choose Clear History and Website Data