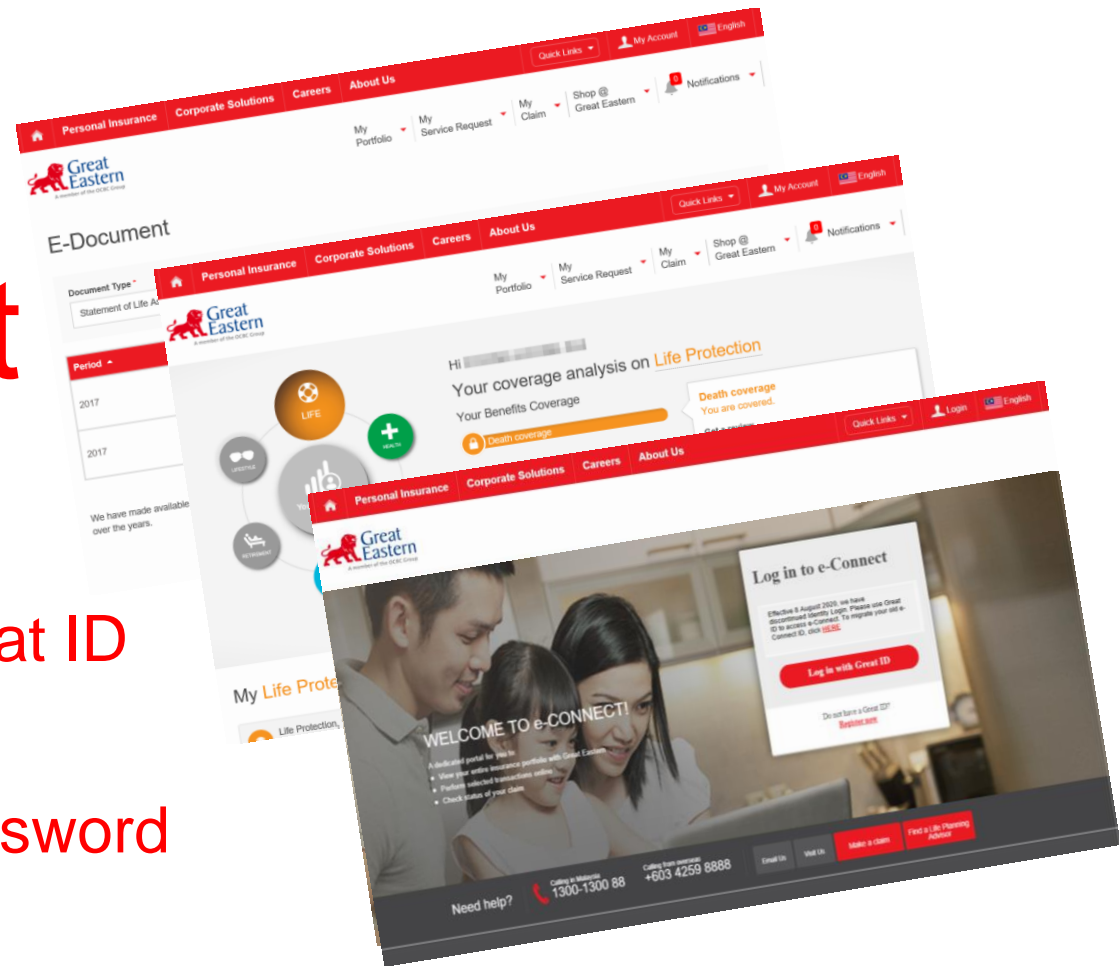


# e-Connect Guide

- Registration via Great ID
- Login with Great ID
- Forgot Great ID Password



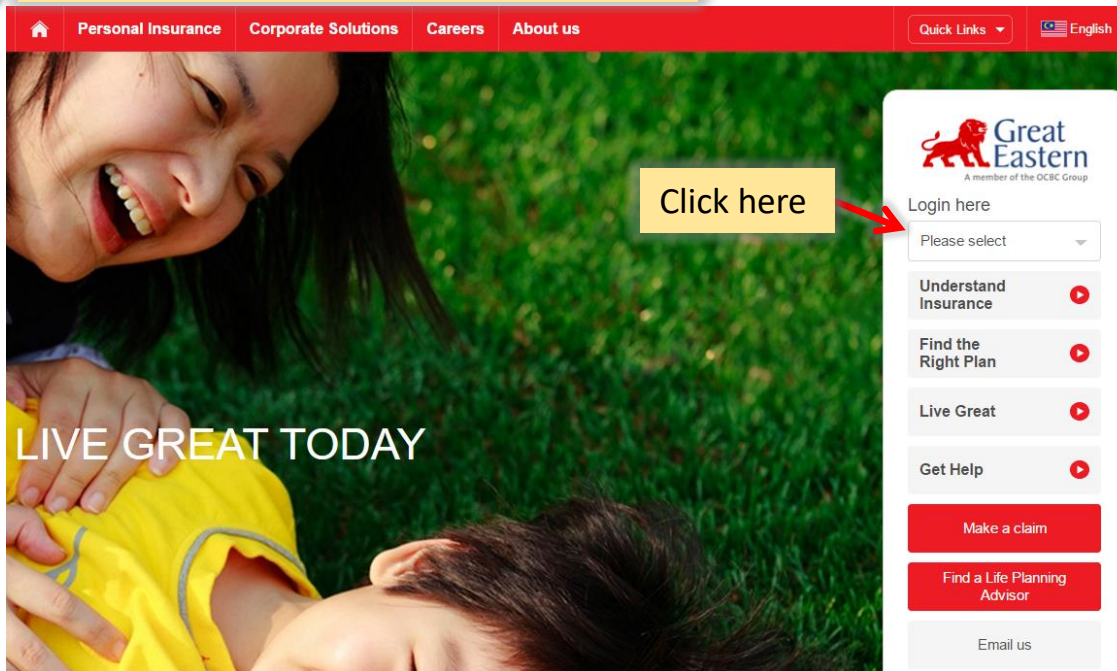
# e-Connect Registration via Great ID

# e-Connect – Great ID Registration

Where is e-Connect?

1

Visit us at [www.greasternlife.com/my](http://www.greasternlife.com/my)



2



Login here

Please select

For customers

e-Connect

Live Great

For Life Planning Advisors

e-Partner

For General Insurance Agents

GEG-Link

Visit us

Select 'e-Connect'

OR

Visit our direct link : [econnect-my.greasternlife.com](http://econnect-my.greasternlife.com)



3

Calling in Malaysia  
1300-1300 88

Calling from overseas  
+603 4259 8888

# e-Connect – Great ID Registration

## Self-registration

**1**

Click on  
**'Register Now'**

### WELCOME TO e-CONNECT!

A dedicated portal for you to:

- View your entire insurance portfolio with Great Eastern
- Perform selected transactions online
- Check status of your claim

### Log in to e-Connect

! Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to [e-Connect Registration Guide](#).

**Log in with Great ID**

Do not have a Great ID?  
[Register now](#)

**Need help?**

Calling in Malaysia  
**1300-1300 88**

Calling from overseas  
**+603 4259 8888**

Email Us Visit Us **Make a claim** **Find a Life Planning Advisor**

# e-Connect – Great ID Registration

## Self-registration

### Great ID

STEP 1 OF 4  
CUSTOMER VERIFICATION

#### Before we create your Great ID,

Do you have any Great Eastern policies or certificates?

Yes

No

Not sure

NEXT

Having trouble? [Contact us.](#)

2

Tick **Yes** and Click  
**'NEXT'**

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



# e-Connect – Great ID Registration

## Self-registration

### Great ID

STEP 1 OF 4  
CUSTOMER VERIFICATION

#### Verify yourself as a Great Eastern Customer

Select your preferred method of verification below

<b>Personal ID</b>	<b>Policy/Certificate number</b>	
ID TYPE <b>Malaysia ID</b> ✓		
ID NUMBER _____	DATE OF BIRTH (DD/MM/YYYY) ____/____/____	GENDER _____ ✓
Please enter ID number.	Please enter a date of birth.	Please select gender.

**NEXT**

Having trouble? [Contact us.](#)

3

There are two (2) options to verify yourselves as policy holder:

- a) Personal ID**
- ID Type
  - ID Number (with or without dash)
  - DOB
  - Gender

OR

- b) Policy Number**
- Policy Number
  - ID Number (with or without dash)

Click **'NEXT'**

By verifying yourself as a Great Eastern customer, you get to enjoy access to any Great Eastern applications.

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takafu.



# e-Connect – Great ID Registration

## Self-registration

### Great ID

STEP 2 OF 4  
CUSTOMER VERIFICATION

#### Verify yourself as a Great Eastern Customer

to continue to <GREAT ID> and enjoy access to more Great Eastern services

A six-digit pin has been sent to the mobile number associated with your policy/certificate details: +60\*\*\*\*\*2475

Did not receive your pin? [Send again.](#)

No longer using that number? [Update your records.](#)

NEXT

Having trouble? [Contact us.](#)

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



4

Enter six-digit One Time Password (OTP) code sent to your mobile number.

Click '**NEXT**'

\*\*If you're no longer using the number, please click **Update your records.** Please fill up and submit the form to update your number.

# e-Connect – Great ID Registration

## Self-registration

### Great ID

STEP 3 OF 4  
GREAT ID AND PASSWORD

**You've verified yourself as a policyholder/certificate owner.**  
**Create your Great ID** with your email address

PREFERRED NAME

EMAIL (THIS WILL BE YOUR Great ID)

PASSWORD

Your password must include at least: 8 characters, one uppercase alphabet, one lowercase alphabet, one number, be different from your email and one symbol such as "!, @, #, \$, %".

By continuing, I agree to the  
[Terms of Use/Takaful Terms of Use and Privacy Policy/Takaful Privacy Policy](#)

**NEXT**

5

Enter all the required details:

- 1. Preferred Name** – Not tie to any official name/usage. Can be any name.
- 2. Email** – Must use a valid e-mail address. Email verification code will be sent to this e-mail.
- 3. Password** – Must contain at least 8 characters, one uppercase alphabet, one lowercase alphabet, one number and one symbol.

Click **'NEXT'**

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.





# e-Connect – Great ID Registration

## Self-registration

### Great ID

STEP 4 OF 4  
GREAT ID AND PASSWORD

#### Authenticate your Great ID and enjoy access to more Great Eastern services

Complete your application by entering the pin sent to the email you provided as your Great ID: **superman1@hotmail.com**

The code will expire in 15 minutes.

1234 -

Did not receive your pin? [Send again.](#)

Incorrect email? [Re-enter your details.](#)

**NEXT**

[Log in](#) instead. Having trouble? [Contact us.](#)

6

Enter e-mail verification code sent to the e-mail you used to register Great ID.

The code expire in 15 minutes.

Click **'NEXT'**

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



# e-Connect – Great ID Registration

## Self-registration

### Great ID

SUCCESS!  
GREAT ID CREATED AND VERIFIED

Welcome, France.

Your Great ID has been created and verified. Your mobile number will be used to generate a One-Time Password (OTP) to authenticate your future logins.

Use your Great ID to access our Great Eastern platforms.

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



Having trouble? [Contact us.](#)

7

Great ID creation complete.

Click '**PROCEED**' to continue with e-Connect.

PROCEED

# e-Connect Login with Great ID

# e-Connect – Login with Great ID

## e-Connect Login screen

Visit us at [www.greatasteasternlife.com/my](http://www.greatasteasternlife.com/my) or our direct link : [econnect-my.greatasteasternlife.com](http://econnect-my.greatasteasternlife.com)



**WELCOME TO e-CONNECT!**

A dedicated portal for you to:

- View your entire insurance portfolio with Great Eastern
- Perform selected transactions online
- Check status of your claim

**Log in to e-Connect**

! Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to [e-Connect Registration Guide](#).

**Log in with Great ID**

Do not have a Great ID?  
[Register now](#)

**Click on 'Log in with Great ID'**

1

**Need help?** Calling in Malaysia **1300-1300 88** Calling from overseas **+603 4259 8888**

[Email Us](#) [Visit Us](#) [Make a claim](#) [Find a Life Planning Advisor](#)

# e-Connect – Login with Great ID

## e-Connect Login screen

**Great ID**

LOG IN

**Log in** with your Great ID

Great ID

Don't have a Great ID? [Get one now.](#)

PASSWORD

[Forgot your password?](#)

Click **'SUBMIT'**

**SUBMIT**

Enter your Great ID (E-mail used to register Great ID) and password

Having trouble? [Contact us.](#)

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.

# e-Connect – Login with Great ID

## OTP Request

4

**Great ID**

VERIFICATION THROUGH MOBILE NUMBER

### One-Time Password (OTP)

Please enter the six-digit pin sent to your mobile number: +60\*\*\*\*\*488

493773 |

Did not receive your pin? [Send again.](#)

**NEXT**

Having trouble? [Contact us.](#)

Great ID. The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



Enter six-digit OTP code sent to your mobile number.

Click 'NEXT'

# e-Connect – Login with Great ID

## Terms of usage



### Great Eastern e-CONNECT Account Agreement

**Terms and Conditions**

Understanding your rights, obligations and responsibilities

In the following paragraphs, "you" refers to all persons who are named under the account and Great Eastern Life Assurance (Malaysia) Berhad, Great Eastern General Insurance (Malaysia) Berhad and/or their holding company and/or their subsidiaries and/or the subsidiaries of their holding company shall be collectively referred to as "Great Eastern Group".

In using the Internet to gain access to your account, you will be exposed to the following risks:

1. If you do not have sufficient technical knowledge or you do not take safety precautions, unauthorised people may gain access to your computer or internet-linked devices.
2. Unauthorised people may without your knowledge gain access to your computer and monitor your regular access to your account and your transactions with your account.
3. There may be computer viruses or other malicious software which may interfere with your access to your account.
4. If you access your account through a public computer, this may expose your account to viruses and malicious software.

You are liable for all instructions and transactions carried out through the use of your User-ID and password to access your account whether or not authorised by you. In particular, if you:

- I. fail to comply with the following **Terms and Conditions**,
- II. disregard the security measures which you must take, or
- III. fail to take precautions when using the Internet to access your account.

Great Eastern Group will not be liable to you.

All charges, if any, in accessing your account will have to be borne by you.

[Great Eastern e-CONNECT Account Agreement](#)

**Terms and Conditions**

The following terms and conditions ("Terms and Conditions") will govern the use of the web-account granted by Great Eastern Group to you. By using this e-CONNECT Portal (hereinafter referred as "e-CONNECT"), you have agreed to be bound by these Terms and Conditions.

1. Once you have been given an account, you will be able to access your account with your user identification number ("ID No.") and chosen password.
2. The access of your account must only be through the use of your ID No. and password. You must not reveal your password to anyone and you must take all precautions to ensure that your password is not disclosed to anyone. If you know or have reason to suspect that your password has been compromised or used by another person without your consent, you must change your password and inform Great Eastern Group immediately.
3. You must not reveal the one-time password (the "Security Code") delivered via Short Message Service ("SMS") to your mobile phone or otherwise generated by or delivered by any other means as Great Eastern Group may designate from any time in Great Eastern Group's discretion to any other party and shall take all steps as may be necessary to prevent the disclosure of your Security Code to any other person. You shall immediately notify Great Eastern Group if (a) you have any reason to believe that the confidentiality of your Security Code has been compromised or that your Security Code has been used in an unauthorised manner and/or (b) there has been any loss, theft, replacement or change of number of your mobile phone used to generate the Security Code. You shall be solely responsible and liable for any losses or damages arising from or in connection with your failure to comply with this Clause 3.

5

Read & Accept 'Terms and Conditions & Agreement'

Click 'I Agree'



[Back to top](#)

# e-Connect Forgot Great ID Password



# e-Connect – Forgot Great ID Password

## Self-reset Password

Visit us at [www.greatasteernlife.com/my](http://www.greatasteernlife.com/my) or our direct link : [econnect-my.greatasteernlife.com](http://econnect-my.greatasteernlife.com)



**Click on  
'Log in with Great ID'**

**1**

### Log in to e-Connect

! Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to [e-Connect Registration Guide](#).

**Log in with Great ID**

Do not have a Great ID?  
[Register now](#)

**WELCOME TO e-CONNECT!**

A dedicated portal for you to:

- View your entire insurance portfolio with Great Eastern
- Perform selected transactions online
- Check status of your claim

Need help?



Calling in Malaysia  
1300-1300 88

Calling from overseas  
+603 4259 8888

Email Us

Visit Us

Make a claim

Find a Life Planning  
Advisor

# e-Connect – Forgot Great ID Password

## Self-reset Password

Great ID

LOG IN

**Log in** with your Great ID

Great ID

Don't have a Great ID? [Get one now.](#)

PASSWORD

[Forgot your password?](#)

SUBMIT

Having trouble? [Contact us.](#)

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



2

Click 'Forgot your password?'

# e-Connect – Forgot Great ID Password

## Self-reset Password

### Great ID

STEP 1 OF 3  
FORGOT PASSWORD

---

### Forgot your Great ID password?

We can help you reset your password using the email address you used to sign up for your Great ID.

ENTER YOUR Great ID HERE

---

**NEXT**

Having trouble? [Contact us.](#)

3

Enter your registered Great ID (e-mail)  
Click 'NEXT'

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.

# e-Connect – Forgot Great ID Password

## Self-reset Password

Great ID

STEP 2 OF 3  
FORGOT PASSWORD

### Authenticate with email

Enter the verification pin sent to the email you provided as your Great ID:  
**superman@hotmail.com**

The code will expire in 15 minutes.

6789 -

Did not receive your pin? [Send again.](#)

Incorrect email? [Re-enter your details.](#)

NEXT

Having trouble? [Contact us.](#)

4

Verification pin will be sent to the Great ID e-mail. Insert the six-digit pin.

Click **'NEXT'**

Code expires in 15 minutes.

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



# e-Connect – Forgot Great ID Password

## Self-reset Password

Great ID

STEP 3 OF 3  
FORGOT PASSWORD

### Reset your password

NEW PASSWORD



Your password must include at least: **8 characters, one uppercase alphabet, one lowercase alphabet, one number and one symbol** such as "!, @, #, \$, %".

CONFIRM NEW PASSWORD



NEXT

Having trouble? [Contact us.](#)

5

Enter new password according to the standard security requirement and re-confirm the new password.

Click 'NEXT'

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



# e-Connect – Forgot Great ID Password

## Self-reset Password

### Great ID

SUCCESS!  
PASSWORD RESET SUCCESSFUL

### Successfully reset password

You can now sign in to our Great Eastern platforms using your Great ID and updated password.

**Great ID.** The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



Having trouble? [Contact us.](#)

6

Password successfully reset.

Click **'FINISH'**.

FINISH

End