

Service Guide

To download the forms, please click on the selected form
 (All forms to be downloaded using Acrobat reader)

Type of Service Request	Form
<ul style="list-style-type: none"> Change of address/email/contact number* Online update via e-Connect at https://econnect-my.greatasteasternlife.com/econnect-new/#/login through “My Profile” page Update of personal details* Change of Signature* 	<u>Request For Person Changes</u>
<ul style="list-style-type: none"> Request for auto-debit of premium from credit card/debit card* <p>Note: Applicable for Master/Visa card issued by locals banks only. The cardholder must be the member</p>	<u>GMBIS Easi-Pay Service Application Form</u>
<ul style="list-style-type: none"> Request for direct credit of payment to bank account* Online submission is available in e-Connect. For more details, please refer to the <u>Direct Credit Registration User Guide</u>. To register as an e-Connect user, please click <u>here</u> <p>Note : Copy of identity card is required for any payment issued by Great Eastern Life</p>	<u>Direct Credit Facility Form</u>
<ul style="list-style-type: none"> Update/re-activate the One-Time-Password (OTP) mobile number for e-Connect* 	<u>Great ID Request to Update Mobile Number</u>
<ul style="list-style-type: none"> To appoint, change or revoke nominees (s) or trustee(s) <p>Note : Original form is required</p>	<u>Appointment/ Change of Nominees</u>
<ul style="list-style-type: none"> Request for reinstatement of policy <p>Note : Original form is required</p>	<u>Health Warranty</u>

Important Note:

- Please complete all relevant fields and your signature is executed in the same manner as per the Proposal Form or the latest recorded signature.
- The witness must be at least 18 years old and by disinterested party. Spouse/ nominee listed in the policy is not allowed to be the witness.
- Only Form for Service Request marked with (*) and copy of identity card can be submitted via email to gmsadmin@greateasternlife.com
- For Appointment/Change of Nominees and Health Warranty form, please submit/post to:
Menara Great Eastern
(GMBS Admin)
No 303 Jalan Ampang
50450 Kuala Lumpur