


# e-Connect:

## Direct Credit Registration User Guide

  
A member of the OCBC Group

**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. To migrate your old e-Connect ID, click [HERE](#)

**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](#)

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 1

Login to e-Connect direct link <https://econnect-my.greataeasternlife.com>.



Scan Here

**Great Eastern**  
A member of the OCBC Group

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

**1**

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 2

Key in Great ID and Password, then click “Submit”

**Great ID**

LOG IN

**Log in** with your Great ID

Great ID  
**abc8@yahoo.com**

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

PASSWORD  
.....

[Forgot your password?](#)

**SUBMIT**

**2**

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.

For internal use & training purpose only

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

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### Step 3

Enter the OTP number sent via SMS

One Time Password

Please kindly enter your one time password sent to your mobile no.

Password

Submit

Cancel

If you do not receive the password in the next 2 minutes, please click "Resend".

Resend One Time Password

3

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 4

Click at 'My Service Request' tab and select 'Bank Account Registration'

The screenshot displays the Great Eastern e-Connect user interface. At the top left is the Great Eastern logo with the tagline 'A member of the OCBC Group'. The navigation bar includes tabs for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout'. The 'My Service Request' dropdown menu is open, showing options: 'Service Request Overview', 'Bank Account Registration' (highlighted with a red box and a black circle with the number 4), 'ILP Service Request Submission', 'Change Payment Method', 'Change Payment Frequency', 'My Mailbox', 'e-Payment Services', 'Customer Service Form', and 'Contact Us'. On the left, a circular menu features icons for 'LIFE', 'LIFESTYLE', 'HEALTH', 'PERSONAL ACCIDENT', 'RETIREMENT', and 'WEALTH', with 'Your Coverage Overview' in the center. On the right, there is a 'Download Deferment of Premium Form' button, a 'Last Login: 09 Mar 2021 05:55 PM' timestamp, and a 'Savings' section with the text 'You have a plan in place.' and 'Get a review' instructions. At the bottom, there is a 'View Policy Details' button.

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 5

Select the policy that you would like to register for direct credit facility and click “Continue”

The screenshot displays the 'Bank Account Registration' process. At the top, there are three steps: 'Step 1: Policy Selection' (highlighted in red), 'Step 2: Bank Account Registration', and 'Step 3: Preview'. Below this, the heading 'Select A Policy' is followed by a table with the following columns: 'Policy Number / Plan Name', 'ID Number', and 'Existing Bank Account Number'. A red box highlights the 'Existing Bank Account Number' column, with an arrow pointing to a text box that says 'If there is an existing bank account number, it will be displayed here.' The table contains one row with a green checkmark in the first column, '1005187465' in the second, '880909-27-1735' in the third, and 'XSRLY XLLHGIFXGRLL AYLX \*\*\*\*\*1098' in the fourth. A red box highlights the 'Existing Bank Account Number' cell. Below the table, a note says 'Do note that the account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.' A large black circle with the number '4' and an arrow points to the first column of the table. At the bottom right, there is a red button labeled 'Continue, Step 2: Bank Account Registration'.

Policy Number Plan Name	ID Number	Existing Bank Account Number
1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 6

- a. Select your bank from the listing
- b. Enter your bank account number

- c. Tick on “ I Accept Terms and Conditions”
- d. Click “Continue”

### Bank Account Registration

Step 1: Policy Selection > **Step 2: Bank Account Registration** > Step 3: Preview

#### Account Details

Bank Name *	<input type="text" value="PUBLIC BANK"/>	Bank Account Holder Full Name	<input type="text" value="LLA XSRL HLLL"/>
Account Number *	<input type="text" value="1234567890"/>	Email Address ?	<input type="text" value="-"/>

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' by stating your request and submit to us via [My Mailbox](#).

I ACCEPT TERMS AND CONDITIONS.

[Back, Step 1: Policy Selection](#) **Continue, Step 3: Preview**

# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 6a

If the account number is invalid or incomplete, error message will appear below. Please check and ensure the correct account number is updated.

### Bank Account Registration

Step 1: Policy Selection > **Step 2: Bank Account Registration** > Step 3: Preview

#### Account Details

Bank Name *	<input type="text" value="PUBLIC BANK"/>	Bank Account Holder Full Name	<input type="text" value="ORN XSYR SYL"/>
Account Number *	<input type="text" value="123456789"/> <i>Please enter a valid bank account number.</i>	Email Address ?	<input type="text" value="XYRSYL99@ANYRO.XLN"/>

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' by stating your request and submit to us via [My Mailbox](#).

I ACCEPT **TERMS AND CONDITIONS.**

[< Back, Step 1: Policy Selection](#) [Continue, Step 3: Preview >](#)



# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 7

Check the information is correct and, then click “Submit”

### Bank Account Registration

Step 1: Policy Selection > Step 2: Bank Account Registration > **Step 3: Preview**

### Preview Page

Policy Number Plan Name	Existing Bank Account Number	New Bank Account Number
1024713450 GREAT FLEXI WEALTH	A.K. NLIAYL XSYHV AYLX *****8901	PUBLIC BANK 1234567890

[Back, Step 2: Bank Account Registration](#) [Cancel](#) [Submit](#)

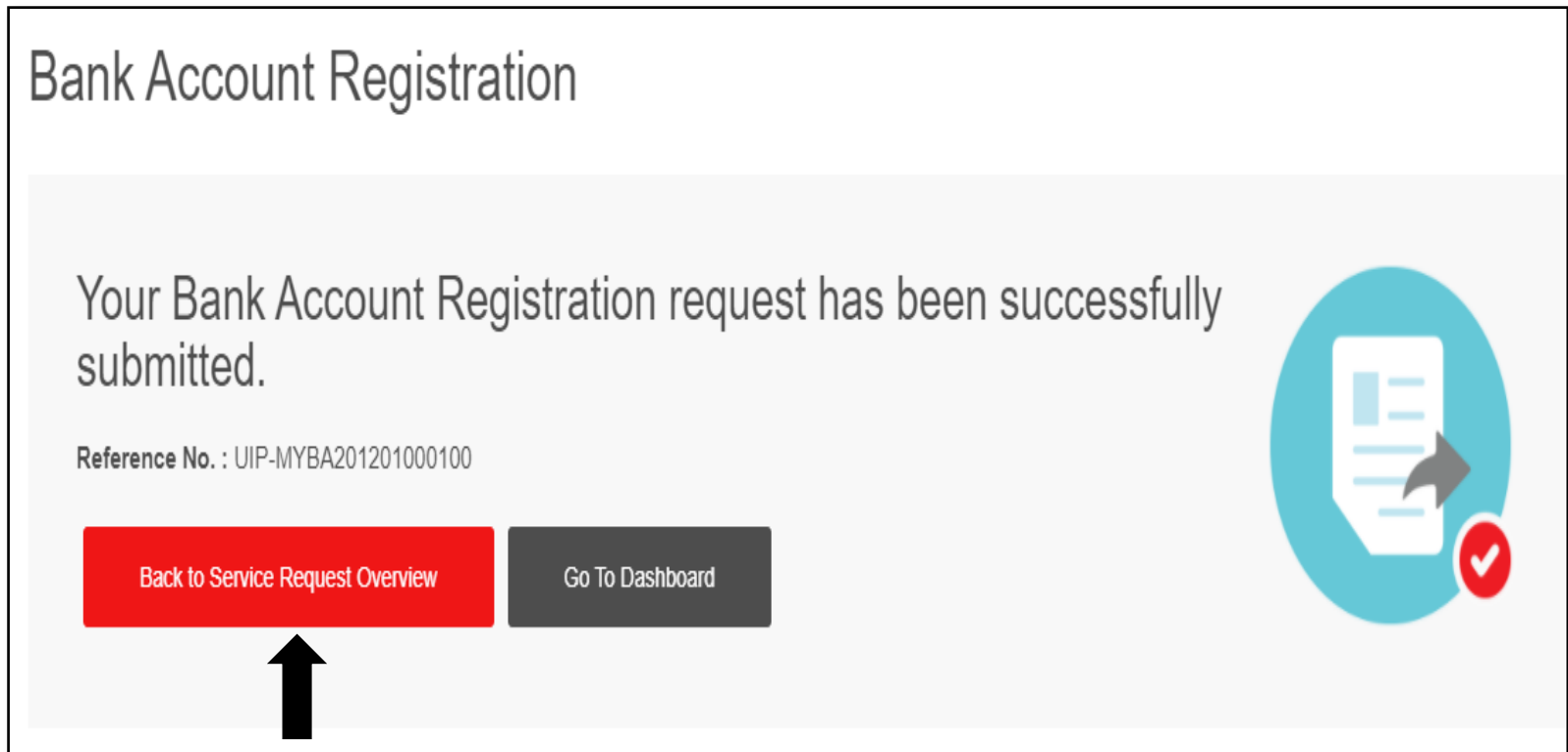
# Step-By-Step Guide

## 1. To Register Bank Account Number via e-Connect

### Step 8

Acknowledgement of your submission.

Please click on “Back to Service Request Overview” to view the request summary






# Step-By-Step Guide

## 2. To Check on Service Request Submission Status



- Select “Service Request Overview” tab
- If status shown is “Completed”, your bank account information will be displayed under your policy details in “My Portfolio”

Check Service Request

 Pending  Complete  Rejected

[Advance Search](#)

[Download as PDF](#)

Service Request	Status	Request date	Reference no.	Policy No.	Actions
Payment Arrangement - Bank Account Registration	 Completed	24-Feb-21	UIP-MYBA201210000134	1022610488	

# Step-By-Step Guide

## 3. To View Bank Account Number in e-Connect

Under “My Portfolio”, click “View Policy Details”

The screenshot displays the Great Eastern e-Connect user interface. At the top, the Great Eastern logo is on the left, and navigation links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout' are on the right. The main content area features a 'Your Coverage Overview' section with a central bar chart and surrounding icons for LIFE, HEALTH, RETIREMENT, and WEALTH. The WEALTH icon is highlighted in blue. To the right, there's a 'Download Deformation of Premium Form' button and a 'Last Login: 08 Apr 2021 09:30 AM' timestamp. Below this, the user is greeted as 'Hi LLA XSRL HLLL' and shown their 'Wealth Accumulation' coverage analysis. A 'Your Benefits Coverage' section shows progress bars for 'Savings' and 'Investment'. A 'Savings' callout box provides information about having a plan in place and offers a review. A 'View Policy Details' button is located below the coverage overview. The bottom section, 'My Wealth Accumulation Policies', includes buttons for 'View All Policies / Certificates', 'Collapse All', and 'Download all policies / certificates as PDF'. A policy card for 'Wealth Accumulation, 1024713450 GREAT FLEXI WEALTH' is shown, with details for the life assured (LLA XSRL HLLL), policy start date (06 Apr 2017), and premium due date (06 Apr 2021). A red box highlights the 'View Policy Details' button, and a black arrow points to it from the right.

# Step-By-Step Guide

## 3. To View Bank Account Number in e-Connect

The registered bank account no. is displayed under “Bank Account Information”

The screenshot displays the 'My Policy Details' page. On the left, there is a sidebar with policy information: 'Wealth Accumulation (1)', policy number '1024713450', plan name 'GREAT FLEXI WEALTH', and 'INFORCE'. It also shows 'Commencement Date: 06 Apr 2017' and 'Coverage End Date: 05 Apr 2037'. The main content area is divided into two sections. The top section is 'Coverage Benefit Information', which contains a table with the following data:

Benefit Name	Benefit Status	Sum Assured	Installment Premium	Cover Start Date	Cover End Date	Balance Annual Limit	Balance Life Time Limit
GREAT FLEXI WEALTH	INFORCE	150,000 MYR	Information not available at the moment	06 Apr 2017	05 Apr 2037	-	-

The bottom section is 'Bank Account Information', which contains a table with the following data:

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

Below the table, there is a note: 'This account is meant for direct crediting of payment to you. Click [here](#) to update new account number.'

Scroll Down

# Step-By-Step Guide

## 4. Alternate Option to Change/Update Bank Account Number

Under “Bank Account Information”, click “[here](#)” to change/update new bank account number.

The screenshot displays the 'My Policy Details' page. On the left, there is a sidebar with policy information: 'Wealth Accumulation (1)', policy number '1024713450', policy name 'GREAT FLEXI WEALTH', and status 'INFORCE'. The commencement date is '06 Apr 2017' and the coverage end date is '05 Apr 2037'. The main content area is divided into sections. The 'Coverage Benefit Information' section contains a table with the following data:

Benefit Name	Benefit Status	Sum Assured	Cover Start Date	Balance Annual Limit
GREAT FLEXI WEALTH	INFORCE	150,000 MYR	06 Apr 2017	-
LLA XSRL HLLL		Information not available at the moment	05 Apr 2037	-

Below this is the 'Bank Account Information' section, which contains a table with the following data:

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

At the bottom of the 'Bank Account Information' section, there is a note: 'This account is meant for direct crediting of payment to you. Click [here](#) to update new account number.' The word 'here' is enclosed in a red box, and a black arrow points to it from below. To the right of the screenshot, a red arrow points downwards towards a box labeled 'Scroll Down'.

# Step-By-Step Guide

## 4. Alternate Option to Change/Update Bank Account Number

Repeat Step 5 to Step 10

Bank Account Registration

Step 1: Policy Selection > Step 2: Bank Account Registration > Step 3: Preview

Select A Policy

<input checked="" type="checkbox"/> Policy Number Plan Name	ID Number	Existing Bank Account Number
<input checked="" type="checkbox"/> 1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

Do note that the bank account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.

Continue, Step 2: Bank Account Registration >

If there is an existing bank account number, it will be displayed here.

**END**