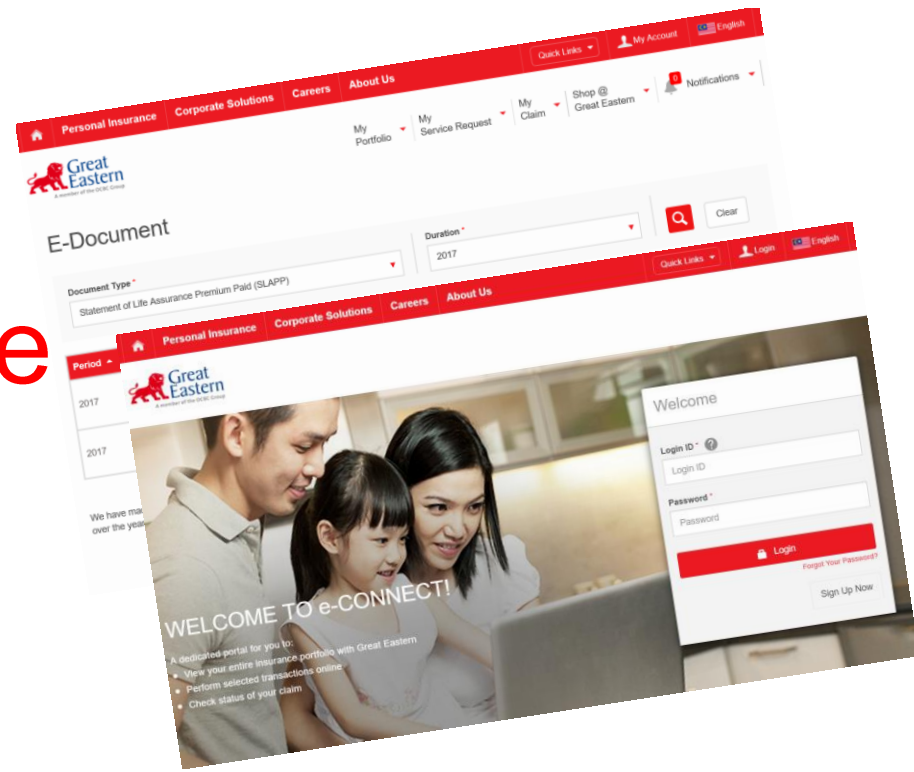


# Change of Signature in e-Connect

## Quick Guide



# e-Connect – Login

## e-Connect Login screen

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



**1**

Fill in your Login ID & Password

Click on 'Login'

Welcome

Login ID \* ?

Password \*

**Login**

[Forgot Your Password?](#)

[Sign Up 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

Announcement :  
• Updating of New (12-digit) Identity Card Number/Latest Passport Details/Other Personal Details  
[Find Out More >](#)

# e-Connect – Login

## Terms of usage

[Personal Insurance](#)[Corporate Solutions](#)[Careers](#)[About Us](#)[Quick Links](#)[Login](#)[English](#)

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## 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.

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Read & Accept 'Terms of usage'

# e-Connect – Login

## OTP Request

3



Personal Insurance

Corporate Solutions

Careers

About Us



## One Time Password

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

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

Resend One Time Password

An OTP code will be send to your registered OTP mobile number

Please enter the code & Click '**Submit**'

**Note**

*A One Time Password (OTP) is required to access e-Connect*

# e-Connect

## Dashboard

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Select 'My Service Request'



Hi [redacted] Last Login: [redacted]

### Your coverage analysis on **Life Protection**

Your Benefits Coverage

- Death coverage
- Total & Permanent Disability coverage
- Legacy Planning

**Death coverage**  
You are covered.

**Get a review**  
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.

You may call our Customer Service Careline at 1300-1300 88 for further information.

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact [Customer Service](#).

[View Policy Details](#)

# e-Connect

## My Mailbox

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The screenshot displays the Great Eastern e-Connect website interface. At the top, a red navigation bar contains links for Home, Personal Insurance, Corporate Solutions, Careers, and About Us, along with Quick Links, My Account, and English. Below this, the Great Eastern logo is visible on the left, and a user menu on the right includes My Portfolio, My Document, My Service Request, My Claim, Shop @ Great Eastern, Notifications, and Logout. A dropdown menu is open under 'My Service Request', with 'My Mailbox' highlighted in a red box. A yellow callout box with an arrow points to this option, containing the text 'Select 'My Mailbox''. The main content area features a central 'Your Coverage Overview' section with icons for LIFE, HEALTH, PERSONAL ACCIDENT, WEALTH, and RETIREMENT. To the right, there is a 'Last Login: 27 Sep 2019 02:48 PM' notification and a 'Death coverage' section with a 'Get a review' button. A 'Legacy Planning' section is also visible at the bottom.

Personal Insurance Corporate Solutions Careers About Us Quick Links My Account English

My Portfolio My Document My Service Request My Claim Shop @ Great Eastern Notifications Logout

Service Request Overview  
ILP Service Request Submission  
Change Payment Method  
Change Payment Frequency  
**My Mailbox**  
EB Insurance Coverage Update (Underwriting)  
Customer Service Form  
Contact Us

Select 'My Mailbox'

Hi  
You  
You  
on Life Protection  
Last Login: 27 Sep 2019 02:48 PM  
Death coverage  
You are covered.  
Get a review  
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.  
You may call our Customer Service Careline at 1300-1300 88 for further information.

Legacy Planning

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact Customer Service.

View Policy Details

# e-Connect

## CREATE NEW QUERY

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Click on the "CREATE NEW QUERY"

Internet Correspondence Module

(Version 2.0.0)

[CREATE NEW QUERY](#)

[REPORTS](#)

[LOG OFF](#)

Query No :

**Search**

---

*Internet Correspondence Module*

---

# e-Connect

Subject: "General Enquiries"

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**Internet Correspondence Module**  
(Version 2.0.0)

USER ID :

[CREATE NEW QUERY](#)      [REPORTS](#)      [LOG OFF](#)

**New Query**

Select Subject: "General Enquiries" then click "Continue"

Query No :  **Search**

Query No :		Contact No :	
Create Date :		Ref No :	<input type="text"/>
Originator :		Status :	opened
Responsibility :		Department :	CUSTOMER SERVICE DEPARTMENT

Note: Ref No can be policy no, scheme no, proposal no, contract no, correspondence no, etc.

**Subject :**

**Continue**   **Reset**   **Cancel**



# e-Connect

## Attachment(s)

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**Internet Correspondence Module**  
(Version 2.0.0)

USER ID

[CREATE NEW QUERY](#)      [REPORTS](#)      [LOG OFF](#)

**New Query**

Query No :  **Search**

<b>Query No :</b>	<b>Contact No :</b>
<b>Create Date :</b>	<b>Ref No :</b>
<b>Originator :</b>	<b>Status :</b> opened
<b>Responsibility :</b> CSD WECARE, WECARE ▾	<b>Department :</b> CUSTOMER SERVICE DEPARTMENT

**Please choose a correct section**  
Note: Ref No can be policy no, scheme no, proposal no, contract no, correspondence no, etc.

<b>Subject :</b> General Enquiries
<b>Description :</b>

**Attachment(s)**

**Confirm** **Reset** **Back** **Cancel**

Click on the "Attachment(s)" button. An attachment dialog will be displayed. The file size uploaded to the system will be limited to 2MB per file.

# e-Connect

To upload Attachment(s)

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a

Select the file to be uploaded using the “Choose File” button.

The screenshot shows a web browser window at the URL `econnect.lifeisgreat.com.my/eConnect/jsp/ICM/UploadFile.jsp`. The page has a dark header with the text "File Upload" and "Submit" in white. Below the header, there is a green bar containing the text "Choose File" and "No file chosen". A red box highlights the "Choose File" button, with an arrow pointing to it from callout 'a'. Below this, there is a blue bar with the text "Upload" in white. A red box highlights the "Upload" button, with an arrow pointing to it from callout 'b'. Below the blue bar, there is a table with a teal header row labeled "File Name" and a yellow data row. A red box highlights the "Action" column of the table, which contains the text "DELETE" in blue. An arrow points from callout 'd' to this "DELETE" button. To the right of the table, there is a green bar with the text "Close" in white. A red box highlights the "Close" button, with an arrow pointing to it from callout 'c'.

c

Click on the “Close” button once the file has been uploaded.

b

Once the file has been selected, click on the “Upload” button to confirm. The file selected will then be listed.

d

To delete the uploaded file, click the “Delete” button.

End