

# e-Correspondence User Guide

(Implementation Date: 23/02/2020)

The screenshot shows the Great Eastern e-Connect portal. At the top, there is a navigation bar with links for Personal Insurance, Corporate Solutions, Careers, and About Us, along with Quick Links, Login, and English. The main content area features a large image of a family looking at a laptop. A prominent white box titled "Log in to e-Connect" contains a message: "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](#)." Below this is a red button labeled "Log in with Great ID". Another smaller box asks "Do not have a Great ID? Register now". Below the main image, it says "WELCOME TO e-CONNECT!" and lists features: "A dedicated portal for you to: View your entire life and portfolio with Great Eastern, Perform selected transactions online, Check status of your claim". At the bottom, there is a "Need help?" section with contact numbers for Malaysia (1300-1300 88) and overseas (+603 4259 8888), and buttons for "Email Us", "Visit Us", "Make a claim", and "Find a Life Planning Advisor".

The screenshot shows the "My Important Notification" section. It includes a navigation bar with links for My Portfolio, My Document, My Service Request, My Claim, Shop @ Great Eastern, Notifications, and Logout. Below the navigation bar, there is a search filter area with "Document Type" (Lapse notice), "Policy No." (1018504721 SMARTPROTECT), and "Duration" (2019). Below the filter is a table of notifications.

Period	Document Name	Policy Number, Plan Name, Life Assured Name	Actions
18 Dec 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
18 Dec 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
27 Sep 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
27 Sep 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	

We have made available copies of the following statements on this portal for the stated period as we like to provide you with the latest information regarding the policy movements over the years.

# 1. To Activate e-Correspondence service

Sign Up/ Login to e-Connect

Visit us at [econnect-my.greatasteasternlife.com](http://econnect-my.greatasteasternlife.com).

To get more information on eConnect Sign Up/Login Guide, please click [here](#)



**1** **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](#)

**2**

**For existing User with no Great ID account, Click on 'Here'**

**For existing User with Great ID account, Click on 'Login with Great ID'**

**For New User, please click here to Register Now !**

WELCOME TO

A dedicated portal for you to:

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

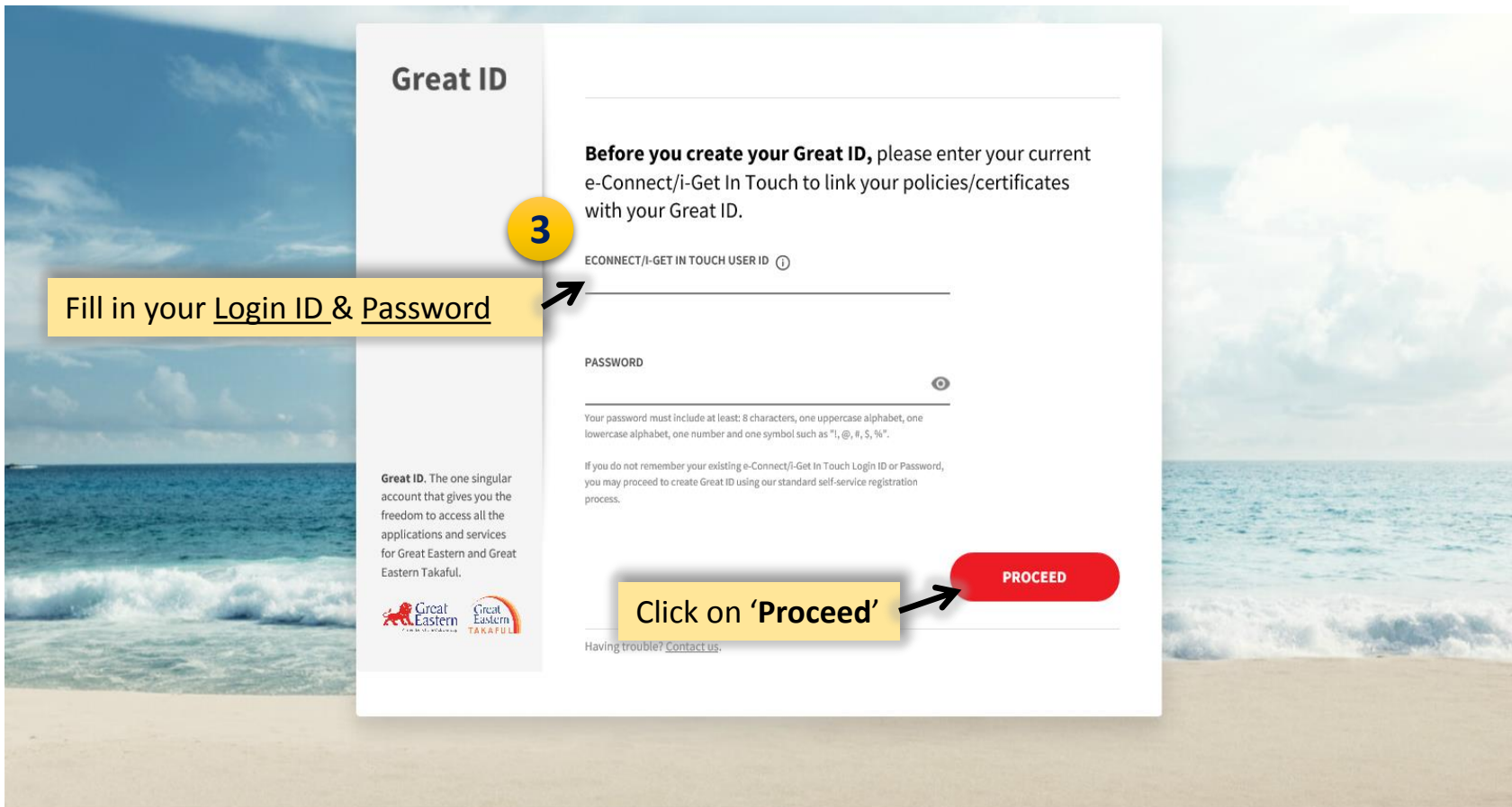
Need help? Calling in Malaysia 1300-1300 88 Calling from overseas +603 4259 8888

# 1. To Activate e-Correspondence service

Sign Up/ Login to e-Connect for Existing User without Great ID

Visit us at [econnect-my.greateasternlife.com](http://econnect-my.greateasternlife.com).

To get more information on eConnect Sign Up/Login Guide, please click [here](#)



**Great ID**

**3**

Fill in your Login ID & Password

**Before you create your Great ID**, please enter your current e-Connect/i-Get In Touch to link your policies/certificates with your Great ID.

ECONNECT/I-GET IN TOUCH USER ID ⓘ

PASSWORD ⓘ

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

If you do not remember your existing e-Connect/i-Get In Touch Login ID or Password, you may proceed to create Great ID using our standard self-service registration process.

**PROCEED**

Click on 'Proceed'

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.

Great Eastern TAKAFUL

Having trouble? [Contact us.](#)

# 1. To Activate e-Correspondence service

Sign Up/ Login to e-Connect using Great ID

Visit us at [econnect-my.greateasternlife.com](http://econnect-my.greateasternlife.com).

To get more information on eConnect Sign Up/Login Guide, please click [here](#)



**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?](#)

**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.](#)

**4** Fill in your Great ID & Password

**5** For new user, click to register Great ID

Click on 'Submit'

**SUBMIT**

## 2. To View e-Correspondence from 'My Document'

**Main Menu : My Document**

1 Select 'My Document'

2 Select Document Category  
Eg: Select 'Important Notification'

**Note:**  
All new & past eCorrespondence is available in 'My Document' for up to 2 years.

The screenshot shows the Great Eastern website interface. At the top, there is a red navigation bar with links for Personal Insurance, Corporate Solutions, Careers, and About Us. Below this is a secondary navigation bar with 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout'. The 'My Document' dropdown menu is open, showing categories: Important Notification, Letter, Policy Contract & Endorsement, Tax Invoice, and Statement. The 'Important Notification' category is highlighted with a red box. Below the menu, there is a 'Your Coverage Overview' section with icons for LIFE, LIFESTYLE, RETIREMENT, WEALTH, and PERSONAL ACCIDENT. There are also progress bars for Death coverage, Total & Permanent Disability coverage, and Legacy Planning. A customer service notice is visible at the bottom right.

# 2. To Search for eCorrespondence

## 'Document Type' Menu

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eg : - Search 'Lapse Notice'

Select 'Document Type'  
Select 'Lapse Notice'

Select 'Policy Number'

Select 'Year'

Click Search

Document Type \*  
Lapse notice

Policy No. \*  
1018504721 SMARTPROTECT

Duration \*  
2019

Search

Period	Document Name	Policy Number, Plan Name, Life Assured Name	Actions
18 Dec 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
18 Dec 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
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27 Sep 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	

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# 2. To View/Download eCorrespondence

## View/Download Icon

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My Portfolio | My Document | My Service Request | My Claim | Shop @ Great Eastern | 1 Notifications | Logout

### My Important Notification

Document Listing by selected Policy Number

Click icon to view/download document

Document Type *	Policy No. *	Duration *
Lapse notice	1018504721 SMARTPROTECT	2019

Period	Document Name	Policy Number, Plan Name, Life Assured Name	Actions
18 Dec 2019	Lapse notice	1018504721 SMARTPROTECT ESSENTIAL INSURANCE 2 LLR AVV OYS	
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# 3. To View e-Correspondence from 'Notifications'

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User can view new/unread document from 'Notifications' Tab.

The screenshot displays the Great Eastern website interface. At the top, there is a navigation bar with links for Personal Insurance, Corporate Solutions, Careers, and About Us. Below this, the user's profile information is visible, including 'My Account' and 'English'. The main navigation area includes 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', and 'Logout'. A 'Notifications' dropdown menu is open, showing a red notification icon with the number '2'. The dropdown contains two notification items, both titled 'Unsuccessful Billing - Credit Card Notice Generated', dated 19-Dec-2019. A yellow callout box with an arrow points to the 'Notifications' dropdown, stating 'User can view new/unread document from 'Notifications' Tab.' Another yellow callout box with an arrow points to a 'View All Notifications' button at the bottom of the dropdown menu, stating 'Click View All Notifications'. The main content area shows a 'Your Coverage Overview' section with various policy categories like LIFE, HEALTH, and WEALTH. At the bottom of the page, there are links for 'My Life Protection Policies', 'View All Policies / Certificates', 'Collapse All', and 'Download all policies / certificates as PDF'.



# 3. To View/Download eCorrespondence

## Notification Listing

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My Portfolio | My Document | My Service Request | My Claim | Shop @ Great Eastern | Notifications (2) | Logout

### Notifications

List of Notifications

View All (25)

Delete

<input type="checkbox"/>	Date	Type	Description	Actions
<input type="checkbox"/>	19 Dec 2019	My Document	Unsuccessful Billing - Credit Card Notice Generated Your e-document has been generated. Refer to My Document -> Unsuccessful Billing - Credit Card Notice . Policy no : 1018504721 . Click <a href="#">here</a> .	
<input type="checkbox"/>	19 Dec 2019	My Document	Unsuccessful Billing - Credit Card Notice Generated Your e-document has been generated. Refer to My Document -> Unsuccessful Billing - Credit Card Notice . Policy no : 1018504721 . Click <a href="#">here</a> .	
<input type="checkbox"/>	19 Dec 2019	My Document	Unsuccessful Billing - Credit Card Notice Generated Your e-document has been generated. Refer to My Document -> Unsuccessful Billing - Credit Card Notice . Policy no : 1018504721 . Click <a href="#">here</a> .	
<input type="checkbox"/>	19 Dec 2019	My Document	Unsuccessful Billing - Credit Card Notice Generated Your e-document has been generated. Refer to My Document -> Unsuccessful Billing - Credit Card Notice . Policy no : 1018504721 . Click <a href="#">here</a> .	
<input type="checkbox"/>	19 Dec 2019	My Document	Unsuccessful Billing - Credit Card Notice Generated Your e-document has been generated. Refer to My Document -> Unsuccessful Billing - Credit Card Notice . Policy no : 1018504721 . Click <a href="#">here</a> .	

Click [here](#) to view/download document

End