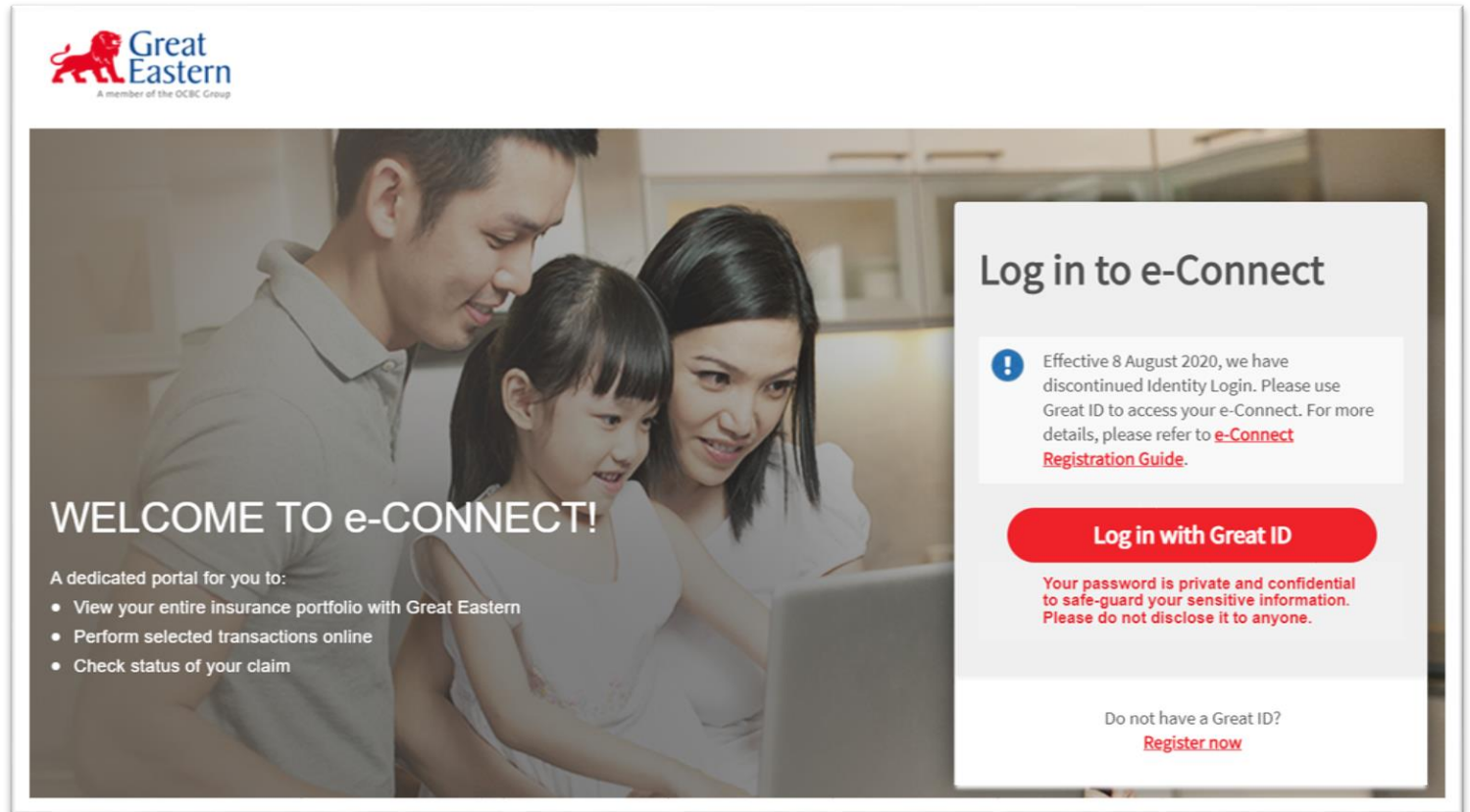



e-Pay via e-Connect Guide



Login to e-Connect at:

<https://econnect-my.greasternlife.com>




 **Great Eastern**
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. For more details, please refer to [e-Connect Registration Guide](#).

[Log in with Great ID](#)

Your password is private and confidential to safe-guard your sensitive information. Please do not disclose it to anyone.

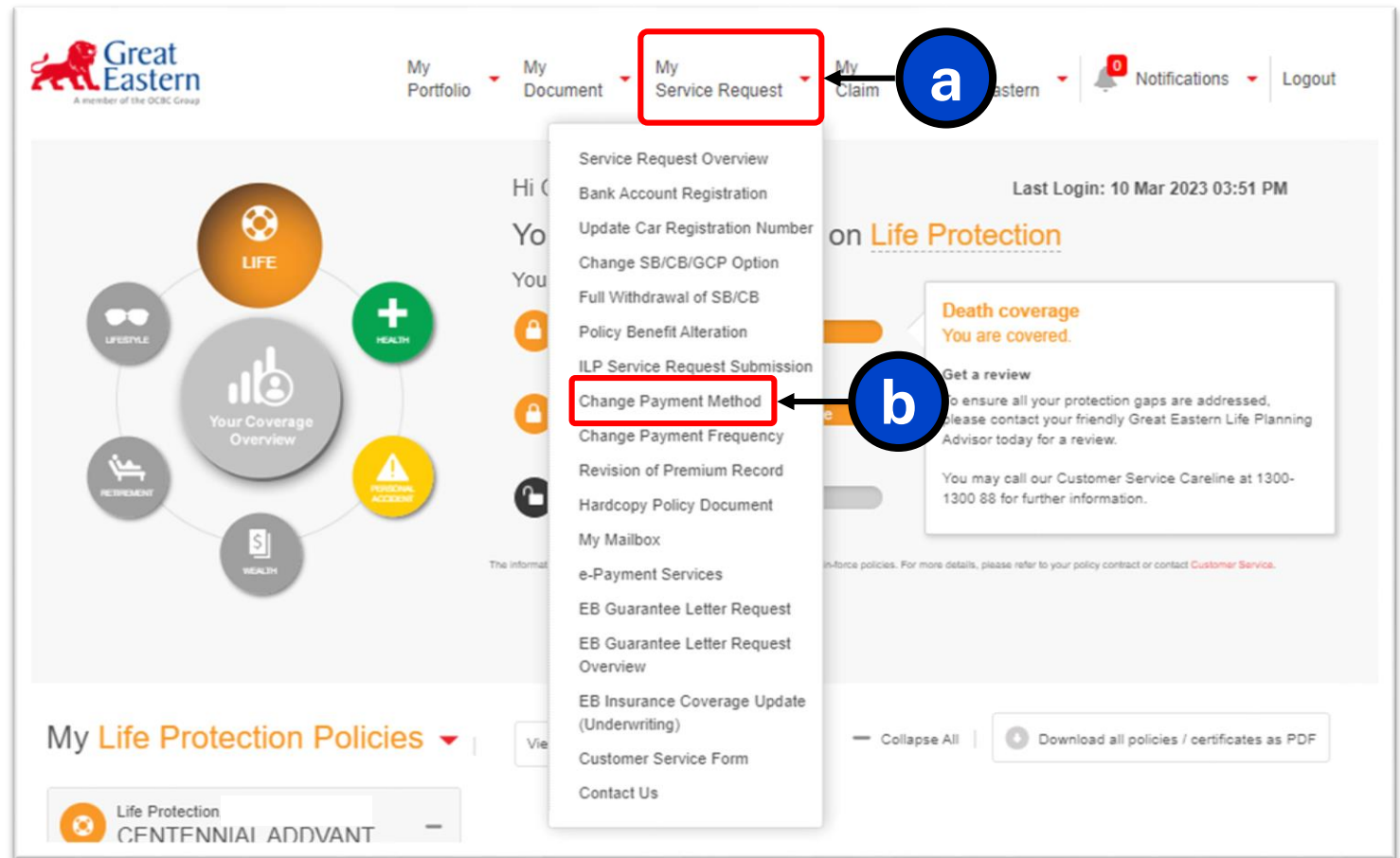
Do not have a Great ID?
[Register now](#)

Change Payment Method to Credit Card / Debit Card

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 1

- Click on “My Service Request”
- Select “Change Payment Method”



The screenshot displays the Great Eastern website interface. At the top, the navigation bar includes 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', and 'My Eastern'. The 'My Service Request' dropdown menu is open, listing various service options. The 'Change Payment Method' option is highlighted with a red box and labeled with a blue circle containing the letter 'b'. A blue circle with the letter 'a' is positioned near the 'My Service Request' dropdown in the navigation bar. The main content area features a 'Your Coverage Overview' section with icons for Lifestyle, Life, Health, Retirement, and Personal Accident. Below this, there is a 'My Life Protection Policies' section with a dropdown menu and a 'Download all policies / certificates as PDF' button. A 'Death coverage You are covered.' notification is also visible on the right side of the page.

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 2

a. Select policy (Allowed to select maximum 10 policies per submission)

IMPORTANT NOTE:

There are 2 groups of policy can be selected:

1. Great Eastern Life Policy
2. Great Eastern ex-OAC & Bancassurance Policy

- If you have policy from both groups, you will be able to see the listing from both groups.
- However, you are only allowed to select policy / multiple policies from 1 group for every submission
- Count of selected policy will be displayed at the bottom of the listing under “Total selected policy”.



Select Policy

Great Eastern Life Policy

Total selected policy : 3

Update	Plan Name	Existing Payment Method
<input checked="" type="checkbox"/>	GREAT PROTECTLINK INSURANCE (1012345678)	CREDIT CARD / DEBIT CARD
<input checked="" type="checkbox"/>	GREAT INCOME ENHANCER (1012345678)	CREDIT CARD / DEBIT CARD
<input checked="" type="checkbox"/>	GREAT MEDI CARE (1012345678)	CREDIT CARD / DEBIT CARD
<input type="checkbox"/>	GREAT CARE (1012345678)	CREDIT CARD / DEBIT CARD

Total selected policy : 3

Select Policy

Great Eastern ex-OAC & Bancassurance Policy

Total selected policy : 0

Update	Plan Name	Existing Payment Method
<input type="checkbox"/>	CASH LIFE (1012345678)	CREDIT CARD / DEBIT CARD
<input type="checkbox"/>	MAXYIELD (1012345678)	CREDIT CARD / DEBIT CARD

Total selected policy : 0

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 3

a. Click “Continue, Step 2: Select payment method”

The screenshot shows a list of insurance policies with checkboxes and payment methods. A blue circle with the letter 'a' and an arrow points to a red button labeled 'Continue, Step 2: Select payment method >'. Below the list, it says 'Total selected policy: 10'.

<input type="checkbox"/>	GREAT TREASURE 8(1012345678)	Credit Card/Debit Card
<input type="checkbox"/>	GREAT RETURNS EXTRA(1012345678)	BANK'S ORDER
<input type="checkbox"/>	GREAT LOVE4U (1012345678)	Credit Card/Debit Card
<input checked="" type="checkbox"/>	SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS(1012345678)	CASH
<input type="checkbox"/>	GREAT FLEXI WEALTH(1012345678)	Credit Card/Debit Card
<input type="checkbox"/>	GREAT RETIREMENT PLAN(1012345678)	Credit Card/Debit Card
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH(1012345678)	CASH
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH(1012345678)	BANK'S ORDER
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH(1012345678)	CHEQUE
<input checked="" type="checkbox"/>	SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS(1012345678)	CASH

Total selected policy: 10

a → Continue, Step 2: Select payment method >

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 4

- Select “Credit Card/Debit Card” for the New Payment Method
- Click “Continue, Step 3: Preview”

IMPORTANT NOTE:

- For change payment method to Credit Card / Debit Card, all selected policies will be registered to one card number

SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS(1012345678)	CASH
GREAT FLEXI WEALTH (1012345678)	CASH
GREAT FLEXI WEALTH (1012345678)	BANK'S ORDER
GREAT FLEXI WEALTH (1012345678)	CHEQUE
SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS (1012345678)	CASH

For change payment method to credit card/debit card, all policies selected above will be registered to one card number.

New Payment Method

Please Select

Please Select

< BANK'S ORDER

CASH

CHEQUE

Credit Card/Debit Card ← **a**

b → Continue, Step 3: Preview >

Back to top ^

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

IMPORTANT NOTE:

Overdue Premium Payment

If the selected policy / policies have 'Overdue Premium', a notification will display the total overdue amount charge to your card upon registration of the card. Otherwise, deduction will take place from the next premium due date.

Click "Yes" if you agree to proceed.

If disagree to proceed, click "No" and you will be directed to Step 1: Policy Selection screen.

Please use "PayNow" to make one-time payment to settle the overdue amount (refer to PayNow guide, page 14 – 23).

Select new payment method

Overdue Premium

Total overdue amount RM 45472.17 will be charge upon registration of the card.

Plan Name	Overdue Amount
SMART PROTECT ESSENTIAL INSURANCE	1012345678 : RM3410.12
SMARTPROTECT ESSENTIAL INSURANCE	1012345677 : RM3006.55
SMART LEGACY	1012345676 : RM6036.24
SMARTPROTECT ESSENTIAL INSURANCE	1012345675 : RM30194.31
SUPREME LIVINGCARE PLUS	1012345674 : RM2824.95
SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS	
GREAT FLEXI WEALTH	
GREAT FLEXI WEALTH	
GREAT FLEXI WEALTH	
SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS	

Click 'Yes' if you agree to proceed. Click 'No' if you want to cancel the change payment method request.

Yes No

New Payment Method

Credit Card/Debit Card

Back, Step 1: Policy Selection Continue, Step 3: Preview

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 5

- Enter card details
- Click “Next”

The screenshot shows a 'Card details' form with the following fields:

- Cardholder's name: YF HVX NVV
- Card number: 5123-4500-0000-0008 (with a Mastercard logo)
- Expiry date: 12/30
- CVV: ... (with a question mark icon)
- Issuing country: Malaysia (with a dropdown arrow)

Annotation 'a' is a blue circle with a white 'a' and an arrow pointing to the card number field. Annotation 'b' is a blue circle with a white 'b' and an arrow pointing to the 'Next' button at the bottom right of the form.

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 6

- Select "Relationship to policyholder"
- Read Terms of Usage by clicking on the hyperlink, then tick / click agree to the terms of usage
- Click "Submit"

Card details

5123 45XX XXXX 0008

Declaration

Relationship to policyholder
Self

I agree to the [terms of usage](#) for ePay.

Back Submit

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 7

- Enter One-Time-Password (OTP) sent by Card Issuing Bank via SMS
- Click “Submit” to proceed

A One-Time-Password(OTP) has been sent to your **mobile number 9288**. Please enter your OTP within 01:31 to authorise the transaction.

Merchant Name : Great Eastern ePAY
Amount : MYR 2,809.00
Transaction Date & Time : Sun Mar 12 _____
17:23:59 MYT

Card Number : _____
One-Time-Password (OTP) :

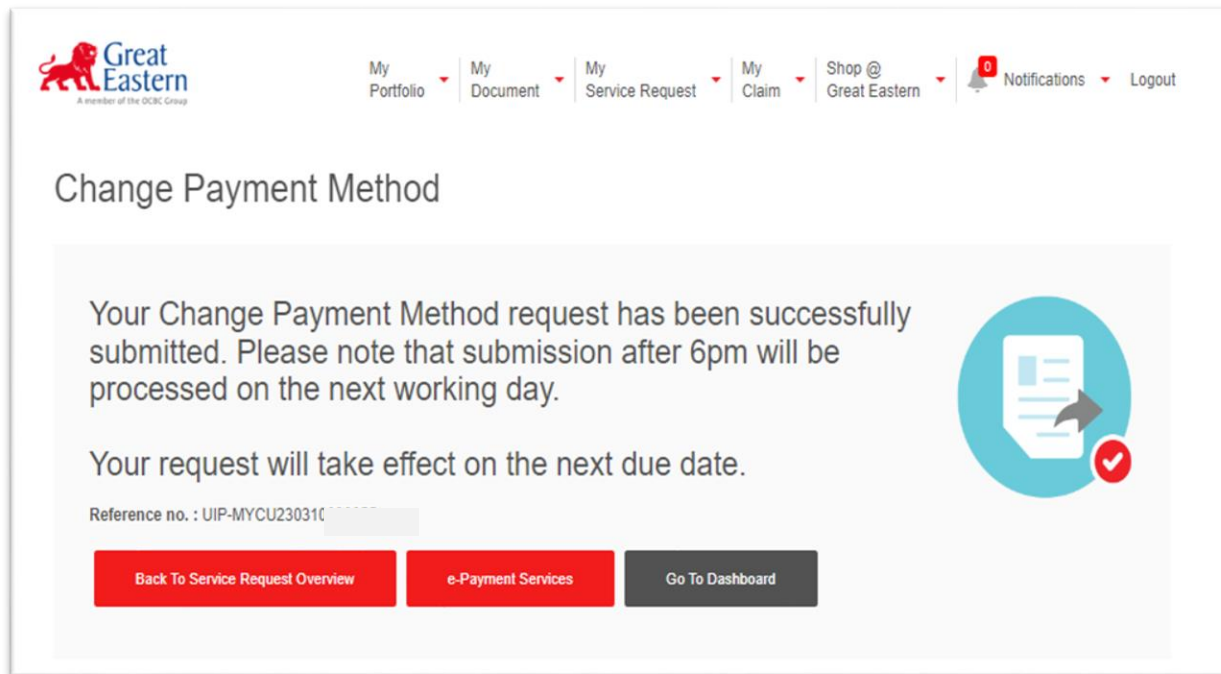
By submitting the transaction, I agree to be bound by the **Credit Card Terms and Conditions** which I have read and any amendments, alterations and additions thereto as may be made from time to time.

CANCEL **RESEND OTP** **SUBMIT**

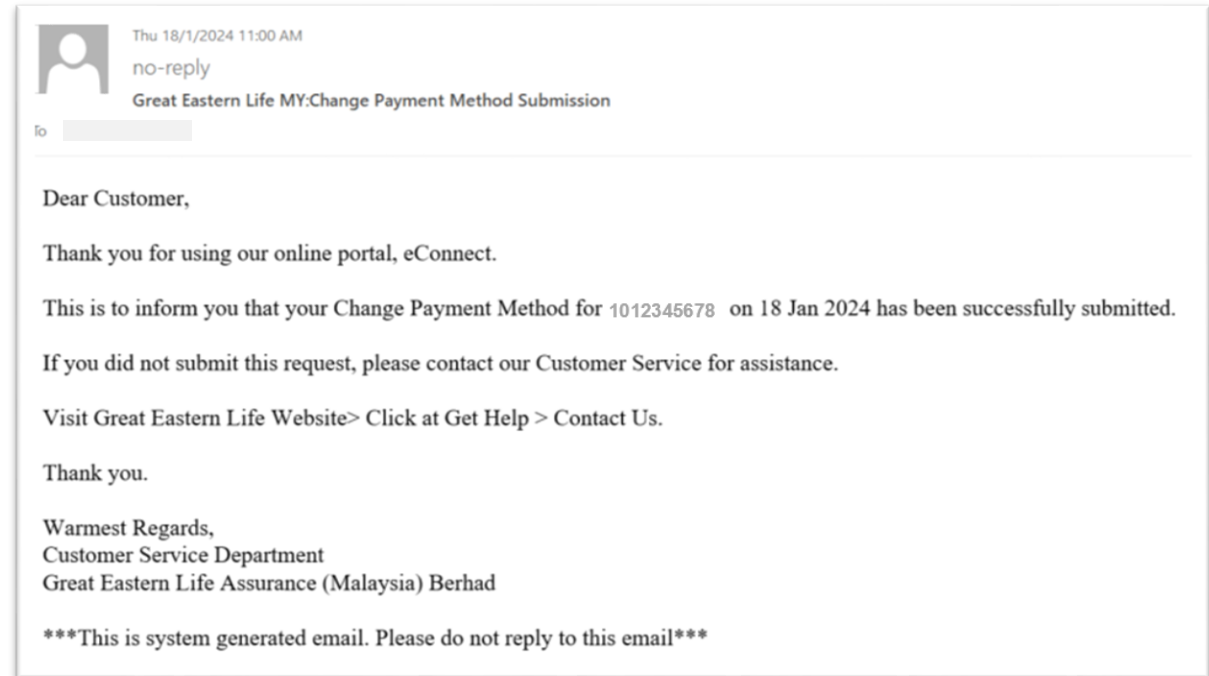
***Disclaimer: OTP screen varies according to Card Issuing Bank**

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

When change payment method request successfully submitted, an acknowledgement message will be shown and a notification via email will be sent as below.



The screenshot shows the Great Eastern online portal interface. At the top left is the Great Eastern logo. The navigation menu includes: My Portfolio, My Document, My Service Request, My Claim, Shop @ Great Eastern, Notifications (with a red notification icon), and Logout. The main heading is "Change Payment Method". The confirmation message reads: "Your Change Payment Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day. Your request will take effect on the next due date." Below the message is a reference number: "Reference no. : UIP-MYCU230310". At the bottom, there are three buttons: "Back To Service Request Overview" (red), "e-Payment Services" (red), and "Go To Dashboard" (grey). To the right of the text is a circular icon with a document and a checkmark.



The screenshot shows an email notification. The header includes the date and time "Thu 18/1/2024 11:00 AM", the sender "no-reply", and the subject "Great Eastern Life MY:Change Payment Method Submission". The recipient's name is redacted. The email body contains the following text: "Dear Customer, Thank you for using our online portal, eConnect. This is to inform you that your Change Payment Method for 1012345678 on 18 Jan 2024 has been successfully submitted. If you did not submit this request, please contact our Customer Service for assistance. Visit Great Eastern Life Website> Click at Get Help > Contact Us. Thank you. Warmest Regards, Customer Service Department Great Eastern Life Assurance (Malaysia) Berhad ***This is system generated email. Please do not reply to this email***".

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

IMPORTANT NOTE:

Auto-billing from card is processed 2 days before policy's next premium due date.

What will happen if the change payment method timing coincides with card billing:

Scenario	Next premium due will be charged to		Subsequent premium due will be charged to	
	New card	Old card	New card	Old card
Change Payment Method is submitted <u>more than 2 days before</u> the next premium due date.	✓		✓	
If Change Payment Method is submitted <u>2 days or less from</u> the next premium due date Alternative: Use "PayNow" to make one-time payment for the next premium due date. Please refer to PayNow guide.		✓	✓	

**Please contact your servicing agent should you require further assistance or contact our Customer Service Careline at 1300-1300 88.*

“PayNow” for One-time Payment

“PayNow” Step-by-Step Guide for One-time Payment

Step 1

a. Click “View Policy Details”


The screenshot displays the Great Eastern user interface. At the top, there is a navigation bar with links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout'. The user is identified as 'Hi OVV DVL KRLA' with a last login of '10 Mar 2023 03:51 PM'. The main content area is titled 'Your coverage analysis on Life Protection' and shows 'Your Benefits Coverage' with progress bars for 'Death coverage', 'Total & Permanent Disability coverage', and 'Legacy Planning'. A 'Legacy Planning' section on the right states 'You have not started to plan' and lists options like 'SmartProtect Legacy Max' and 'Great 110 Legacy'. Below this, there is a 'View Policy Details' button. The bottom section, 'My Life Protection Policies', lists a policy 'Life Protection 1012345678 CENTENNIAL ADVANT...' with details for the life assured (OVV DVL KRLA), policy start date (13 Dec 2008), and premium due date (13 Dec 2023). A red box highlights the 'View Policy Details' link in this list, with an arrow pointing to it from a blue circle containing the letter 'a'.

“PayNow” Step-by-Step Guide for One-time Payment

Step 2

a. Click “Pay Now”

My Policy Details

Life Protection (1) 

CENTENNIAL
ADVANTAGE
INSURANCE




INFORCE



Commencement Date
13 Dec 2008

Coverage End Date
-


Potential Lapse Date
-

Servicing Agent
TSXG L0
P05Y

  0JKPMOIPIL 

a  **Pay Now** |  Collapse All

Coverage Benefit Information

Benefit Name	Benefit Status	Sum Assured Installment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit	Benefit Indicator Start Date End Date	Car Registration No
CENTENNIAL ADVANTAGE INSURANCE OVV DVL KRLA	INFORCE	50,000 MYR 2,620.00 MYR	13 Dec 2008 -	- - - 	- - -	-
CRITICAL ILLNESS BENEFIT RIDER OVV DVL KRLA	INFORCE	50,000 MYR -	13 Dec 2008 12 Dec 2091	- - -	- - -	-

“PayNow” Step-by-Step Guide for One-time Payment

Step 3

- Confirm the “Payment Type”
- Confirm the “Amount”

The screenshot displays a payment confirmation interface. It is divided into two main sections: "Transaction details" and "Payment details".

Transaction details:

- Reference number: UIP-MYCU20240108
- Payment type: Premium (highlighted with a red box and labeled 'a')
- Amount: 2809.00 MYR (highlighted with a red box and labeled 'b')

Payment details:

- U-SPE2-AP
- 1012345678
- 2809.00 MYR

“PayNow” Step-by-Step Guide for One-time Payment

Step 3 (continue)

- c. Enter card details
- d. Select “Save and use card for subsequent premium” to subscribe for auto debit (Optional)
- e. Click “Next”

The screenshot shows a 'Payment method' form with the following elements:

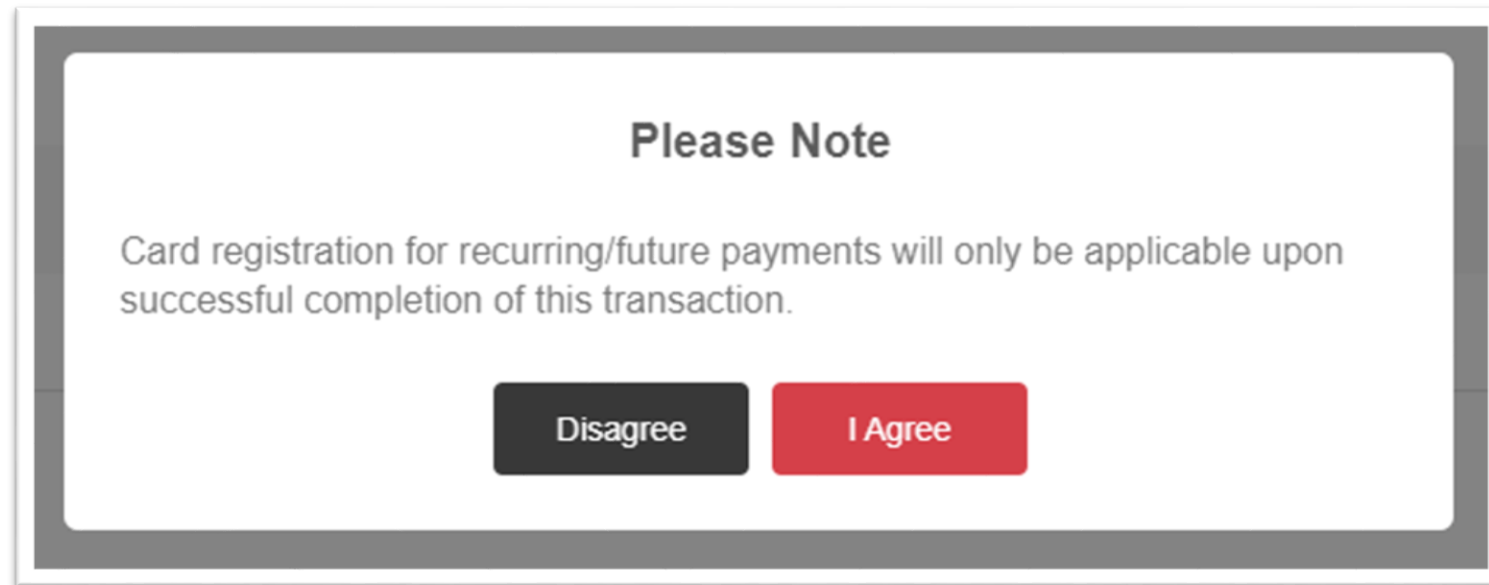
- Payment method:** A radio button is selected for 'Card Payment'.
- Enter card details:** A section containing four input fields: 'Cardholder's name', 'Card number', 'Expiry date (MM/YY)', and 'CVV'. A red box highlights this entire section, with an arrow pointing to it from a blue circle labeled 'c'.
- Save and use card for subsequent payment:** A checkbox is located below the card details section. A red box highlights this checkbox, with an arrow pointing to it from a blue circle labeled 'd'.
- Next button:** A red button labeled 'Next' is located at the bottom right of the form. A blue circle labeled 'e' has an arrow pointing to this button.

Card details (Credit Card / Debit card):

1. Cardholder's Name
2. Card Number
3. Expiry Month & Year
4. Security Code (CVV)

“PayNow” Step-by-Step Guide for One-time Payment

- a. Below message will be prompt when “Save and use card for subsequent payment” is selected
- b. Click “I Agree” to confirm the selection



“PayNow” Step-by-Step Guide for One-time Payment

Step 4

- Confirm “Payor details”
- Select “Relationship to Policyholder”

The screenshot shows a web form with two main sections: "Payor details" and "Declaration".

Payor details: This section is enclosed in a red box and labeled with a blue circle containing the letter 'a'. It contains the following fields:

- Name: YF HVX NVV
- Country: Malaysia (60) (dropdown menu)
- Mobile number: 123456789
- Email address: YFHVXNVV@HOTMAIL.COM

Declaration: This section is also enclosed in a red box and labeled with a blue circle containing the letter 'b'. It contains a dropdown menu for "Relationship to policyholder" with the following options:

- Please Select (highlighted in blue)
- Self
- Child
- Parent
- Sibling
- Spouse

At the bottom of the form, there are two buttons: "Back" and "Submit".

“PayNow” Step-by-Step Guide for One-time Payment

Step 4 (continue)

- c. Read Terms of Usage by clicking on the hyperlink, then tick / click agree to the terms of usage
- d. Click “Submit”

The screenshot displays a web form for a one-time payment. It is divided into two main sections: "Payor details" and "Declaration".

Payor details:

- Name: YF HVX NVV
- Country: Malaysia (60) (dropdown menu)
- Mobile number: 123456789
- Email address: YFHVXNVV@HOTMAIL.COM

Declaration:

- Relationship to policyholder: Self (dropdown menu)
- Agreement: I agree to the [terms of usage](#) for ePay.

At the bottom of the form, there are two buttons: "Back" on the left and "Submit" on the right. A blue circle with the letter "c" is positioned above the "Back" button, with an arrow pointing to the "terms of usage" link in the declaration section. Another blue circle with the letter "d" is positioned above the "Submit" button, with an arrow pointing to the "Submit" button.

“PayNow” Step-by-Step Guide for One-time Payment

Step 5

- Enter One-Time_Password (OTP) sent by Card Issuing Bank via SMS
- Click “Submit” to proceed

A One-Time-Password(OTP) has been sent to your **mobile number 9288**. Please enter your OTP within 01:31 to authorise the transaction.

Merchant Name	: Great Eastern ePAY
Amount	: MYR 2,809.00
Transaction Date & Time	: Sun Mar 12 2023 17:23:59 MYT
Card Number	: xxxx xxxx xxxx 4964 ← a
One-Time-Password (OTP)	: <input type="text"/>

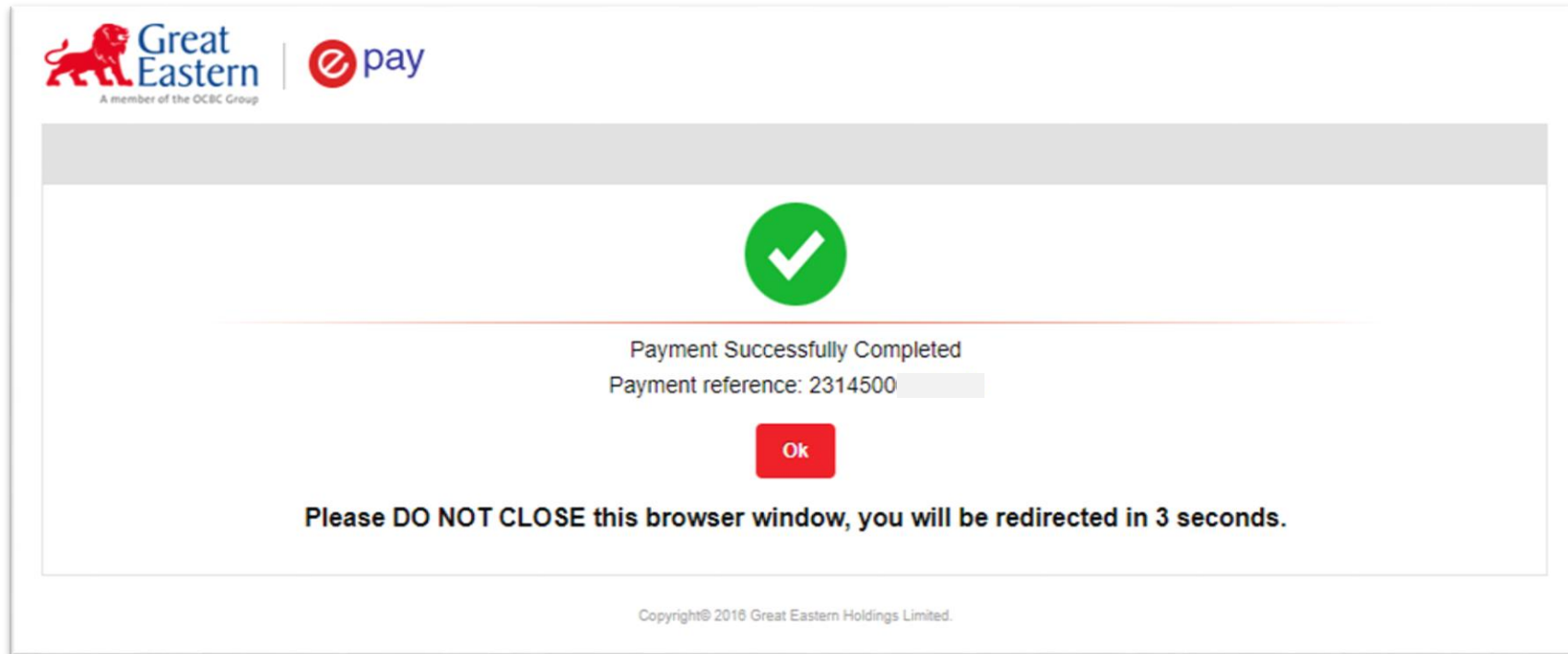
By submitting the transaction, I agree to be bound by the **Card Terms and Conditions** which I have read and any amendments, alterations and additions thereto as may be made from time to time.

CANCEL **RESEND OTP** **SUBMIT** ← **b**

***Disclaimer: OTP screen varies according to Card Issuing Bank**

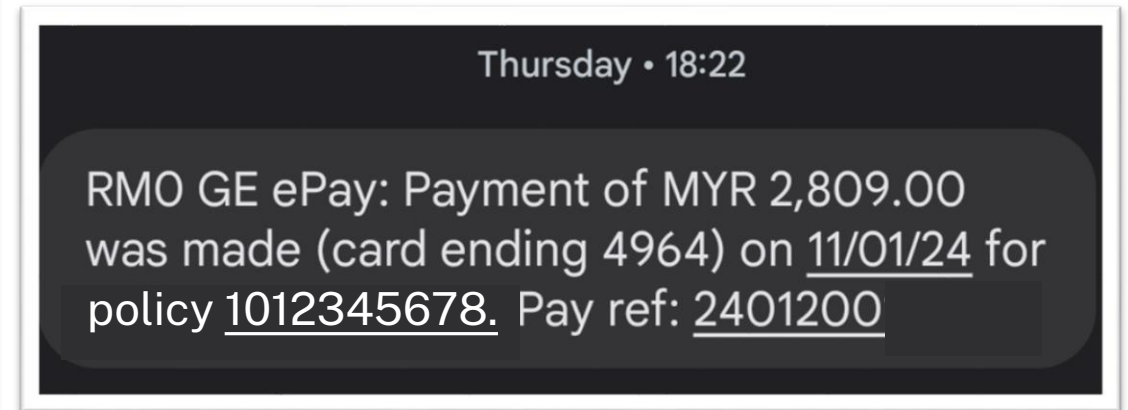
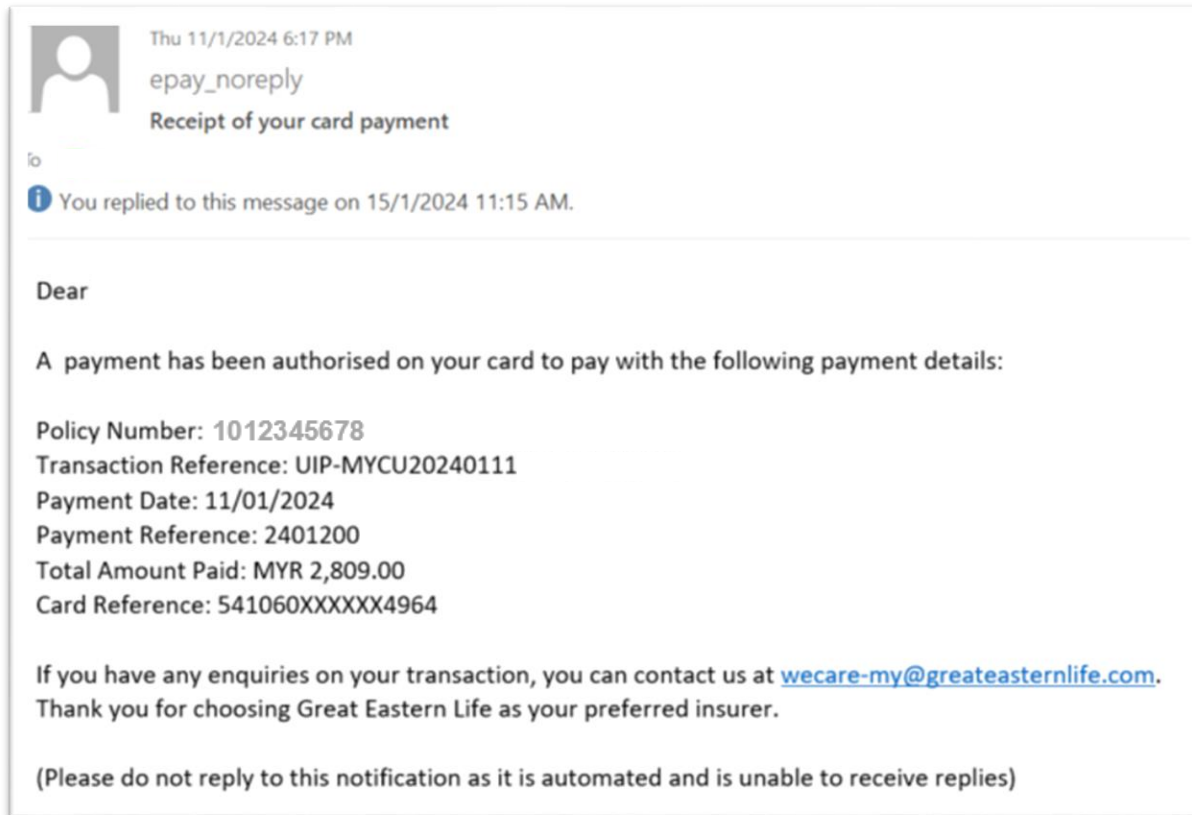
“PayNow” Step-by-Step Guide for One-time Payment

- a. Below message will be prompt upon successful completion of payment.



“PayNow” Step-by-Step Guide for One-time Payment

b. Payment acknowledgement will be sent via SMS and email.



****Please contact your service agent should you require further assistance or contact our Customer Service Careline at 1300-1300 88.***

Thank You

