

GREAT EASTERN LIFE E-CONNECT

STEP BY STEP USER GUIDE – HR / Broker

Last Updated:
Group Insurance
01 Mar 2021

STEPS TO BEGIN

VALIDATE



Great Eastern ID

Instructions to update records

Hello ROLAND GREEN,

Please click on the link below to activate your Great ID.

[Activate my Great ID](#)

✉ If you need further assistance, please **contact us**.

Copyright© 2019 Great Eastern Holdings Limited

- 1) You will received an email as per the above screenshot
- 2) Click on “Activate my Great ID”
- 3) Follow through the steps to complete validating your Great ID for HR/Broker Access

STEPS TO LOGIN

LOGIN

Personal Insurance Corporate Insurance Careers About Us Quick Links Login English

Great Eastern
A member of the OCBC Group

To Login

Welcome to e-Connect

Your one-stop portal to access your policies and services.

Sign in with Great ID

OR

Sign Up

SCAN WITH SINGPASS MOBILE APP TO LOG IN

- 1) URL: <https://www.greasternlife.com/econnect>
- 2) Click on “Log In” button
- 3) Do note that eConnect is only compatible with Mozilla Firefox and Google Chrome

LOGIN


Great ID

LOG IN

Log in to eConnect with your Great ID

Great ID
JeremyNgZR@greateasternlife.com

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


PASSWORD
..... 

[Forgot your password?](#)

SUBMIT

Having trouble? [Contact us.](#)

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.



- 1) **Great ID: Your registered email address**
- 2) **Password: As per what was created by you when registering your Great ID**
- 3) **Click on “Submit” button**

Note: Your registered email address for Great ID for HR Login cannot be the same email address as your Member Login

LOGIN



Great ID

GREAT ID AND PASSWORD

Mobile number verification

A six-digit pin has been sent to the mobile number you provided:

Please enter the pin below to complete your Great ID application. The code will expire in 15 minutes.

Did not receive your pin? [Send again.](#)

No longer using that number? [Update your records.](#)

BACK

NEXT

Having trouble? [Contact us.](#)

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.



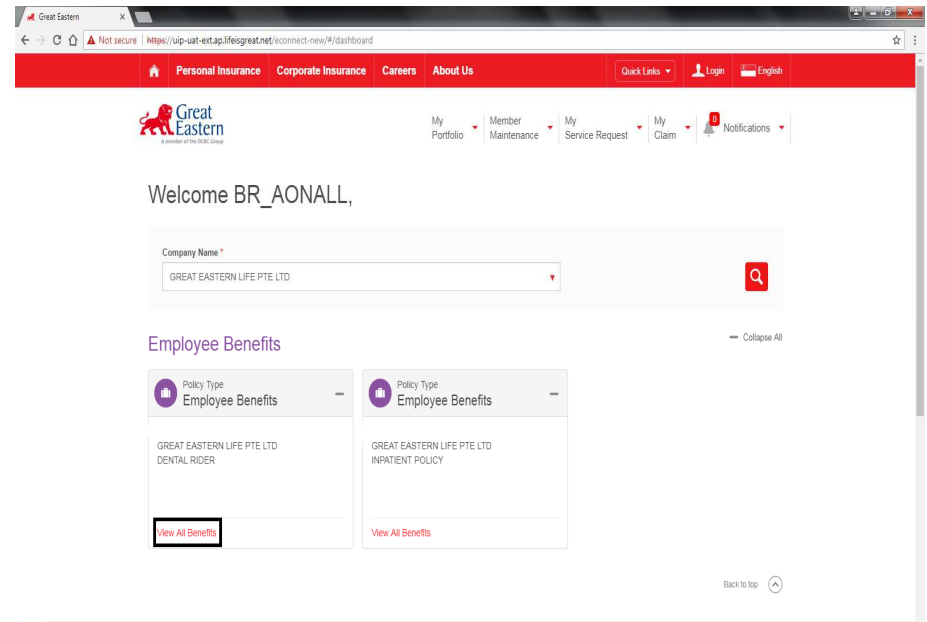
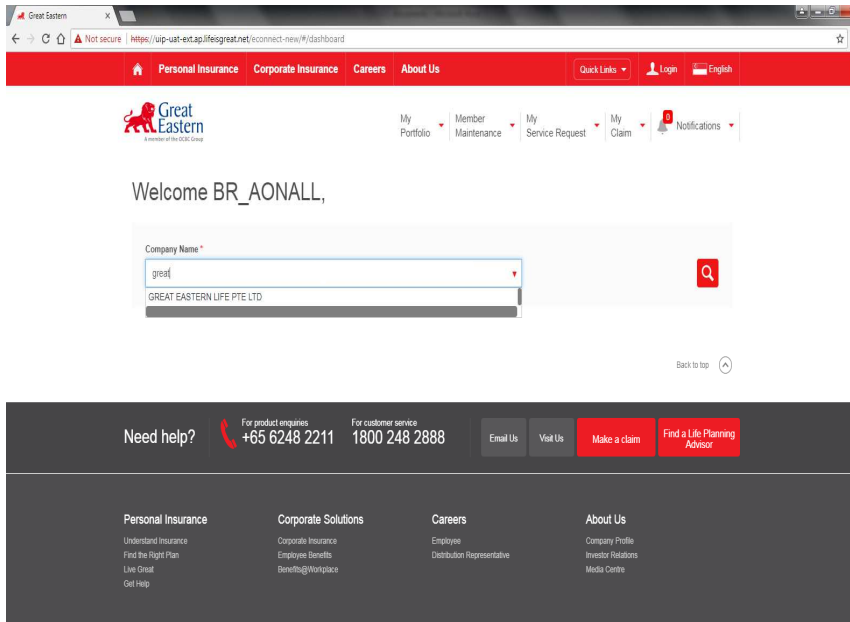
- 1) **An One Time Pin (OTP) will be sent to your registered mobile number, key in the six-digit pin in and click “Next”.**

ACCESSING THE PORTAL

View Benefits

- (i) Dashboard
- (ii) Schedule of Benefits

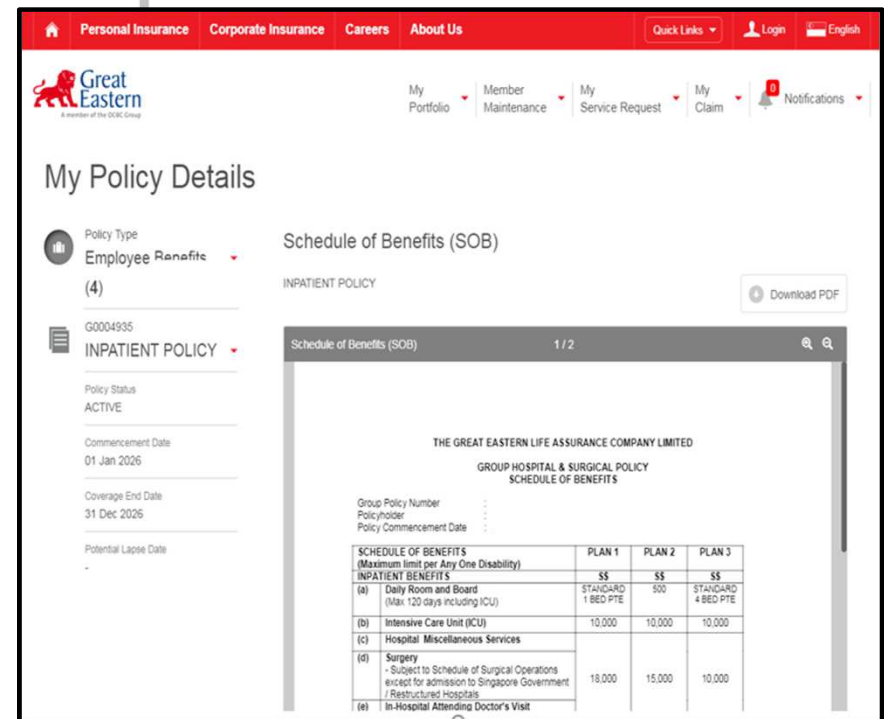
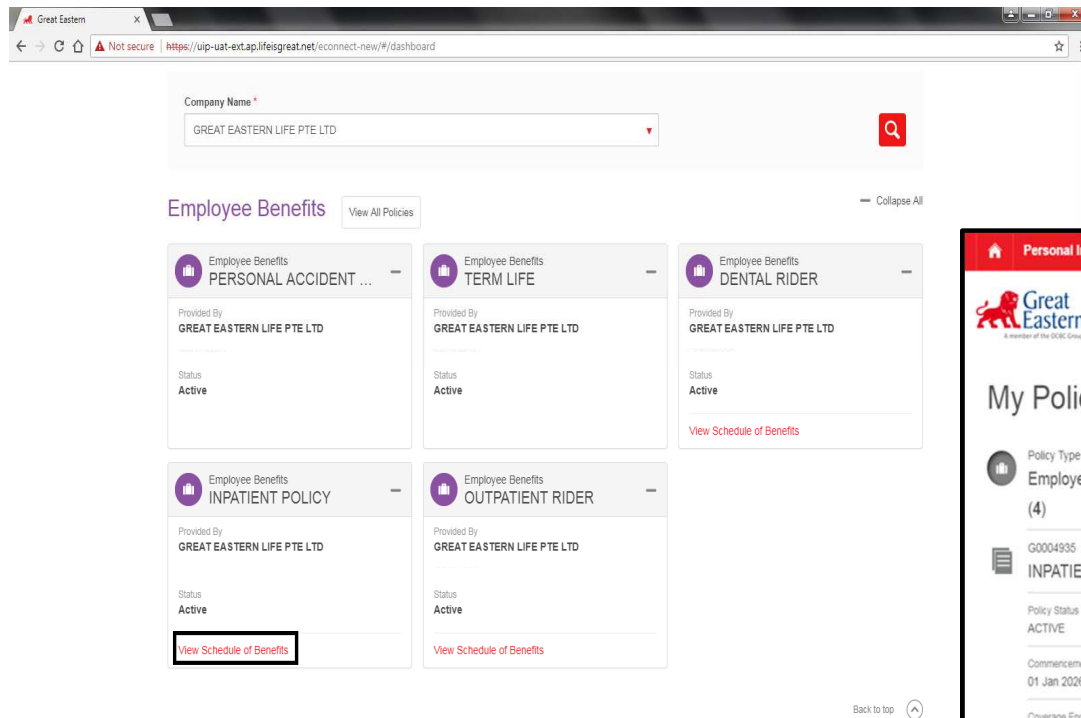
ACCESSING THE PORTAL – DASHBOARD



1) Upon logging in, user will view the above landing page. In order to access the desired policy, user may either utilize the dropdown button or to type and search for the policy

2) After selecting the desired policy, user may click on “**View All Benefits**” to access the coverage under the policy, where all of the policy’s products will be displayed.

ACCESSING THE PORTAL – SCHEDULE OF BENEFIT



1) User may click on “**View Schedule of Benefits**” to access the benefit schedule of the product;

2) The Schedule of Benefit can be downloaded and viewed later at the user’s convenience.

ACCESSING THE PORTAL

E-Documents

- i. Policy Contract
- ii. Policy Endorsements
- iii. Policy Tax Invoices

ACCESSING THE PORTAL – E-DOCUMENTS

The screenshot shows the Great Eastern e-Connect portal dashboard. At the top, there is a navigation bar with links for Personal Insurance, Corporate Insurance, Careers, and About Us. On the right side of this bar are buttons for Quick Links, Login, and English. Below the navigation bar is the Great Eastern logo and a user profile section. The user is identified as ROLAND GREEN, with a last login time of 24 Dec 2020 11:55 AM. A purple arrow points to the 'My Document' menu item in the top right navigation area. Below the welcome message is a search bar labeled 'Company Name' with a search icon. At the bottom of the page, there is a dark footer bar containing contact information: 'Need help?' with a phone icon and number +65 6248 2211, 'For product enquiries' with number 1800 248 2888, and buttons for 'Email Us', 'Visit Us', 'Make a claim', and 'Find a financial representative'.






1) At the top right menu, user is able to select “**My Document**” module in order to access to documents such as **Contracts, Endorsements, Tax Invoices and Commission Advice**.

ACCESSING THE PORTAL – E-DOCUMENTS (POLICY CONTRACT)

The screenshot displays the Great Eastern portal's E-Document search interface. The search criteria are as follows:

Document Type *	Policy Number *	Duration *
Policy Contract	G0004935	2026






The search results table is as follows:

Period ^	Document Name ^	Policy Number, Plan Name	Actions
2026	Policy Contract	G0004935	
2026	Policy Contract	G0004935	
2026	Policy Contract	G0004935	
2026	Policy Contract	G0004935	
2026	Policy Contract	G0004935	

- 1) To view “**Policy Contract**”, please select “**Policy Contract**” from the dropdown list → “**Enter Policy Number**” → Enter the “**Duration/Year of Insurance**” which policy contract was generated.
- 2) The search results will show the list of policy contracts for the policy. The policy contracts can be viewed via the portal or download to be viewed at convenience.

ACCESSING THE PORTAL – E-DOCUMENTS (POLICY ENDORSEMENTS)

The screenshot shows the Great Eastern E-Document portal. The navigation bar includes links for Personal Insurance, Corporate Insurance, Careers, and About Us. The main content area is titled "E-Document" and features search filters for Document Type (Renewal Endorsement), Policy Number (G0004935), and Duration (29 Oct 2024 to 29 Oct 2027). Below the filters is a table with the following data:

Period	Document Name	Policy Number, Plan Name	Actions
30 Apr 2026	Renewal Endorsement	G0004935	
30 Apr 2026	Renewal Endorsement	G0004935	
30 Apr 2026	Renewal Endorsement	G0004935	
30 Apr 2026	Renewal Endorsement	G0004935	
30 Apr 2026	Renewal Endorsement	G0004935	

- 1) To view “**Policy Endorsements**”, please select “**Renewal Endorsements**” from the dropdown list → “**Enter Policy Number**” → Enter the “**Duration/Year of Insurance**” which policy endorsement was generated.
- 2) The search results will show the list of policy endorsements for the policy. The policy endorsements can be viewed via the portal or downloaded to be viewed at convenience.

ACCESSING THE PORTAL – E-DOCUMENTS (TAX INVOICES)

Great Eastern
A member of the OCBC Group

My Portfolio | Member Maintenance | My Document | My Service Request | My Claim | Notifications

E-Document

Document Type *
Tax Invoice Summary + Detailed

Policy Number *
G0004935

Duration *
29 Oct 2024 to 28 Oct 2027

Period	Document Name	Policy Number, Plan Name	Actions
30 Apr 2026	Tax Invoice Summary + Detailed New Business	G0004935	
30 Apr 2026	Tax Invoice Summary + Detailed New Business	G0004935	
30 Apr 2026	Tax Invoice Summary + Detailed New Business	G0004935	

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.

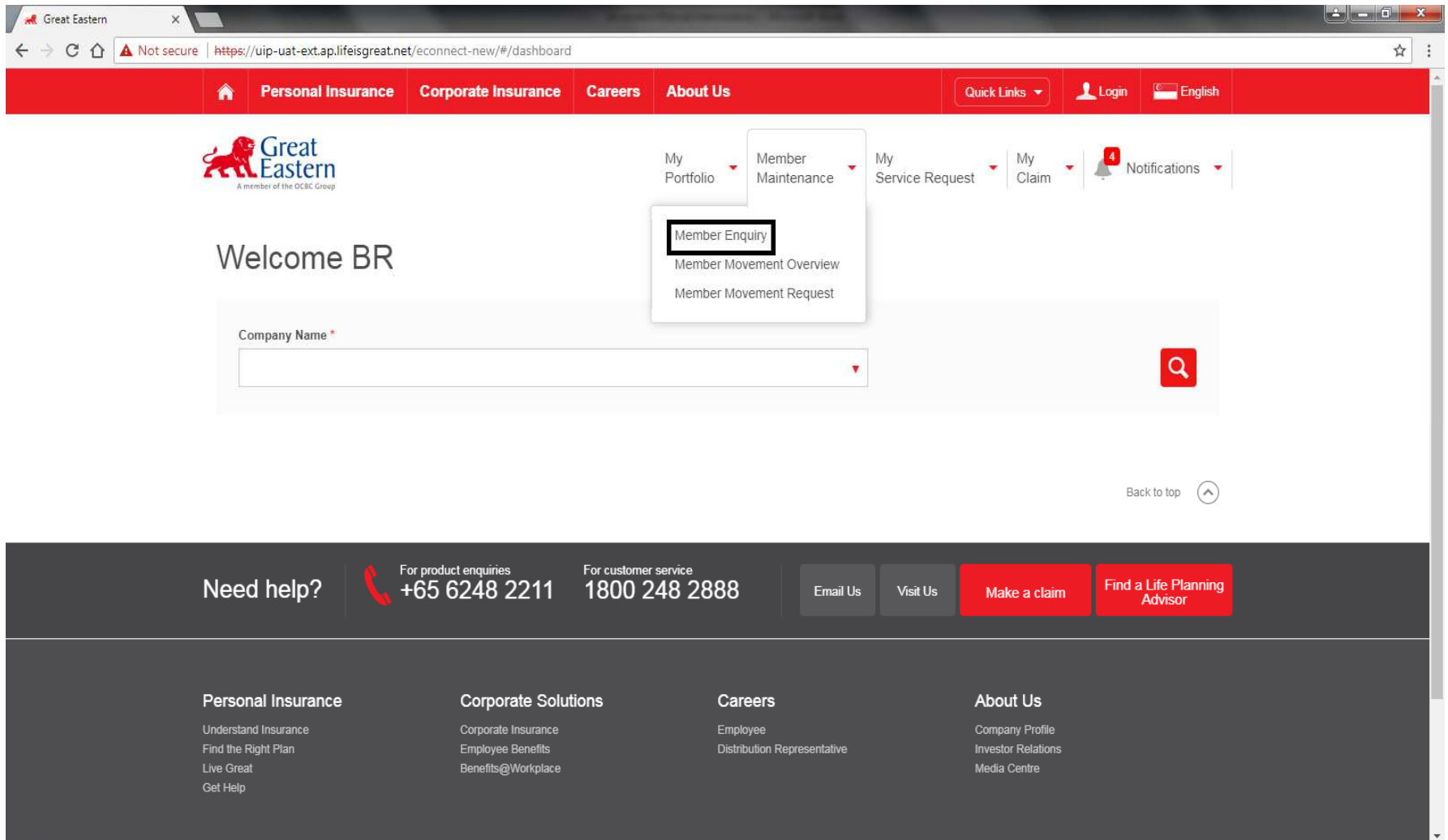
Back to top

- 1) To view “**Policy Invoices**”, please select “**Tax Invoice Summary + Detailed New Business**” or “**Tax Invoice Summary + Detailed Renewal**” or “**Tax Invoice Summary + Detailed Adjustment or Other**” from the dropdown list → “**Enter Policy Number**” → Enter the “**Duration/Year of Insurance**” which policy tax invoice was generated.
- 2) The search results will show the list of policy tax invoices for the policy. The policy tax invoices can be viewed via the portal or downloaded to view at convenience.

ACCESSING THE PORTAL

- ENQUIRY OF MEMBER DETAILS

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 1)



1) To view Member’s Detail → Under “**Member Maintenance**”, please select “**Member Enquiry**” option 17

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 2)

The screenshot shows a web browser window with the URL <https://uip-uat-ext.ap.lifeisgreat.net/econnect-new/#/member-enquiry-search>. The page features a red navigation bar with links for Personal Insurance, Corporate Insurance, Careers, and About Us. Below the navigation bar is the Great Eastern logo and a user menu with options like My Portfolio, Member Maintenance, My Service Request, My Claim, and Notifications. The main heading is "Member Enquiry". The search form contains the following fields:

- Company Name* (text input)
- Policy No. (text input)
- Subsidiary Name (dropdown menu with "Please select" as the current selection)
- Member Name (text input)
- NRIC / Passport No. / Birth Cert (text input)

There is a red search button with a magnifying glass icon and a "Clear" button. A "Back to top" link is located at the bottom right of the form area. The footer contains contact information: "Need help?" with a phone icon, "For product enquiries +65 6248 2211", "For customer service 1800 248 2888", and buttons for "Email Us", "Visit Us", "Make a claim", and "Find a Life Planning Advisor".

1) To key in “**Company Name**” or “**Policy Number**” for the full list of search results under the Policy or key in “**Employee’s NRIC**” if the enquiry is pertaining a particular member

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 2a)

Member Enquiry

Company Name: GREAT EASTERN LIFE PTE LTD
Policy No.: G0004935
Subsidiary Name: GREAT EASTERN LIFE PTE LTD
Member Name:
NRIC / Passport No. / Birth Cert:
Search:

You have 5 results

Company Name	Policy No.	Subsidiary Name	Member Name	NRIC / Passport No.	Gender	Date of Birth
GREAT EASTERN LIFE PTE LTD	G0004935	GREAT EASTERN LIFE PTE LTD		S1232222T	FEMALE	01 Jan 1988
GREAT EASTERN LIFE PTE LTD	G0004935	GREAT EASTERN LIFE PTE LTD		S1223422A	FEMALE	01 Jan 1986

[Download in Excel](#)

- 1) To search a particular member → To key in “**Employee’s Name**”
- 2) All members with the similar name under the same policy number will appear in the search results.
- 3) The report containing the particular employee’s benefits can be viewed or downloaded in Excel Format via the function “**Download in Excel**”

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 2b)

Policy No	Subsidiary Name	Member Name	NRIC	Gender	Date of Birth	Dependent	Benefit Name	Plan / SA
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		DENTAL RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		INPATIENT POLICY	2
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		MATERNITY RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		OUTPATIENT RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		PERSONAL ACCIDENT	300,000 SGD
G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01/01/1988		TERM LIFE	300,000 SGD
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		DENTAL RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		INPATIENT POLICY	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		MATERNITY RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		OUTPATIENT RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		PERSONAL ACCIDENT	500,000 SGD
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986		TERM LIFE	300,000 SGD
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986	TAN KEE KEE (Spouse)	INPATIENT POLICY	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986	TAN KEE KEE (Spouse)	OUTPATIENT RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986	TAN KEE LIK (Child)	INPATIENT POLICY	1
G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAL MING	S1223422A	FEMALE	01/01/1986	TAN KEE LIK (Child)	OUTPATIENT RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	LIM LOO LIAO	S9888767P	MALE	01/01/1987		DENTAL RIDER	1
G0004935	GREAT EASTERN LIFE PTE LTD	LIM LOO LIAO	S9888767P	MALE	01/01/1987		INPATIENT POLICY	3

1) This is a sample preview of the downloaded excel listing.

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 2a)

The screenshot shows the Great Eastern Member Enquiry search interface. The search filters are as follows:

- Company Name: GREAT EASTERN LIFE PTE LTD
- Policy No.: G0004935
- Subsidiary Name: GREAT EASTERN LIFE PTE LTD
- Member Name: (empty)
- NRIC / Passport No. / Birth Cert: (empty)

Search results: You have 5 results. A 'Download in Excel' button is available.

Company Name	Policy No.	Subsidiary Name	Member Name	NRIC / Passport No	Gender	Date of Birth
GREAT EASTERN LIFE PTE LTD	G0004935	GREAT EASTERN LIFE PTE LTD	JENNIFER TAN MING MING	S1232222T	FEMALE	01 Jan 1988
GREAT EASTERN LIFE PTE LTD	G0004935	GREAT EASTERN LIFE PTE LTD	JUSTINA LOKE KAI MING	S1223422A	FEMALE	01 Jan 1986

- 1) To search a particular member → To key in “**Employee’s Name**”
- 2) All members with the similar name under the same policy number will appear in the search results.
- 3) Click on the particular member that you are enquiring for

ACCESSING THE PORTAL – MEMBER’S ENQUIRY (STEP 2c)

The screenshot shows the 'View Member Details' page with the 'Employment Detail' tab selected. The page header includes navigation links for Personal Insurance, Corporate Insurance, Careers, and About Us, along with Quick Links, Login, and English options. The Great Eastern logo is visible. Below the header, there are dropdown menus for My Portfolio, Member Maintenance, My Service Request, My Claim, and Notifications. The main content area displays member information: Gender (with a red exclamation mark icon), NRIC / Passport No. / Birth Cert, and Date of Birth. A tabbed interface shows 'Employment Detail' as the active tab, with other tabs for Bank Account Detail, Dependent, and Benefit Entitlement. Below the tabs, the following details are shown:

Company Name	GREAT EASTERN LIFE PTE LTD	Effective Date of Insurance	01 Jan 2026
Subsidiary Name	GREAT EASTERN LIFE PTE LTD		

A note at the bottom states: "Note: Information is accurate at the time of display." A 'Back' button is located at the bottom left, and a 'Back to top' button is at the bottom right.

The screenshot shows the 'View Member Details' page with the 'Benefit Entitlement' tab selected. The page header and navigation elements are identical to the previous screenshot. The 'Benefit Entitlement' tab is active, showing a dropdown menu for Policy No. with the value 'G0004935' and a dropdown for Subsidiary Name with the value 'GREAT EASTERN LIFE PTE LTD'. Below this, a table lists the member's benefit entitlements:

Member/Dependent	Benefit Name	Plan/Sum Assured
	DENTAL RIDER	1
	INPATIENT POLICY	2
	OUTPATIENT RIDER	1
	PERSONAL ACCIDENT POLICY	300,000 SGD
	TERM LIFE	300,000 SGD

A note at the bottom states: "Note: Information is accurate at the time of display."

- 1) Click on the various Tabs under “View Member Details” to view the corresponding details accordingly

ACCESSING THE PORTAL

Updates of Member Movement

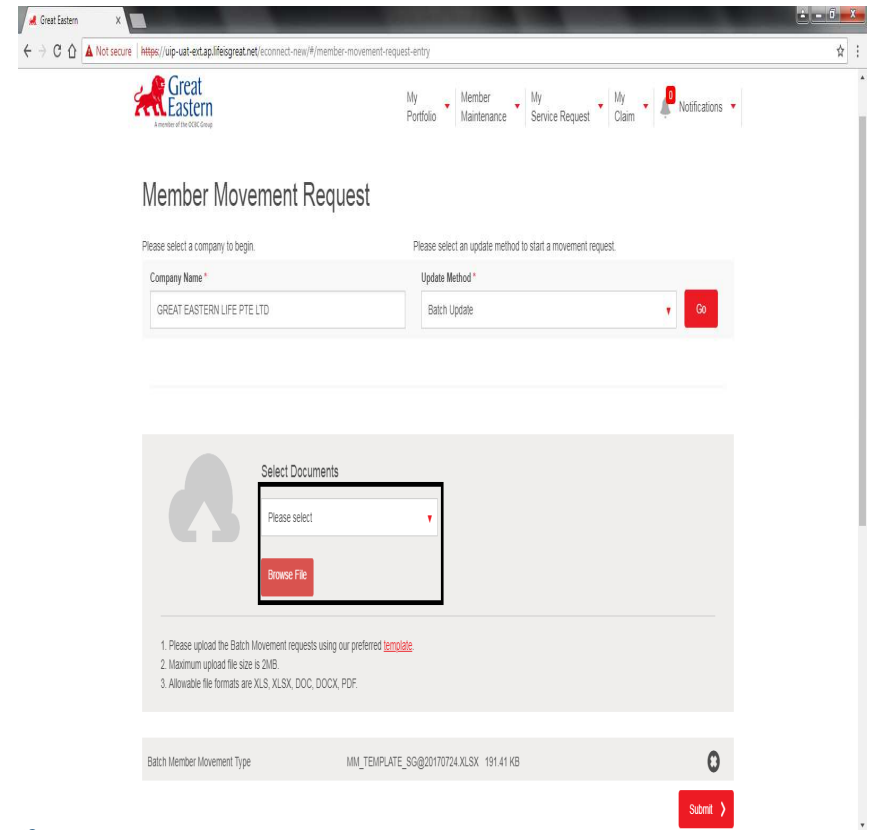
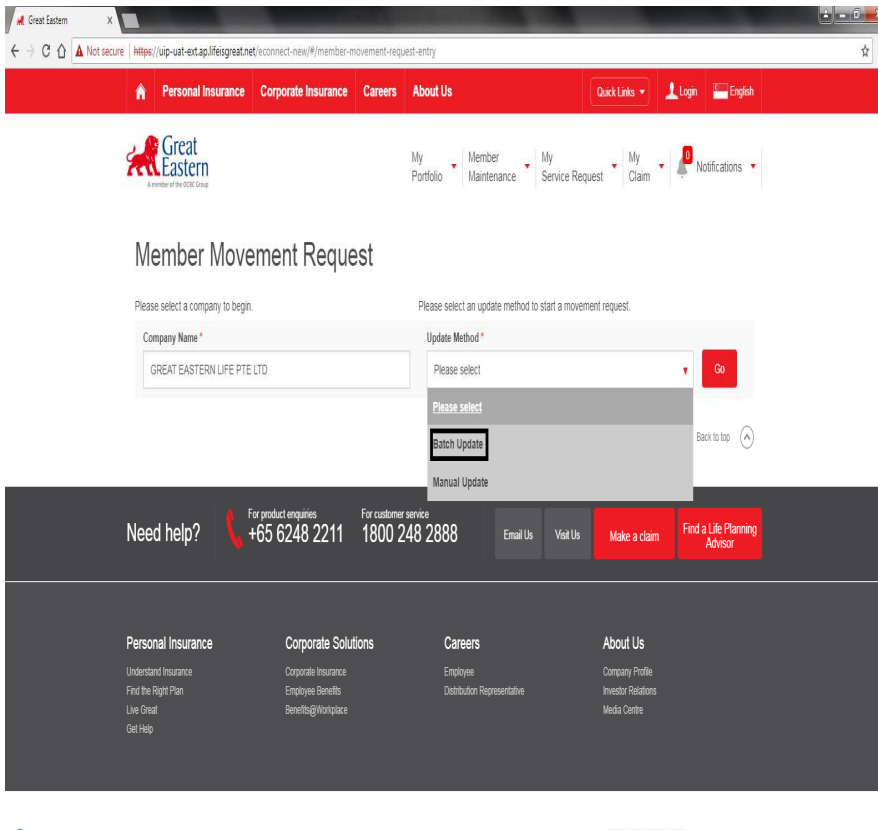
- i. Addition of New Member
- ii. Addition of New Member & Dependant
- iii. Addition of New Dependant
- iv. Update of Existing Member's Coverage
- v. Update of Existing Dependant's Coverage
- vi. Termination of Member's Coverage
- vii. Termination of Dependant's Coverage

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER – STEP 1a)

The screenshot shows the Great Eastern member portal dashboard. The top navigation bar includes links for Personal Insurance, Corporate Insurance, Careers, and About Us. A dropdown menu for 'Member Maintenance' is open, highlighting 'Member Movement Request'. Below the navigation, there is a search bar for 'Company Name' and a search icon. The footer contains contact information and links to various services.

- 1) For addition/terminations/cover changes to the policy, users can login to upload the member movement file or search for a particular employee to make changes to the coverage
- 2) Go to “**Member Maintenance**” dropdown list → Select “**Member Movement Request**” → Search “**Company Name**”

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER – STEP 1ai)



- 1) For “**Member Movement Request**” → User can either upload data via “**Batch Update**” or “**Manual Update**”
- 2) For “**Batch Update**” → User will then need to browse and “**Select Documents**” to upload the file.
- 3) Click on “**Submit**” Button.

***Note that the allowed formats are XLS, XLSX, DOC, DOCX, PDF.**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER – STEP 1bi)

Great Eastern
Member of the IBC Group

My Portfolio Member Maintenance My Service Request My Claim Notifications

Member Movement Request

Please select a company to begin. Please select an update method to start a movement request.

Company Name * GREAT EASTERN LIFE PTE LTD Update Method * Please select Go

Please select

Batch Update Manual Update

Back to top

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Understand Insurance Corporate Insurance Employee Company Profile
Find the Right Plan Employee Benefits Investor Relations
Live Great Benefits@Workplace Distribution Representative Media Centre
Get Help

Great Eastern

member movement request

Please select a company to begin. Please select an update method to start a movement request.

Company Name * GREAT EASTERN LIFE PTE LTD Update Method * Manual Update Go

Please select a policy number and movement request.

Policy Number * Movement Request * Please select Go

Please select

Add New Member Update Existing Member Cover

Back to top

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Personal Insurance Corporate Solutions Careers About Us

Understand Insurance Corporate Insurance Employee Company Profile
Find the Right Plan Employee Benefits Investor Relations
Live Great Benefits@Workplace Distribution Representative Media Centre
Get Help

- 1) For **“Member Movement Request”** → User can either upload data via **“Batch Update”** or **“Manual Update”**
- 2) For **“Manual Update”** → User to click on **“Member Request”** → Select **“Add New Member”** from dropdown list
- 3) Click on **“Submit”** Button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER – STEP 1bii)

Great Eastern
A member of the OCIC Group

My Portfolio | Member Maintenance | My Service Request | My Claim | Notifications

Member Movement Request

Step 1: Add New Member > Step 2: Preview

Manual Update

1 Personal Information — 2 Employment Details — 3 Benefit Entitlement

Member Name * Date of birth *

NRIC / Passport No. / Birth Cert * Passport Expiry Date

Gender *

Email Nationality *

Bank Name Bank Account No.

Great Eastern
A member of the OCIC Group

My Portfolio | Member Maintenance | My Service Request | My Claim | Notifications

Member Movement Request

Step 1: Add New Member > Step 2: Preview

Manual Update

1 Personal Information — 2 Employment Details — 3 Benefit Entitlement

Member Name NRIC / Passport No. / Birth Cert

Policy Holder Subsidiary *

Occupation / Job Title Remarks

Employee Number

- 1) To enrol new member → User will need to key in all the required fields for the new member under **“Personal Information”** & **“Employment Details”**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER – STEP 1biii)

The left screenshot shows the 'Employment Details' form. It includes fields for Member Name, Occupation / Job Title, Effective Date of Insurance (01 Jan 2026), Age Next Birthday (33), Basic Monthly Salary, and various insurance policies with Sum Assured (SGD) and (Plan) values.

The right screenshot shows the 'Benefit Entitlement' summary table. It includes a table with columns for Policy Holder, Remarks, Employee Number, Effective Date of Insurance, Basic Monthly Salary, Sum Assured (SGD), and (Plan). The table lists various insurance policies and their corresponding values.

Policy Holder	GREAT EASTERN LIFE PTE LTD	Subsidiary	GREAT EASTERN LIFE PTE LTD
Remarks	-	Occupation / Job Title	-
Employee Number	-		

	Sum Assured (SGD)	(Plan)
Group Term Life Policy	100,000	3
Group Personal Accident Policy	100,000	-
Group Living Assurance Policy	-	1
Group Disability Income Policy	-	-

Note: Requests submitted after 5PM will be processed on the next working day.

- 1) The last step to enroll a new member → User will be prompted to key in the benefit entitlement for the new member.
- 2) User will be able to preview all the fields prior to submission
- 3) Upon confirmation of the accuracy of the member’s details → Click on “**Submit**” button.

Note: The drop down list for Medical products show available plans under the particular policy.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER & DEPENDANT – STEP 1ci)

Great Eastern
A member of the OCBC Group

My Portfolio | Member Maintenance | My Service Request | My Claim | Notifications

Member Movement Request

Please select a company to begin.

Company Name *
GREAT EASTERN LIFE PTE LTD

Please select an update method to start a movement request.

Update Method *
Manual Update

Please select policy number and movement request.

Policy Number *
|

Movement Request *
Please select

- Add New Member with Dependent
- Add New Member
- Update Existing Member Cover
- Terminate Member
- Add New Dependent
- Update Existing Dependent Cover

Go

Need help? For product enquiries +65 6248 2211 For customer services 1800 248 248

Personal Insurance Corporate Solutions

Understand Insurance Corporate Insurance Employee Company Profile

- 1) For **“Member & Dependant Movement Request”** → User can select via **“Manual Update”**
- 2) For **“Manual Update”** → User to click on **“Member Request”** → Select **“Add New Member with Dependant”** from dropdown list
- 3) Click on **“Submit”** Button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER & DEPENDANT – STEP 1cii)

Member Movement Request

Step 1: Add New Member > Step 2: Preview

Manual Update

1 Personal Information — 2 Employment Details — 3 Benefit Entitlement

Member Name * Date of birth *

NRIC / Passport No. / Birth Cert * Passport Expiry Date

Gender *

Email Nationality *

Bank Name Bank Account No.

Member Movement Request

Step 1: Add New Member > Step 2: Preview

Manual Update

1 Personal Information — 2 Employment Details — 3 Benefit Entitlement

Member Name NRIC / Passport No. / Birth Cert

Policy Holder Subsidiary *

Occupation / Job Title Remarks

Employee Number

- 1) To enroll new member → User will need to key in all the required fields for the new member under **“Personal Information”** & **“Employment Details”**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER & DEPENDANT – STEP 1ciii)

Member Name Occupation / Job Title

Effective Date of Insurance 07 Jan 2026

Basic Monthly Salary 25,000.00

Age Next Birthday 47

Group Term Life Policy Sum Assured (SGD) 500,000

Group Personal Accident Policy 500,000

Group Living Assurance Policy

Group Disability Income Policy

Group Inpatient Policy (Plan) 2

Group Medical Policy

Group Outpatient Policy 1

Group Outpatient Specialist

Group Maternity Policy 1

Group Dental Policy 1

< Back, Employment Details

Next, Step 2: Preview >

- 1) The last step to enrol a new member → User will be prompted to key in the benefit entitlement for the new member.
- 2) User will be able to preview all the fields prior to submission
- 3) Upon confirmation of the accuracy of the member’s details → Click on “**Submit**” button.

Note: All fields highlighted in grey would mean that the policy is not covered for the specific products.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER & DEPENDANT – STEP 1civ)

Step 1: Add New Member > **Step 2: Add New Dependents(s)** > Step 3: Preview

Manual Update

1 Personal Information ————— 2 Benefit Entitlement

Member Name Occupation / Job Title

Add New Dependent

Full Name * Relationship *

NRIC / Passport No. / Birth Cert * Date of birth *

Gender * Nationality *

+ Add to Dependent List

Dependents List

Dependent Name	Relationship	NRIC / Passport No. / Birth Cert	Date of birth	Gender	Actions
	Spouse/Partner		10 May 1983	Male	Edit Delete

1) For **Dependant** → User will be prompted to update Dependant’s required **Personal Details**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW MEMBER & DEPENDANT – STEP 1cv)

The image displays two screenshots of a web portal interface for adding a new member and dependant. The interface is titled 'Benefit Entitlement' and includes a progress indicator showing 'Personal Information' as step 1 and 'Benefit Entitlement' as step 2. The form is divided into sections for 'Member Name' and 'Occupation / Job Title'. Below these, there is a section for 'Dependent' with a dropdown menu. The left screenshot shows the 'Dependent' dropdown set to 'Dependent' and the form fields for 'Effective Date of Insurance' (07 Jan 2026), 'Age Next Birthday' (43), and various insurance policies (Group Term Life Policy, Group Personal Accident Policy, Group Living Assurance Policy, Group Disability Income Policy, Group Inpatient Policy, Group Medical Policy, Group Outpatient Policy, Group Outpatient Specialist, Group Maternity Policy, Group Dental Policy) are all greyed out. The right screenshot shows the 'Dependent' dropdown set to 'Nelson Jimson (Spouse/Partner)' and the same form fields are present, but the 'Effective Date of Insurance' and 'Age Next Birthday' fields are filled in. At the bottom of each screenshot, there are two buttons: 'Back, Dependents(s) Information' and 'Next, Step 3: Preview'.

- 1) For **Dependant** → User will be prompted to update **Benefits Coverage**
- 2) User will be able to preview all the fields prior to submission
- 3) Upon confirmation of the accuracy of the member’s details → Click on “**Submit**” button.

Note: All fields highlighted in grey would mean that the policy is not covered for the specific products.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW DEPENDANT – STEP 1d)

Great Eastern
A member of the OCBC Group

My Portfolio | Member Maintenance | My Service Request | My Claim | Notifications

Member Movement Request

Please select a company to begin. Please select an update method to start a movement request.

Company Name * GREAT EASTERN LIFE PTE LTD Update Method * Manual Update Go

Please select policy number and movement request.

Policy Number * Movement Request * Please select Go

- Please select
- Add New Member with Dependent
- Add New Member
- Update Existing Member Cover
- Terminate Member
- Add New Dependent**
- Update Existing Dependent Cover

Need help? For product enquiries +65 6248 2211 For customer service 1800 248 2482

Personal Insurance Corporate Solutions

Understand Insurance Corporate Insurance Employee Company Profile

Find a Life Planning Advisor

For **New Dependants** → Selection “**Policy Number**” → Select “**Add New Dependant**” from the dropdown list

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW DEPENDANT – STEP 1di)

The image displays two screenshots of a web portal interface for adding a new dependant. The left screenshot shows the 'Add New Depend' form, and the right screenshot shows the 'Benefit Entitlement' step.

Left Screenshot: Add New Depend

Manual Update

1 Dependent(s) Information 2 Benefit Entitlement

Member Name NRIC / Passport No. / Birth Cert

Add New Depend

Full Name * Relationship * Please select

NRIC / Passport No. / Birth Cert * Date of birth * [Calendar Icon]

Gender * [Male Icon] [Female Icon] Nationality * Please select

+ Add to Depend List

Dependents List

Dependent Name	Relationship	NRIC / Passport No. / Birth Cert	Date of birth	Gender	Actions
Child			01 May 2018	Male	Edit Delete

< Back, Step 1: Select Member Next, Benefit Entitlement >

Right Screenshot: Benefit Entitlement

1 Dependent(s) Information 2 Benefit Entitlement

Member Name NRIC / Passport No. / Birth Cert

Dependent

Effective Date of Insurance * 01 Jan 2026 [Calendar Icon] Age Next Birthday

Sum Assured (SGD) (Plan)

Group Term Life Policy

Group Personal Accident Policy

Group Living Assurance Policy

Group Disability Income Policy

Group Inpatient Policy 1

Group Medical Policy

Group Outpatient Policy 1

Group Outpatient Specialist

Group Maternity Policy

Group Dental Policy

< Back, Dependents(s) Information Next, Step 3: Preview >

1) To enrol **New Depend**ant → Key in the required **Personal Details** → Key in the **Benefit Coverage**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (ADDITION OF NEW DEPENDANT – STEP 1dii)

The screenshot shows a web browser window with the URL <https://uip-uat-ext.ap.lifeisgreat.net/econnect-new/#/member-movement-request-add-dependent>. The page displays a form for adding a new dependent. At the top, there are input fields for 'Member Name' and 'NRIC / Passport No. / Birth Cert'. Below these is the 'New Dependent List' section, which contains a table with the following data:

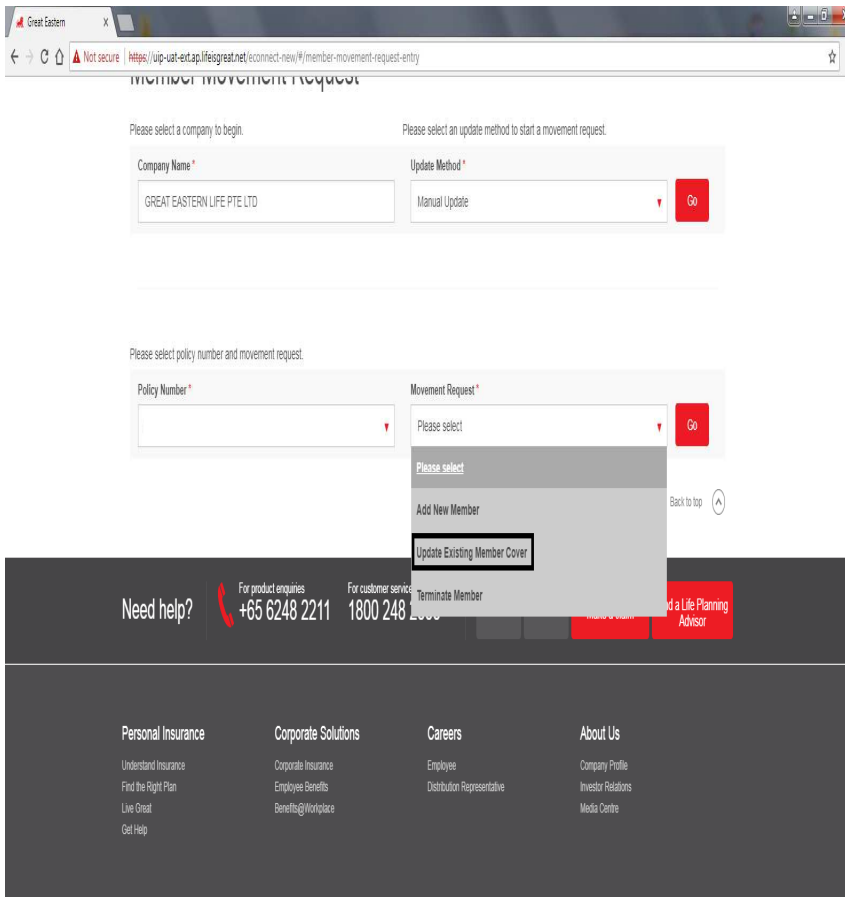
Dependent Name	NRIC / Passport No. / Birth Cert	Relationship	Date of birth	Gender	Nationality
		Child	01-May-2018	Male	

Below the table is a 'Benefit Entitlement' section for the dependent. It shows the 'Effective Date of Insurance' as 01-Jan-2026. The 'Sum Assured (SGD)' is listed as '-', and the '(Plan)' is also listed as '-'. The following table shows the benefit entitlement details:

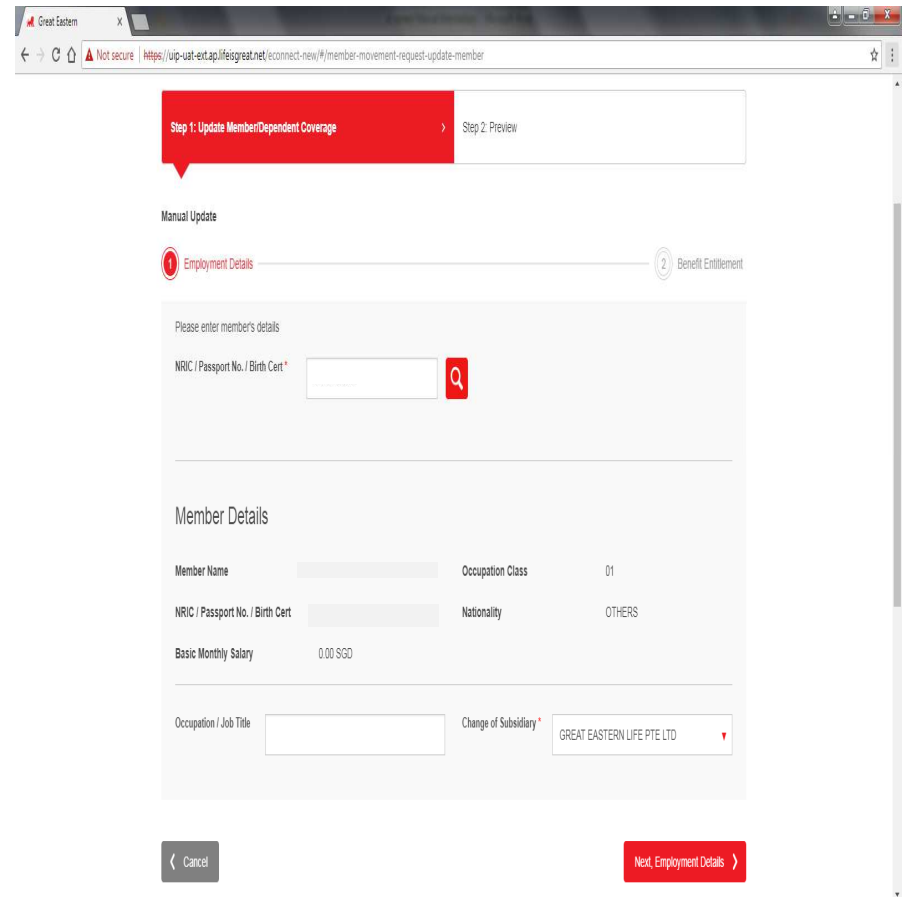
Benefit	Sum Assured (SGD)	Plan
Group Term Life	-	Group Inpatient Policy (1)
Group Personal Accident	-	Group Medical Policy (-)
Group Living Assurance Policy	-	Group Outpatient Policy (1)
Group Disability Income Policy	-	Group Outpatient Specialist (-)
		Group Maternity Policy (-)
		Group Dental Policy (-)

- 1) User will be able to preview all the fields prior to submission
- 2) Upon confirmation of the accuracy of the member’s details → Click on “**Submit**” button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (UPDATE EXISTING MEMBER’S COVERAGE – STEP 1e)



1) To update existing member’s coverage → Go to “**Movement Request**” → Select “**Update Existing Member Cover**” from the dropdown list



2) Key in “**Member’s NRIC**” to search for the record and to proceed to View and Edit Details

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (UPDATE EXISTING MEMBER’S COVERAGE – STEP 1ei)

New Benefit Entitlement

Effective Date of Insurance*

Basic Monthly Salary

	Sum Assured (SGD)	(Plan)
Group Term Life Policy	<input type="text" value="300,000"/>	Group Inpatient Policy <input type="text" value="1"/>
Group Personal Accident Policy	<input type="text" value="500,000"/>	Group Medical Policy <input type="text"/>
Group Living Assurance Policy	<input type="text"/>	Group Outpatient Policy <input type="text" value="1"/>
Group Disability Income Policy	<input type="text"/>	Group Outpatient Specialist <input type="text"/>
		Group Maternity Policy <input type="text"/>
		Group Dental Policy <input type="text" value="1"/>

[Back, Employment Details](#) [Next, Step 2: Preview](#)

Existing Benefit Entitlement

Effective Date of Insurance 2026-01-01

Basic Monthly Salary 0.00 SGD

	Sum Assured (SGD)	(Plan)
Group Term Life Policy	300,000	Group Inpatient Policy 1
Group Personal Accident Policy	500,000	Group Medical Policy -
Group Living Assurance Policy	-	Group Outpatient Policy 1
Group Disability Income Policy	-	Group Outpatient Specialist -
		Group Maternity Policy -
		Group Dental Policy 1

New Benefit Entitlement

Effective Date of Insurance 2026-01-01

Basic Monthly Salary -

	Sum Assured (SGD)	(Plan)
Group Term Life Policy	100,000	Group Inpatient Policy 3
Group Personal Accident Policy	100,000	Group Medical Policy -
Group Living Assurance Policy	-	Group Outpatient Policy 1

1) For **Employee** → To update the **New Benefit Entitlement**

- 1) User will be able to preview all the fields prior to submission
- 2) Upon confirmation of the accuracy of the member’s benefit entitlement → Click on **“Submit”** button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (UPDATE EXISTING DEPENDANT’S COVERAGE – STEP 1fi)

The screenshot shows the 'Member Movement Request' page. At the top, there is a navigation bar with the Great Eastern logo and menu items: My Portfolio, Member Maintenance, My Service Request, My Claim, and Notifications. The main heading is 'Member Movement Request'. Below it, there are two instructions: 'Please select a company to begin.' and 'Please select an update method to start a movement request.' The first instruction has a text input field for 'Company Name' containing 'GREAT EASTERN LIFE PTE LTD'. The second instruction has a dropdown menu for 'Update Method' with 'Manual Update' selected and a red 'Go' button. Below these, there is another instruction: 'Please select policy number and movement request.' This section has a dropdown for 'Policy Number' and a dropdown for 'Movement Request' with 'Please select' chosen. A red 'Go' button is next to it. A dropdown menu is open from the 'Movement Request' dropdown, showing options: 'Please select', 'Add New Member with Dependent', 'Add New Member', 'Update Existing Member Cover', 'Terminate Member', 'Add New Dependent', and 'Update Existing Dependent Cover'. The 'Update Existing Dependent Cover' option is highlighted with a black box. At the bottom, there is a dark footer with contact information and service categories like Personal Insurance, Corporate Solutions, Employee, and Company Profile.

1) To update existing member’s coverage → Go to “**Movement Request**” → Select “**Update Existing Dependant’s Cover**” from the dropdown list

The screenshot shows the 'Member Movement Request' page at a later stage. The navigation bar is the same. The main heading is 'Member Movement Request'. Below it, there is a progress bar with three steps: 'Step 1: Select Member' (highlighted in red), 'Step 2: Update Existing Dependent(s) Cover', and 'Step 3: Preview'. Below the progress bar, there is a section for 'Manual Update' with the instruction 'Please enter member's details'. There is a text input field for 'NRIC / Passport No. / Birth Cert' with a red search icon. Below this, there is a 'Member Details' section with two rows: 'Member Name' and 'Date of birth' (with the value '1986-01-01'). Below the details, there is a red 'Next, Step 2: Update Existing Dependent(s) Cover' button and a grey 'Cancel' button.

2) Key in “**Member’s NRIC**” to search for the record and to proceed to View and Edit Details

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (UPDATE EXISTING DEPENDANT’S COVERAGE – STEP 1fii)

Member Movement Request

Step 1: Select Member > **Step 2: Update Existing Dependent(s) Cover** > Step 3: Preview

Manual Update

1 Dependents Information < 2 Benefit Entitlement

Member Name: _____ NRIC / Passport No. / Birth Cert: _____

Dependents List

Dependent Name	Relationship	NRIC / Passport No. / Birth Cert	Date of birth	Gender	Actions
	Spouse/Partner		01 Jan 1979	Male	Edit
	Child		01 Jan 2024	Male	Edit

Back, Step 1: Select Member < Next, Benefit Entitlement >

Existing Benefit Entitlement

Effective Date of Insurance: 01-Jan-2026

	Sum Assured (SGD)	(Plan)
Group Term Life Policy	-	Group Inpatient Policy 1
Group Personal Accident Policy	-	Group Medical Policy -
Group Living Assurance Policy	-	Group Outpatient Policy 1
Group Disability Income Policy	-	Group Outpatient Specialist -
		Group Maternity Policy -
		Group Dental Policy -

New Benefit Entitlement

Effective Date of Insurance * 01 Jan 2026

	Sum Assured (SGD)	(Plan)
Group Term Life Policy		Group Inpatient Policy 1

1) For **Existing Dependant** → To update the **New Personal Details**

2) For **Existing Dependant** → To update the **New Benefit Entitlement**

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (UPDATE EXISTING DEPENDANT’S COVERAGE – STEP 1fiii)

The screenshot displays a web browser window with the URL <https://uip-uat-ext.ap.lifeisgreat.net/econnect-new/#/member-movement-request-update-dependent>. The page is titled "Existing Benefit Entitlement" and shows the following details:

Effective Date of Insurance	01-Jan-2026
Group Term Life Policy	-
Group Personal Accident Policy	-
Group Living Assurance Policy	-
Group Disability Income Policy	-
Group Inpatient Policy	1
Group Medical Policy	-
Group Outpatient Policy	1
Group Outpatient Specialist	-
Group Maternity Policy	-
Group Dental Policy	-

Below this, the "New Benefit Entitlement" section is visible, with the following fields:

Effective Date of Insurance *	01 Jan 2026
Group Term Life Policy	-
Group Inpatient Policy	1

- 1) User will be able to preview all the fields prior to submission
- 2) Upon confirmation of the accuracy of the member’s benefit entitlement → Click on “**Submit**” button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE MEMBER’S COVERAGE – STEP 1g)

The screenshot shows the 'Member Movement Request' portal. At the top, there are two instructions: 'Please select a company to begin.' and 'Please select an update method to start a movement request.' Below these are two input fields: 'Company Name *' with 'GREAT EASTERN LIFE PTE LTD' and 'Update Method *' with a dropdown menu set to 'Manual Update'. A red 'Go' button is to the right. Below this, another instruction reads 'Please select policy number and movement request.' There are two more dropdown menus: 'Policy Number *' and 'Movement Request *'. The 'Movement Request *' dropdown is open, showing options: 'Please select', 'Add New Member', and 'Terminate Member'. A red 'Go' button is to the right of the 'Movement Request *' dropdown. At the bottom of the page, there is a footer with contact information and navigation links.

1) Terminate Member’s Coverage → Go to “**Movement Request**” → Select “**Terminate Member**” from the dropdown list

The screenshot shows the 'Member Movement Request' portal at 'Step 1: Terminate Member'. At the top, there are two steps: 'Step 1: Terminate Member' (highlighted in red) and 'Step 2: Preview'. Below this is a 'Manual Update' section with the instruction 'Please enter member's details'. There is a search field for 'NRIC / Passport No. / Birth Cert *' with a red search icon. To the right of the search field, it says 'Subsidiary GREAT EASTERN LIFE PTE LTD'. Below the search field is a 'Member Details' section with the following information: 'Member Name', 'Effective Date of Insurance' (01 Jan 2026), 'NRIC / Passport No. / Birth Cert', and 'Last Day of Service *' (22 Jan 2026). There is a red '+ Add to Termination List' button and a 'Next, Step 2: Preview' button. At the bottom, there is a 'Cancel' button and a 'Back to top' link.

2) Key in “**Member’s NRIC**” to search for the record and to terminate member

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE MEMBER’S COVERAGE – STEP 1gi)

The screenshot shows a web browser window with the URL <https://uip-uat-ext.ap.lifeisgreat.net/econnect-new/#/member-movement-request-terminate-member>. The page title is "Member Movement Request".

At the top, there is a progress bar with two steps: "Step 1: Terminate Member" (highlighted in red) and "Step 2: Preview".

Below the progress bar, the section is titled "Manual Update". It contains a form with the following fields:

- "Please enter member's details"
- "NRIC / Passport No. / Birth Cert *": A text input field with a search icon (magnifying glass) to its right.
- "Subsidiary": A dropdown menu showing "GREAT EASTERN LIFE PTE LTD".

Below this section, there is a "Member Details" section with the following fields:

- "Member Name": A text input field.
- "Effective Date of Insurance": A text input field.
- "NRIC / Passport No. / Birth Cert": A text input field.
- "Last Day of Service *": A date picker showing "22 Jan 2026".

At the bottom of the form, there is a red button labeled "+ Add to Termination List".

Navigation buttons include a "Cancel" button with a left arrow and a "Next, Step 2: Preview" button with a right arrow. A "Back to top" link with an upward arrow is also present.

- 1) For **Termination of Member** → Key in the **Last Day of Service** → Select “**Add to Termination List**” → Search for next member to terminate

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE MEMBER’S COVERAGE – STEP 1gii)

The screenshot shows a web browser window with the Great Eastern logo and navigation menu. The main content area is titled "Member Movement Request" and displays a progress bar with two steps: "Step 1: Terminate Member" and "Step 2: Preview". The "Step 2: Preview" step is highlighted in red. Below the progress bar, the "Preview" section shows a "Movement Request" for "Terminate Member". A "Termination List" table is displayed with the following data:

Member Name	NRIC / Passport No. / Birth Cert	Effective Date of Insurance	Last Day of Service
		01 Jan 2026	22 Jan 2026

A note below the table states: "Note: Requests submitted after 5PM will be processed on the next working day." At the bottom of the page, there are two buttons: "Back, Step 1: Termination Details" and "Submit". A "Back to top" link is also visible.

- 1) User will be able to preview all the fields prior to submission
- 2) Upon confirmation of the Termination List → Click on “**Submit**” button.

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE DEPENDANT’S COVERAGE – STEP 1h)

The screenshot shows the 'Member Movement Request' page. At the top, there is a navigation bar with 'Personal Insurance', 'Corporate Insurance', 'Careers', and 'About Us'. Below this, the Great Eastern logo is visible. The main heading is 'Member Movement Request'. There are two sections for selection:

- Company Selection:** 'Please select a company to begin.' with a text input field containing 'GREAT EASTERN LIFE PTE LTD' and a 'Go' button.
- Update Method Selection:** 'Please select an update method to start a movement request.' with a dropdown menu set to 'Manual Update' and a 'Go' button.
- Policy and Movement Request Selection:** 'Please select policy number and movement request.' with a 'Policy Number' dropdown and a 'Movement Request' dropdown. The 'Movement Request' dropdown is open, showing options: 'Add New Member with Dependent', 'Add New Member', 'Update Existing Member Cover', 'Terminate Member', 'Add New Dependent', 'Update Existing Dependent Cover', and 'Terminate Dependent' (which is highlighted).

At the bottom, there is a dark footer with contact information: 'Need help? For product enquiries +65 6248 2211 For customer service 1800 248... and a Life Planning Advisor'. Navigation links for 'Personal Insurance' and 'Corporate Solutions' are also present.

1) Terminate Dependant’s Coverage → Go to “**Movement Request**” → Select “**Terminate Dependent**” from the dropdown list

The screenshot shows the 'Member Movement Request' page at a later stage. The 'Step 1: Select Member' is highlighted in red. The 'Manual Update' section is active, showing a search field for 'NRIC / Passport No. / Birth Cert' with a magnifying glass icon. Below this, the 'Member Details' section is visible, showing 'Member Name' (redacted), 'Date of birth' (01 Jan 1986), and 'NRIC / Passport No. / Birth Cert' (redacted). At the bottom, there are 'Cancel' and 'Next, Step 2: Terminate Dependent' buttons.

2) Key in “**Member’s NRIC**” to search for the record and to terminate dependant

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE DEPENDANT’S COVERAGE – STEP 1hi)

Member Name: JUSTINA LOKE KAI MING, NRIC / Passport No. / Birth Cert: S1223422A

Dependent List

Dependent Name	Relationship
<input type="text"/>	Spouse/Partner
NRIC / Passport No. / Birth Cert	Date of birth
Effective Date of Insurance	Last Day of Coverage
01 Jan 2026	07 Jan 2026
+ Add to Termination List	
<input type="text"/>	Child
NRIC / Passport No. / Birth Cert	Date of birth
Effective Date of Insurance	Last Day of Coverage
01 Jan 2026	
+ Add to Termination List	

Termination List

Dependent Name	NRIC / Passport No. / Birth Cert	Effective Date of Insurance	Last Day of Coverage	Actions
<input type="text"/>		01 Jan 2026	07 Jan 2026	Delete

[Back, Step 1: Select Member](#) [Next, Step 3: Preview](#)

- 1) For **Termination of Dependant** → Key in the **Last Day of Service** → Select “**Add to Termination List**” → Search for next member to terminate

ACCESSING THE PORTAL – MEMBER’S MOVEMENT (TERMINATE DEPENDANT’S COVERAGE – STEP 1hii)

The screenshot shows a web browser window with the Great Eastern logo and navigation menu. The main content area is titled "Member Movement Request" and displays a progress bar with three steps: "Step 1: Select Member", "Step 2: Terminate Dependent", and "Step 3: Preview". The "Step 3: Preview" step is highlighted in red. Below the progress bar, the "Preview" section shows the "Movement Request" as "Terminate Dependent" and the "Member Name" as "NRIC / Passport No. / Birth Cert". A "Termination List" table is displayed below, with the following data:

Dependent Name	NRIC / Passport No. / Birth Cert	Relationship	Effective Date of Insurance	Last Day of Coverage
		Spouse/Partner	01 Jan 2026	07 Jan 2026

A note below the table states: "Note: Requests submitted after 5PM will be processed on the next working day." At the bottom of the preview section, there is a "Back, Step 2: Terminate Dependent" button and a "Submit" button.

- 1) User will be able to preview all the fields prior to submission
- 2) Upon confirmation of the Termination List → Click on “**Submit**” button.

CLAIMS

- i. Download Claim Form
- ii. Claims Overview
- iii. Claims Report Download
- iv. Claims Submission

CLAIM FORM – STEP 1

The screenshot displays the Great Eastern website interface. At the top, a red navigation bar contains links for Personal Insurance, Corporate Insurance, Careers, and About Us, along with Quick Links, Login, and English options. Below this, the Great Eastern logo is visible on the left. The main navigation area includes 'My Portfolio', 'Member Maintenance', 'My Service Request', and 'My Claim'. A blue arrow points to the 'My Claim' dropdown menu, which is open and shows options: 'Download Claim Form', 'Claims Overview', 'Submit A Claim', and 'Find Panel Provider'. To the right of the dropdown are 'Notifications' and 'My Reports' menus. Below the navigation, the page content includes a 'Welcome' message, an 'Employee Benefits' section, and two policy cards. Each card is titled 'Policy Type Employee Benefits' and lists a policy: 'GREAT EASTERN LIFE PTE LTD DENTAL RIDER' and 'GREAT EASTERN LIFE PTE LTD INPATIENT POLICY'. A 'View All Benefits' link is present at the bottom of each card. A 'Collapse All' button is located on the right side of the page.

1) To view **Claims Overview** → Go to “**My Claims**” → Select “**Download Claim Form**”

CLAIM FORM – STEP 2

Home > Corporate Solutions > Employee Benefits > Group Insurance > Customer Service

Customer Service

Useful forms for HR Managers:

- To inform us of employee joining or leaving your company, please download: [Group Insurance Employee Movement Form \(XLS\)](#)
- For employees who require underwriting, please download: [Personal Health Declaration Form \(PDF\)](#)
- To inform us of the authorised signatories of your company, please download: [MAS314 Authorised Signatory Form \(PDF\)](#)
- To request for change in servicing intermediary, please download: [Change of Intermediary Form \(PDF\)](#)

[Access to EB Hub Claims Portal](#)

Claims

For HR Managers, Members: Different types of claim forms and instructions on how to file a medical claim. To submit a claim on your Group Insurance policy, kindly download and complete the respective forms below.

Life claims

- [Group Death Claim Form \(PDF\)](#)
- [Group Terminal Illness Claims Form \(PDF\)](#)
- [Group Total & Permanent Disability Claim Form \(PDF\)](#)

Medical claims

- [Group Dental Claim Form \(PDF\)](#)
- [Group Hospital and Surgical Claim Form \(PDF\)](#)
- [Group Outpatient Clinical Claim Form \(PDF\)](#)
- [Group Personal Accident Claim Form \(PDF\)](#)
- [Group Students Accident Protector Claim Form \(PDF\)](#)

For detailed information on how to file a medical claim: [Procedures to File a Medical Claim \(PDF\)](#)

- 1) User will be able to download the relevant claim form by selecting the PDF file under Life or Medical Claims

CLAIMS OVERVIEW – STEP 1

The screenshot shows the Great Eastern website interface. At the top, there is a red navigation bar with links for Personal Insurance, Corporate Insurance, Careers, and About Us. On the right side of this bar are links for Quick Links, Login, and English. Below the navigation bar is the Great Eastern logo and a user profile section. The user profile includes links for My Portfolio, Member Maintenance, My Service Request, and My Claim. A blue arrow points to the My Claim dropdown menu, which is open and shows options: Download Claim Form, Claims Overview, Submit A Claim, and Find Panel Provider. To the right of the My Claim dropdown is a Notifications bell icon with a red '1' badge. Below the navigation bar, the user is greeted with 'Welcome BR_'. There is a search bar with the text 'Company Name *' and a dropdown menu showing 'GREAT EASTERN LIFE PTE LTD'. A red search icon is located to the right of the search bar. Below the search bar, there is a section titled 'Employee Benefits' with a 'Collapse All' link. This section contains two cards, each titled 'Policy Type Employee Benefits'. The first card lists 'GREAT EASTERN LIFE PTE LTD DENTAL RIDER' and the second card lists 'GREAT EASTERN LIFE PTE LTD INPATIENT POLICY'. Both cards have a 'View All Benefits' link at the bottom.

1) To view **Claims Overview** → Go to “**My Claims**” → Select “**Claims Overview**”

CLAIMS OVERVIEW – STEP 2



Claims Overview

Recent **1**
Draft **1**
Active **2**
Closed **13**

[Claim Form](#)
[Make a claim](#)

Submission/ Reported Date	Event Date	Claim Reference No.	Policy No. Product Name	Claim Amount	Claim Status	Actions
31 Oct 2029	25 May 2018	UIP-SGEC291031004619	Dental	321.00 SGD	Draft	Edit
29 Oct 2027	08 May 2018	UIP-SGEC271029004581	Dental	214.00 SGD	Submitted	
29 Oct 2027	01 May 2018	UIP-SGEC271029004580	Outpatient	214.00 SGD	Submitted	
29 Oct 2027	01 May 2026	UIP-SGEC271029004590-C1347562-00	Dental Rider	200.00 SGD	Active	View
29 Oct 2027	04 May 2026	UIP-SGEC271029004592-C1347561-00	Inpatient Policy	1.00 SGD	Active	View
29 Oct 2027	02 May 2026	UIP-SGEC271029004591-C1347560-00	Outpatient Rider	0.00 SGD	Closed	View
29 Oct 2027	01 May 2026	UIP-SGEC271029004599-C1347559-00	Outpatient Rider	0.00 SGD	Closed	View
29 Oct 2027	09 May 2026	UIP-SGEC271029004586		0.00 SGD	Closed	View

CLAIMS OVERVIEW – STEP 2a

A display of last **30 days** claims will be shown.

The various claim status are as follows: **Submitted, Active, Closed & Draft**

Claims Overview



- **Submitted** means claims have been submitted via eConnect; Members are unable to view anything under Actions. (there will not be any options to choose)
- **Closed** means claim has been closed; it could mean claim has been paid or rejected. For paid claims, the Explanation of Benefit (EOB) will appear right of the settlement amount. For rejected claims, the reason will appear at the remarks.
- **Active** means claim has been received by GE and in the midst of processing. Member is able to click on “View” under the action column to view the claim details submitted.
- **Draft** means claim was previously typed halfway and was saved. Click on “edit” under action column to continue editing the claim.

CLAIMS OVERVIEW – STEP 3

Personal Insurance Corporate Insurance Careers About Us Quick Links Login English

Great Eastern
A member of the OCBC Group

My Portfolio Member Maintenance My Service Request My Claim Notifications My Reports

Claims Overview

Recent (0) Draft (1) Active (5) Closed (44)

Advance Search Claim Form Make a claim

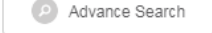
Submit From: 01 Oct 2027 To: 01 Jan 2028 Claim Type: Please select

Claim Submission No. Claim No. Claim Status: Closed

Policy No.* Subsidiary Name: Please select Member Name

NRIC/ Passport No

Search Clear

- 1) Press “**Advance Search**”  icon to open up the search fields to search for the member/claim you wish if it is not within the **last 30 days listing**.

Note: Policy Number is a mandatory field

CLAIMS OVERVIEW – STEP 3a

Recent 0 Draft 1 Active 5 Closed 44

Advance Search Claim Form Make a claim

Submit From: 01 Oct 2027 To: 01 Jan 2028

Claim Submission No. Claim No.

Policy No. * Subsidiary Name

Claim Type: Please select Claim Status: Closed Member Name:

NRIC/ Passport No.

Search Clear

Submission/Reported Date	Event Date	Claim Reference No.	Policy No./Product Name	Claim Amount	Claim Status	Actions
29 Oct 2027	02 May 2026	UIP-SGEC271029004591 C1347560-00	Outpatient Rider	0.00 SGD	Closed	View
29 Oct 2027	01 May 2026	UIP-SGEC271029004589 C1347559-00	Outpatient Rider	0.00 SGD	Closed	View
29 Oct 2027	09 May 2026	UIP-SGEC271029004588 C1347558-00	Outpatient Rider	0.00 SGD	Closed	View
29 Oct 2027	01 May 2026	UIP-SGEC271029004593 C1347546-00	Maternity Rider	1.00 SGD	Closed	View

Note: The above records are showing paid/settled claims up to 3 year.

1) Based on the search criteria, the claims records are retrieved accordingly

CLAIMS OVERVIEW – Report Download

Recent 1 Active 2 Closed 514

Advance Search Claim Form Make a claim

Submit From: 01 Jan 2020 To: 31 Mar 2020 Claim Type: Outpatient

Claims Submission No. Claim No. Claim Status: Please select

Policy No.: G0004935 Subsidiary Name: GREAT EASTERN LIFE PTE LTD Member Name:

NRIC/ Passport No.

Export to Excel



Sample Claim Overview Report



Do you want to open or save **Claim Overview Report.xlsx** from uip.greateasternlife.com?

Open Save Cancel



Claim Overview Report

ID	Policy No.	Name of Policyholder/Subsidiary Name	Claim No.	Claim Reference No.	Status	Date Incurred	Claim Submitted Date	Incurred Amount (SGD)	Paid Amount (SGD)	Paid Date	Diagnosis (ICD ten code)	Provider Name	Claim Rejected Reason	Pending Reason
1	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1662184-		PAID	16/05/2018	31/05/2018	130.0	120.0	16/2018	P68	F965B0W9MwV0US3 AAABU0SBWA		
2	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1628430-		PAID	10/05/2018	21/05/2018	182.1	180.0	2/6/2018	A94	K03305WG FS403G & Ww335WAA		
3	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1628428-		PAID	16/04/2018	21/05/2018	46.4	46.4	3/6/2018	M51	F965B0W9MwV0US3 AAABU0SBWA		
4	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1628425-		PAID	22/04/2018	21/05/2018	69.0	64.49	1/6/2018	J11	8CQ P3SHS FS403G C3050U		
5	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1630722-	ADEP01305230	PANEL	29/04/2018	16/05/2018	32.51	32.51	1/6/2018	P68	CU2 2M-29 FS403G C3050U PBW LBV		
6	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1630721-	ADEP01304106	PANEL	26/04/2018	16/05/2018	26.75	26.75	1/6/2018	P68	CU2 2M-29 FS403G C3050U PBW LBV		
7	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1577817-		PAID	24/02/2018	10/04/2018	29265.37	12700.93	1/6/2018	P68	M6CSB E30HSTWB2 H6A70BS3		
8	G0002823	HW05HAAW55PBWLBV(WF7SBA)	C1578777-		REJECTED	02/04/2018	09/04/2018	0.0	0.0	1/6/2018	P68	CWSB9W F69 MwV0US3 HSY0SY	MEDICAL CHECKUP/SCREENING	

1) You may open the report directly or save a copy then open the report.
 Sample of the Claim Overview report is on the right side/ preview of the report is shown

CLAIM SUBMISSION – DASHBOARD

The screenshot displays the Great Eastern dashboard interface. At the top, a red navigation bar contains links for Personal Insurance, Corporate Insurance, Careers, and About Us, along with Quick Links, Login, and English options. Below this, the Great Eastern logo is visible on the left. The main navigation area includes 'My Portfolio', 'Member Maintenance', 'My Service Request', and 'My Claim'. The 'My Claim' dropdown menu is open, showing options: 'Download Claim Form', 'Claims Overview', 'Submit A Claim', and 'Find Panel Provider'. A blue arrow points from the 'Submit A Claim' option to a search bar labeled 'Company Name' which contains 'GREAT EASTERN LIFE PTE LTD'. Below the search bar, the 'Employee Benefits' section is visible, showing two policy cards: 'GREAT EASTERN LIFE PTE LTD DENTAL RIDER' and 'GREAT EASTERN LIFE PTE LTD INPATIENT POLICY', each with a 'View All Benefits' link.

1) To do **Claims Submission** → Go to **“My Claims”** → Select **“Submit A Claim”**

CLAIM SUBMISSION – CLAIMS SELECTION

Home Personal Insurance Corporate Insurance Careers About Us Quick Links Login English

Great Eastern
A member of the OCBC Group

My Portfolio Member Maintenance My Service Request My Claim Notifications My Reports

Submit a claim

Step 1: Claim Selection > Step 2: Employee Information > Step 3: Claim Details > Step 4: Banking Information > Step 5: Preview

To submit a claim, select a policy number and claim type by

Policy No. * Please select


Subsidiary Name Please select

Member Name

NRIC / Passport No. / Birth Cert

Clear

- 1) Fill in the **Policy Number (required field), Member Name or NRIC/Passport Number/Birth Certificate**
- 2) Click on the  magnifying glass icon to search for the member

CLAIM SUBMISSION – CLAIM SELECTION



Submit a claim

Step 1: Claim Selection > Step 2: Employee Information > Step 3: Claim Details > Step 4: Banking Information > Step 5: Preview

To submit a claim, select a policy number and claim type below after search.

Policy No. * Subsidiary Name Member Name


NRIC / Passport No. / Birth Cert

Clear



Company Name	Subsidiary Name	Member Name NRIC / Passport No. / Birth Cert	Claim Type
GREAT EASTERN LIFE PTE LTD	GREAT EASTERN LIFE PTE LTD		Please select

Make a claim

The search results will appear below the magnifying glass icon  , select the claim type and click **“Make a Claim”**

Make a claim

CLAIM SUBMISSION – EMPLOYEE INFORMATION

Home Personal Insurance Corporate Insurance Careers About Us Quick Links Login English

Great Eastern
A member of the OCBC Group

My Portfolio Member Maintenance My Service Request My Claim Notifications My Reports

Submit a claim

Step 1: Claim Selection > Step 2: Employee Information > Step 3: Claim Details > Step 4: Banking Information > Step 5: Preview

Employee Information

Company Name	GREAT EASTERN LIFE PTE LTD	Subsidiary Name	GREAT EASTERN LIFE PTE LTD
Member Name	_____	NRIC / Passport No. / Birth Cert	_____
Claim Type	Outpatient		

< Back, Step 1: Claim Selection



Continue, Step 3: Claim Details >

This is a display of Employee Information, press **“Continue, Step 3: Claim Details”** icon to continue

CLAIM SUBMISSION – CLAIMS DETAILS

The screenshot shows the Great Eastern website interface. At the top, there is a navigation bar with links for Personal Insurance, Corporate Insurance, Careers, and About Us. Below this is a user menu with options like My Portfolio, Member Maintenance, My Service Request, My Claim, Notifications (with a red '1' badge), and My Reports. A blue arrow points down to the 'Submit a claim' section. This section features a progress bar with five steps: Step 1: Claim Selection, Step 2: Employee Information, Step 3: Claim Details (highlighted in red), Step 4: Banking Information, and Step 5: Preview. Below the progress bar is a form titled 'Claim Details' with a 'Collapse All' button. The form contains several fields: Patient (dropdown), Bill Type (dropdown), NRIC / Passport no. (text input), Date Incurred (calendar icon), Incurring Amount (text input), Hospital / Clinic (text input), and Diagnosis (checkboxes). The 'Incurring Amount' field includes a dropdown for 'SGD'. The 'Incurring Amount Inclusive of GST' field is a dropdown menu.

Select the appropriate option from dropdown list and fill in the appropriate fields under “**Step 3: Claims Details**”.

CLAIM SUBMISSION – CLAIMS DETAILS

Diagnosis (may select more than one) *

<input type="checkbox"/> Acute Gastroenteritis	<input type="checkbox"/> Asthma	<input type="checkbox"/> Backache
<input type="checkbox"/> Burns & Scalds	<input type="checkbox"/> Dermatitis, Skin problem	<input type="checkbox"/> Diabetes
<input type="checkbox"/> Ear Disease & Disorder	<input type="checkbox"/> Eye Disease & Disorder	<input type="checkbox"/> Gastritis
<input type="checkbox"/> Gynecology problems	<input type="checkbox"/> Headache/Migraine	<input type="checkbox"/> Hypertension
<input type="checkbox"/> Immunization	<input type="checkbox"/> Injuries, cut	<input type="checkbox"/> Joint Pains, other arthritis
<input type="checkbox"/> Maternity/Antenatal/Postnatal	<input type="checkbox"/> URTI, Flu, Sore Throat	<input type="checkbox"/> Viral Fever
<input type="checkbox"/> Others	<input type="text"/>	

Upload your documents/receipts for verification

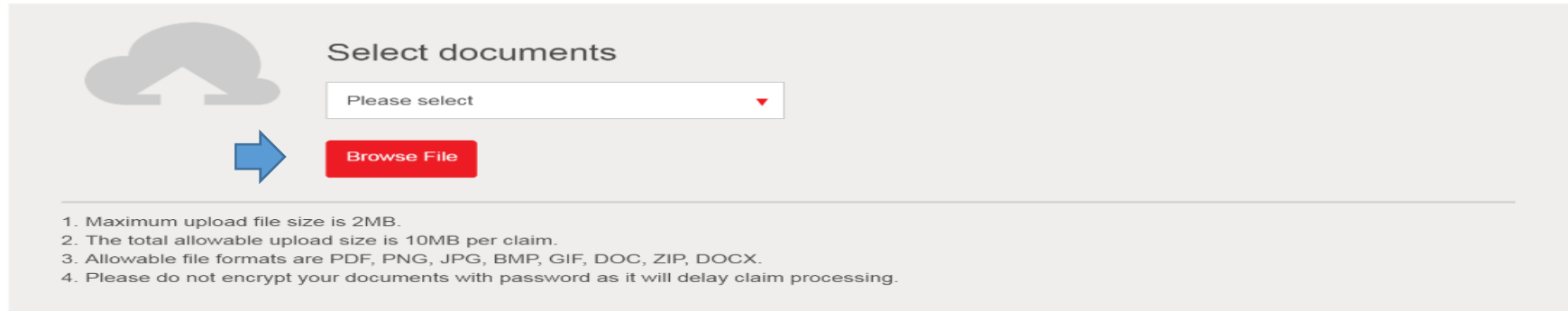
Tick the **Diagnosis** applicable (You may select more than one)

Note:

- 1) You may wish to type in the diagnosis if you are unable to find it by ticking the “Others” Box.
- 2) The Diagnosis section will change due to the various claim type

CLAIM SUBMISSION – CLAIMS DETAILS

Upload your documents/receipts for verification



Select documents

Please select


Browse File

1. Maximum upload file size is 2MB.
2. The total allowable upload size is 10MB per claim.
3. Allowable file formats are PDF, PNG, JPG, BMP, GIF, DOC, ZIP, DOCX.
4. Please do not encrypt your documents with password as it will delay claim processing.

+ Add to Receipts List

To add current claim entry; you may submit up to a maximum of 20 entries per patient

Date Incurred	Bill/Receipt No	Incurred Amount	Bill Type	Hospital / Clinic	Action
---------------	-----------------	-----------------	-----------	-------------------	--------


- (1) Select the appropriate option from the dropdown list under “**Select documents**”.
- (2) Click on “**Browse File**”  icon . File upload will start once you select the appropriate document.

Note:

- 1) **Only for policies with scan receipts**
- 2) **Please note the file formats allowed are PDF,PNG,JPG, BMP, GIF, DOC, ZIP & DOCX.**
- 3) **Max file size for uploading is 2MB & up to 10MB per claim**

CLAIM SUBMISSION – CLAIMS DETAILS

Upload your documents/receipts for verification



Select documents

Please select ▼

Browse File


1. Maximum upload file size is 2MB.
2. The total allowable upload size is 10MB per claim.
3. Allowable file formats are PDF, PNG, JPG, BMP, GIF, DOC, ZIP, DOCX.
4. Please do not encrypt your documents with password as it will delay claim processing.

 Consultation Receipt / Tax Invoice  CONSULTATION TAX INVOICE PDF.PDF 12.77 KB 

+ Add to Receipts List

To add current claim entry; you may submit up to a maximum of 20 entries per patient

Date Invoiced	Bill/Receipt No.	Invoiced Amount	Bill Type	Hospital / Clinic	Action
---------------	------------------	-----------------	-----------	-------------------	--------

- (1) The uploaded file will appear at the bottom of page shaded in grey for viewing
- (2) Click on “**Add to Receipts List**”  icon to add the selected files & log this current claims entry
- (3) The user is allowed to upload the maximum of 20 entries per patient (Total allowable upload size is 10MB per claim)

CLAIM SUBMISSION – CLAIMS DETAILS

+ Add to Receipts List

To add current claim entry; you may submit up to a maximum of 20 entries per patient

Date Incurred	Bill/Receipt No.	Incurred Amount	Bill Type	Hospital / Clinic	Action
08 May 2018	T8920G	214.00 SGD	Dental	SINGAPORE GENERAL HOSPITAL PTE LTD, 169608	Edit Delete

Are you making a claim from other insurance companies? *

Yes No

+ Add Patient

For submission of another bill type for same patient/ claim submission for another patient (Opens a new Claim tab - Maximum 5 Claim Tabs)

[Back, Step 2: Employee Information](#) [Save As Draft](#) [Continue, Step 4: Banking Information](#)

(1) The claim entry will be shown below the “**Add to Receipts List**” icon .

(2) Finish off the claims submission by selecting “**Yes**” or “**No**” for the declaration - “**Are you making a claim from other insurance companies**”. This is a mandatory field

(3) You may wish to add another claim for another patient or submit different bill type by pressing the “**Add Patient**” icon .

Proceed to the next step by clicking the “**Continue, Step 4 Banking Information**” icon

[Continue, Step 4: Banking Information](#)

CLAIM SUBMISSION – BANKING INFORMATION

Home | Personal Insurance | Corporate Insurance | Careers | About Us | Quick Links | Login | English

Great Eastern
A member of the OCBC Group

My Portfolio | Member Maintenance | My Service Request | My Claim | Notifications | My Reports

Submit a claim

Step 1: Claim Selection > Step 2: Employee Information > Step 3: Claim Details > **Step 4: Banking Information** > Step 5: Preview

Mandatory fields *

Reimbursement Method *

Please select

Important Notes

- a. The Company will not be held liable for any damages, costs, losses or expenses as a result of the claims proceed being credited into the bank account shown above.
- b. The Company will continue to credit all future/further claim benefits to the above Bank Account, unless otherwise notified by the Policyholder/Member.
- c. Please note the GIRO payment applies to bank accounts in Singapore only.
- d. The amount payable via GIRO is limited to S\$10,000.00. Any payment amount above S\$10,000.00 will be made by cheque.

Declaration

- a. I certify that the above statements and answers are true and complete to the best of my knowledge and belief.
- b. I hereby authorize any hospital, medical practitioner, clinic or any other person who has medically attended to or examined me or my eligible dependent to

(1) Select the “**Reimbursement Method**” from the drop down box

CLAIM SUBMISSION – BANKING INFORMATION

Reimbursement Method *



Credit to employee bank account ▼

Please select

Cheque to employee

Cheque to employer

Credit to employee bank account

ity Form [\[here\]](#) and submit to our office.

ses as a result of the claims proceed being credited into the bank account shown above.

b. The Company will continue to credit all future/further claim benefits to the above Bank Account, unless otherwise notified by the Policyholder/Member.

c. Please note the GIRO payment applies to bank accounts in Singapore only.

d. The amount payable via GIRO is limited to S\$10,000.00. Any payment amount above S\$10,000.00 will be made by cheque.

There are various Reimbursement Method:

- **Cheque to Employee**
- **Cheque to Employer**
- **Credit to Employee Bank Account**

Note:

(1) If “Credit to Employee bank account” is selected, system will detect for bank account details. If there are no bank account details in the system, “Bank/Branch Name”, “Bank Account No” & “Branch Name” fields will appear. Kindly fill in the relevant details to continue.

(2) “Bank/Branch Name” has auto field feature for 3 characters onwards. If user is unable to find bank/branch, please put “others”

CLAIM SUBMISSION – BANKING INFORMATION

The screenshot shows the 'Submit a claim' process at Step 4: Banking Information. The navigation bar includes 'Personal Insurance', 'Corporate Insurance', 'Careers', and 'About Us'. The main navigation includes 'My Portfolio', 'Member Maintenance', 'My Service Request', 'My Claim', 'Notifications', and 'My Reports'. The 'Bank/Branch Name' dropdown menu is open, showing a list of banks and branches. A blue arrow points to the 'Raf' option in the dropdown. The 'Reimbursement Method' is set to 'Credit to employee bank account'. The 'Branch Name' and 'Bank Account No.' fields are empty. A note states: 'If the Branch Name is not available at this moment. Cheque shall be issued upon claim approval. Please contact your nearest branch [here] and submit to our nearest branch.' Below the form, there is a section for 'Mandatory fields' and a note: 'b. The Company will continue to credit all future/further claim benefits to the above Bank Account, unless otherwise notified by the Policyholder/Member.'

- (1) If “**Credit to Employee bank account**” is selected, system will detect for bank account details.
- (1) If there are no bank account details in the system, “**Bank/Branch Name**”, “**Bank Account No**” & “**Branch Name**” fields will appear. Kindly fill in the relevant details to continue.
- (3) “**Bank/Branch Name**” has auto field feature for 3 characters onwards. If user is unable to find bank branch, please put “Others”

CLAIM SUBMISSION – BANKING INFORMATION

Bank/Branch Name *

DBS Bank Ltd, POSB Raffles Quay

Bank Account No. *

99501144777728899999

You have not registered the Direct Credit Facility with us, hence the payment detail is not available at this moment. Cheque shall be issued upon claim approval.

To register Direct Credit Facility, you can also download the Direct Credit Facility form [\[here\]](#) and submit to our nearest branch.

Important Notes

- a. The Company will not be held liable for any damages, costs, losses or expenses as a result of the claims proceed being credited into the bank account shown above.
- b. The Company will continue to credit all future/further claim benefits to the above Bank Account, unless otherwise notified by the Policyholder/Member.
- c. Please note the GIRO payment applies to bank accounts in Singapore only.
- d. The amount payable via GIRO is limited to S\$10,000.00. Any payment amount above S\$10,000.00 will be made by cheque.

Declaration

- a. I certify that the above statements and answers are true and complete to the best of my knowledge and belief.
- b. I hereby authorize any hospital, medical practitioner, clinic or any other person who has medically attended to or examined me or my eligible dependent to disclose to Great Eastern Life all medical records or information with respect to any illness or injury, medical history, consultations, prescription or treatment and copies of all hospital records.
- c. A photostat copy of this authorization shall be considered as effective and valid as the original.
- d. I understand that The Company will not be held liable for any damages, costs, losses or expenses as a result of the claims proceed being credited into the bank account shown above.

By providing the information set out above, I agree and consent to Great Eastern, its related corporations (collectively, the "Companies"), as well as their respective representatives and agents ("Representatives") collecting, using, disclosing and sharing amongst themselves my personal data, and disclosing such personal data to the Companies' authorized service providers and relevant third parties for purposes reasonably required by the Companies to evaluate, admit, process and/or settle my claims. These purposes are set out in Great Eastern's Privacy Statement, which is accessible at <http://www.greasternlife.com/sg/en/pncpolicies.htm> and which I confirm I have read and understood.

I hereby declare that I have read and agree with the declaration above.

< Back, Step 3: Claim Details

Delete

Save As Draft

Continue, Step 5: Preview >

(1) Check on the box **“I hereby declare that I have read and agree with the declaration above”**.

(2) Click on **“Continue, Step 5: Preview”**  icon to proceed

CLAIM SUBMISSION – PREVIEW

Submit a claim

Step 1: Claim Selection > Step 2: Employee Information > Step 3: Claim Details > Step 4: Banking Information > **Step 5: Preview**

Employee Information

Company Name	GREAT EASTERN LIFE PTE LTD	Subsidiary Name	GREAT EASTERN LIFE PTE LTD
Member Name		NRIC / Passport No. / Birth Cert	
Claim Type	Outpatient		

Claim Details

Patient	Bill Type	A & E Hospital Visit
---------	-----------	----------------------

Receipts List

Date Incurred	Bill/Receipt No.	Incurred Amount	GST	Bill Type	Hospital / Clinic
09 May 2018	T96824G	321.00 SGD	Yes	A & E Hospital Visit	SINGAPORE GENERAL HOSPITAL PTE LTD, 169608

Are you making a claim from other insurance companies? No

Edit

Banking Information

Reimbursement Method	Credit to employee bank account	Branch Name (Applicable only if the Branch is not available in the listing.)	
Bank/Branch Name	DBS Bank Ltd, POSB Raffles Quay	Bank Account No.	995011447728899999

Edit

Claim Submission Procedures

Thank you for using eConnect.


We are pleased to confirm that your claim has been successfully registered.

Please keep the original receipt(s) for 6 months. GE Life reserves the right to request for these original receipts for audit purposes.

Please note all submissions will be subject to our claim assessment and adjusted according to the terms and conditions of the policy coverage under the Group Master Policy. Great Eastern Life does not admit liability by the mere issue of this form.

< Back, Step 4: Banking Information

Submit >

(1) User should check through all the submission details in each tab and click “Submit”  icon

CLAIM SUBMISSION – PREVIEW

The screenshot displays the Great Eastern website interface. At the top, there is a red navigation bar with links for Personal Insurance, Corporate Insurance, Careers, and About Us. Below this, the Great Eastern logo is visible on the left, and a user menu on the right includes My Portfolio, Member Maintenance, My Service Request, My Claim, Notifications (with a red badge showing '2'), and My Reports. The main content area features a white box with the heading "Submit A Claim- Outpatient" and the message "Your claim has been submitted successfully." Below this message, a "Claim Reference No. UIP-SGEC271029004586" is listed, followed by the instruction "You can return to Claims Overview to monitor your claim status." A red button labeled "Back to Claim Overview" and a grey button with a printer icon and the word "Print" are provided. A blue arrow points from the "Print" button towards the right. To the right of the text is a circular icon containing a document with a checkmark. The footer of the page includes a dark grey bar with contact information: "Need help?" with a phone icon, "+65 6248 2211" for product enquiries, and "1800 248 2888" for customer service. There are also buttons for "Email Us", "Visit Us", "Make a claim", and "Find a Life Planning Advisor". Below this, there are four columns of links for Personal Insurance, Corporate Solutions, Careers, and About Us. The bottom of the page features the Great Eastern logo, legal disclaimers, and social media icons for Facebook, YouTube, LinkedIn, and Twitter, along with a "Get Live Great updates" button.

- (1) After submission, the user may click the **“Print”**  icon to save a record of your claim form.
- (2) You may wish to take down the **UIP Reference No** for your records or look it up via **“Claim Overview”** function.

UNDERWRITING

- i. UNDERWRITING ENQUIRY
- ii. UNDERWRITING COVERAGE

UNDERWRITING - ENQUIRY

The screenshot displays the Great Eastern member portal interface. At the top left is the Great Eastern logo. The navigation menu includes 'My Portfolio', 'Member Maintenance', 'My Service Request', 'My Claim', and 'Notifications'. A blue arrow points to the 'My Service Request' dropdown menu, which is expanded to show 'Guarantee Letter Request Overview' and 'Group Insurance Coverage Update (UW)'. Below the navigation is a 'Welcome BR' section with a 'Company Name' dropdown menu set to 'GREAT EASTERN LIFE PTE LTD'. The 'Employee Benefits' section is visible below, showing two policy cards for 'GREAT EASTERN LIFE PTE LTD' with 'DENTAL RIDER' and 'INPATIENT POLICY' respectively. A 'Collapse All' button is located to the right of the Employee Benefits section, and a 'Back to top' button is at the bottom right.

(1) For “**Underwriting Coverage Enquiry**” → Go to “**My Service Request**” → “**Group Insurance Coverage Update (UW)**”

UNDERWRITING - ENQUIRY



Group Insurance Coverage Update Search



Company Name * <input type="text" value="GREAT EASTERN LIFE PTE LTD"/>	Policy No. <input type="text"/>	Subsidiary Name <input type="text" value="Please select"/>
Member / Dependent Name <input type="text"/>	NRIC / Passport No. / Birth Cert <input type="text"/>	<input type="button" value="Clear"/>

Back to top

(1) Key in “**Company Name**” (Mandatory Field), “**Policy Number**”, “**Member/Dependant Name**”, “**NRIC/Passport Number/Birth Cert**”

(2) Press on the “**magnifying glass**” button

UNDERWRITING - ENQUIRY



Group Insurance Coverage Update Search

Company Name * Policy No. Subsidiary Name

Member / Dependent Name NRIC / Passport No. / Birth Cert



Policy No.	Company Name	Subsidiary Name	Member Name	Dependent Name	Action
	GREAT EASTERN LIFE PTE LTD	GREAT EASTERN LIFE PTE LTD		-	View

Back to top

(1) Search for the employee name you require and click on the “**View**” button .

Note: The user can search by policy number and the list of employees who has been underwritten before or needs to be underwritten in the current policy period will be shown.

UNDERWRITING - ENQUIRY



Group Insurance Coverage Update Detail

Member/Dependent Information

Member Name | NRIC / Passport No. / Birth Cert

Coverage/Benefits

TERM LIFE

Last Accepted Sum Assured	300,000.00 SGD	Coverage Status	Pending Document Submission
Proposed Sum Assured	500,000.00 SGD	Decision Date	01 Jan 2026
New Eligible Sum Assured	0.00 SGD		

[Back, Group Insurance Coverage Update Search](#)

(1) The user will be able to view the employee's details and status of coverage

UNDERWRITING - ENQUIRY



Underwriting Letter		
0	2026-04-30	G000492100000095URECOVL T00005.PDF
0	2026-04-30	G000492100000108NUWREQLT00005.PDF
0	2025-04-30	G000492100000042NUWRMDLT00005.PDF
0	2025-04-30	G000492100000036NUWREQLT00005.PDF
0	2025-04-30	G000492100000037UWL CAL TR00005.PDF
0	2026-04-30	G000492100000109UWL CAL TR00005.PDF

(1) The user will be able to find and download the underwriting requirement letter and decision letter.

UNDERWRITING - COVERAGE

Member/Dependent Information

Member Name	NRIC / Passport No. / Birth Cert
-------------	----------------------------------

Coverage/Benefits

TERM LIFE

Last Accepted Sum Assured	300,000.00 SGD	Coverage Status	Pending Document Submission
Proposed Sum Assured	500,000.00 SGD	Decision Date	01 Jan 2026
New Eligible Sum Assured	0.00 SGD		

Back, Group Insurance Coverage Update Search

Legend of Decision Status:

Pending – Pending Document Submission

Standard case – Standard

Decline/Postponed /Reject by member – Decline

NTU – Not taken up

Any Substandard – Accepted with Condition

THE END