

YOUR SERVICING GUIDE



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Thank you for choosing Great Eastern LIFE. We are privileged to be of service to you. In the course of your insurance journey with us, there may be times when you require some assistance. This self-help guide should answer any questions that you may have.

1. Purchasing your plan

WHAT YOU NEED TO KNOW



INSURANCE COVERAGE

Once you have submitted your application and premium payment, you will start to enjoy temporary accidental death coverage for up to 90 days.



You will receive an update of your application status within 7 working days.



Should you change your mind, you may cancel your policy by writing to us within 14 days upon receiving your policy document.



MEDICAL CHECK-UP (IF REQUIRED)

You will receive a letter, should a medical check-up be required.

Please make an appointment and complete your medical checkup within 14 working days from receipt of our letter.

INSURANCE PREMIUMS

Premiums vary depending on your:

- Health or medical conditions
- Lifestyle activities
- Age at entry
- Gender
- Policy terms (if applicable)

A letter will be sent to you should any adjustments be made to your premiums. Please mail us the signed letter and make payment for any additional required premiums.

Upon full acceptance of your application, your policy contract will be mailed to you within 7 working days.

2. Servicing your policy

You can access e-Connect, our online self-help service, to check your policy information, and perform simple transactions.

2.1 Access your policy information online at e-Connect

- Visit our Great Eastern website at www.greateasternlife.com
- At the top of the homepage, select “Login” tab and choose “e-Connect”.
- You will be directed to the e-Connect login page. Key in your NRIC/Passport number and password, and click “Log in”.
- Register for Security Authentication (2FA) and enter the OTP no. sent to your mobile phone via SMS. You can now access e-Connect.

What can I do with e-Connect?

- View and download your Policyholder’s Statement
- Check your policy details and values
- Check payment enquiries

You may also perform simple transactions such as:

- Update your change in address
- Take a policy loan
- Withdraw cash benefits (if it is applicable to your policy)

Unable to recall your e-Connect password?

- Log on to www.greateasternlife.com and choose the “Login” tab.
- Select “e-Connect” and click on “Reset Login Password”
- Complete your details and submit
- The new password will be mailed to you

Your Insurance Policy is a long-term protection plan. Do pay your premium promptly to avoid disruption to your plan.

2.2 Pay your premium promptly







Late payments may cause your policy to lapse, so always remember to pay your premium promptly. Once your policy lapses:

- Your policy will no longer be valid should a claim arise.
- You will have to declare your health status again to reinstate your policy.
- There will be interest imposed should you wish to reinstate your policy from the lapsed date.
- Your policy may not be reinstated if your health has deteriorated.

You will not receive premium notices if you are paying by monthly mode. For all other modes of payment, premium notices will be mailed to you.

2.3 Payment methods

For your convenience, you may choose to make your payment using any of the following methods.

Payment Method	How to pay
GIRO 	Fill in the GIRO form and submit it to us. To download the form from our website, click on the “Quick Links” and select “Customer Care”.
Cheque 	Cheques should be crossed and made payable to “The Great Eastern Life Assurance Co Ltd.” Please write your Policy Number and Name of Policyholder on the back of the cheque and mail it to us.
Cash/Nets 	Visit our cashiers at Great Eastern Centre, Customer Service Centre.
Internet Banking 	Apply for internet banking with OCBC, DBS/POSB, UOB or Standard Chartered. Add Great Eastern Life as a payee.
AXS - Stations - Quickbill at Cheers and Fairprice Express	 <ol style="list-style-type: none"> 1. Select “Insurance” on the main tab. 2. Choose “Great Eastern Life - Life Policies” or “Great Eastern Life - Accident & Health Policies.” 3. Choose “Premium”, “APL” or “Loan.” 4. Enter the Policy Number and amount to be paid. 5. Enter Name and Contact Number (this field is optional but useful to resolve any discrepancies). 6. Confirm payment details & proceed to make payment via NETs or cash card.
Credit Card 	You can pay your first 2 months initial premiums via any credit card. Or you can choose to pay your first year and renewal premiums using your OCBC Great Eastern Cashflo Credit Card.

2.4 Update your personal particulars

Should there be any changes in your personal particulars (e.g. change in address, name, contact number or others), you can update us:

- By submitting the “Update of Personal Particulars” form that is available on our corporate website.
- Via e-Connect

For verification purposes, your applications must be supported with an updated NRIC/passport or other related forms of documentation.

3. Claims procedure

3.1 Submit a claim

You may download and print the claim forms from our Great Eastern website at www.greasternlife.com

- Click on “Quick Links” and select “Submit a Claim”. Choose the relevant form you need from the list, and print it.
- Fill in the required forms and ask your doctor to complete the doctor’s statement.
- Submit all the required forms and supporting documents to us for assessment.

3.2 Claim status enquiry

You may check on the status of your submitted claim through any of these options

- Log on to e-Connect for online information about your policies.
- Email us at LifePAClaims-SG@greasternlife.com

4. Contact us

Policyholders may view your policy details via e-Connect. Should you wish to contact us, you may do so in the following ways:

4.1 Send an email enquiry to wecare-sg@greasternlife.com

4.2 Call our Customer Service Officers at 1800-248 2888

4.3 Visit us at our Customer Service Centre

We are located at:

1 Pickering Street #01-01, Great Eastern Centre, Singapore 048659

We are open Monday to Friday: 9.00am to 5.30pm.

Our cashier operating hours: 9.00am to 4.30pm.

The Great Eastern Life Assurance Company Limited (Reg No. 1908 00011G)
1 Pickering Street, #13-01 Great Eastern Centre, Singapore 048659

Information is correct as on 7 April 2015.