



# Direct Credit Registration User Guide

# Step by Step Guide

1. To Register Bank Account Number via eConnect
2. To Check on Service Request Submission Status
3. To View Bank Account Number in e-Connect
4. Alternate Option to Change/Update Bank Account Number

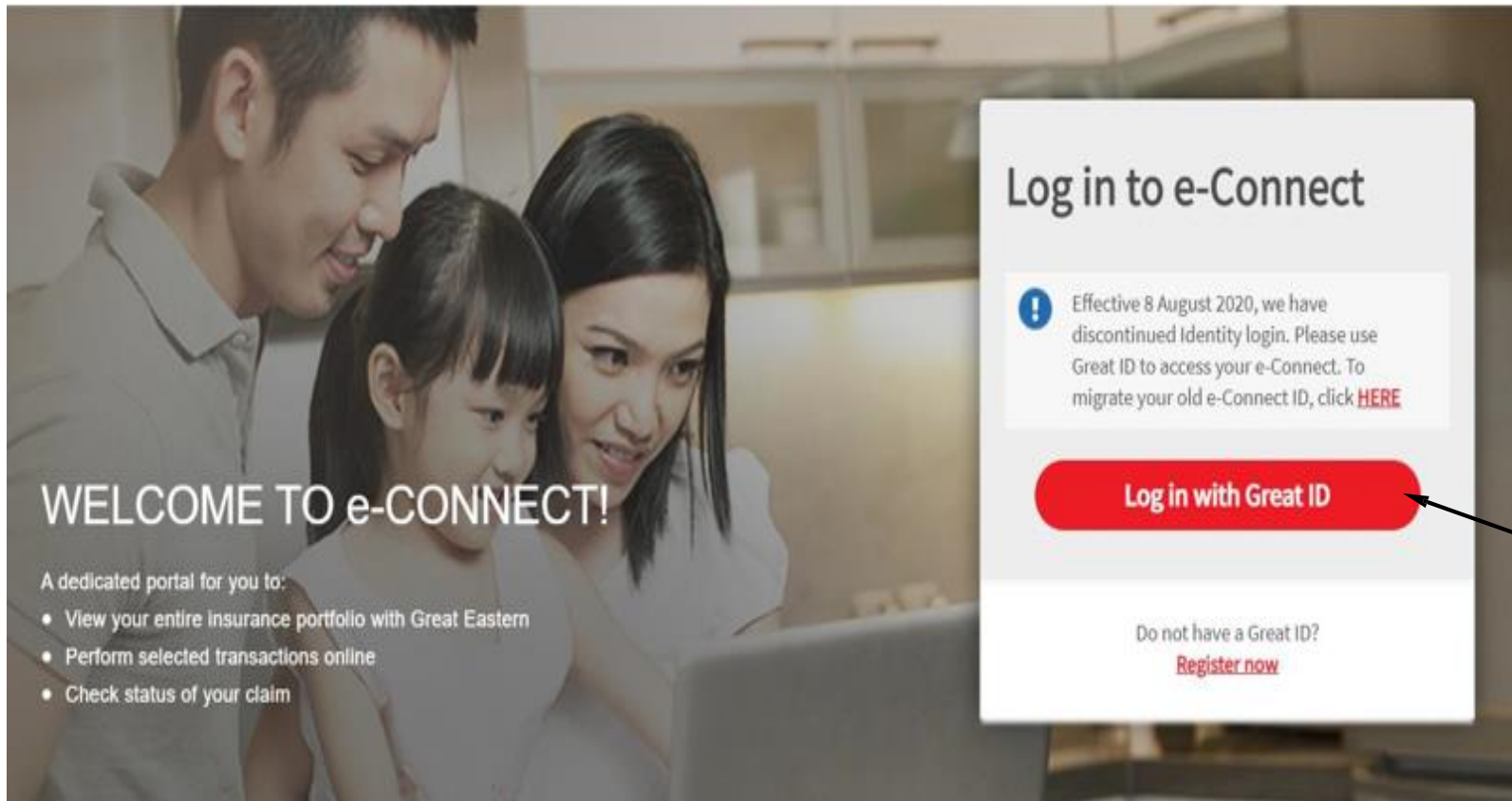
# 1. To Register Bank Account Number via eConnect

## Step 1

Login to e-Connect direct link <https://econnect-my.greateasternlife.com>



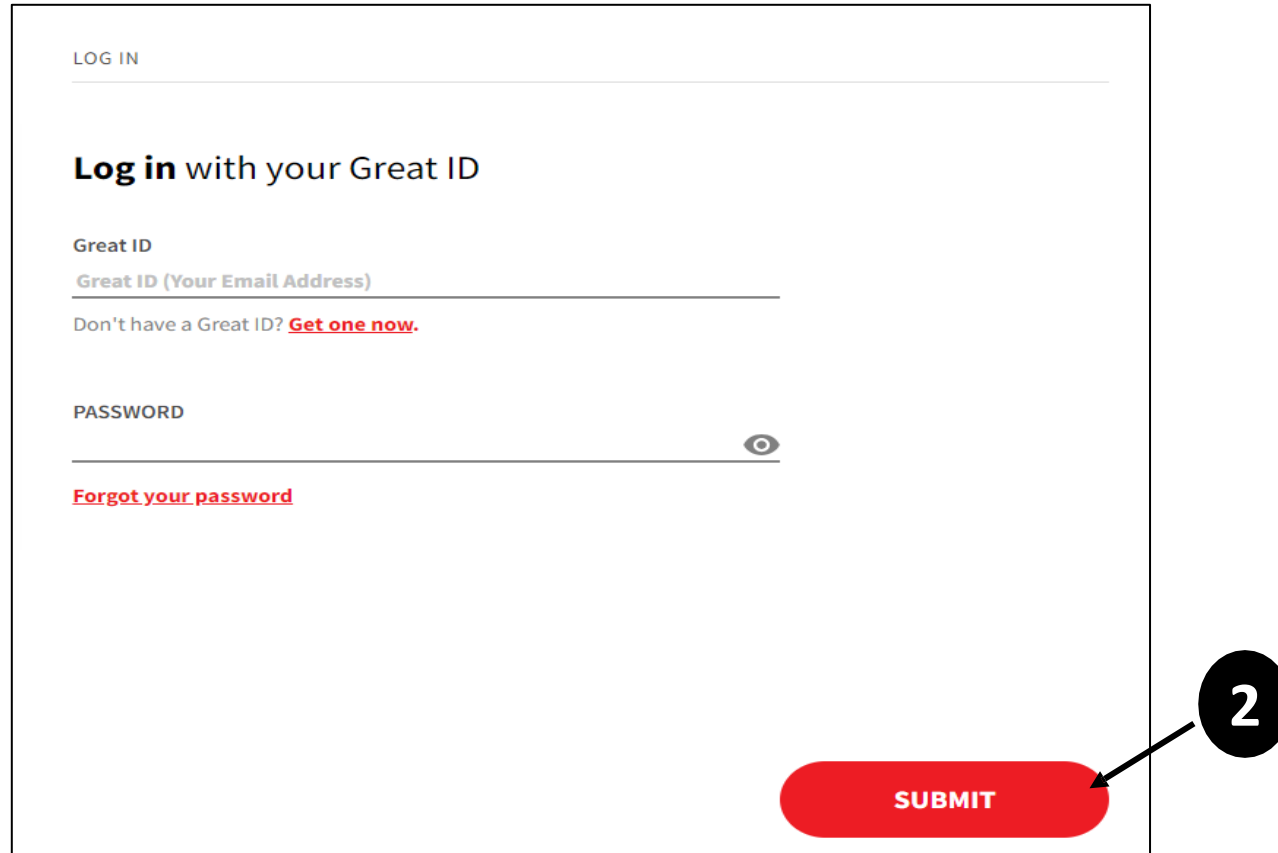
Scan Here



# 1. To Register Bank Account Number via eConnect

## Step 2

Key in Great ID and Password. then click 'Submit'



LOG IN

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**Log in** with your Great ID

Great ID  
Great ID (Your Email Address)

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

PASSWORD

[Forgot your password](#)

**SUBMIT**

A black circle with the number '2' and an arrow pointing to the 'SUBMIT' button.

# 1. To Register Bank Account Number via eConnect

## Step 3

Enter the OTP number sent via SMS

### One Time Password

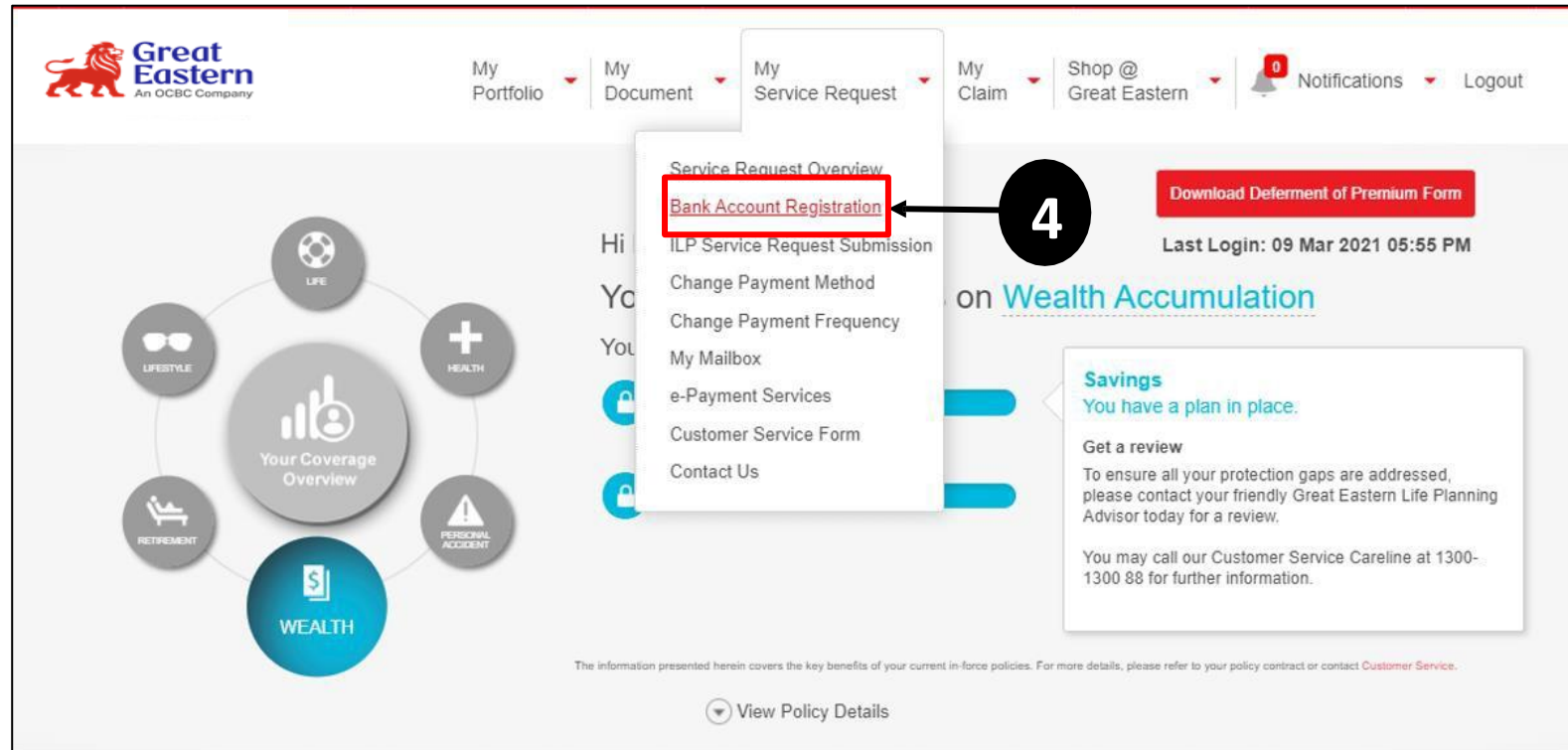
Please kindly enter your one time password sent to your mobile no.

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

# 1. To Register Bank Account Number via eConnect

## Step 4

Click at 'My Service Request' tab and select 'Bank Account Registration'



The screenshot displays the Great Eastern eConnect user interface. At the top, the Great Eastern logo is on the left, and navigation tabs for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout' are on the right. The 'My Service Request' tab is active, and its dropdown menu is open, showing options: 'Service Request Overview', 'Bank Account Registration' (highlighted with a red box and a black circle with the number 4), 'ILP Service Request Submission', 'Change Payment Method', 'Change Payment Frequency', 'My Mailbox', 'e-Payment Services', 'Customer Service Form', and 'Contact Us'. On the left side of the dashboard, there is a circular menu with icons for 'LIFE', 'LIFESTYLE', 'HEALTH', 'PERSONAL ACCIDENT', 'WEALTH', and 'RETIREMENT', with 'WEALTH' selected. The main content area features a 'Download Deferment of Premium Form' button, the text 'Last Login: 09 Mar 2021 05:55 PM', and a section titled 'on Wealth Accumulation' with a 'Savings' sub-section stating 'You have a plan in place.' and a 'Get a review' section with contact information for the Customer Service Careline.

# 1. To Register Bank Account Number via eConnect

## Step 5

Select the policy that you would like to register for direct credit facility and click 'Continue'

**Bank Account Registration**

Step 1: Policy Selection > Step 2: Bank Account Registration > Step 3: Preview

Select A Policy

<input checked="" type="checkbox"/>	Policy Number Plan Name	ID Number	Existing Bank Account Number
<input checked="" type="checkbox"/>	1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

Do note that the account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.

**5**

Continue, Step 2: Bank Account Registration >

If there is an existing bank account number, it will be displayed here.

# 1. To Register Bank Account Number via eConnect

## Step 6

- Select your bank from the listing
- Enter your bank account number
- Tick on “I Accept Terms and Conditions”
- Click “Continue”

### Bank Account Registration

Step 1: Policy Selection > **Step 2: Bank Account Registration** > Step 3: Preview

#### Account Details

Bank Name \*

a PUBLIC BANK ▼

Bank Account Holder Full Name

LLA XSRL HLLL

Account Number \*

1234567890 b

Email Address ?

-

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, [click here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of 'Request for Contractual Changes Form' by stating your request and submit to us via [My Mailbox](#).

c ☒ I ACCEPT **TERMS AND CONDITIONS**.

< Back, Step 1: Policy Selection

d Continue, Step 3: Preview >



# 1. To Register Bank Account Number via eConnect

## Step 6a

If the account number is invalid or incomplete, error message will appear below. Please check and ensure the correct account number is updated.

### Bank Account Registration

Step 1: Policy Selection > **Step 2: Bank Account Registration** > Step 3: Preview

#### Account Details

**Bank Name \***  
PUBLIC BANK

**Bank Account Holder Full Name**  
ORN XSYR SYL

**Account Number \***  
123456789  
Please enter a valid bank account number.

**Email Address ?**  
XYRSYL99@ANYRO.XLN

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' by stating your request and submit to us via [My Mailbox](#).

☒ I ACCEPT **TERMS AND CONDITIONS.**

< Back, Step 1: Policy SelectionContinue, Step 3: Preview >

# 1. To Register Bank Account Number via eConnect

## Step 7

Check the information is correct and then click “Submit”

### Bank Account Registration

Step 1: Policy Selection

Step 2: Bank Account Registration

Step 3: Preview

### Preview Page

Policy Number Plan Name	Existing Bank Account Number	New Bank Account Number
1024713450 GREAT FLEXI WEALTH	A.K. NLIAYL XSYHV AYLX *****8901	PUBLIC BANK 1234567890

Back, Step 2: Bank Account Registration

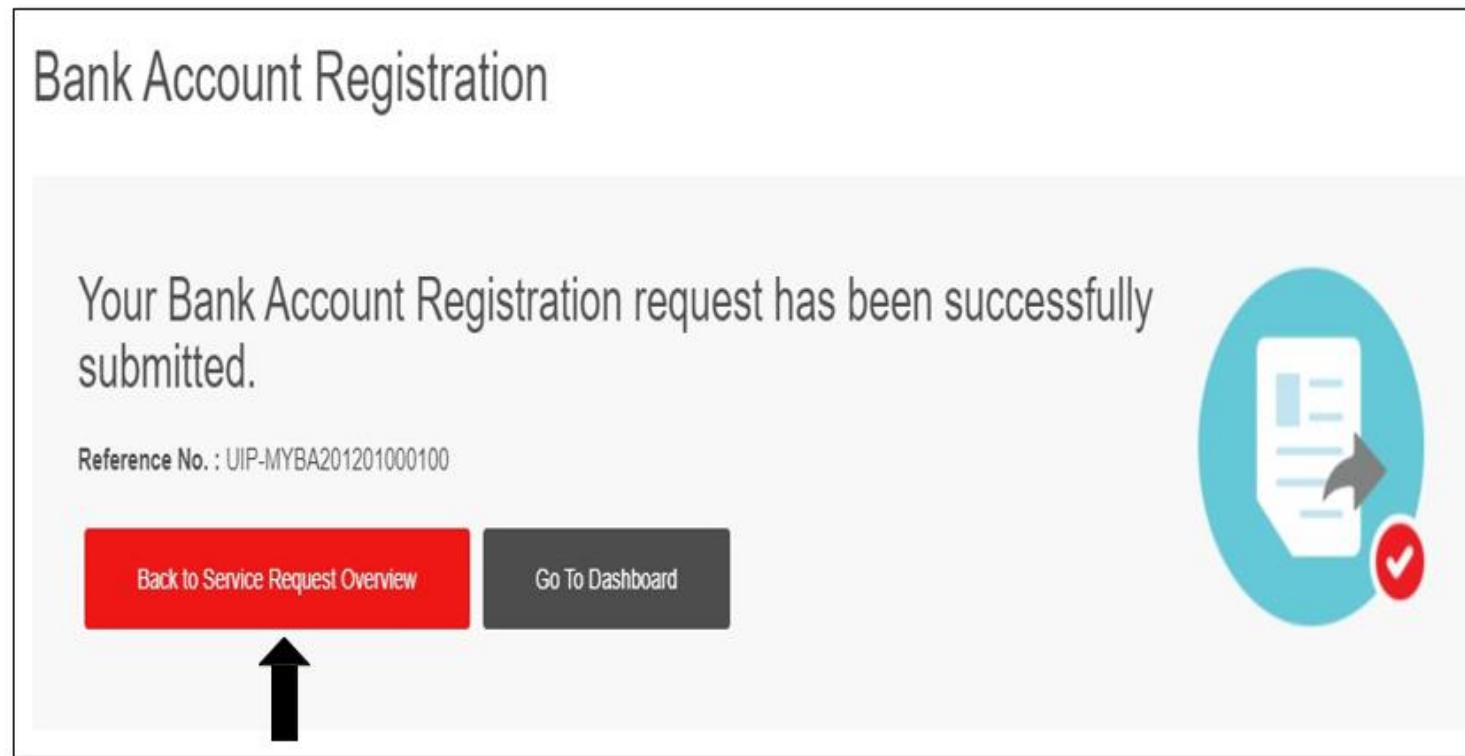
Cancel

Submit

# 1. To Register Bank Account Number via eConnect

## Step 8

Acknowledgement of your submission. Please click on “Back to Service Request Overview” to view the request summary.




## 2. To Check on Service Request Submission Status

Select “Service Request Overview” tab


If status shown is “Completed”, your bank account information will be displayed under your policy details in “My Portfolio”

### Check Service Request




0

Pending



2

Complete





0

Rejected

Advance Search

Download as PDF

Service Request ▾	Status ▾	Request date ▾	Reference no. ▾	Policy No. ▾	Actions
Payment Arrangement - Bank Account Registration	 Completed	24-Feb-21	UIP-MYBA201210000134	1022610488	

## 3. View Bank Account Number in e-Connect

Under “My Portfolio”, click “ View Policy Details”

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

Download Deformation of Premium Form

Hi LLA XSRL HLLL Last Login: 08 Apr 2021 09:30 AM

Your coverage analysis on [Wealth Accumulation](#)

Your Benefits Coverage

Savings Investment

**Savings**  
You have a plan in place.  
Get a review  
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.  
You may call our Customer Service Careline at 1300-1300 88 for further information.

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

View Policy Details

My [Wealth Accumulation Policies](#) View All Policies / Certificates Collapse All Download all policies / certificates as PDF

Wealth Accumulation, 1024713450  
**GREAT FLEXI WEALTH**

Life assured  
LLA XSRL HLLL

Policy starts on  
06 Apr 2017


Premium due  
06 Apr 2021


View Policy Details

### 3. View Bank Account Number in e-Connect

The registered bank account no. is displayed under “Bank Account Information”

#### My Policy Details

 **Wealth Accumulation**  
(1)




 1024713450  
**GREAT FLEXI WEALTH**  
INFORCE  

Commencement Date  
06 Apr 2017

Coverage End Date  
05 Apr 2037

Potential Lapse Date  
-

Servicing Agent  
-



**Pay Now** | **Collapse All**

#### Coverage Benefit Information

Benefit Name Life Assured	Benefit Status	Sum Assured Instalment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit
GREAT FLEXI WEALTH LLA XSRL HLLL	INFORCE	150,000 MYR Information not available at the moment	06 Apr 2017 05 Apr 2037	- -

#### Bank Account Information

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

This account is meant for direct crediting of payment to you.  
Click [here](#) to update new account number.



Scroll Down

## 4. Alternate Option to Change/Update Bank Account Number

Under “Bank Account Information”, click “[here](#)” to change/update new bank account number.

**My Policy Details**

Wealth Accumulation (1)

1024713450

GREAT FLEXI WEALTH

INFORCE

Commencement Date  
06 Apr 2017

Coverage End Date  
05 Apr 2037

Potential Lapse Date  
-

Servicing Agent

Pay Now | Collapse All

**Coverage Benefit Information**

Benefit Name Life Assured	Benefit Status	Sum Assured Installment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit
GREAT FLEXI WEALTH LLA XSRL HLLL	INFORCE	150,000 MYR Information not available at the moment	06 Apr 2017 05 Apr 2037	- -

**Bank Account Information**

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

This account is meant for direct crediting of payment to you.  
Click [here](#) to update new account number.

## 4. Alternate Option to Change/Update Bank Account Number

Repeat Step 5 to Step 8

### Bank Account Registration

Step 1: Policy Selection

Step 2: Bank Account Registration

Step 3: Preview

Select A Policy

<input checked="" type="checkbox"/>	Policy Number Plan Name	ID Number	Existing Bank Account Number
<input checked="" type="checkbox"/>	1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

Do note that the bank account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.

Continue, Step 2: Bank Account Registration

If there is an existing bank account number, it will be displayed here.



