



e-Correspondence User Guide

Implementation Date : 23/02/2020

1. To Activate e-Correspondence Service

Sign Up/Login to e-Connect

Visit us at econnect-my.greateasternlife.com.

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



The screenshot shows the Great Eastern e-Connect website. The top navigation bar includes links for Personal Insurance, Corporate Solutions, Careers, and About Us, along with a Quick Links dropdown, a Login button, and a language selector set to English. The Great Eastern logo is prominently displayed. The main content area features a 'WELCOME TO' message and a list of services: viewing insurance policies, performing transactions, and checking claim status. A large white box on the right side of the page is titled '1 in to e-Connect' and contains a notice about the migration to Great ID login, a red 'Log in with Great ID' button, and a 'Register now' link for users without a Great ID. Two yellow callout boxes provide instructions: one for existing users with no Great ID account to click 'Here', and another for existing users with a Great ID account to click 'Login with Great ID'. A third yellow callout box at the bottom right instructs new users to click 'here to Register Now!'. The footer includes contact information for Malaysia and overseas, and a link to find a Life Planning Advisor.

1 in to e-Connect

Effective 8 August 2020, we have discontinued Identity login. Please use Great ID to access your e-Connect. To migrate your old e-Connect ID, click [HERE](#)

Log in with Great ID

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

2

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

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

For New User, please click here to Register Now !

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

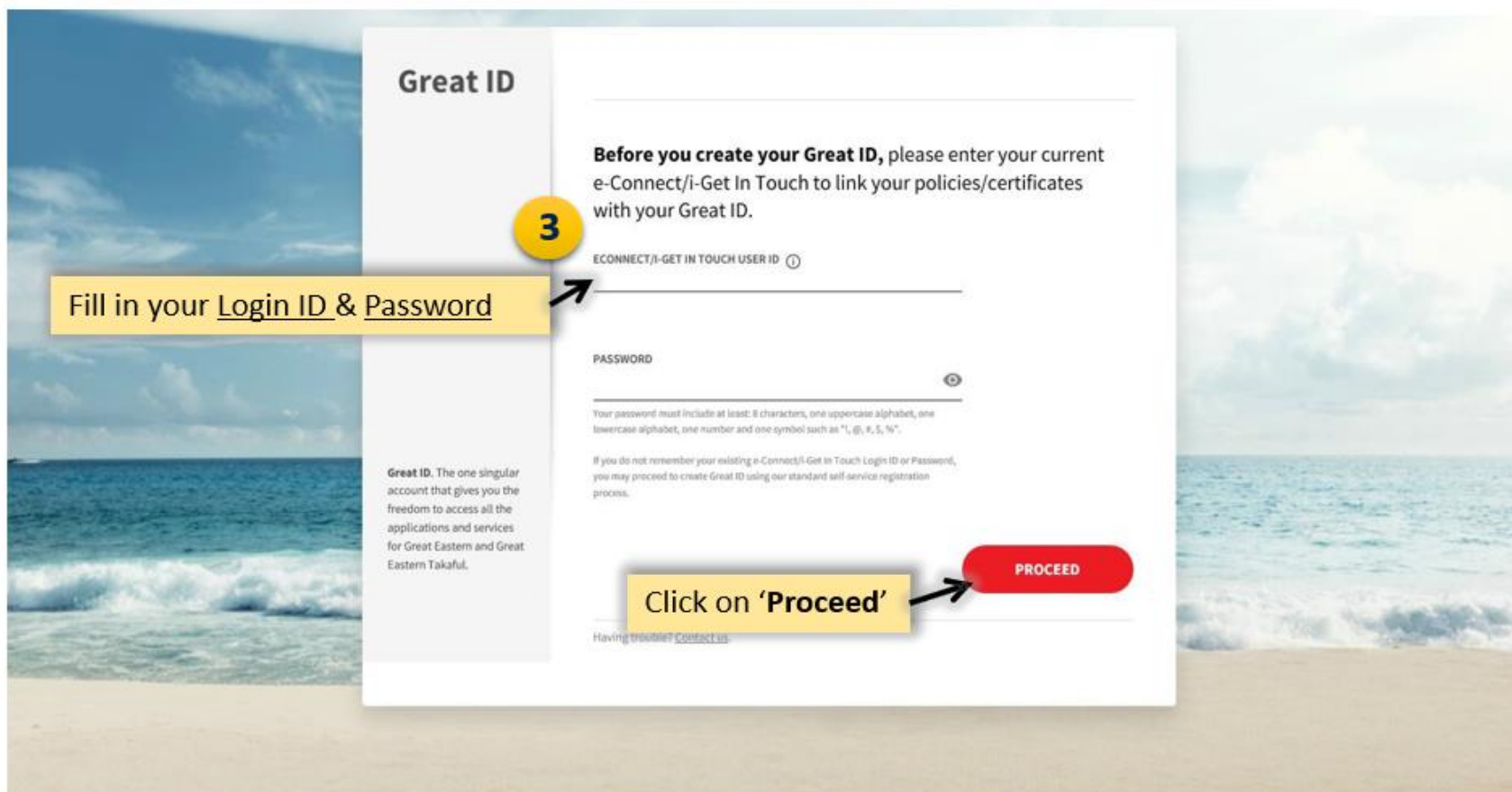
[Find a Life Planning Advisor](#)

1. To Activate e-Correspondence Service

Sign Up/Login to e-Connect for existing user without Great ID

Visit us at econnect-my.greateasternlife.com.

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



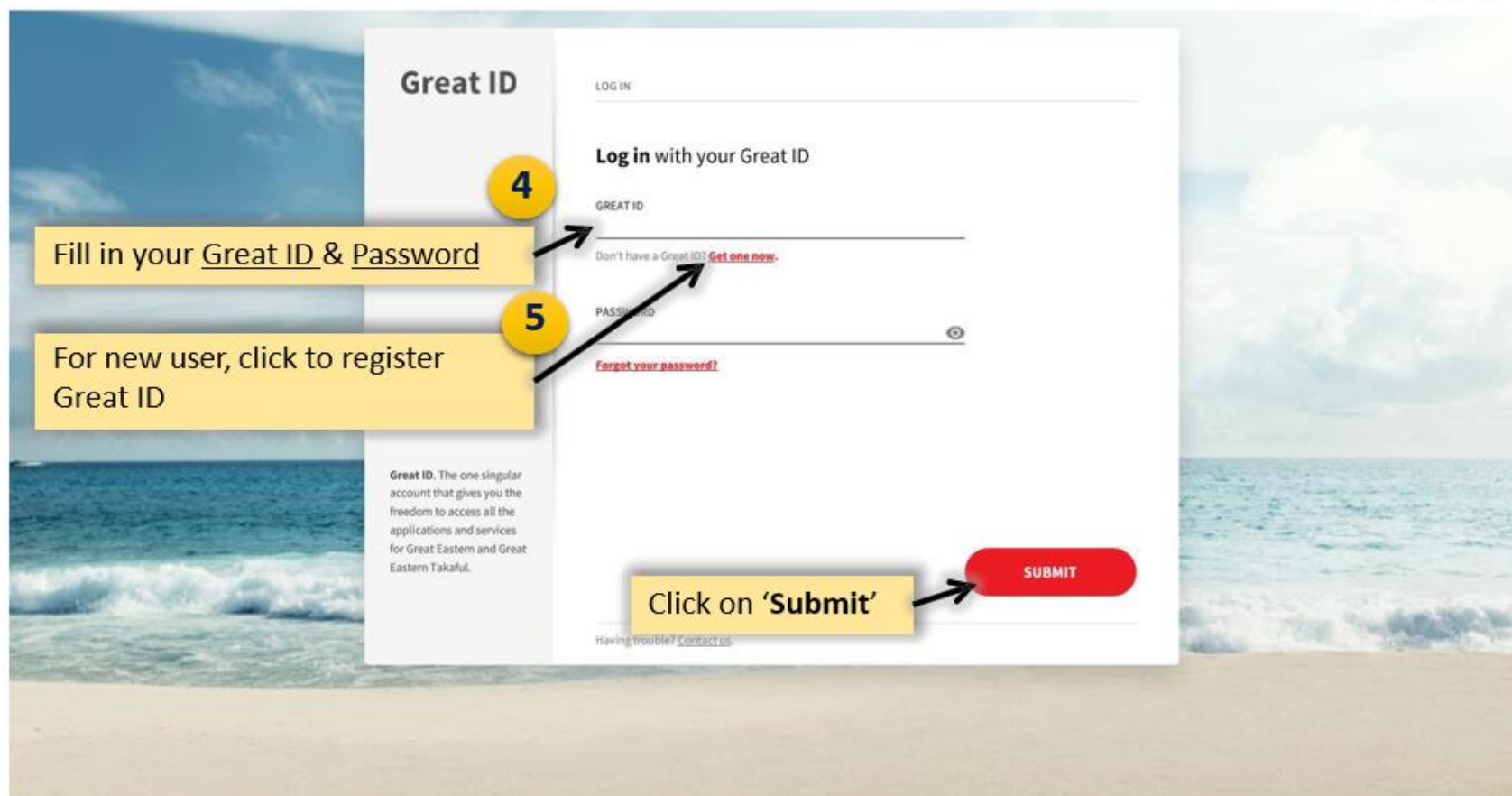
The screenshot shows the 'Great ID' creation interface. On the left, a grey sidebar contains the title 'Great ID' and a description: 'Great ID. The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.' The main content area has a heading 'Before you create your Great ID, please enter your current e-Connect/i-Get In Touch to link your policies/certificates with your Great ID.' Below this are two input fields: 'ECONNECT/I-GET IN TOUCH USER ID' and 'PASSWORD'. A yellow callout box with the number '3' and an arrow points to the 'ECONNECT/I-GET IN TOUCH USER ID' field, with the text 'Fill in your Login ID & Password'. Below the password field, there is a password strength requirement: 'Your password must include at least: 8 characters, one uppercase alphabet, one lowercase alphabet, one number and one symbol such as %, @, #, \$, %'. A red 'PROCEED' button is at the bottom right. A yellow callout box with the text 'Click on 'Proceed'' and an arrow points to the 'PROCEED' button. At the bottom left of the form, there is a link: 'Having trouble? [Contact us](#)'.

1. To Activate e-Correspondence Service

Sign Up/Login to e-Connect using Great ID

Visit us at econnect-my.greateasternlife.com.

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



The screenshot shows the Great ID login interface. On the left, a grey sidebar contains the 'Great ID' logo and a description: '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.' The main white area is titled 'LOG IN' and 'Log in with your Great ID'. It features input fields for 'GREAT ID' and 'PASSWORD'. Below the 'GREAT ID' field is a link: 'Don't have a Great ID? [Get one now.](#)'. Below the 'PASSWORD' field is a link: '[Forgot your password?](#)'. At the bottom right is a red 'SUBMIT' button. At the bottom left is a link: 'Having trouble? [Contact us.](#)'

4 Fill in your Great ID & Password

5 For new user, click to register Great ID

Click on 'Submit'

2. To View e-Correspondence from “My Document”

Main Menu : My Document

1 Select 'My Document'

Personal Insurance Corporate Solutions Careers About Us Quick Links My Account English

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

2 Select Document Category
Eg: Select 'Important Notification'

Important Notification
Letter
Policy Contract & Endorsement
Tax Invoice
Statement

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

Death coverage
Total & Permanent Disability coverage
Legacy Planning

Your Coverage Overview
LIFE
LIFESTYLE
RETIREMENT
HEALTH
PERSONAL ACCOUNT

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

3. To Search for e-Correspondence

'Document Type' Menu

3

eg : - Search 'Lapse Notice'

Personal Insurance Corporate Solutions Careers About Us Quick Links My Account English

My Service Request My Claim Shop @ Great Eastern Notifications Logout

My Important Notification

Select 'Document Type'
Select 'Lapse Notice'

Select 'Policy Number'

Select 'Year'

Click Search

Document Type * Lapse notice

Policy No. * 1018504721 SMARTPROTECT

Duration * 2019

Search Clear

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

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

4. To View/Download e-Correspondence

‘View Download Icon

4

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

My Important Notification ▾

Document Listing by selected Policy Number

Document Type *
Lapse notice ▾

Policy No. *
1018504721 SMARTPROTECT ▾

Duration *
2019

Click icon to view/download document

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

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

5. To View e-Correspondence from 'Notifications'

5
1

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

The screenshot displays the user interface of the e-Correspondence system. At the top, a red navigation bar contains links for Personal Insurance, Corporate Solutions, Careers, and About Us, along with a Quick Links dropdown, My Account, and English language selection. Below this, a secondary navigation bar includes My Portfolio, My Document, My Service Request, My Claim, Shop @ Great Eastern, and a Notifications tab with a red badge indicating 2 new notifications. The main content area shows a 'Your Coverage Overview' section with a circular diagram of insurance types (LIFE, HEALTH, RETIREMENT, WEALTH) and a list of coverage benefits: Death coverage, Total & Permanent Disability coverage, and Legacy Planning. A 'View Policy Details' button is located below this section. On the right, a dropdown menu for the Notifications tab is open, showing a list of notifications. The first notification is titled 'Unsuccessful Billing - Credit Card Notice Generated' and dated 19-Dec-2019. It includes a link to 'Click here' to view the document. A 'View All Notifications' button is highlighted with a red box at the bottom of the notifications list. A yellow callout box with an arrow points to this button, stating 'Click View All Notifications'.

Click View All Notifications

My Life Protection Policies

View All Policies / Certificates

Collapse All

Download all policies / certificates as PDF

6. To View/Download e-Correspondence Notification Listing

6



Notifications

View All (25) ▾

Delete

List of Notifications

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

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

