



Change of Signature in e-Connect

Quick Guide

e-Connect Login screen



Visit us at www.greatasteasternlife.com/my or our direct link : econnect-my.greatasteasternlife.com

WELCOME TO e-CONNECT!

A dedicated portal for you to:

- View your entire insurance portfolio with Great Eastern
- Perform selected transactions online
- Submit e-Claims and check status of your claim

Log in to e-Connect

! For eConnect registration, kindly click [HERE](#) for the video guide.

Log in with Great ID

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

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

Need help? Calling in Malaysia **1300-1300 88** Calling from overseas **+603 4259 8888** [Email Us](#) [Visit Us](#)

e-Connect Login screen

The screenshot shows the Great ID login interface. On the left, a grey sidebar contains the 'Great ID' logo and a descriptive paragraph. The main white area is titled 'LOG IN' and 'Log in with your Great ID'. It features two input fields: 'Great ID (Your Email Address)' and 'PASSWORD'. A red 'SUBMIT' button is at the bottom right. Annotations include a pink box pointing to the email field with the text 'Enter your Great ID (Email used to register Great ID) and password', and another pink box pointing to the 'SUBMIT' button with the text 'Click 'SUBMIT''.

Great ID

LOG IN

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](#)

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.

Click 'SUBMIT'

SUBMIT

Having trouble? [Contact us.](#)

Enter your Great ID (Email used to register Great ID) and password

Click 'SUBMIT'

SUBMIT

Terms of usage

Great Eastern e-CONNECT Account Agreement

Terms and Conditions

Understanding your rights, obligations and responsibilities

In the following paragraphs, "you" refers to all persons who are named under the account and Great Eastern Life Assurance (Malaysia) Berhad, Great Eastern General Insurance (Malaysia) Berhad and/or their holding company and/or their subsidiaries and/or the subsidiaries of their holding company shall be collectively referred to as "Great Eastern Group".

In using the Internet to gain access to your account, you will be exposed to the following risks:

1. If you do not have sufficient technical knowledge or you do not take safety precautions, unauthorised people may gain access to your computer or internet-linked devices.
2. Unauthorised people may without your knowledge gain access to your computer and monitor your regular access to your account and your transactions with your account.
3. There may be computer viruses or other malicious software which may interfere with your access to your account.
4. If you access your account through a public computer, this may expose your account to viruses and malicious software.

You are liable for all instructions and transactions carried out through the use of your User-ID and password to access your account whether or not authorised by you. In particular, if you:

- i. fail to comply with the following Terms and Conditions;
- ii. disregard the security measures which you must take; or
- iii. fail to take precautions when using the internet to access your account,

Great Eastern Group will not be liable to you.

All charges, if any, in accessing your account will have to be borne by you.

Great Eastern e-CONNECT Account Agreement

Terms and Conditions

The following terms and conditions ("Terms and Conditions") will govern the use of the web-account granted by Great Eastern Group to you. By using this e-CONNECT Portal (hereinafter referred as "e-CONNECT"), you have agreed to be bound by these Terms and Conditions.

1. Once you have been given an account, you will be able to access your account with your user identification number ("ID No.") and chosen password.
2. The access of your account must only be through the use of your ID No. and password. You must not reveal your password to anyone and you must take all precautions to ensure that your password is not disclosed to anyone. If you know or have reason to suspect that your password has been compromised or used by another person without your consent, you must change your password and inform Great Eastern Group immediately.

I Disagree

I Agree

Read and Accept 'Terms and Conditions & Agreement' by clicking 'I Agree'

My Service Request (My Mailbox)

The screenshot displays the Great Eastern website interface. At the top left is the Great Eastern logo with the tagline 'An OCBC Company'. The top right corner features a notification bell with a '2' badge, a 'Profile' dropdown menu, and a 'Logout' link. The main navigation bar includes 'Home', 'My Portfolio', 'My Document', 'My Claim', 'My Service Request', and 'Shop @ Great Eastern'. The 'My Service Request' menu is open, listing various options: Service Request Overview, Update Personal Detail, Bank Account Registration, Update Car Registration Number, Change SB/CB/GCP Option, Full Withdrawal of SB/CB/GCP, ILP Service Request Submission, Change Payment Method, Change Payment Frequency, Revision of Premium Record, Revision of Premium Authorisation, Hardcopy Policy Document, ePolicy Acknowledgement, My Mailbox (highlighted with a red box and an arrow), EB Insurance Coverage Update (Underwriting), Customer Service Form, and Contact Us. The background shows a 'Your Coverage Overview' section with icons for Lifestyle, Life, Health, Retirement, and Wealth. A 'Total & Permanent Disability coverage' section is also visible, along with a 'Collapse All' button and a 'Download all policies / certificates as PDF' button at the bottom right.

Great Eastern
An OCBC Company

Home My Portfolio My Document My Claim My Service Request Shop @ Great Eastern

Service Request Overview
Update Personal Detail
Bank Account Registration
Update Car Registration Number
Change SB/CB/GCP Option
Full Withdrawal of SB/CB/GCP
ILP Service Request Submission
Change Payment Method
Change Payment Frequency
Revision of Premium Record
Revision of Premium Authorisation
Hardcopy Policy Document
ePolicy Acknowledgement
My Mailbox
EB Insurance Coverage Update (Underwriting)
Customer Service Form
Contact Us

Click at 'My Service Request' tab and select 'My Mailbox'

My Life Protection Policies

Collapse All | Download all policies / certificates as PDF

How to change signature online?

Internet Correspondence Module
(Version 2.0.0)

[CREATE NEW QUERY](#) [REPORTS](#) [LOG OFF](#)

Query No :

Internet Correspondence Module

Click on the "CREATE NEW QUERY"

How to change signature online?

Internet Correspondence Module
(Version 2.0.0)

[CREATE NEW QUERY](#) [REPORTS](#) [LOG OFF](#)

New Query

Query No :

Query No :		Contact :	
Create Date :		R :	
Originator :		S :	
Responsibility :		Depart :	

Note: Ref No can be policy no, scheme no, proposal no, contract no, correspondence no, etc.

Subject :

Select Subject: "Form Submission" then click "Continue"

How to change signature online?

Internet Correspondence Module
(Version 2.0.0)

USER ID

[CREATE NEW QUERY](#) [REPORTS](#) [LOG OFF](#)

New Query

Query No : **Search**

Query No :	Contact No :
Create Date :	Ref No :
Originator :	Status : opened
Responsibility : CSD WECARE, WECARE ▾	Department : CUSTOMER SERVICE DEPARTMENT

Please choose a correct section
Note: Ref No can be policy no, scheme no, proposal no, contract no, correspondence no, etc.

Subject : General Enquiries

Description :

Attachment(s)

Confirm **Reset** **Back** **Cancel**

Click on the "Attachment(s)" button. An attachment dialog will be displayed. The file size uploaded to the system will be limited to 2MB per file.

How to add attachment?

Select the file to be uploaded using the "Choose File" button

File Upload

Choose File No file chosen

Submit Upload

[File was uploaded]

Close

File Name	Action
testing.pdf	DELETE

Confidentiality Notice
The information contained in this electronic message and any attachments to this message, may contain confidential or privileged information, and are intended for the exclusive use of the addressee. If you are not the intended recipient, please notify the sender immediately and destroy all copies of this message and any attachments.

Once the file has been selected, click on the "Upload" button to confirm. The file selected will then be listed.

Click on the "Close" button once the file has been uploaded.

Click on the "Close" button once the file has been uploaded.

Which form to change signature via online?

CHANGE OF SIGNATURE *PERUBAHAN TANDATANGAN (PSF01B)*
(For submission via e-Connect only) (*Untuk serahan melalui e-Connect sahaja*)

Name of Policy Owner
Nama Pemilik Polisi _____

New NRIC No.
No. Kad Pengenalan Baru

Old NRIC/BC/Passport No.
No Kad Pengenalan Lama/Sijil Kelahiran/Pasport

Policy No.
No. Polisi

(i)

(ii)

Ensure form name "Change of Signature" PSF01B (Form Submission to change signature via **eConnect only**)

