e-CLAIMS User Guide (Customer Channel - eConnect)

Last updated in Aug 2025

Great Eastern
An OCBC Company

Reach for Great

ARE YOU A POLICYHOLDER?

YES! I am a Policyholder

- *Submission via **eConnect***
- *Continue with next slide for guide*
- *For **both Life & Medical** Claims*

NO, I am submitting a claim on behalf of someone else

- *Submission via **e-Claims direct link***
- *Refer to Non-Policyholder guide - **Click here***
- *Available **only for Life Claims***

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      - Choose Inforce Policy
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      - Input Direct Credit Details
      - Input Claim Information
      - Add Receipts (Medical Claim Only)
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      - OTP Verification
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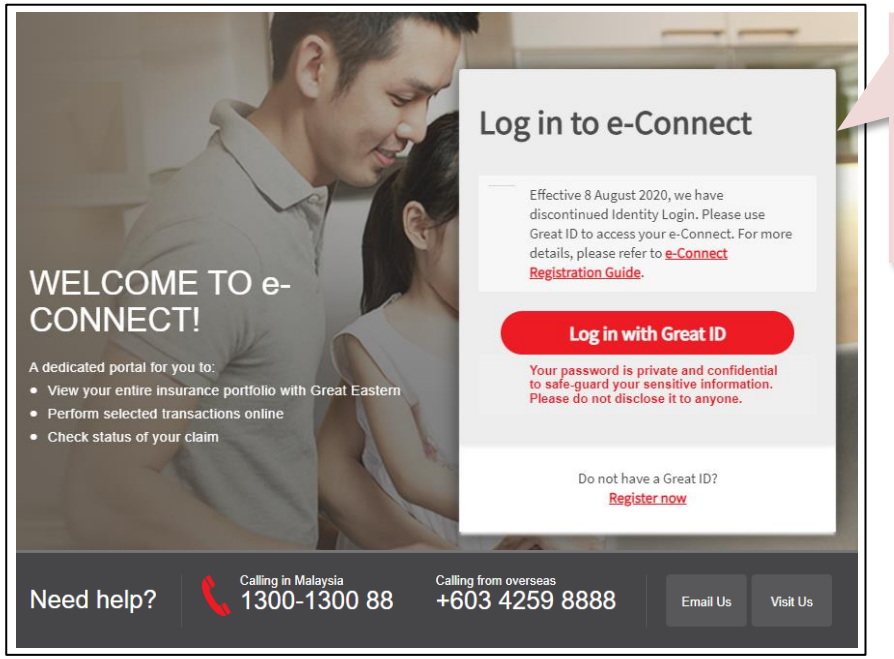
   b) Submit Follow-up Documents
   c) Follow-up on Withdrawn Claim
   d) Follow-up on Closed-File Medical Claim

Policyholder's journey to create a NEW claim

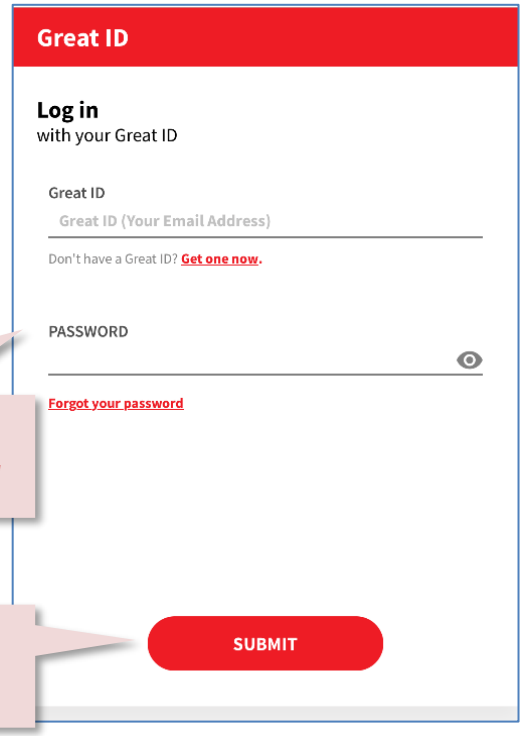
01

Click Home button to go back to Main Menu

Log-in to eConnect – with Great ID and OTP



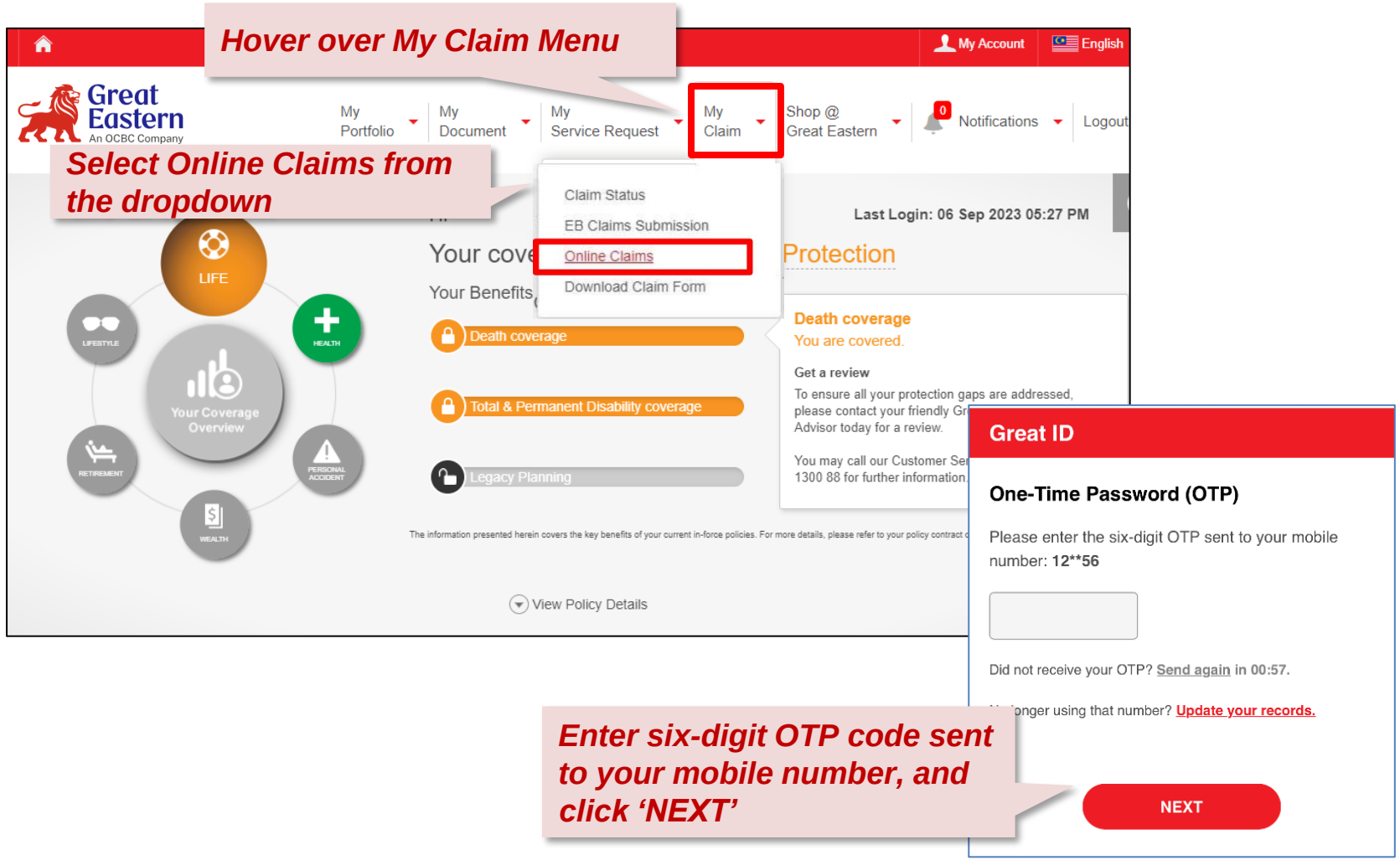
Visit econnect-my.greateasternlife.com



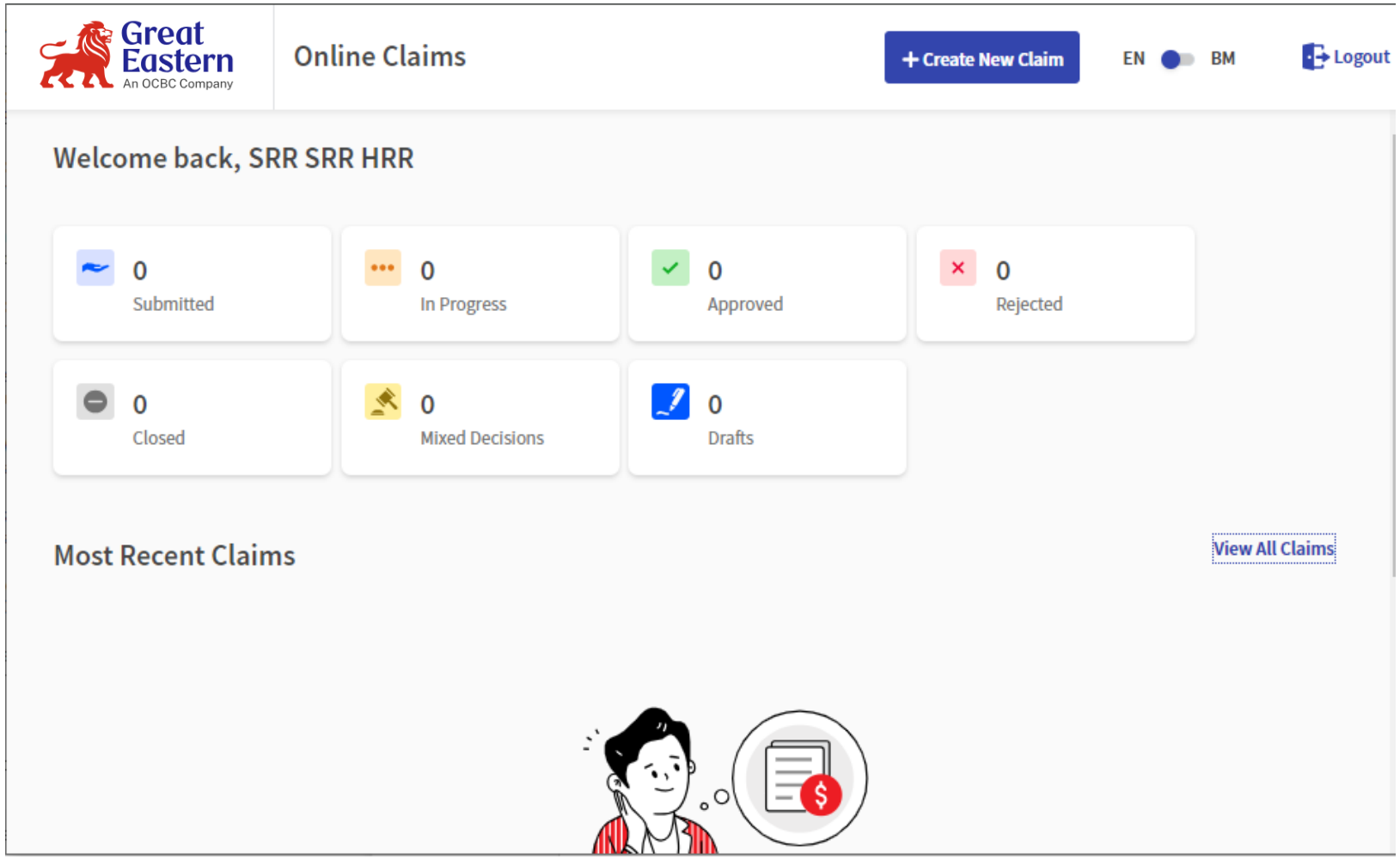
Enter Great ID (email used to register Great ID) and password

Click SUBMIT

Go to Online Claims



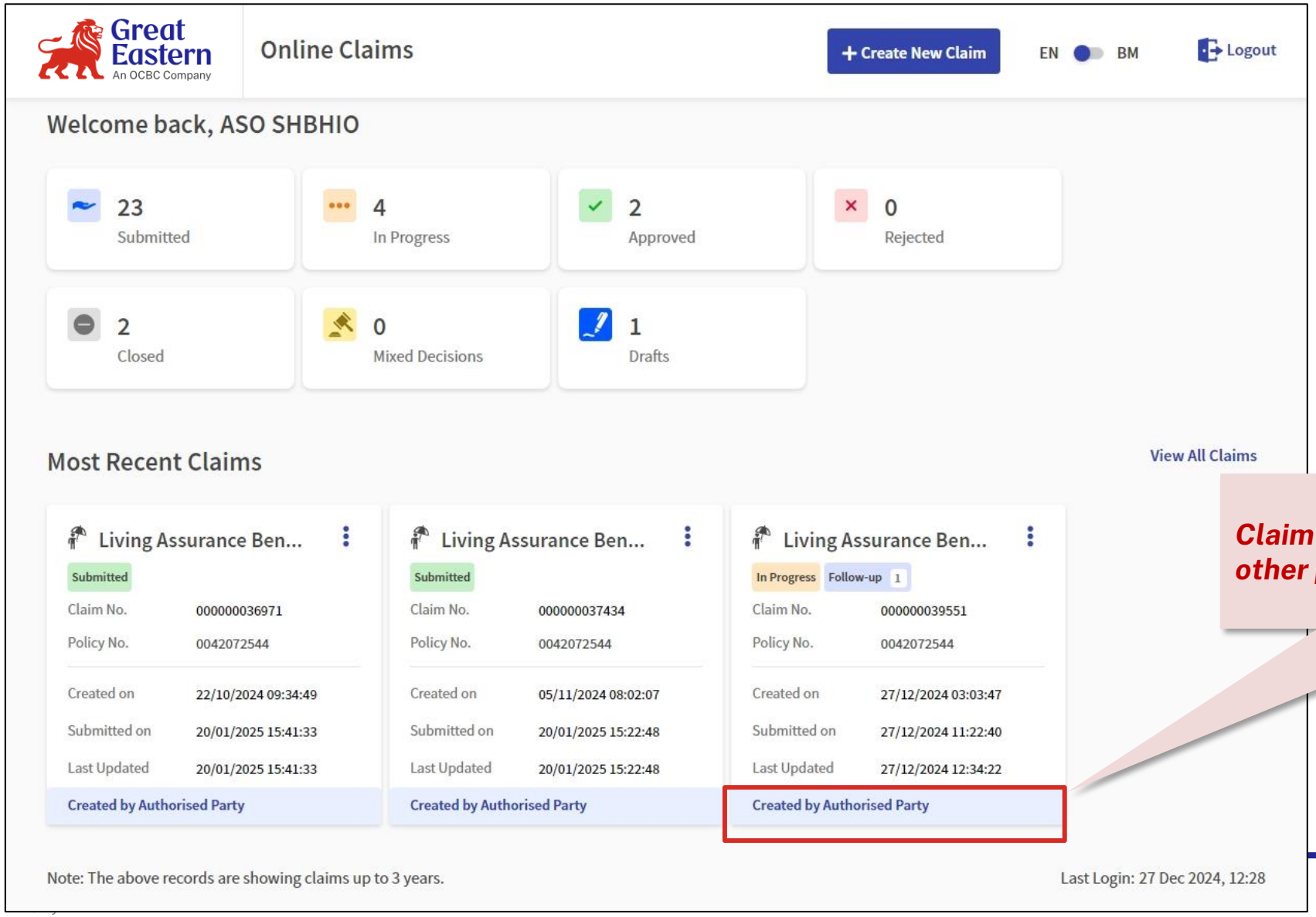
e-Claims Dashboard



Claim Status

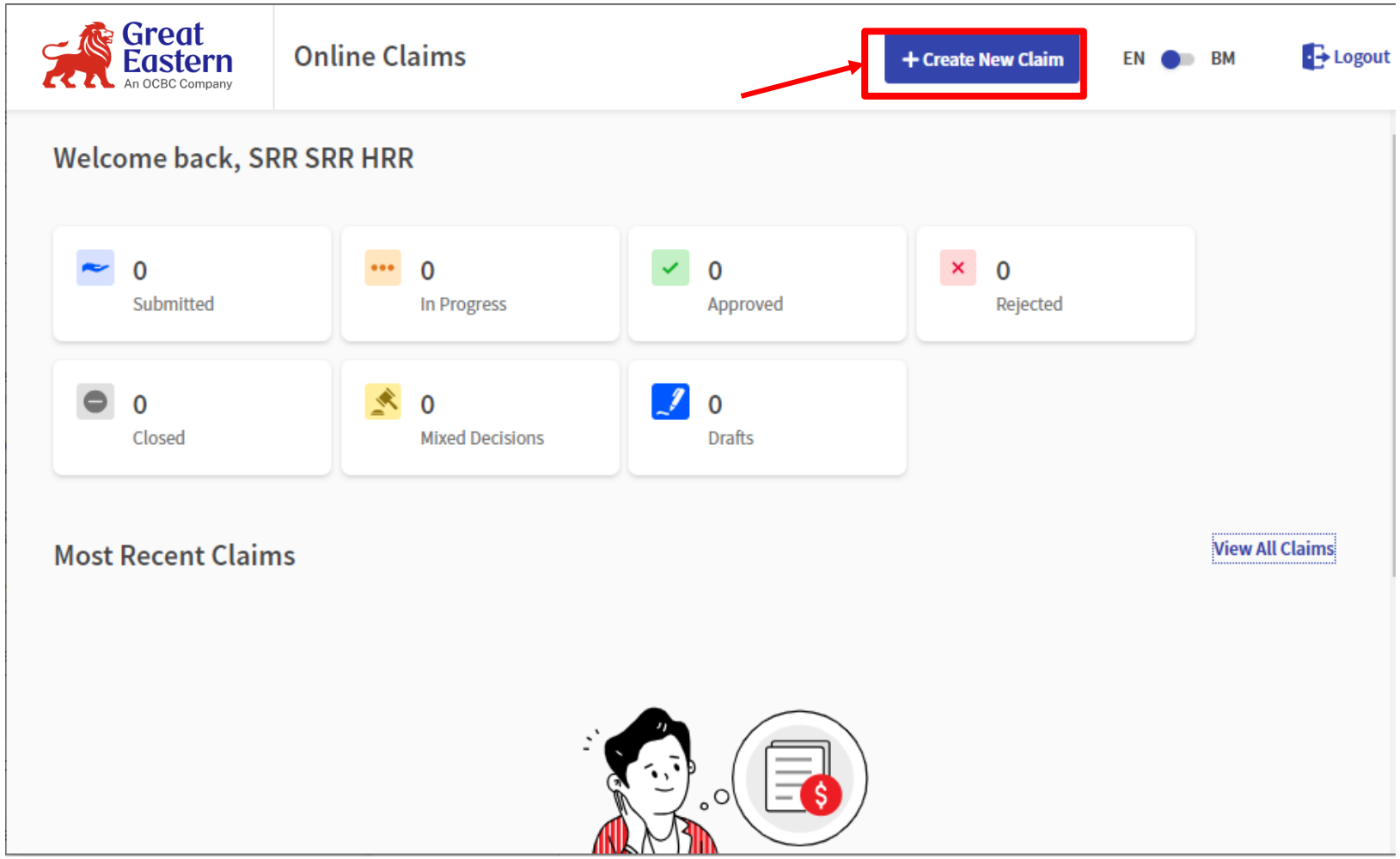
- **Submitted:** *Claim is submitted and waiting to be processed*
- **In Progress:** *Claim is being processed*
- **Approved:** *Claim is approved*
- **Rejected:** *Claim is rejected*
- **Closed:** *Claim is closed (After approved & payment processed / withdrawn)*
- **Mixed Decision:** *Claim with multiple policies having different claim decisions (eg. Policy 1 - Approved & Policy 2 – Rejected) – Only applicable for Life Claims*
- **Drafts:** *Claim is created but has not been submitted*

Cross Channel Claim View in eConnect

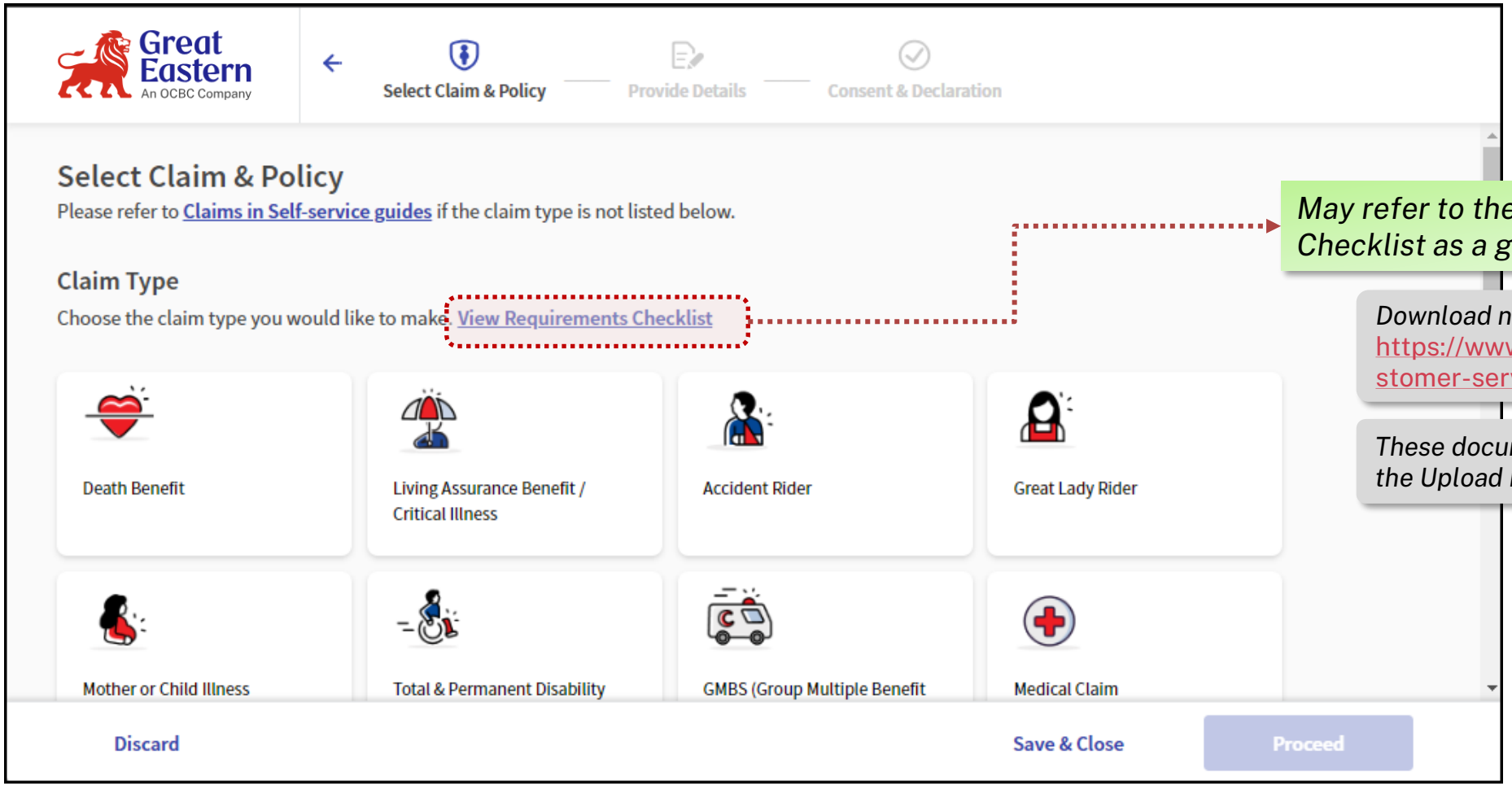


Claim case is created and submitted by other party such as Agent.

e-Claims Dashboard: Create New Claim



Choose ONE Claim Type

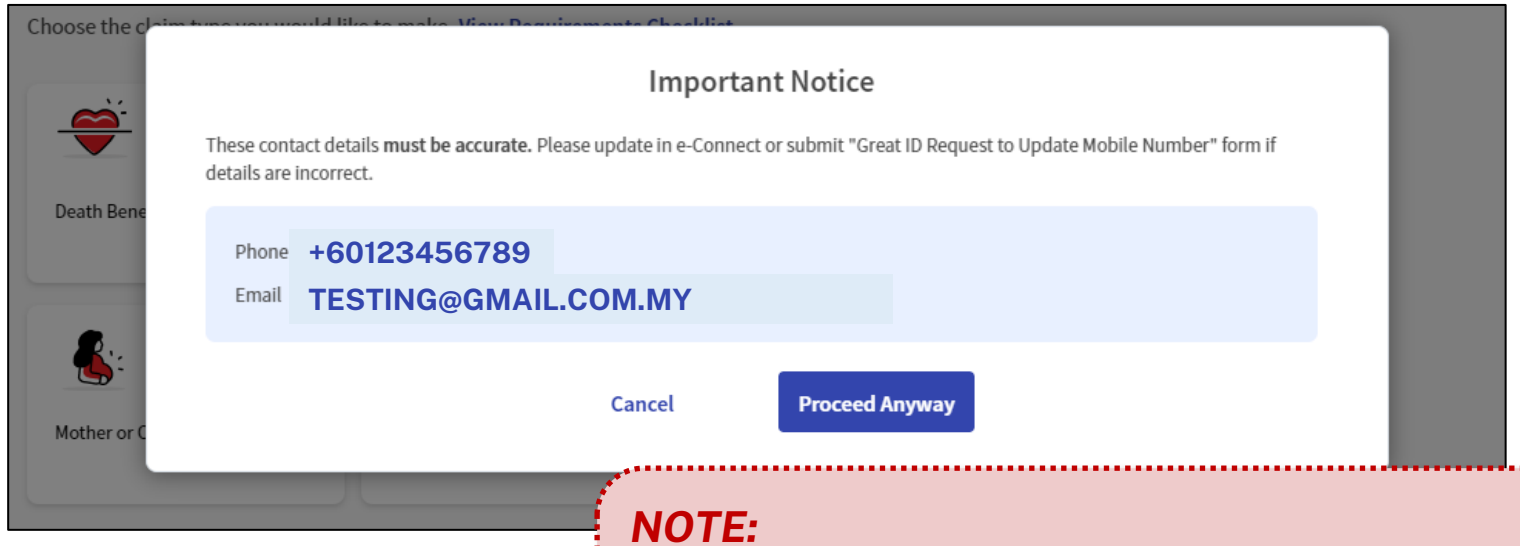


May refer to the built-in Requirement Checklist as a guide for claim requirements

Download necessary forms from https://www.greateasternlife.com/my/en/customer-services/guides.html?topic=claims

These documents will need to be uploaded at the Upload Documents step

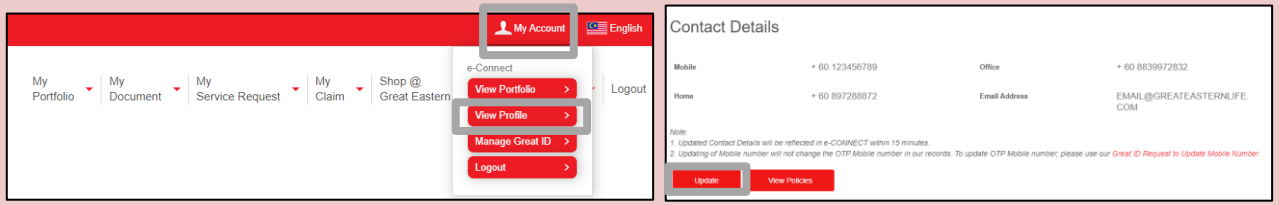
Important Notice



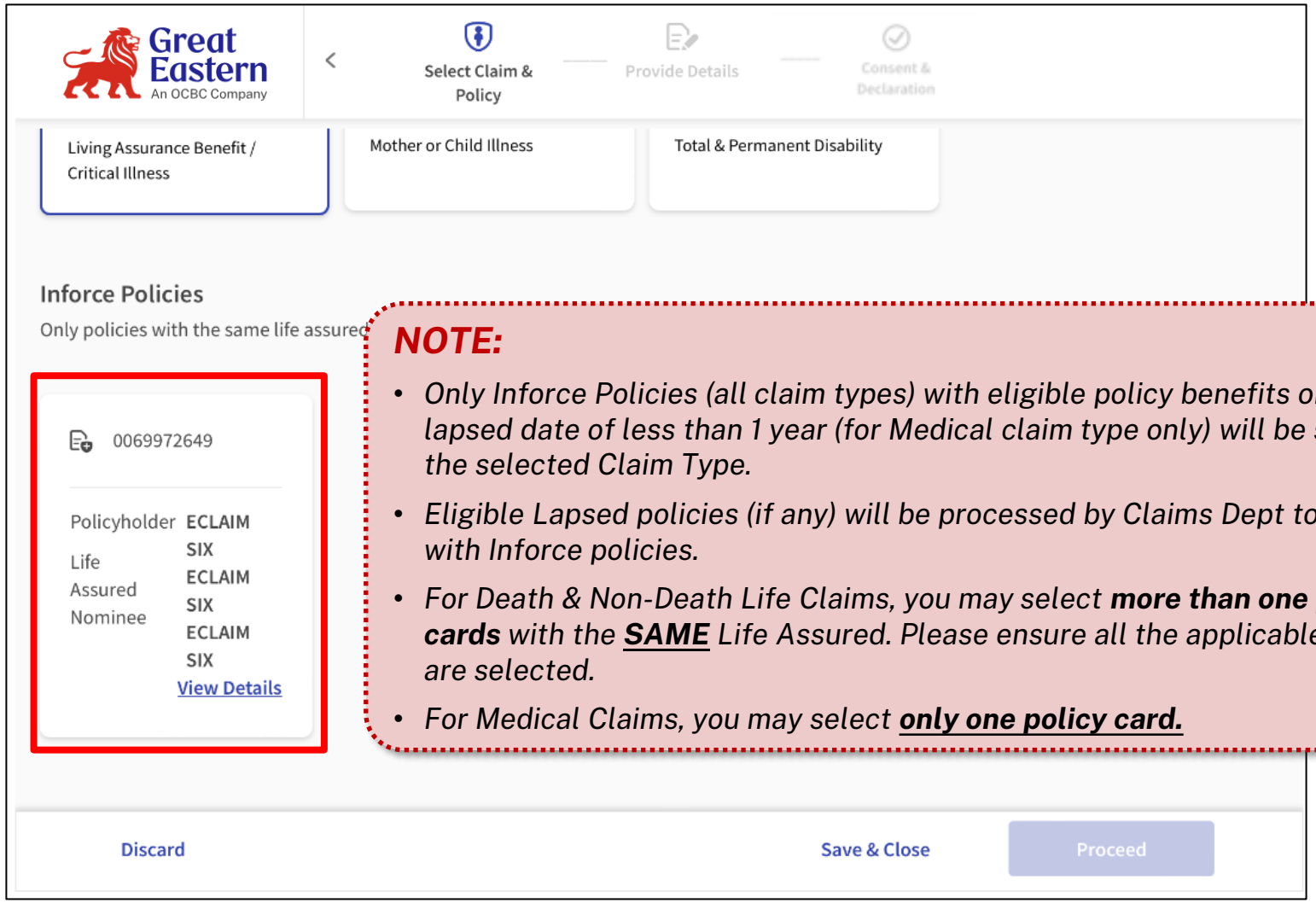
NOTE:

*Policyholder's **Mobile No. & Email address** on this page **MUST be correct**.*

***If incorrect, please amend details in eConnect** (go to My Account > View Profile > Click Update) and proceed to create a new claim with the correct mobile number.*



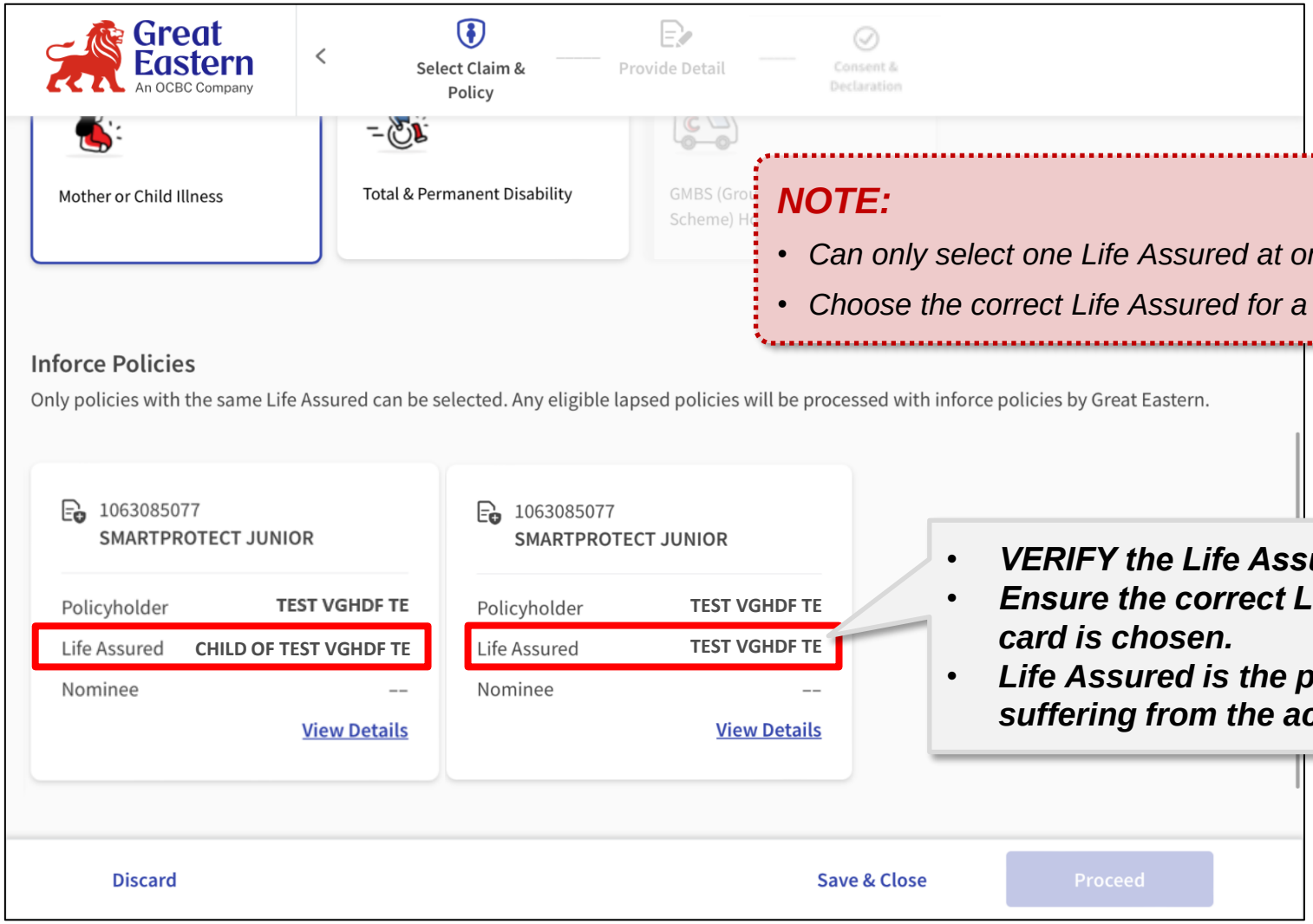
Choose Inforce Policy



NOTE:

- *Only Inforce Policies (all claim types) with eligible policy benefits or having lapsed date of less than 1 year (for Medical claim type only) will be shown for the selected Claim Type.*
- *Eligible Lapsed policies (if any) will be processed by Claims Dept together with Inforce policies.*
- *For Death & Non-Death Life Claims, you may select **more than one policy cards** with the **SAME** Life Assured. Please ensure all the applicable policies are selected.*
- *For Medical Claims, you may select **only one policy card.***

Choose Inforce Third Party Policy

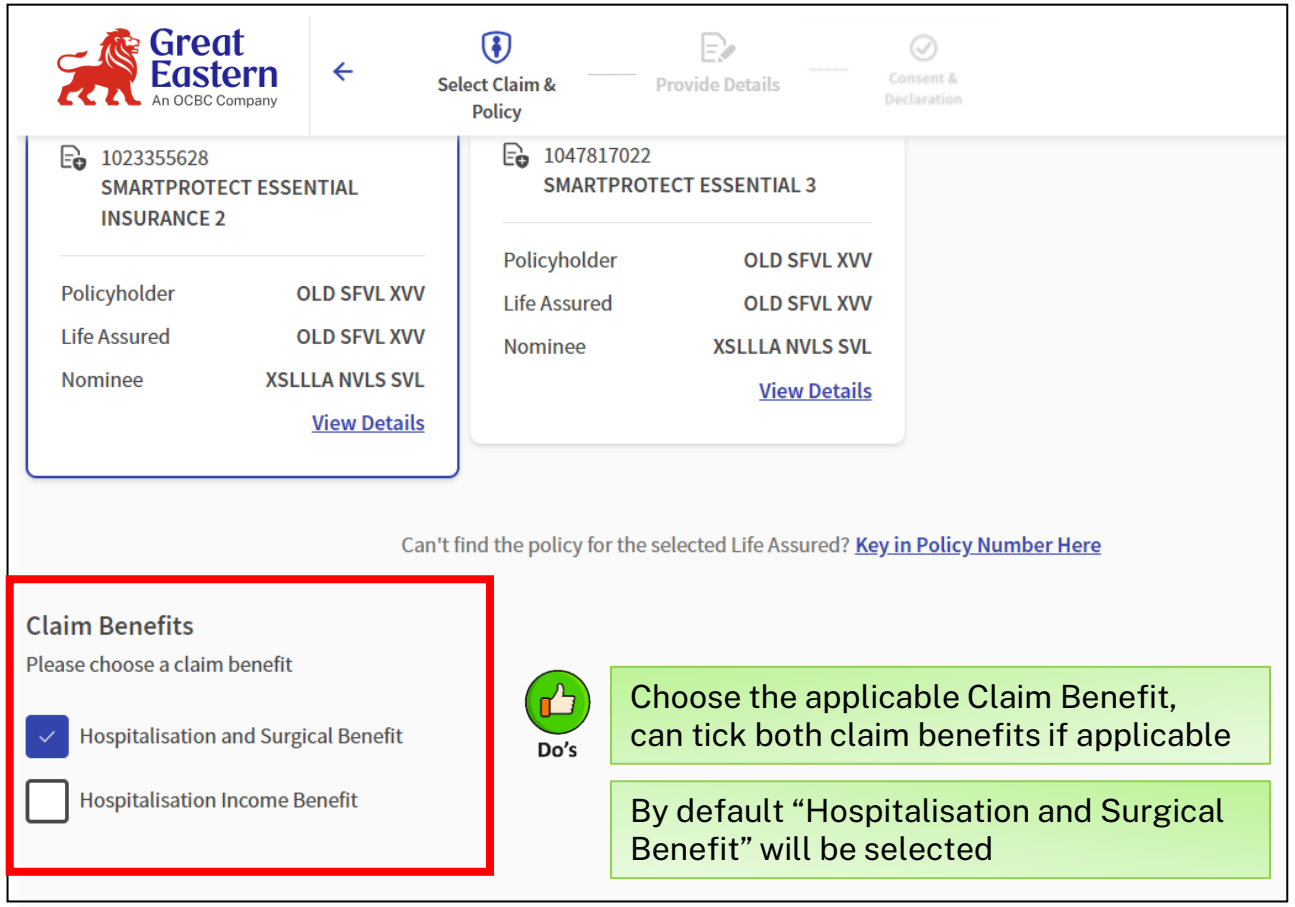


NOTE:

- *Can only select one Life Assured at one time*
- *Choose the correct Life Assured for a third party policy.*

- ***VERIFY the Life Assured's name.***
- ***Ensure the correct Life Assured's card is chosen.***
- ***Life Assured is the person who is suffering from the accident/illness.***

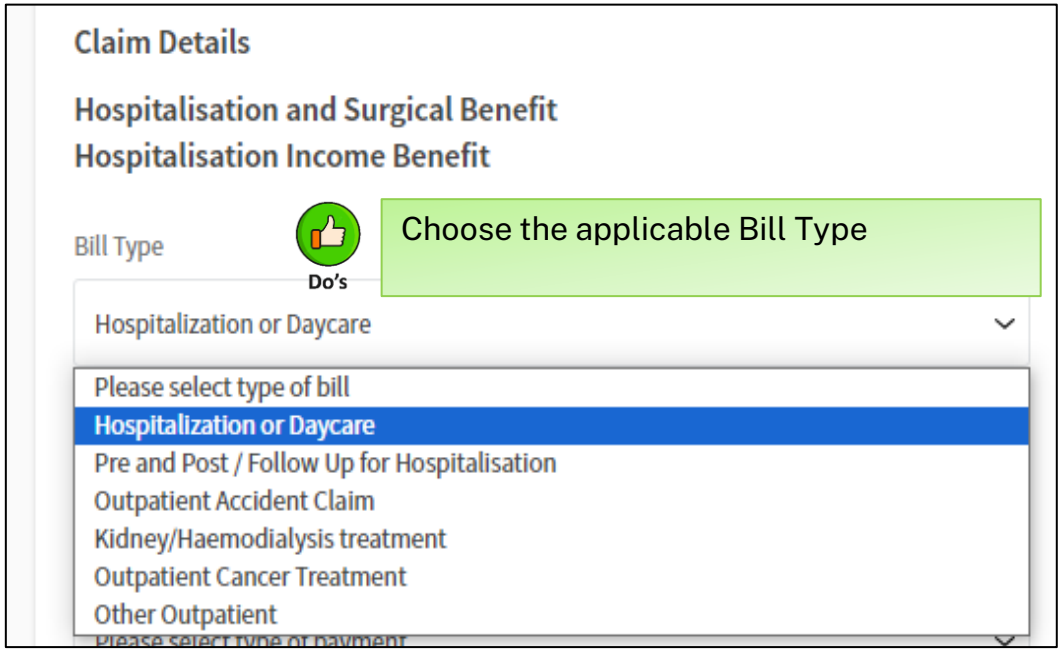
Choose Claim Benefit & Bill Type *(Medical Claim Only)*



Do's

Choose the applicable Claim Benefit, can tick both claim benefits if applicable

By default "Hospitalisation and Surgical Benefit" will be selected



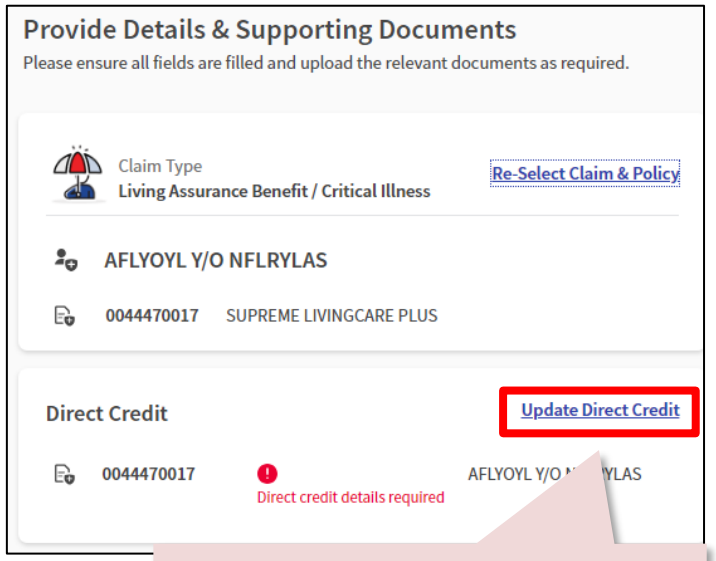
Do's

Choose the applicable Bill Type

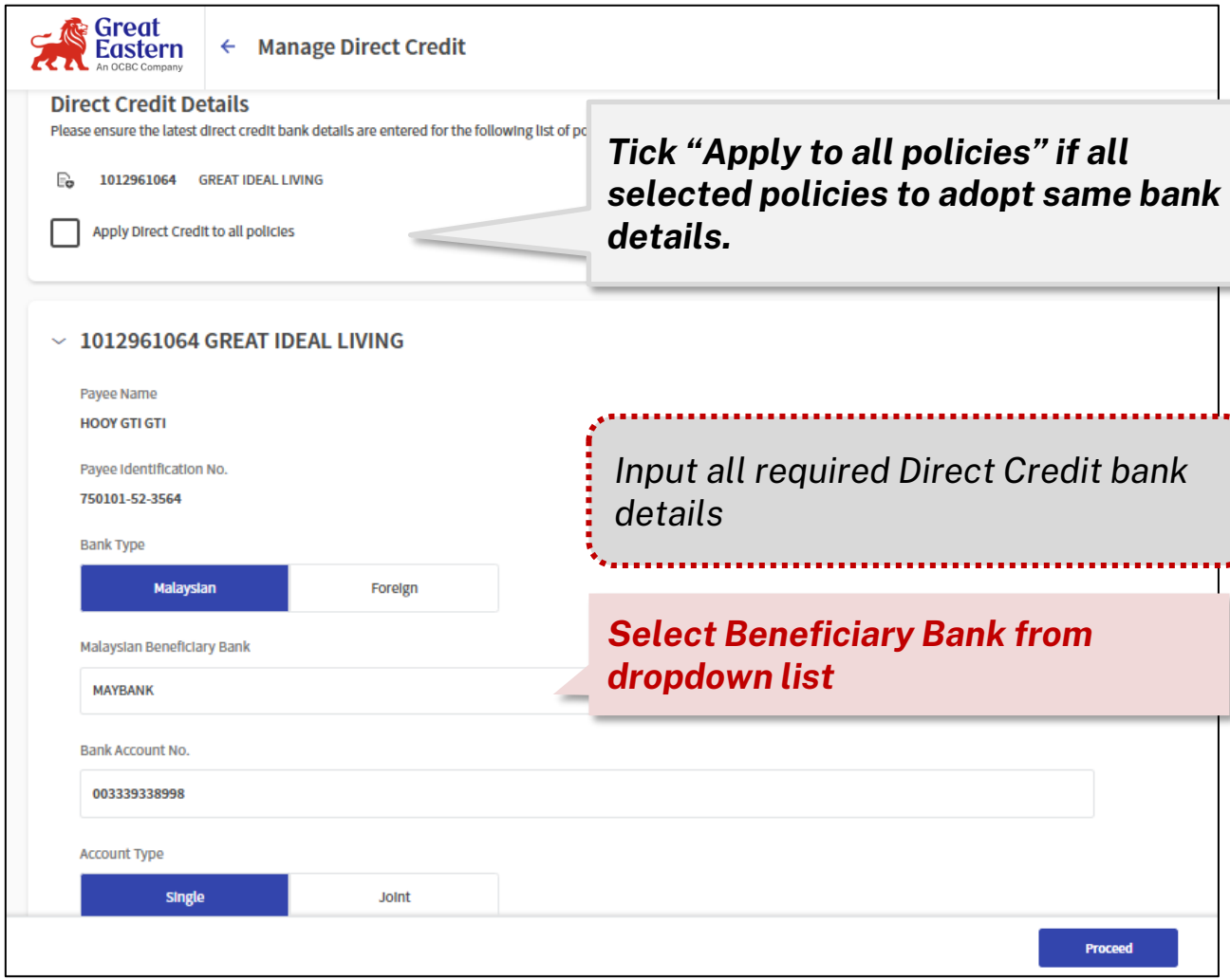
*If "Hospitalisation Income Benefit" selected, **ONLY "Hospitalisation or Daycare" Bill Type** will be displayed*

If "Hospitalisation and Surgical Benefit" selected or both Claim Benefits selected, all 6 Bill Types will be displayed for selection

Input Direct Credit Details (*for Malaysian Bank*)



Click "Update Direct Credit"



Tick "Apply to all policies" if all selected policies to adopt same bank details.

Input all required Direct Credit bank details

Select Beneficiary Bank from dropdown list

Input Direct Credit Details (*for Malaysian Bank*)

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An OCBC Company

← Manage Direct Credit

Direct Credit Details

Please ensure the latest direct credit bank details are entered for the following list of policies.

1012961064 GREAT IDEAL LIVING

☐ Apply Direct Credit to all policies

1012961064 GREAT IDEAL LIVING

Payee Name
HOOY GTI GTI

Payee Identification No.
750101-52-3564

Bank Type
Malaysian | Foreign

Malaysian Beneficiary Bank
MAYBANK

Bank Account No.
003339338998

Account Type
Single | Joint

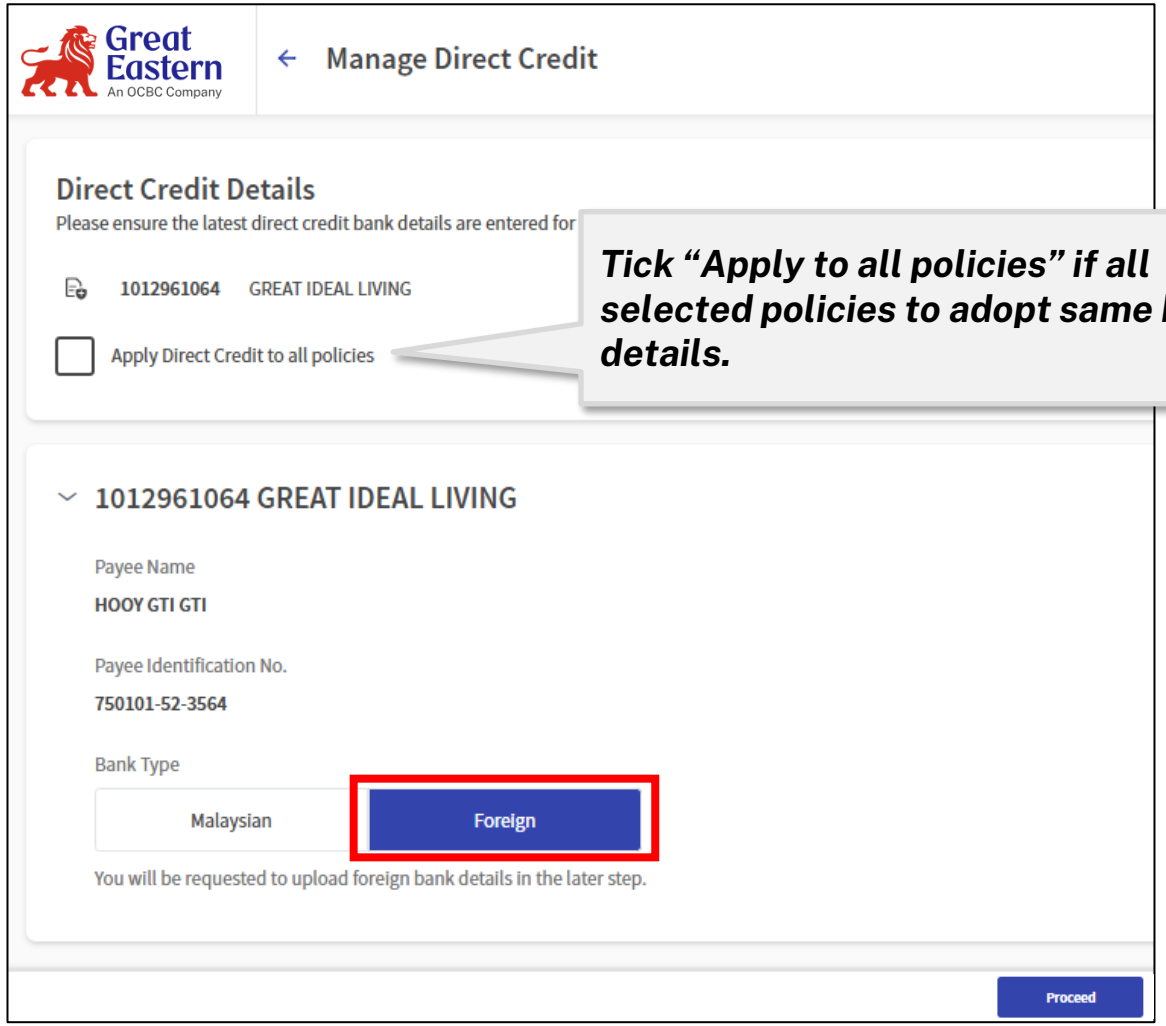
Proceed

Direct Credit information captured.

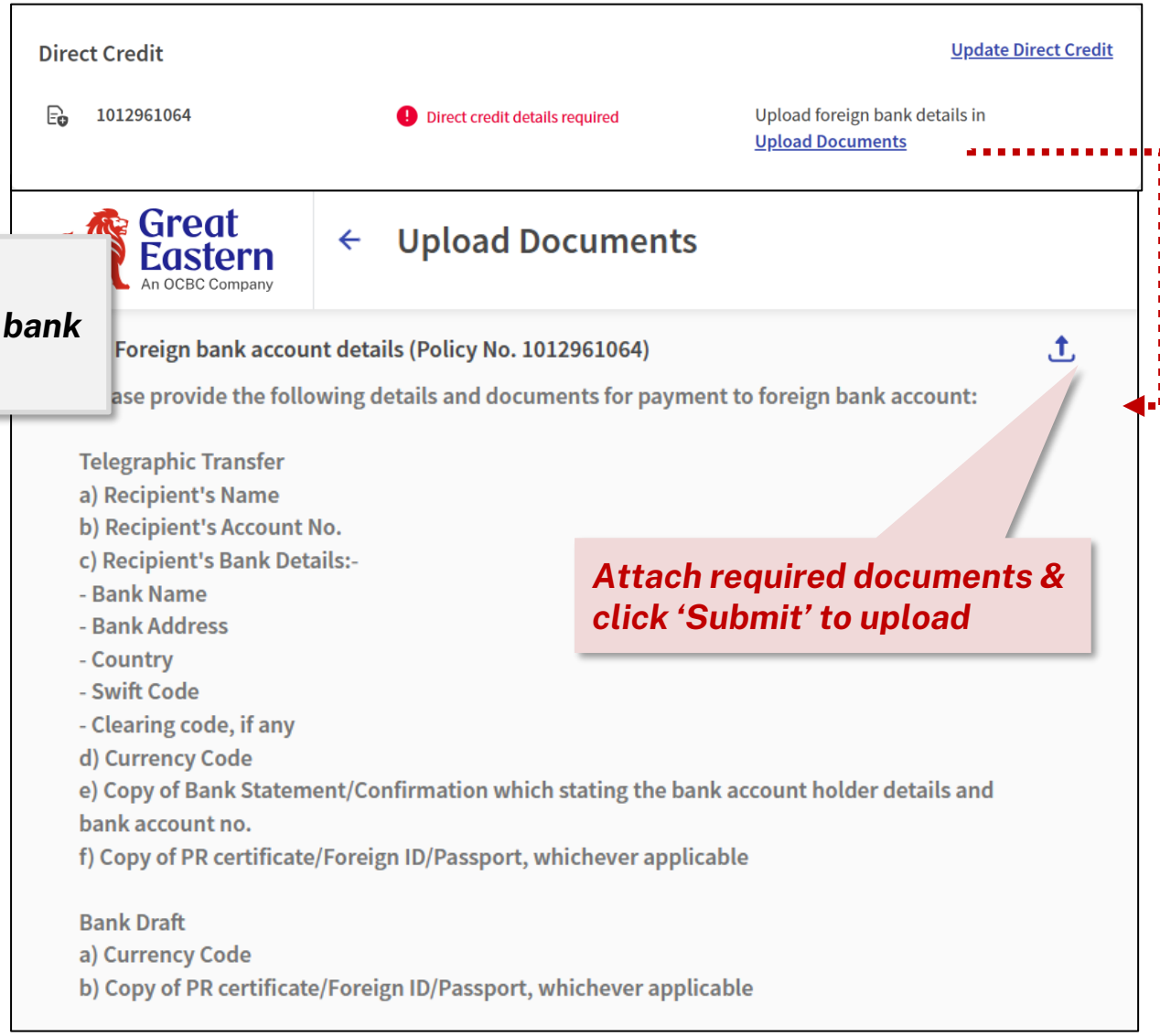
You will be redirected back to the Provide Details in 3 seconds...

Click Proceed to save Direct Credit bank details

Input Direct Credit Details (*for Foreign Bank*)



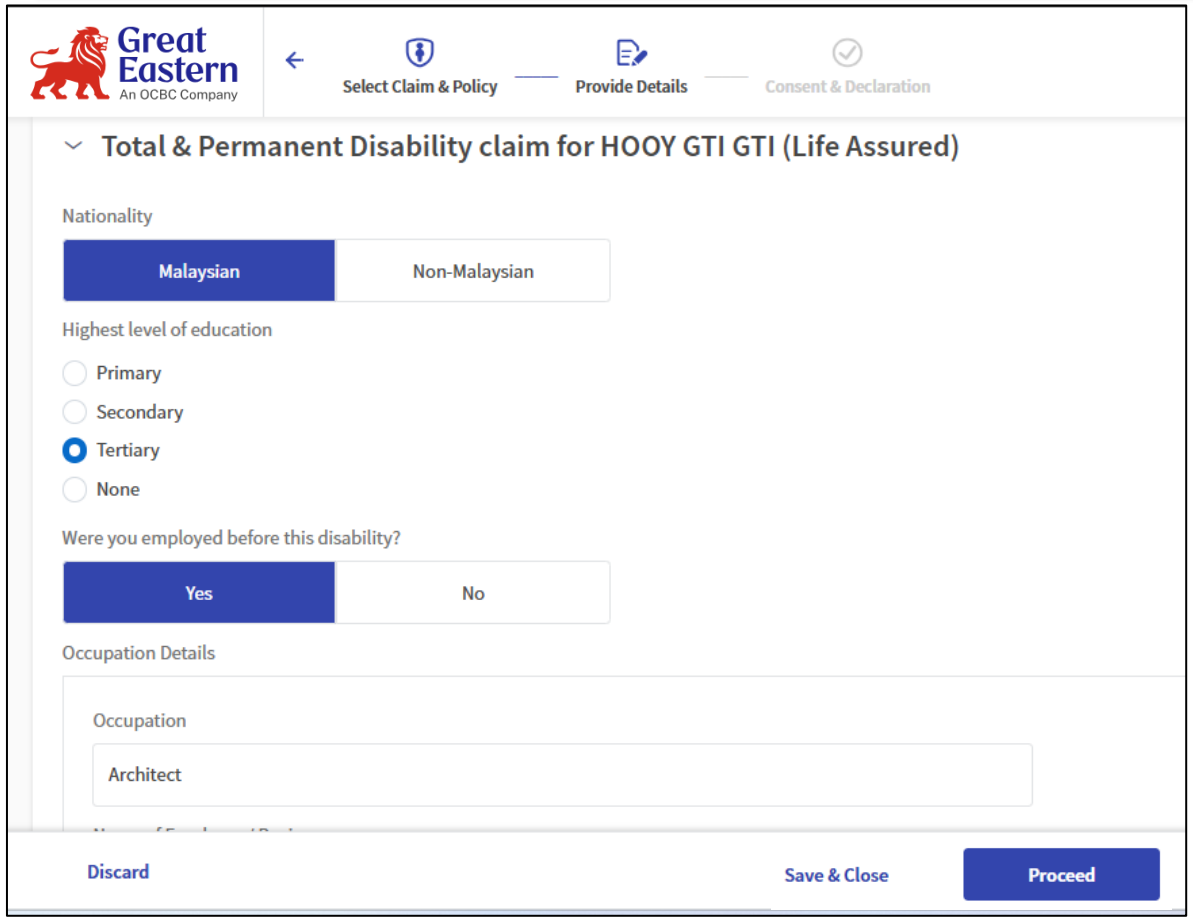
Tick "Apply to all policies" if all selected policies to adopt same bank details.

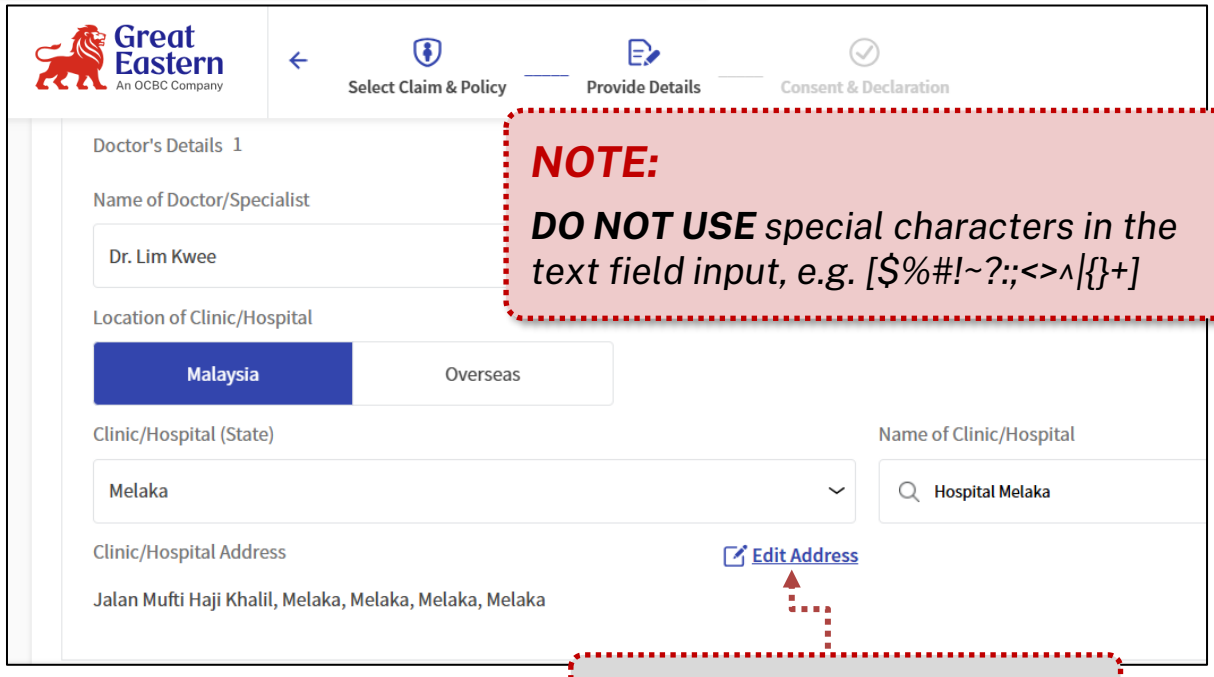


Attach required documents & click 'Submit' to upload

Input Claims Information – *Life Assured's & Claim details*

Note: below some examples of input details screen, different claim types will require different input details





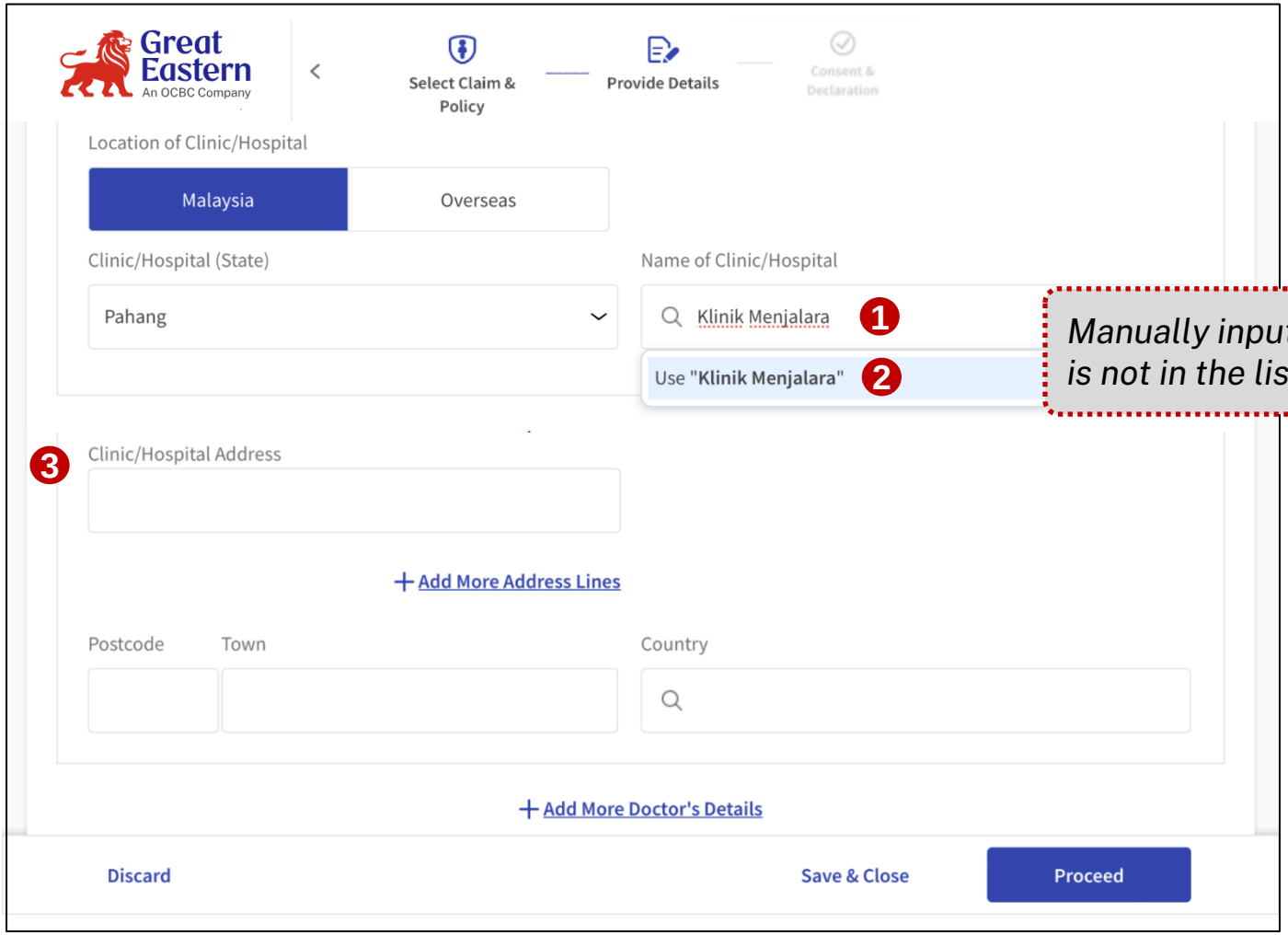
NOTE:

DO NOT USE *special characters in the text field input, e.g. [$%#!~?:;<>^|{}+]*

If the clinic/hospital address is incorrect, please edit from here.

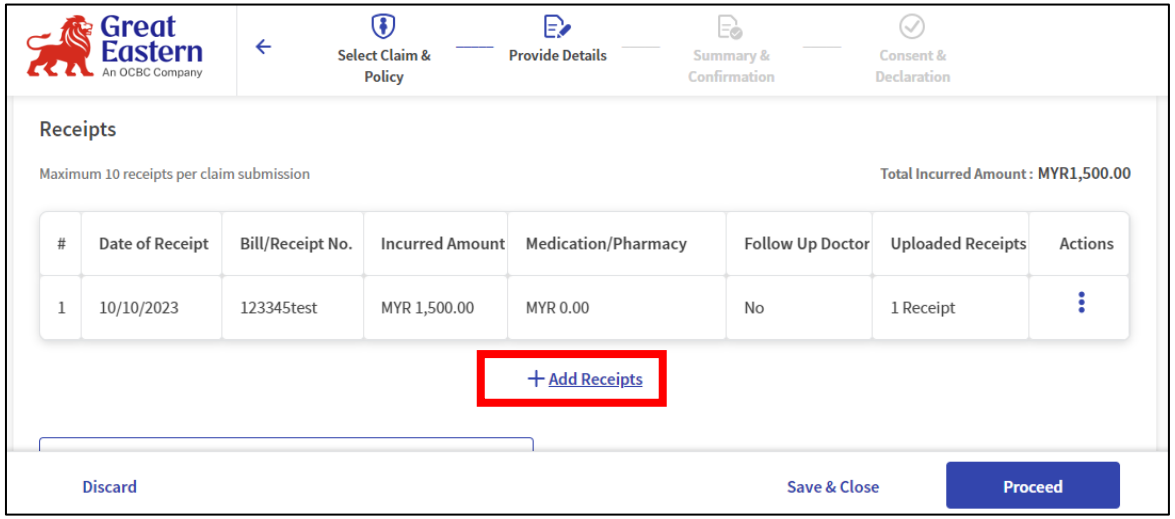
Clinic/Hospital Address is auto-populated based on selection

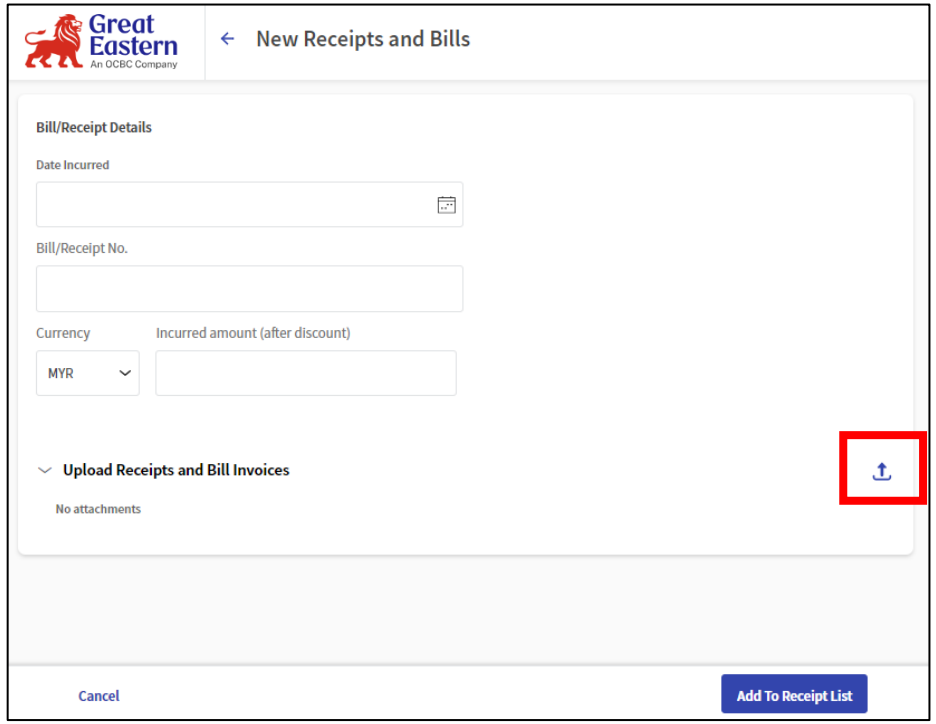
Input Claims Information - *Clinic/hospital's details*



Manually input if clinic/hospital's details is not in the list

Add Receipts *(Medical Claim Only)*





Documents not required to be a Certified True Copy

Original invoices/receipts (with total incurred amount above RM3000) to be submitted to Head Office/Branches for further processing.

*For Inpatient/DayCare Surgery/Hospitalisation Income Benefit claim, **ONLY ONE (1) receipt** can be added*

For Pre and Post / Follow Up & Outpatients claims, up to 10 receipts can be added

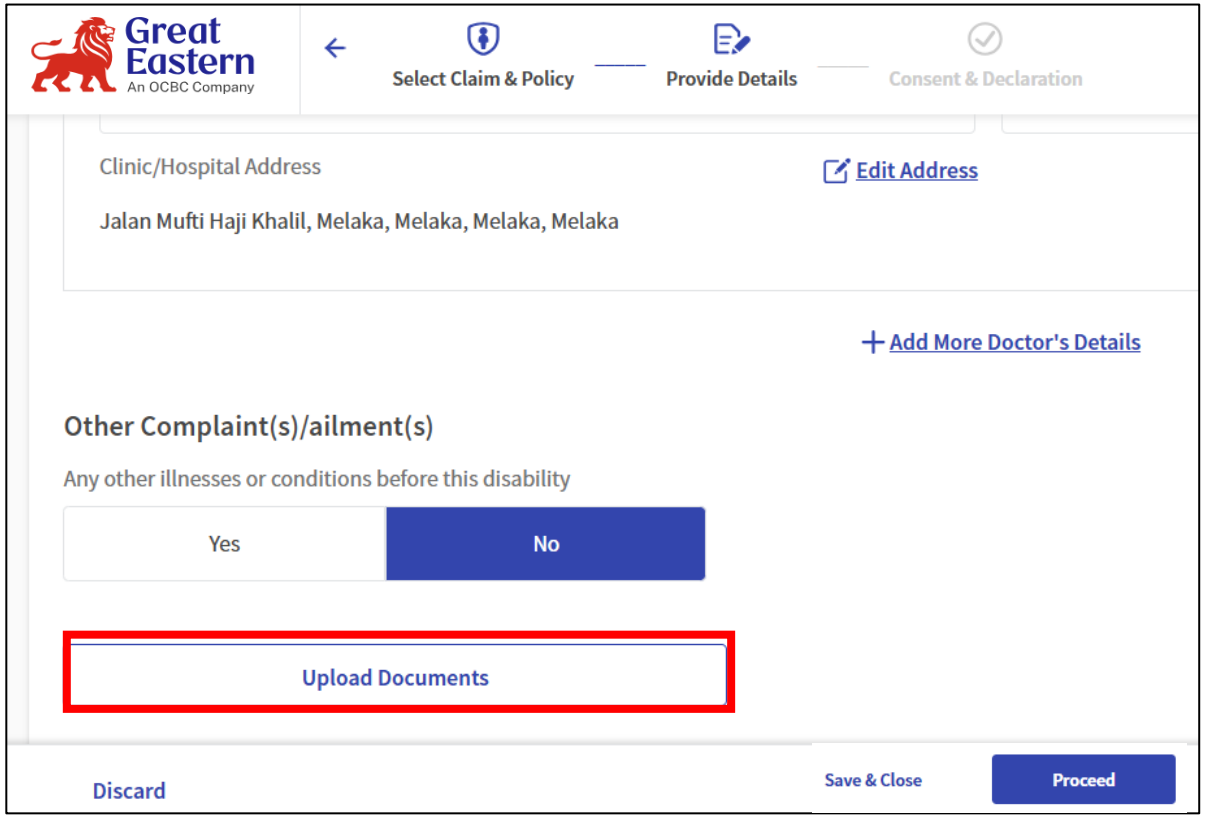
Accepted File Formats: PDF, PNG, JPEG

Ensure file size per document is ≤10MB

Ensure correct receipt & bill uploaded per visit

Documents/image must be clear and full size

Upload Claims Documents



Documents not required to be a Certified True Copy

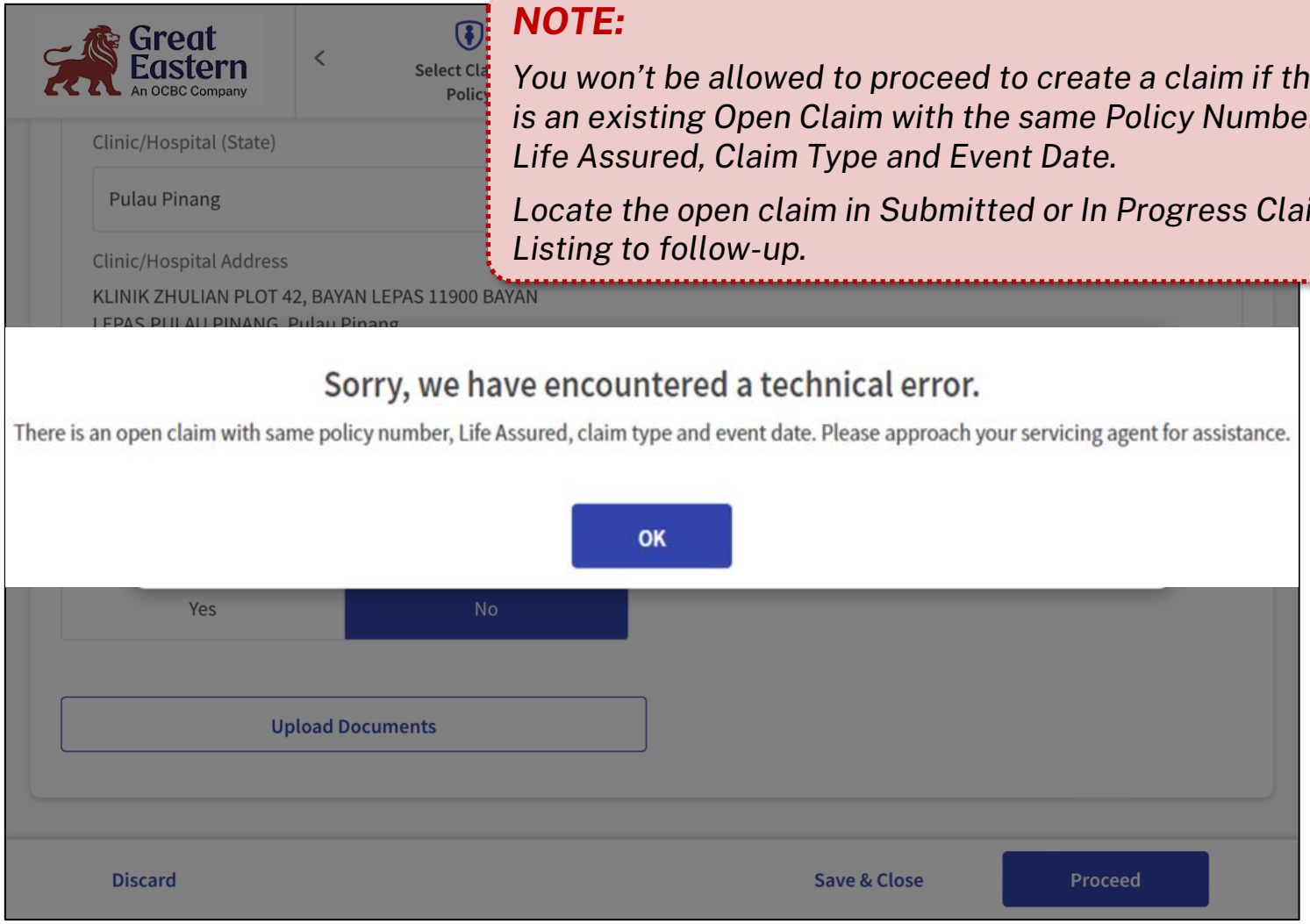
Upload any Foreign bank payment instruction here

Accepted File Formats: PDF, PNG, JPEG

Ensure file size per document is ≤10MB

Attach up to 10 files at one time.

Duplicate Alert for Open Claim

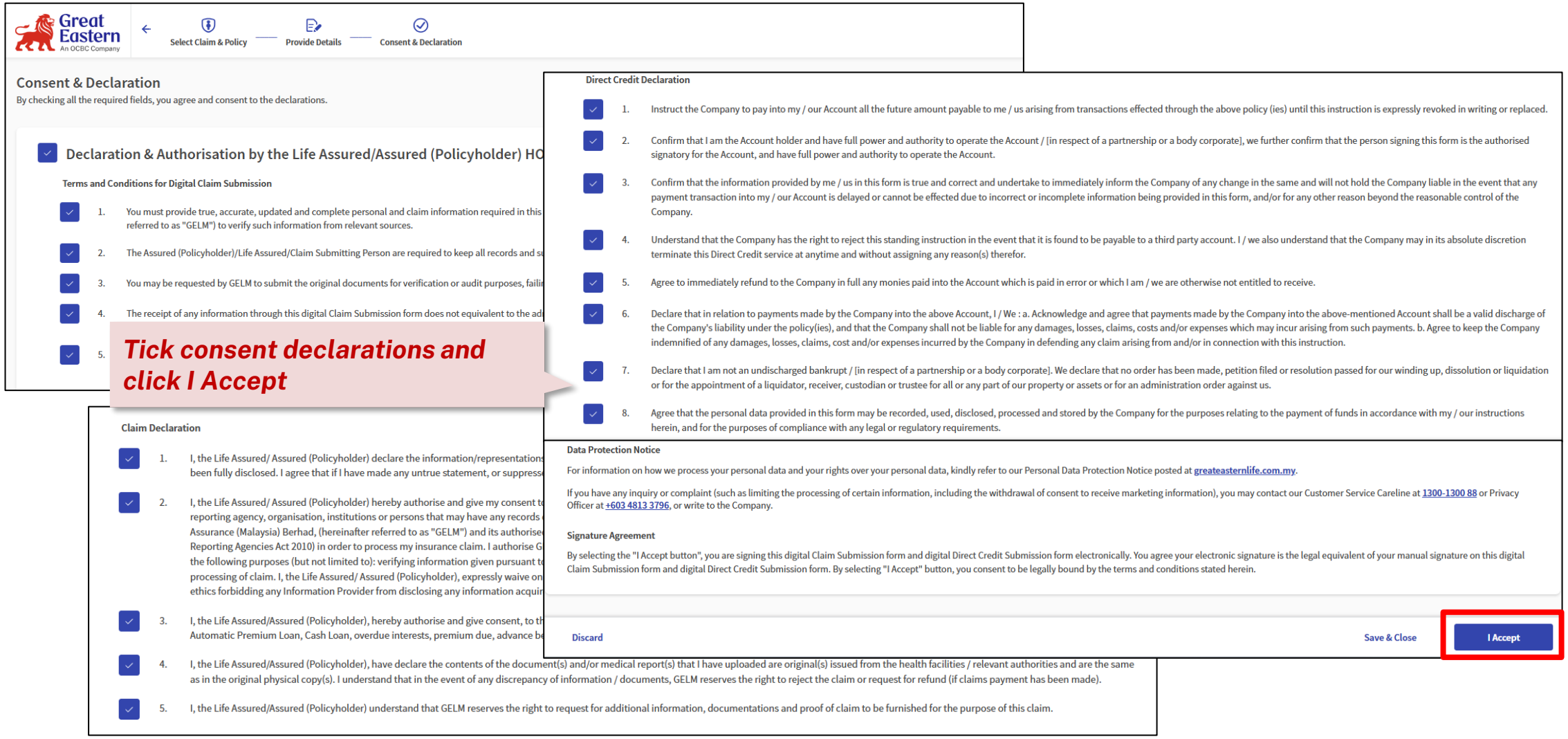


NOTE:

You won't be allowed to proceed to create a claim if there is an existing Open Claim with the same Policy Number, Life Assured, Claim Type and Event Date.

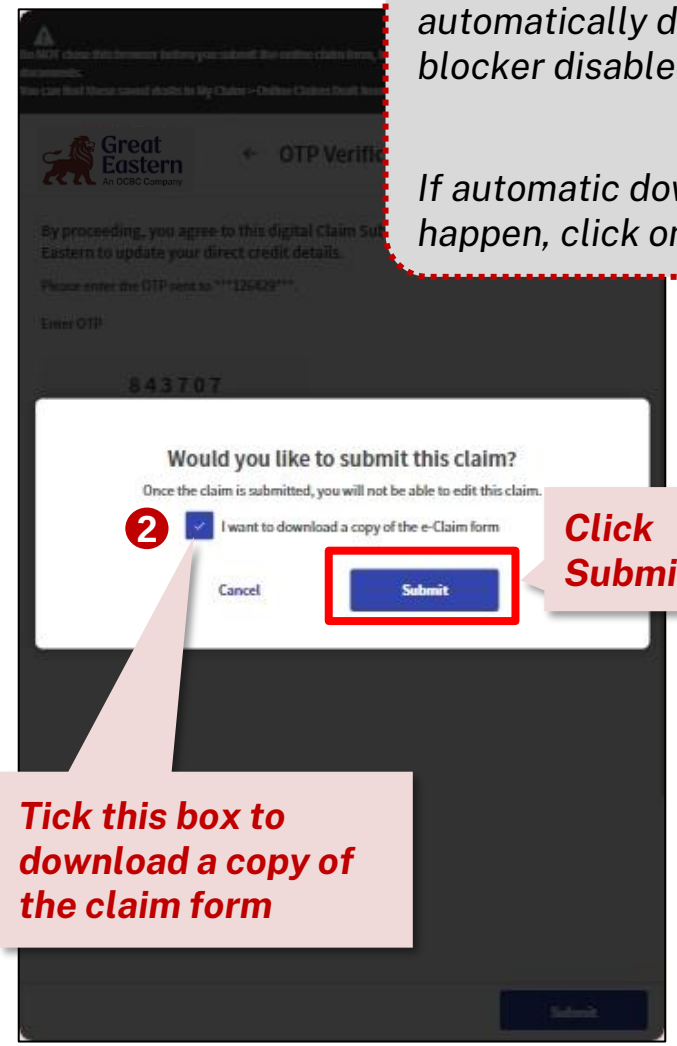
Locate the open claim in Submitted or In Progress Claims Listing to follow-up.

Provide Consent & Declaration *(Claim & Direct Debit Submission)*



OTP Verification

Key in OTP received and click Submit

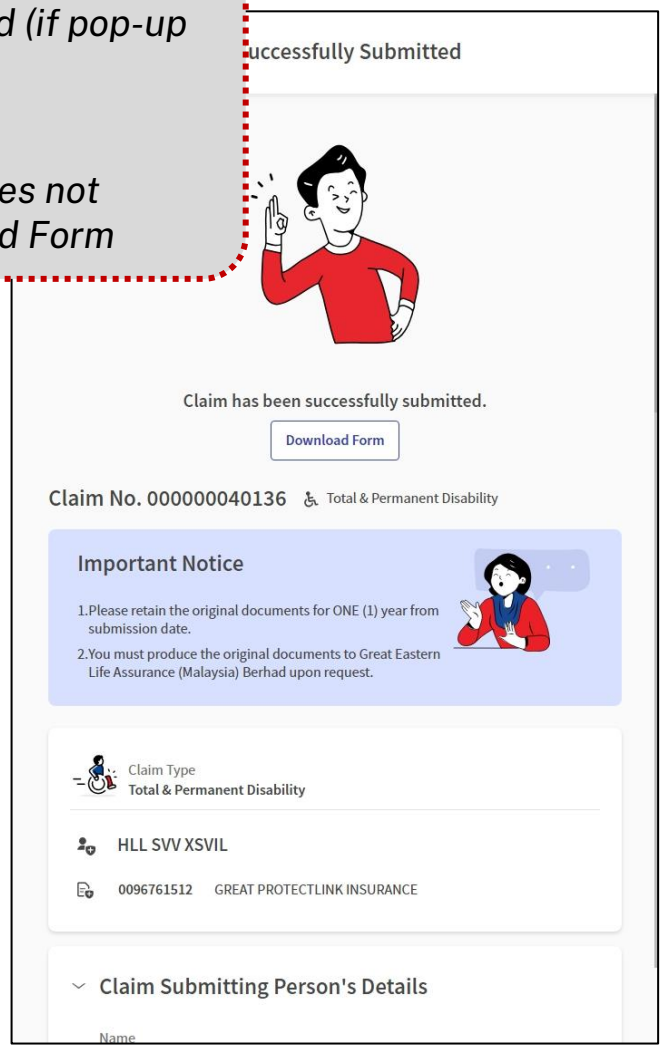


Click Submit

Tick this box to download a copy of the claim form

The claim has been successfully submitted, claim form will be automatically downloaded (if pop-up blocker disabled)

If automatic download does not happen, click on Download Form



Important Notice

Important Notice

Original Receipt(s) and Original Itemised Bill(s) with total incurred amount of RM1,000 and above MUST be submitted immediately to the nearest Great Eastern Branch Offices / Head Office.

As for other documents (other than Original Receipts & Itemised Bills), please retain the original documents for ONE (1) year from submission date.

You must produce the original documents to Great Eastern Life Assurance (Malaysia) Berhad upon request.

ACCIDENT RIDER

GMBS HB

Important Notice

Please retain the original documents for ONE (1) year from submission date.

You must produce the original documents to Great Eastern Life Assurance (Malaysia) Berhad upon request.

DEATH

LIVING ASSURANCE BENEFIT

TOTAL PERMANENT DISABILITY

GREAT LADY RIDER

MOTHER OR CHILD ILLNESS

Important Notice

Should total claims submitted exceed RM 3,000, original Document (Eg. Bills/Receipts) and eClaim Cover Page MUST be submitted to the nearest Great Eastern Branch Offices/ Head Office.

All original Document are to be retained for SEVEN (7) years from claims submission date.

All original Document are required upon request by Great Eastern Life Assurance (Malaysia) Berhad.

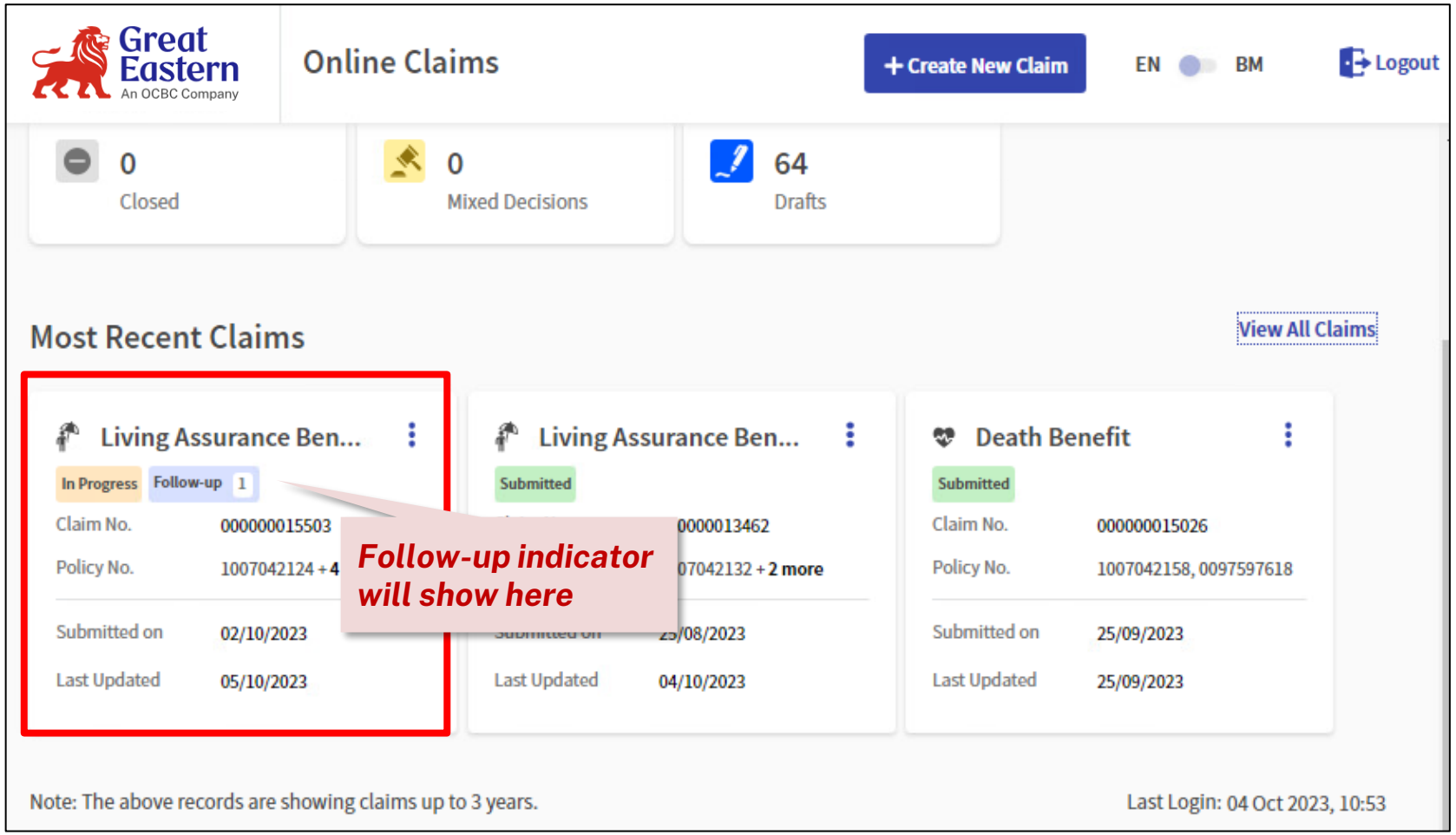
MEDICAL

Policyholder's journey to submit Follow-up Documents

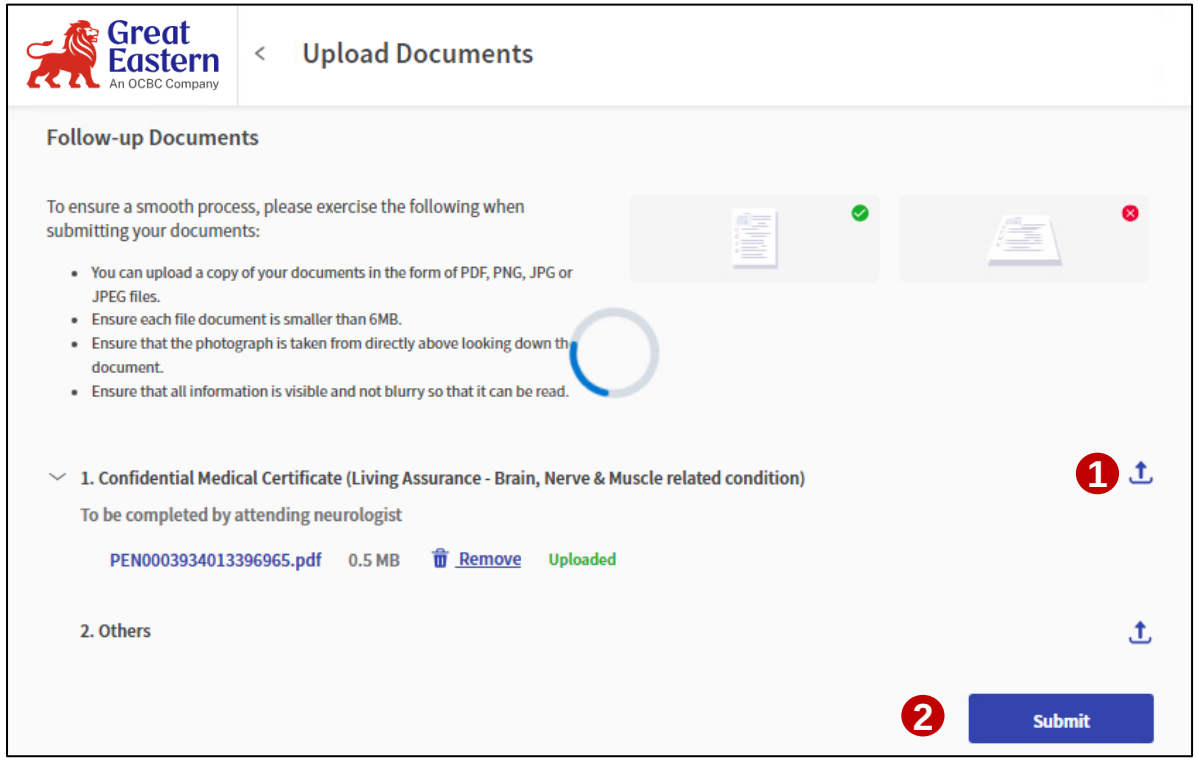
02

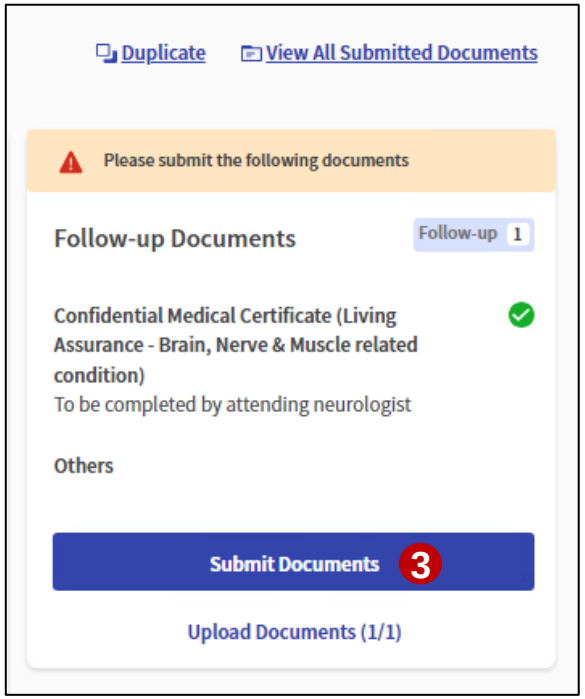
Click Home button to go back to Main Menu

Locate Follow-Up Claim from Claim Dashboard



Submit Follow-up Document

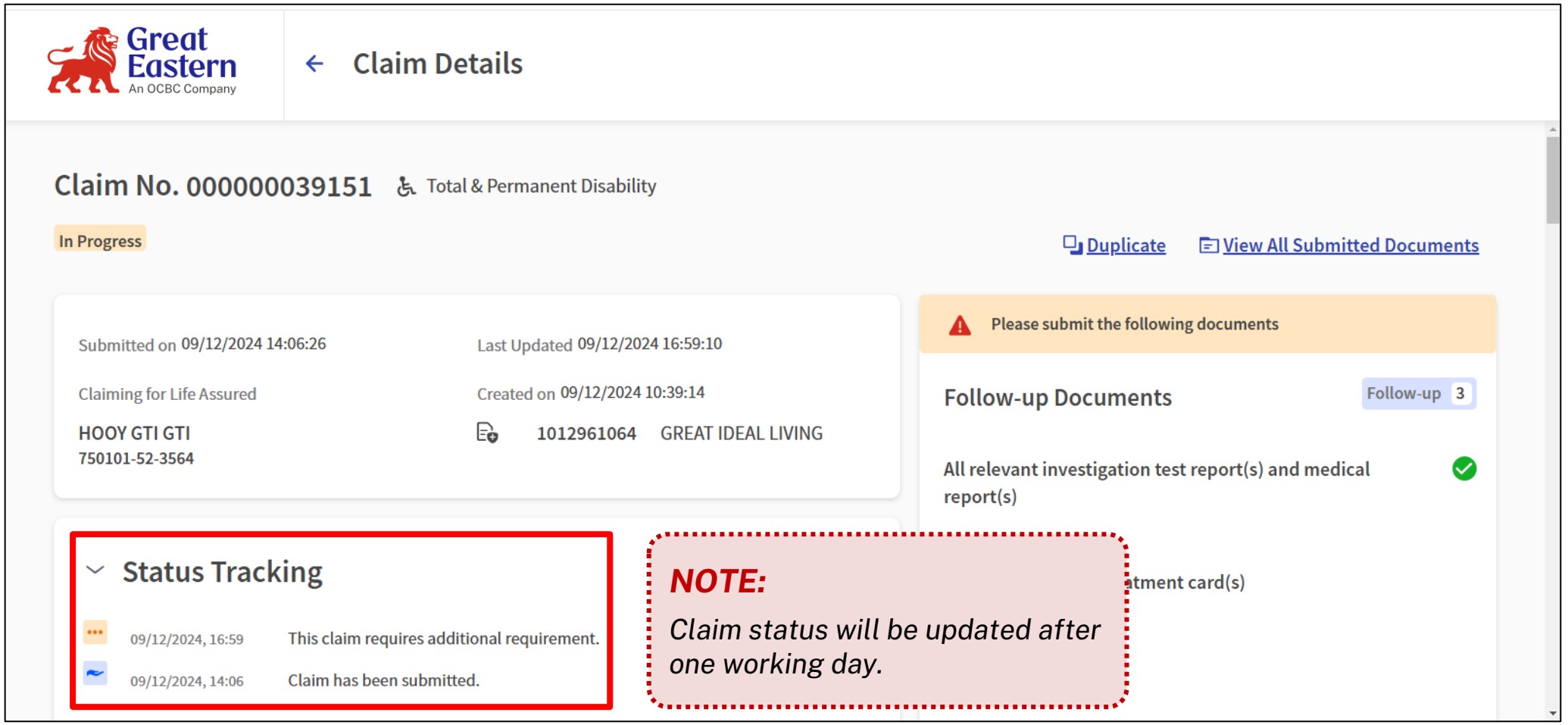




NOTE:

1. *Partial upload of document is **allowed***
2. *Remaining documents can be uploaded later on once available*
3. *Click Submit Documents to complete the submission to Company*

Status Tracking Update

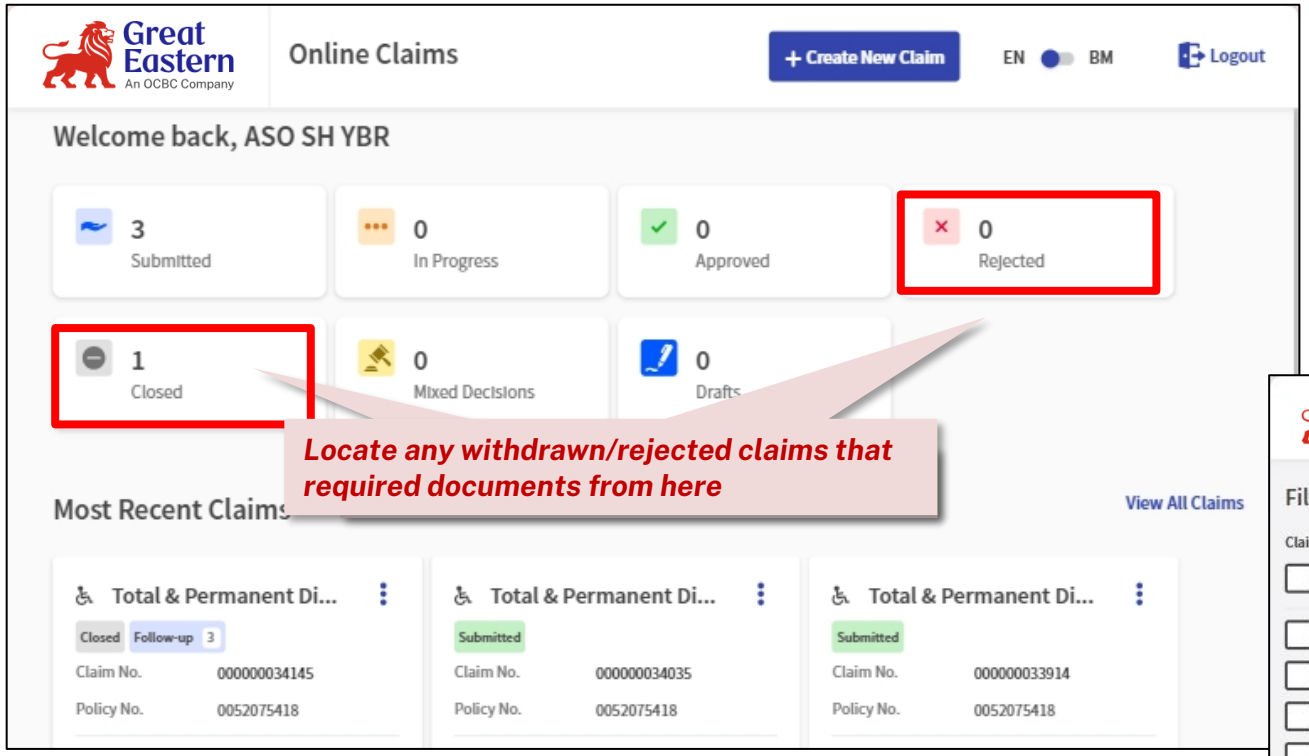


Policyholder's journey to reopen Withdrawn/ Rejected Claim

03

Click Home button to go back to Main Menu

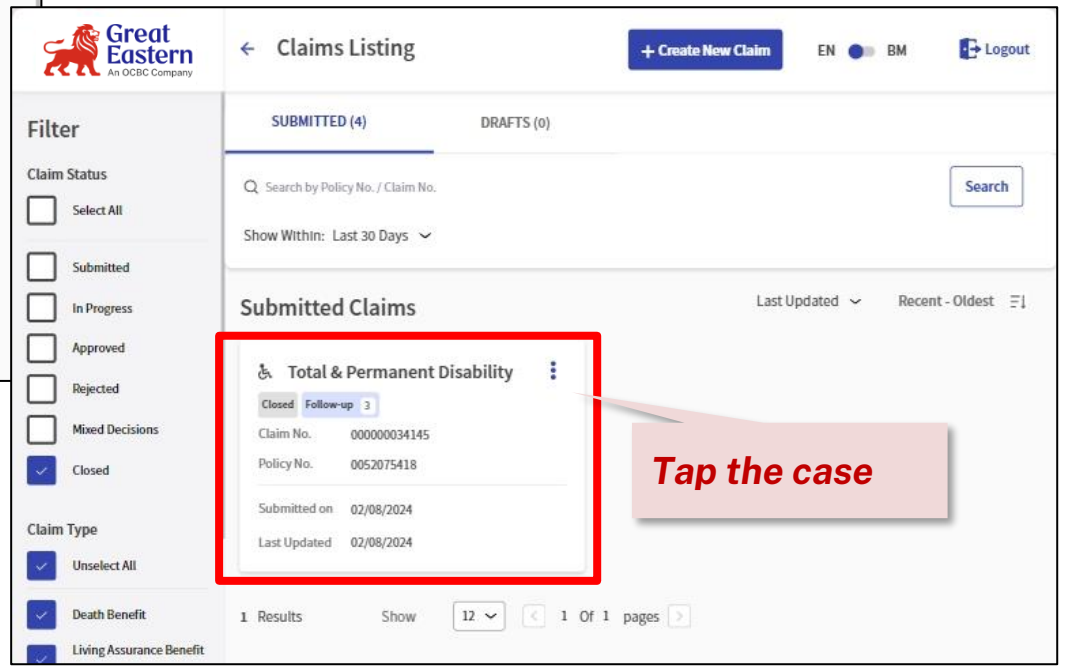
Submit Follow-up Documents (When Case is Withdrawn/ Rejected)



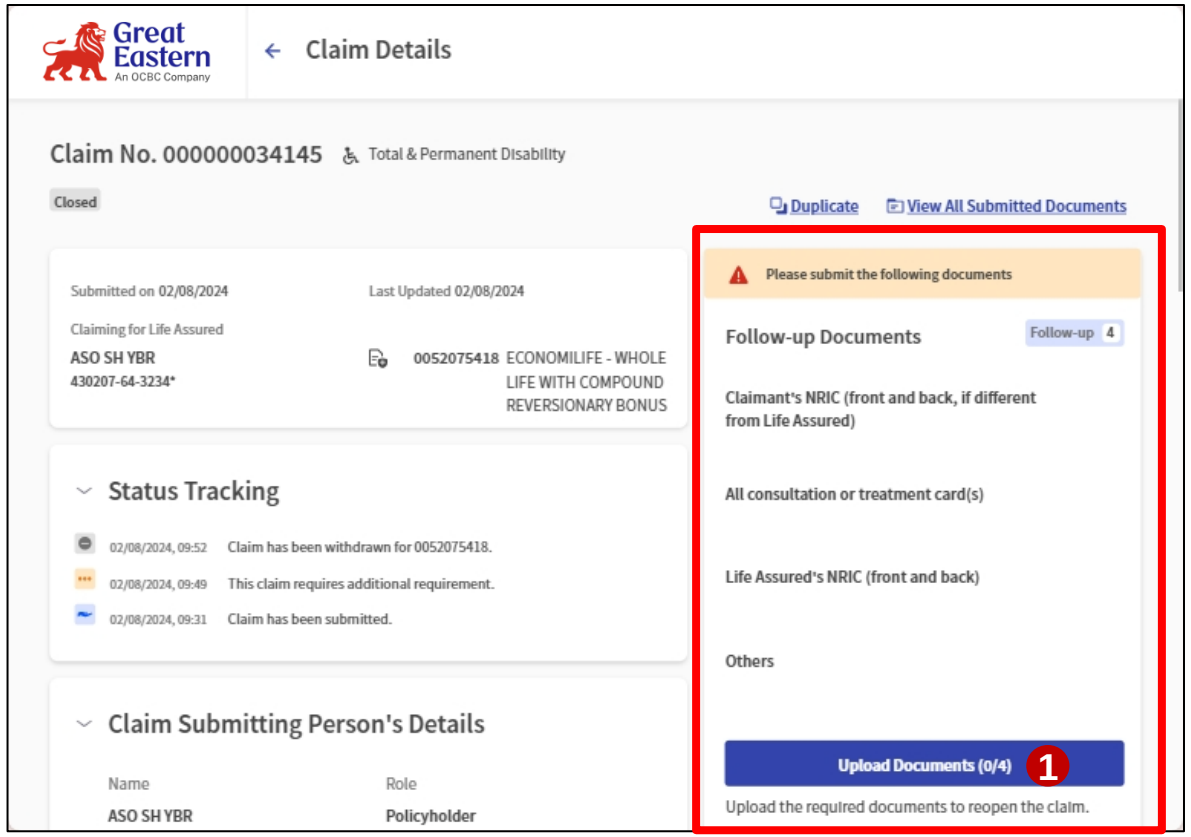
NOTE:

Submission of appeal document for REJECTED case is not applicable to MEDICAL claim

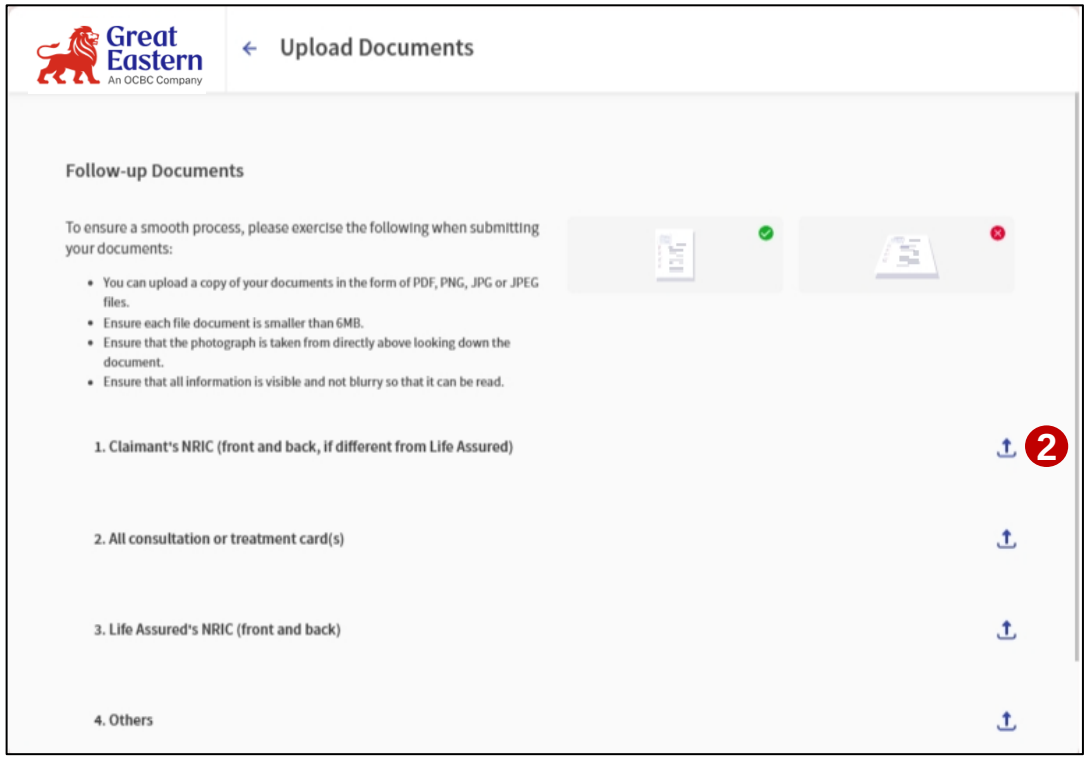
refer to next section for reopen of Closed-File MEDICAL claim



Submit Follow-up Documents (When Case is Closed file/ Withdrawn/ Rejected)



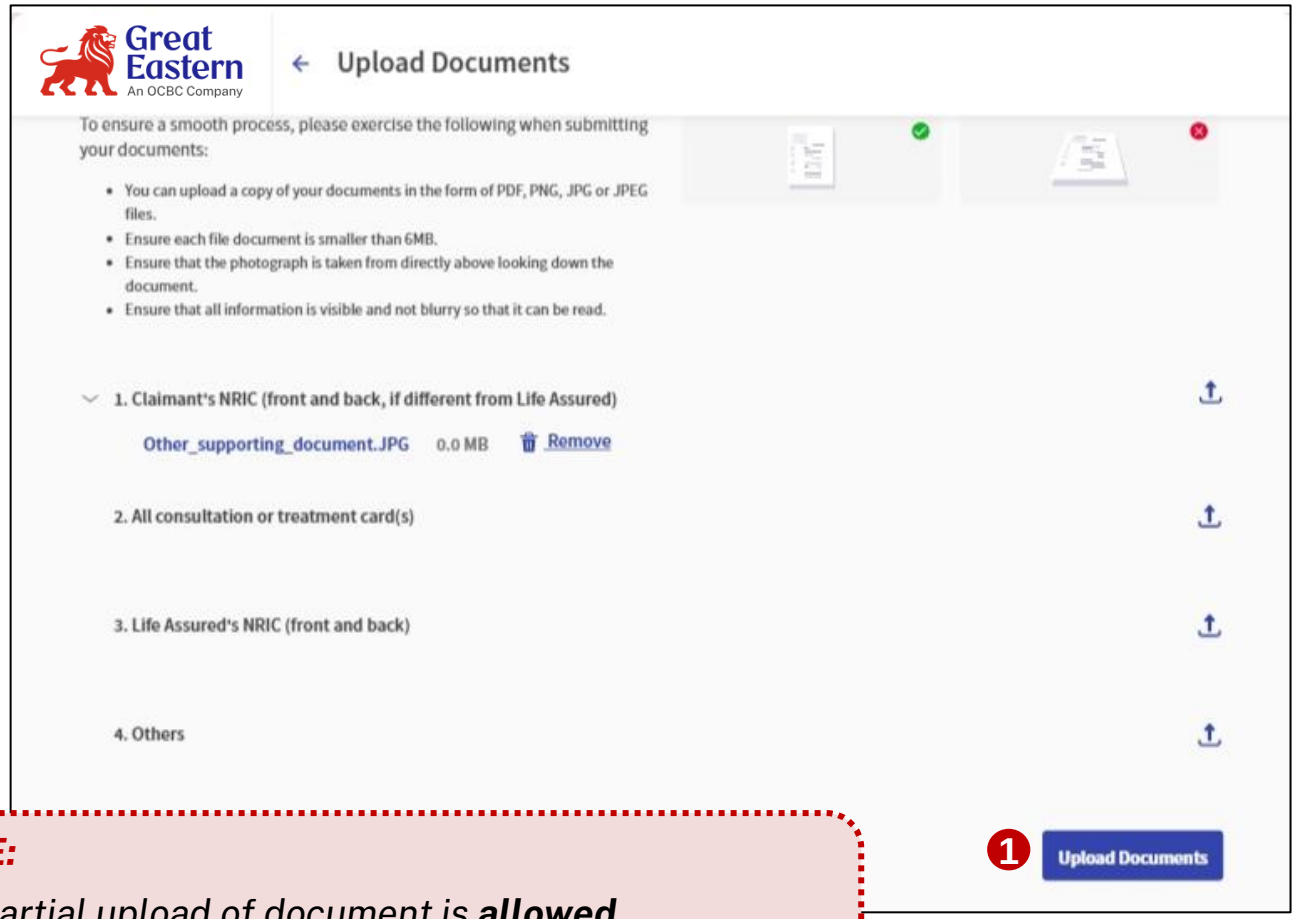
Click Upload Documents to upload and submit documents

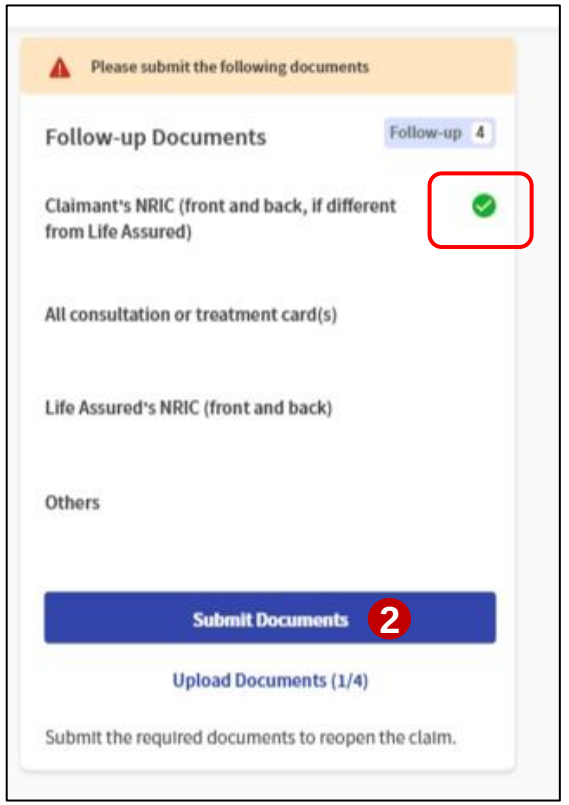


Submit Follow-up Documents (When Case is Withdrawn/ Rejected)

Uploaded documents will be marked with green tick.

Click Submit Documents to complete submission to Company





NOTE:

1. *Partial upload of document is **allowed***
2. *Remaining documents will not available later once submit documents*
3. *Click Submit Documents to complete submission to Company*

Submit Follow-up Documents (When Case is Withdrawn/ Rejected)

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Successfully Submitted

Claim has been successfully submitted.

Claim No. 000000034268 Great Lady - Childbirth

Claim Type
Great Lady - Childbirth

LSI GTOY STB

0040583830 GREAT LIFECARE

Great Eastern
An OCBC Company

Claim Details

Claim No. 000000034145 Total & Permanent Disability

Closed

Duplicate View All Submitted Documents

Submitted on 02/08/2024 Last Updated 02/08/2024

Claiming for Life Assured
ASO SH YBR
430207-64-3234*

0052075418 ECONOMILIFE - WHOLE LIFE WITH COMPOUND REVERSIONARY BONUS

Status Tracking

02/08/2024, 10:10 Claim has been reopened into a new case number 000000034150
02/08/2024, 09:52 Claim has been withdrawn for 0052075418.
02/08/2024, 09:49 This claim requires additional requirement.
02/08/2024, 09:31 Claim has been submitted.

Claim Submitting Person's Details

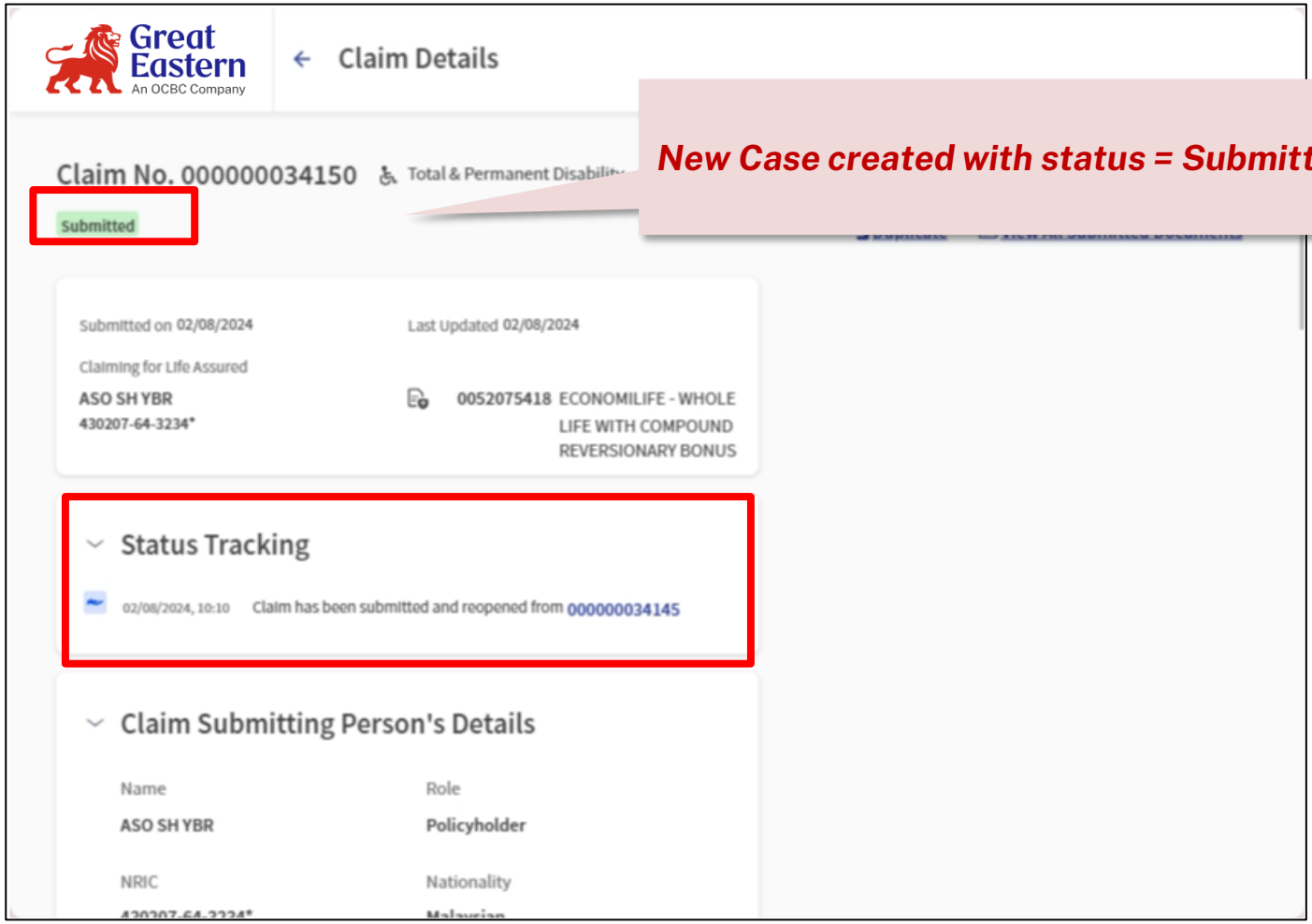
Name Role

NOTE:

Follow up module will be removed after reopen claim

Status tracking will reflect the new reopened case number

Submit Follow-up Documents (When Case is Withdrawn/ Rejected)

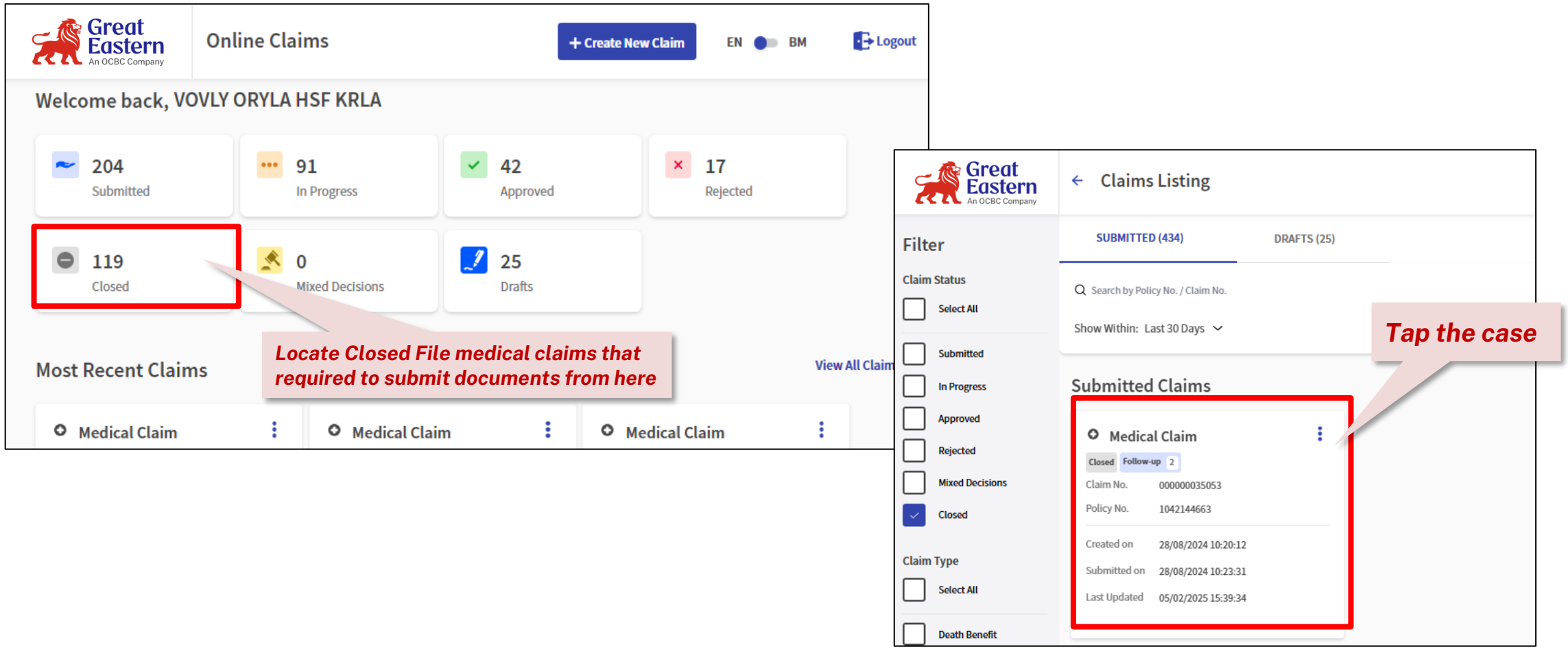


Policyholder's journey to reopen Closed-File Medical Claim

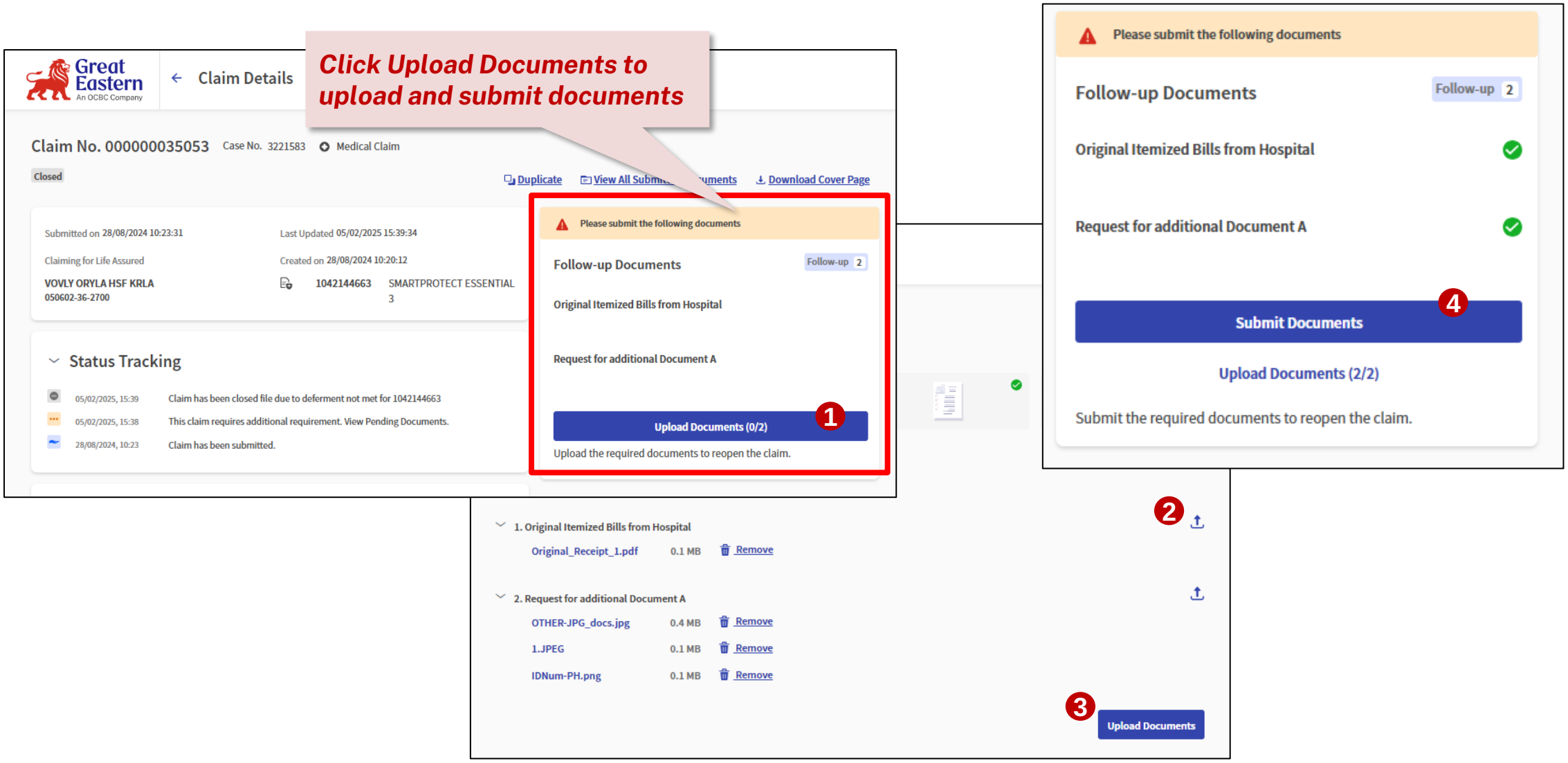
04

Click Home button to go back to Main Menu

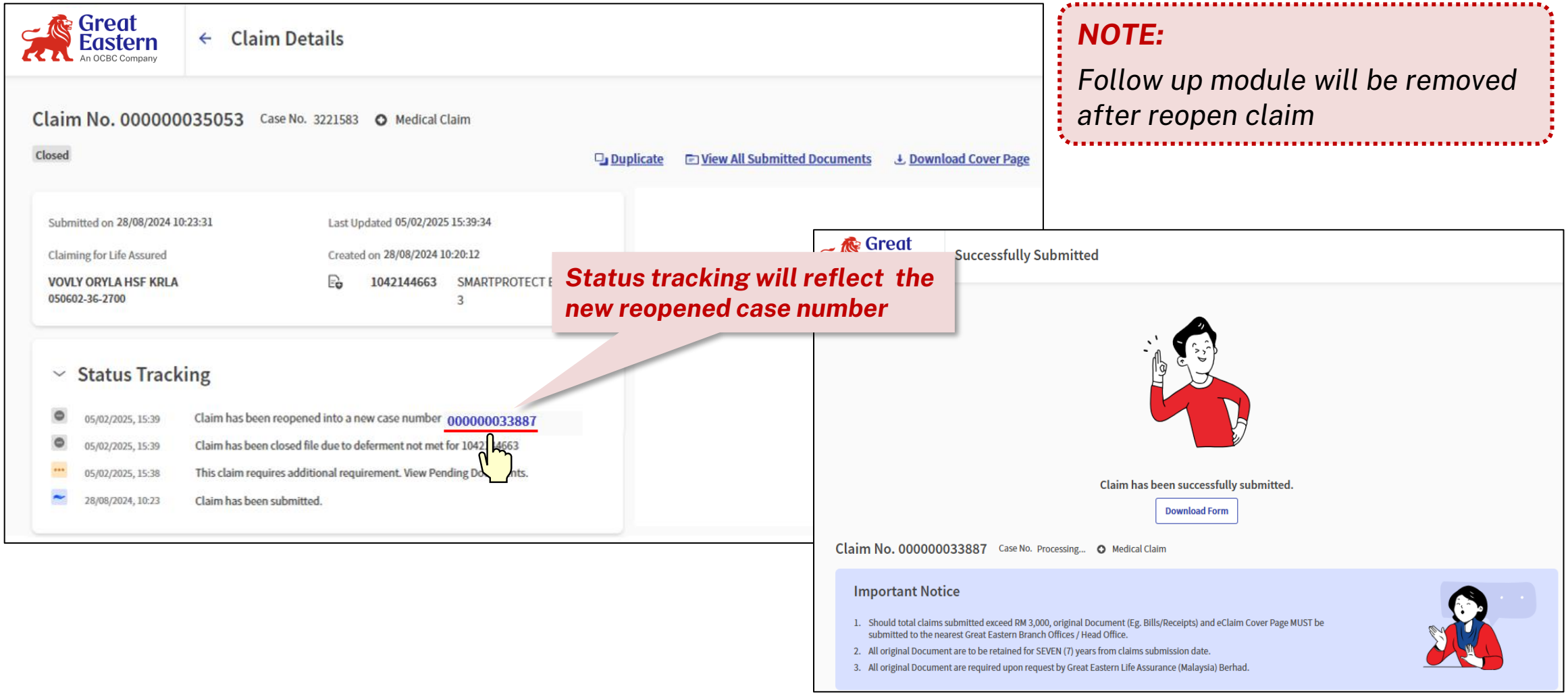
Submit Follow-up Documents (When Case is Closed File due to deferment not met)



Submit Follow-up Documents (When Case is Closed File due to deferment not met)



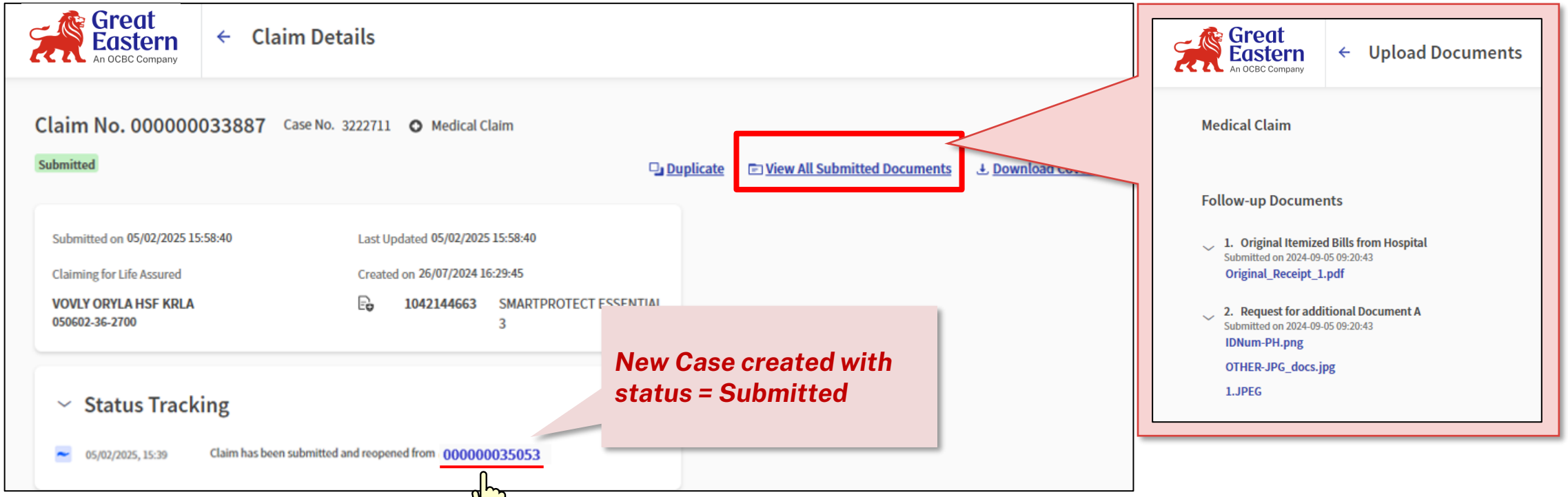
Submit Follow-up Documents (When Case is Closed File due to deferment not met)



NOTE:

Follow up module will be removed after reopen claim

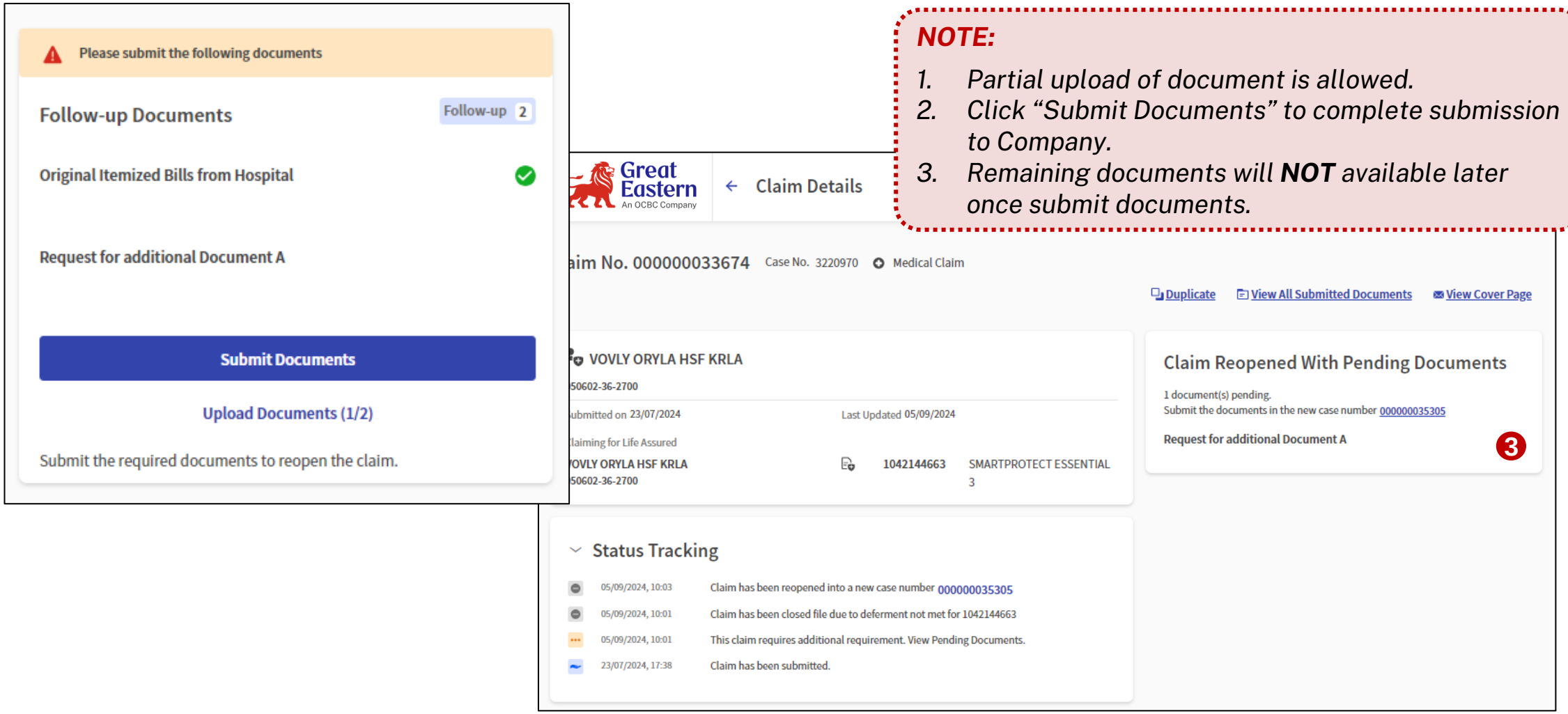
Submit Follow-up Documents (When Case is Closed File due to deferment not met)



NOTE:

1. *Any documents and letters from original claim will not be copied*
2. *Follow Up Documents that submitted for reopen will be stored in new claim*

Submit Follow-up Documents (Partial Submission)



NOTE:

1. *Partial upload of document is allowed.*
2. *Click "Submit Documents" to complete submission to Company.*
3. *Remaining documents will **NOT** available later once submit documents.*

Thank you