


e-Pay via e-Connect Guide

Login to e-Connect at:

<https://econnect-my.greateasternlife.com>



WELCOME TO e-CONNECT!

A dedicated portal for you to:

- View your entire insurance portfolio with Great Eastern
- Perform selected transactions online
- Check status of your claim

Log in to e-Connect

! Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to [e-Connect Registration 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](#)

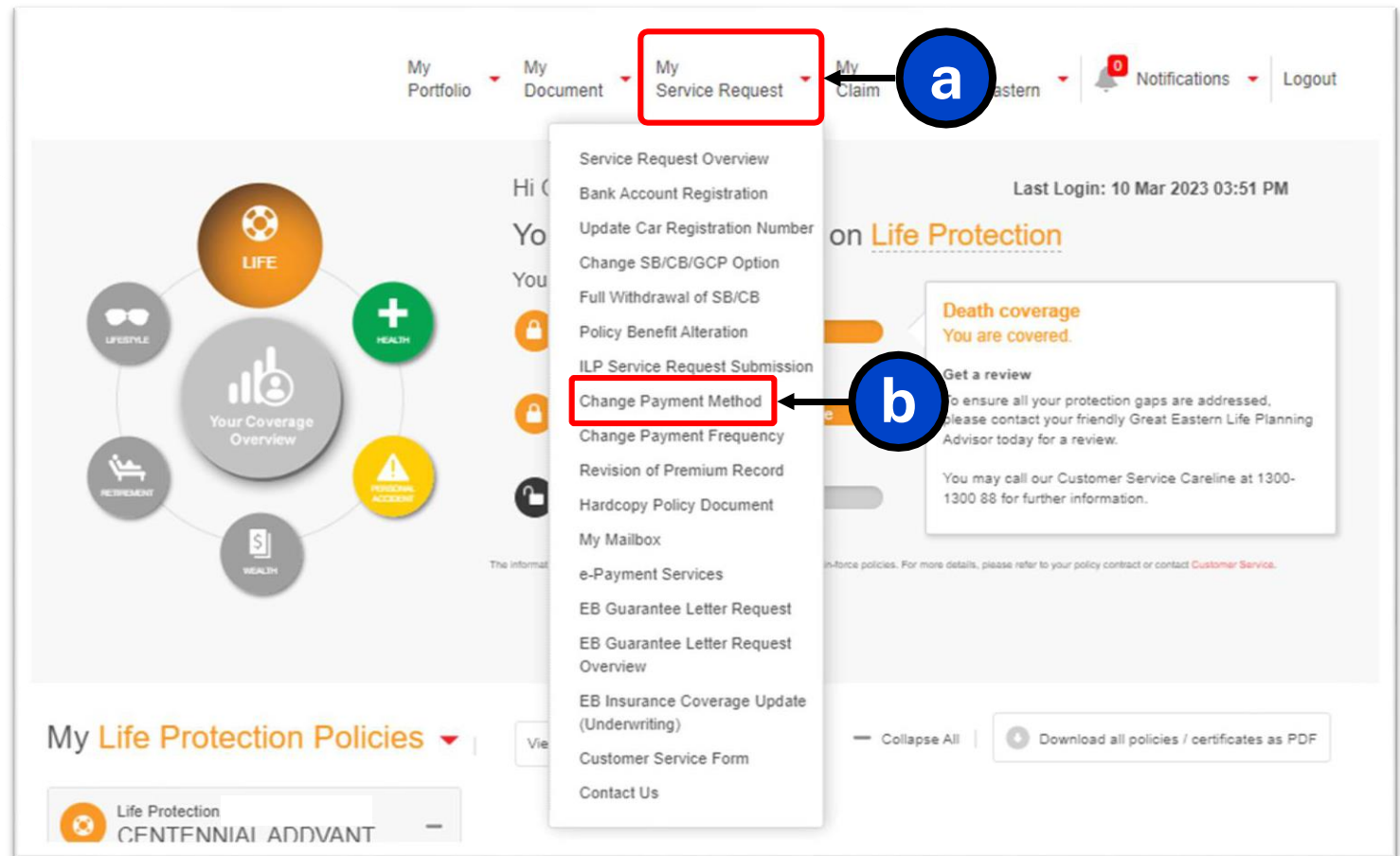
Change Payment Method to Credit Card/ Debit Card

01

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 1

- Click on “My Service Request”
- Select “Change Payment Method”



Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 2

- a. Select policy (Allowed to select maximum 10 policies per submission)

IMPORTANT NOTE:

There are 2 groups of policy can be selected:

1. Great Eastern Life Policy
 2. Great Eastern ex-OAC & Bancassurance Policy
- If you have policy from both groups, you will be able to see the listing from both groups.
 - However, you are only allowed to select policy / multiple policies from 1 group for every submission
 - Count of selected policy will be displayed at the bottom of the listing under "Total selected policy".



Select Policy

Great Eastern Life Policy

Total selected policy : 3

Update	Plan Name	Existing Payment Method
<input checked="" type="checkbox"/>	GREAT PROTECTLINK INSURANCE (1012345678)	CREDIT CARD / DEBIT CARD
<input checked="" type="checkbox"/>	GREAT INCOME ENHANCER (1012345678)	CREDIT CARD / DEBIT CARD
<input checked="" type="checkbox"/>	GREAT MEDI CARE (1012345678)	CREDIT CARD / DEBIT CARD
<input type="checkbox"/>	GREAT CARE (1012345678)	CREDIT CARD / DEBIT CARD

Total selected policy : 3

Select Policy

Great Eastern ex-OAC & Bancassurance Policy

Total selected policy : 0

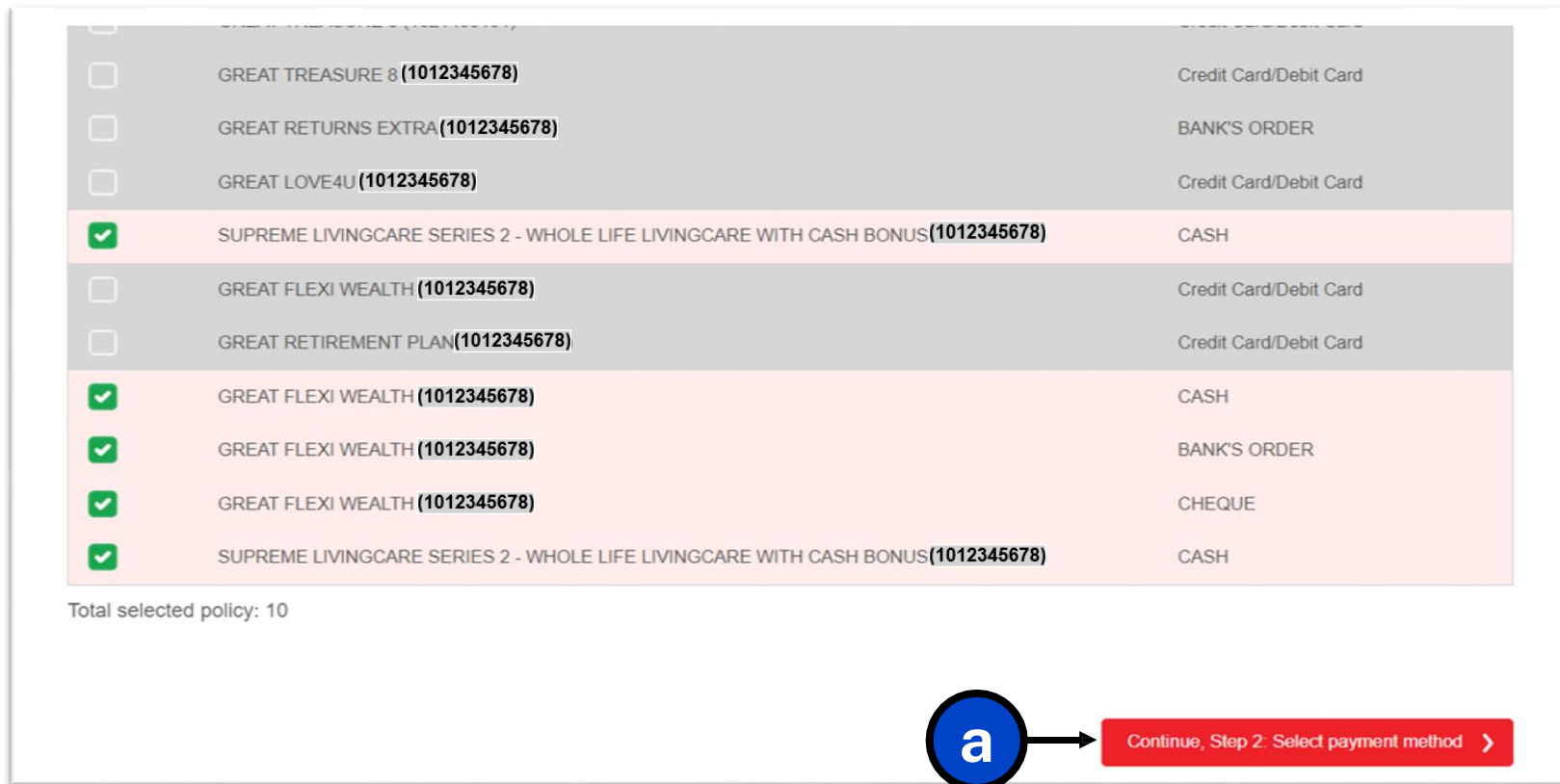
Update	Plan Name	Existing Payment Method
<input type="checkbox"/>	CASH LIFE (1012345678)	CREDIT CARD / DEBIT CARD
<input type="checkbox"/>	MAXYIELD (1012345678)	CREDIT CARD / DEBIT CARD

Total selected policy : 0

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 3

a. Click “Continue, Step 2: Select payment method”



<input type="checkbox"/>	GREAT TREASURE 8 (1012345678)	Credit Card/Debit Card
<input type="checkbox"/>	GREAT RETURNS EXTRA (1012345678)	BANK'S ORDER
<input type="checkbox"/>	GREAT LOVE4U (1012345678)	Credit Card/Debit Card
<input checked="" type="checkbox"/>	SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS (1012345678)	CASH
<input type="checkbox"/>	GREAT FLEXI WEALTH (1012345678)	Credit Card/Debit Card
<input type="checkbox"/>	GREAT RETIREMENT PLAN (1012345678)	Credit Card/Debit Card
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH (1012345678)	CASH
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH (1012345678)	BANK'S ORDER
<input checked="" type="checkbox"/>	GREAT FLEXI WEALTH (1012345678)	CHEQUE
<input checked="" type="checkbox"/>	SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS (1012345678)	CASH

Total selected policy: 10

a → Continue, Step 2: Select payment method >

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 4

- Select “Credit Card/Debit Card” for the New Payment Method
- Click “Continue, Step 3: Preview”

IMPORTANT NOTE:

- For change payment method to Credit Card / Debit Card, all selected policies will be registered to one card number

SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS(1012345678)	CASH
GREAT FLEXI WEALTH (1012345678)	CASH
GREAT FLEXI WEALTH (1012345678)	BANK'S ORDER
GREAT FLEXI WEALTH (1012345678)	CHEQUE
SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS (1012345678)	CASH

For change payment method to credit card/debit card, all policies selected above will be registered to one card number.

New Payment Method

Please Select

Please Select

<

BANK'S ORDER

CASH

CHEQUE

Credit Card/Debit Card

b

Continue, Step 3: Preview >

a

Back to top ^

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

IMPORTANT NOTE:

Overdue Premium Payment

If the selected policy / policies have 'Overdue Premium', a notification will display the total overdue amount charge to your card upon registration of the card. Otherwise, deduction will take place from the next premium due date.

Click "Yes" if you agree to proceed.

If disagree to proceed, click "No" and you will be directed to Step 1: Policy Selection screen.

Please use "PayNow" to make one-time payment to settle the overdue amount (refer to PayNow guide, page 14 – 23).

The screenshot shows a web interface for selecting a new payment method. A modal window titled "Overdue Premium" is displayed in the center. The modal contains the following text:

Overdue Premium

Total overdue amount RM 45472.17 will be charge upon registration of the card.

1012345678	: RM3410.12
1012345677	: RM3006.55
1012345676	: RM6036.24
1012345675	: RM30194.31
1012345674	: RM2824.95

Click 'Yes' if you agree to proceed. Click 'No' if you want to cancel the change payment method request.

At the bottom of the modal are two red buttons: "Yes" and "No".

The background screen is titled "Select new payment" and shows a list of policies under the heading "Plan Name". The policies listed are:

- SMART PROTECT ESSENTIAL INSURANCE
- SMARTPROTECT ESSENTIAL INSURANCE
- SMART LEGACY
- SMARTPROTECT ESSENTIAL INSURANCE
- SUPREME LIVINGCARE PLUS
- SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS
- GREAT FLEXI WEALTH
- GREAT FLEXI WEALTH
- GREAT FLEXI WEALTH
- SUPREME LIVINGCARE SERIES 2 - WHOLE LIFE LIVINGCARE WITH CASH BONUS

On the right side of the screen, there is a section titled "Select Payment Method" with a list of options: "CASH", "CHEQUE", "DIRECT DEBIT", "CREDIT CARD / DEBIT CARD", and "BANK'S ORDER". The "CREDIT CARD / DEBIT CARD" option is currently selected.

At the bottom of the screen, there are two navigation buttons: "Back, Step 1: Policy Selection" and "Continue, Step 3: Preview".

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 5

- a. Enter card details
- b. Click “Next”

The screenshot shows a 'Card details' form with the following fields:

- Cardholder's name: YF HVX NVV
- Card number: 5123-4500-0000-0008 (with a Mastercard logo)
- Expiry date: 12/30
- CVV: ... (with a question mark icon)
- Issuing country: Malaysia (with a dropdown arrow)

A red rectangular box highlights the input fields for Cardholder's name, Card number, Expiry date, CVV, and Issuing country. An arrow labeled 'a' points to the right side of this box. An arrow labeled 'b' points to a red 'Next' button located at the bottom right of the form.

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 6

- Select "Relationship to policyholder"
- Read Terms of Usage by clicking on the hyperlink, then tick / click agree to the terms of usage
- Click "Submit"

The screenshot shows a web form for changing the payment method. It is divided into two main sections: "Card details" and "Declaration".

Card details: This section contains a Mastercard logo and the card number "5123 45XX XXXX 0008".

Declaration: This section contains a dropdown menu labeled "Relationship to policyholder" with "Self" selected. This dropdown is highlighted with a red rectangle and labeled with a blue circle 'a'. Below the dropdown is a checkbox that is checked, followed by the text "I agree to the [terms of usage](#) for ePay." An arrow points from a blue circle 'b' to this text.

Footer: At the bottom of the form, there is a dark grey bar containing a "Back" button on the left and a "Submit" button on the right. An arrow points from a blue circle 'c' to the "Submit" button.

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

Step 7

- Enter One-Time-Password (OTP) sent by Card Issuing Bank via SMS
- Click “Submit” to proceed

A One-Time-Password(OTP) has been sent to your **mobile number 9288**. Please enter your OTP within 01:31 to authorise the transaction.

Merchant Name : Great Eastern ePAY
Amount : MYR 2,809.00
Transaction Date & Time : Sun Mar 12 17:23:59 MYT

Card Number :
One-Time-Password (OTP) :

By submitting the transaction, I agree to be bound by the **Credit Card Terms and Conditions** which I have read and any amendments, alterations and additions thereto as may be made from time to time.


CANCEL **RESEND OTP** **SUBMIT**

a **b**

***Disclaimer: OTP screen varies according to Card Issuing Bank**

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

When change payment method request successfully submitted, an acknowledgement message will be shown and a notification via email will be sent as below.



Great Eastern
A member of the OCBC Group

[My Portfolio](#) [My Document](#) [My Service Request](#) [My Claim](#) [Shop @ Great Eastern](#) [Notifications](#) [Logout](#)


Change Payment Method


Your Change Payment Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

Your request will take effect on the next due date.

Reference no. : UIP-MYCU23031C

[Back To Service Request Overview](#) [e-Payment Services](#) [Go To Dashboard](#)





Thu 18/1/2024 11:00 AM
no-reply
Great Eastern Life MY:Change Payment Method Submission

To: [Redacted]

Dear Customer,

Thank you for using our online portal, eConnect.

This is to inform you that your Change Payment Method for 1012345678 on 18 Jan 2024 has been successfully submitted.

If you did not submit this request, please contact our Customer Service for assistance.

Visit Great Eastern Life Website> Click at Get Help > Contact Us.

Thank you.

Warmest Regards,
Customer Service Department
Great Eastern Life Assurance (Malaysia) Berhad

This is system generated email. Please do not reply to this email

Step-by-Step Guide for Change Payment Method to Credit Card / Debit Card

IMPORTANT NOTE:

Auto-billing from card is processed 2 days before policy's next premium due date.

What will happen if the change payment method timing coincides with card billing:

Scenario	Next premium due will be charged to		Subsequent premium due will be charged to	
	New card	Old card	New card	Old card
Change Payment Method is submitted <u>more than 2 days before</u> the next premium due date.	✓		✓	
If Change Payment Method is submitted <u>2 days or less from</u> the next premium due date Alternative: Use "PayNow" to make one-time payment for the next premium due date. Please refer to PayNow guide.		✓	✓	

**Please contact your servicing agent should you require further assistance or contact our Customer Service Careline at 1300-1300 88.*

**“PayNow” for One-time
Payment**

02

“PayNow” Step-by-Step Guide for One-time Payment

Step 1

a. Click “View Policy Details”


The screenshot displays the Great Eastern insurance portal interface. At the top, there is a navigation bar with links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications' (with a red badge), and 'Logout'. Below this, a user greeting 'Hi OVV DVL KRLA' and 'Last Login: 10 Mar 2023 03:51 PM' are shown. The main section is titled 'Your coverage analysis on Life Protection' and includes a 'Your Benefits Coverage' section with progress bars for 'Death coverage', 'Total & Permanent Disability coverage', and 'Legacy Planning'. A 'Legacy Planning' sidebar on the right explains that the user has not started to plan and lists options like 'SmartProtect Legacy Max' and 'Great 110 Legacy'. A central 'Your Coverage Overview' diagram shows icons for Life, Health, Retirement, and Wealth. At the bottom, under 'My Life Protection Policies', a specific policy is listed with details like 'Life Protection 1012345678' and 'CENTENNIAL ADVANT...'. A red box highlights the 'View Policy Details' button in this section, with an arrow pointing to it from a blue circle containing the letter 'a'.


“PayNow” Step-by-Step Guide for One-time Payment

Step 2

a. Click “Pay Now”

My Policy Details

 Life Protection (1)

 CENTENNIAL
ADDVANTAGE
INSURANCE




INFORCE

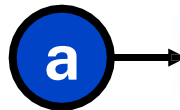
Commencement Date
13 Dec 2008

Coverage End Date
-

Potential Lapse Date
-

Servicing Agent
TSXG L0
P05Y


 0JKPMOIPIL
 


[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	Benefit Indicator Start Date End Date	Car Registration No
CENTENNIAL ADDVANTAGE INSURANCE OVV DVL KRLA	INFORCE	50,000 MYR 2,620.00 MYR	13 Dec 2008 -	- - ?	- - -	-
CRITICAL ILLNESS BENEFIT RIDER OVV DVL KRLA	INFORCE	50,000 MYR -	13 Dec 2008 12 Dec 2091	- - -	- - -	-

“PayNow” Step-by-Step Guide for One-time Payment

Step 3

- Confirm the “Payment Type”
- Confirm the “Amount”

Transaction details

Reference number
UIP-MYCU20240108

Payment type
Premium

Amount
2809.00 MYR

Payment details

U-SPE2-AP

1012345678

2809.00 MYR

“PayNow” Step-by-Step Guide for One-time Payment

Step 3 (continue)

- c. Enter card details
- d. Select “Save and use card for subsequent premium” to subscribe for auto debit (Optional)
- e. Click “Next”

Payment method

☒ Card Payment

Enter card details

Cardholder's name

Card number

Expiry date
MM/YY

CVV

☐ Save and use card for subsequent payment

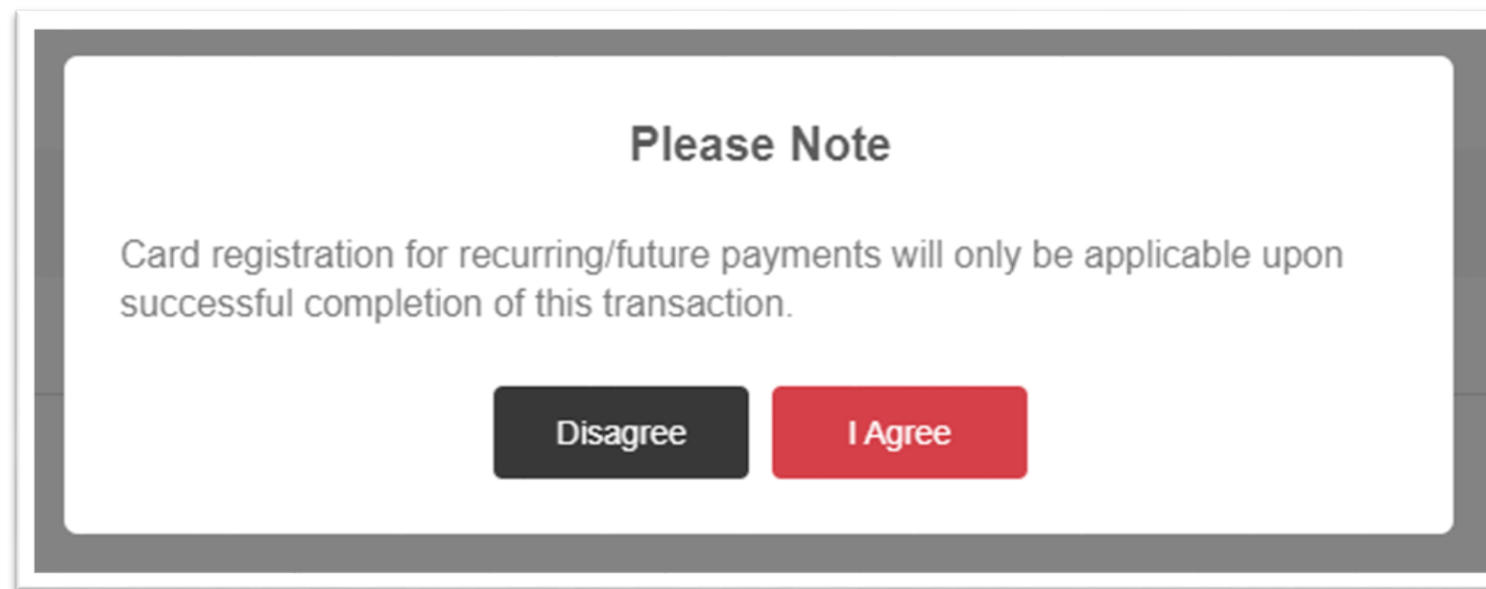
Card details
(Credit Card / Debit card):

1. Cardholder's Name
2. Card Number
3. Expiry Month & Year
4. Security Code (CVV)

e Next

“PayNow” Step-by-Step Guide for One-time Payment

- a. Below message will be prompt when “Save and use card for subsequent payment” is selected
- b. Click “I Agree” to confirm the selection



“PayNow” Step-by-Step Guide for One-time Payment

Step 4

- a. Confirm “Payor details”
- b. Select “Relationship to Policyholder”

Payor details

Name
YF HVX NVV

Country
Malaysia (60)

Mobile number
123456789

Email address
YFHVXNVV@HOTMAIL.COM

Declaration

Relationship to policyholder
Please Select

Please Select

Self

Child

Parent

Sibling

Spouse

Back

Submit

“PayNow” Step-by-Step Guide for One-time Payment

Step 4 (continue)

- c. Read Terms of Usage by clicking on the hyperlink, then tick / click agree to the terms of usage
- d. Click “Submit”

Payor details

Name
TAN BOONVEE
YF HVX NVV

Country
Malaysia (60) ▼

Mobile number
123456789

Email address
TANBOONVEE@CREATEASTERNLIFE.COM
YFHVXNVV@HOTMAIL.COM

Declaration

Relationship to policyholder
Self ▼

☒ I agree to the [terms of usage](#) for ePay.

Back **c** **d** Submit

“PayNow” Step-by-Step Guide for One-time Payment

Step 5

- Enter One-Time_Password (OTP) sent by Card Issuing Bank via SMS
- Click “Submit” to proceed

A One-Time-Password(OTP) has been sent to your **mobile number 9288**. Please enter your OTP within 01:31 to authorise the transaction.

Merchant Name	: Great Eastern ePAY
Amount	: MYR 2,809.00
Transaction Date & Time	: Sun Mar 12 2023 17:23:59 MYT
Card Number	: xxxx xxxx xxxx 4964 ← a
One-Time-Password (OTP)	: <input type="text"/>

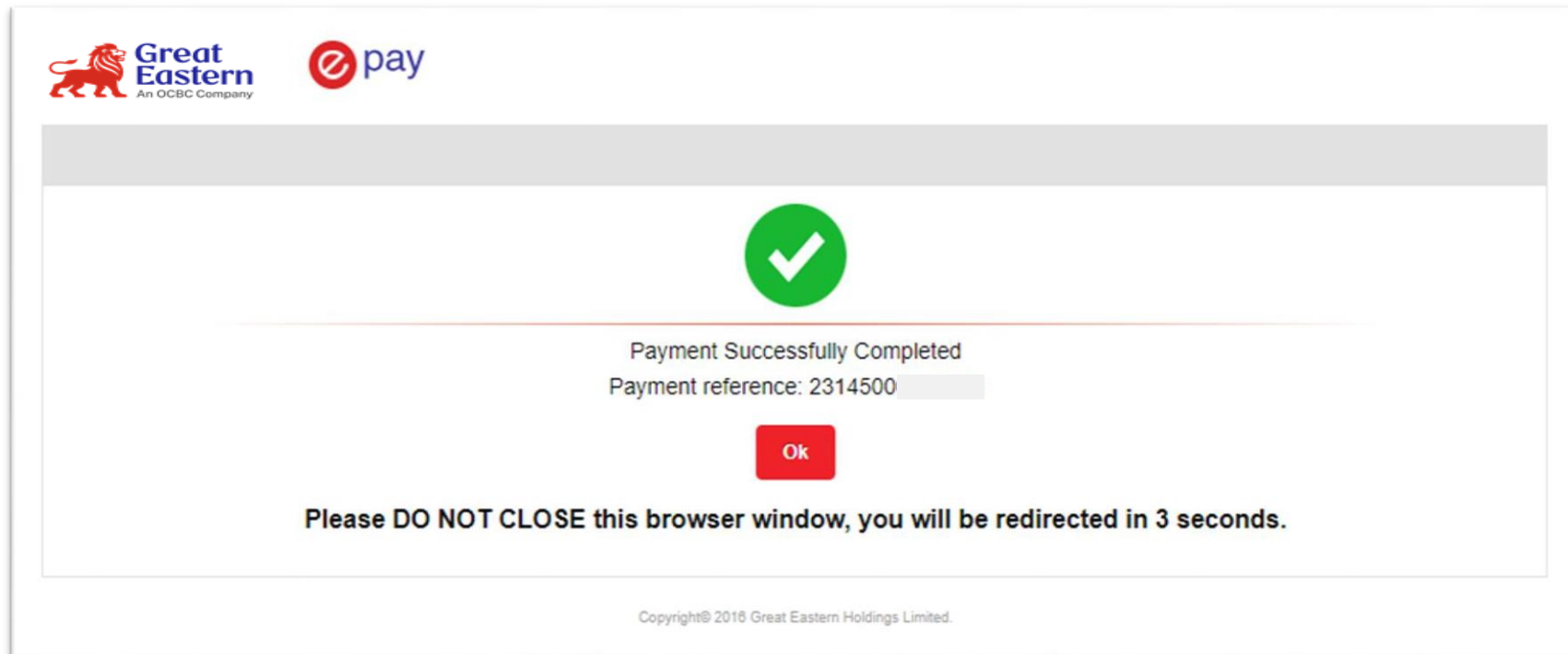
By submitting the transaction, I agree to be bound by the **Card Terms and Conditions** which I have read and any amendments, alterations and additions thereto as may be made from time to time.

CANCEL **RESEND OTP** **SUBMIT** ← **b**

***Disclaimer: OTP screen varies according to Card Issuing Bank**

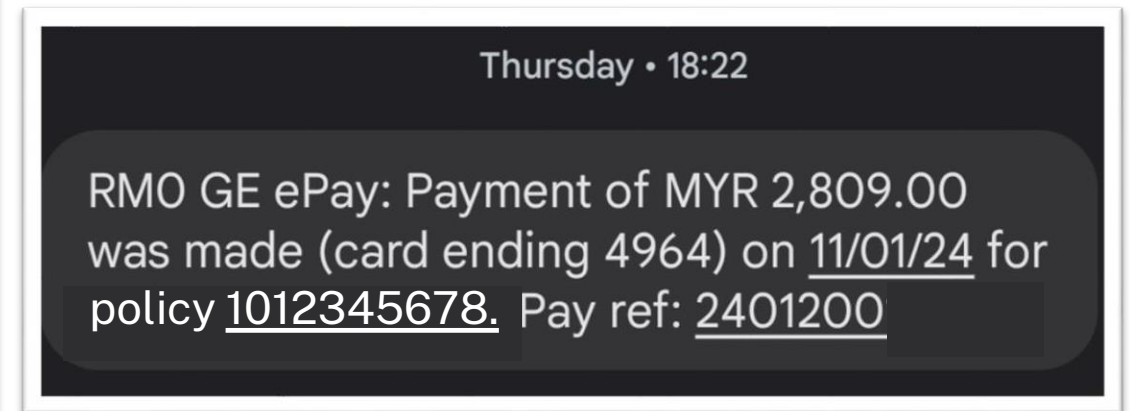
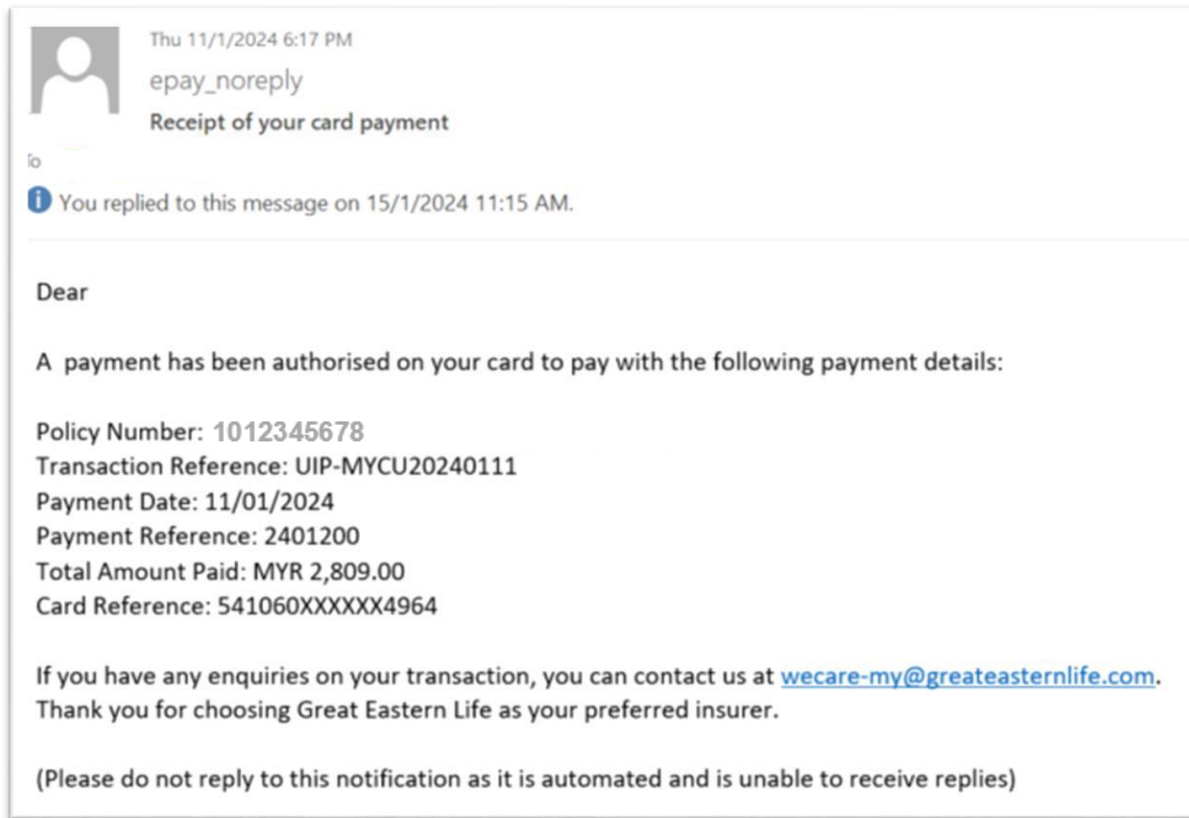
“PayNow” Step-by-Step Guide for One-time Payment

- a. Below message will be prompt upon successful completion of payment.



“PayNow” Step-by-Step Guide for One-time Payment

b. Payment acknowledgement will be sent via SMS and email.



****Please contact your service agent should you require further assistance or contact our Customer Service Careline at 1300-1300 88.***

