

Service Guide

To download the forms, please click on the selected form
(All forms to be downloaded using Acrobat reader)

Type of Service Request	Form
<ul style="list-style-type: none"> Change of address / email / contact number* Online update via e-Connect at https://econnect-my.greateasternlife.com/econnect-new/#/login through “My Profile” page Update of personal details* Change of Signature* 	Request For Person Changes
<ul style="list-style-type: none"> Change of Signature (Submission via e-Connect Only) via e-Connect at https://econnect-my.greateasternlife.com/econnect-new/#/login through “My Form Submission” page 	Change of Signature (For submission via e-Connect Only)
<ul style="list-style-type: none"> Request for auto-debit of premium from credit card/debit card* <p>Note: Applicable for Master/Visa cards issued by local banks only The cardholder must be the member</p>	GMBIS Easi-Pay Service Application From
<ul style="list-style-type: none"> Request for direct credit of payment to bank account* Online submission is available in e-Connect. For more details, please refer to the Direct Credit Registration User Guide To register as an e-Connect user, please click here Note: Copy of identity card is required for any payment issued by Great Eastern Life. Upload copy of NRIC/passport , via e-Connect at https://econnect-my.greateasternlife.com/econnect-new/#/login through “My Form Submission” page 	Direct Credit Facility Form
<ul style="list-style-type: none"> Update/re-activate the One-Time-Password (OTP) mobile number for e-Connect* 	Great ID Request to Update Mobile Number

<ul style="list-style-type: none"> To appoint, change or revoke nominees (s) or trustee(s) <p>Note: Original form is required</p>	<p><u>Appointment / Change of Nominees</u></p>
<ul style="list-style-type: none"> Request for reinstatement of policy <p>Note: Original form is required</p>	<p><u>Health Warranty</u></p>

Important Note:

- Please complete all relevant fields and your signature is executed in the same manner as per the Proposal Form or the latest recorded signature.
- The witness must be at least 18 years old and by disinterested party. Spouse / nominee listed in the policy is not allowed to be the witness.
- Only Form for Service Request marked with (*) and copy of identity card can be submitted via email to gmbadmin@greateasternlife.com
- For Appointment/Change of Nominees/Trustees and Health Warranty form, please submit/post to:
Menara Great Eastern
GMBS Admin Department
303 Jalan Ampang
50450 Kuala Lumpur