

e-CLAIMS User Guide (Customer Channel - eConnect)



Last updated in Feb 2026



**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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c) Follow-up on Withdrawn Claim

d) Follow-up on Closed-File Medical Claim

Policyholder's journey to create a NEW claim



*Click Home button to
go back to Main Menu*



Log-in to eConnect – with Great ID and OTP

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](#)

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

Visit econnect-my.greataeasternlife.com



Great ID

Log in
with your Great ID

Great ID

Don't have a Great ID? [Get one now.](#)

PASSWORD

[Forgot your password](#)

SUBMIT

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

Click SUBMIT

Go to Online Claims

The image shows a screenshot of the Great Eastern website interface. At the top, there is a navigation bar with a home icon, the Great Eastern logo (An OCBC Company), and user account information including 'My Account', 'English', and 'Last Login: 06 Sep 2023 05:27 PM'. Below the navigation bar, there are several menu items: 'My Portfolio', 'My Document', 'My Service Request', and 'My Claim'. The 'My Claim' menu is highlighted with a red box, and a dropdown menu is visible with the following options: 'Claim Status', 'EB Claims Submission', 'Online Claims' (highlighted with a red box), and 'Download Claim Form'. A callout box points to the 'My Claim' menu with the text 'Hover over My Claim Menu'. Another callout box points to the 'Online Claims' option with the text 'Select Online Claims from the dropdown'. Below the navigation bar, there is a 'Your Coverage Overview' section with a central bar chart and several icons representing different coverage areas: LIFE, LIFESTYLE, HEALTH, RETIREMENT, WEALTH, and PERSONAL ACCIDENT. Below this, there are three coverage cards: 'Death coverage', 'Total & Permanent Disability coverage', and 'Legacy Planning'. A 'View Policy Details' button is located at the bottom of this section. On the right side of the page, there is a 'Protection' section with a 'Death coverage' card and a 'Get a review' section. In the foreground, there is a 'Great ID' verification screen with a red header. The screen displays the text 'One-Time Password (OTP)' and 'Please enter the six-digit OTP sent to your mobile number: 12**56'. There is an input field for the OTP, a 'Send again' link, and an 'Update your records' link. A red 'NEXT' button is located at the bottom right of the screen. A callout box points to the 'NEXT' button with the text 'Enter six-digit OTP code sent to your mobile number, and click 'NEXT''.

e-Claims Dashboard

Great Eastern
An OCBC Company

Online Claims

+ Create New Claim

EN BM [Logout](#)

Welcome back, SRR SRR HRR

0 Submitted	0 In Progress	0 Approved	0 Rejected
0 Closed	0 Mixed Decisions	0 Drafts	

Most Recent Claims [View All Claims](#)

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



Great Eastern
An OCBC Company

Online Claims

[+ Create New Claim](#)

EN BM [Logout](#)

Welcome back, ASO SHBHIO

23 Submitted

4 In Progress

2 Approved

0 Rejected

2 Closed

0 Mixed Decisions

1 Drafts

Most Recent Claims [View All Claims](#)

Living Assurance Ben...	Living Assurance Ben...	Living Assurance Ben...
Submitted	Submitted	In Progress Follow-up 1
Claim No. 000000036971	Claim No. 000000037434	Claim No. 000000039551
Policy No. 0042072544	Policy No. 0042072544	Policy No. 0042072544
Created on 22/10/2024 09:34:49	Created on 05/11/2024 08:02:07	Created on 27/12/2024 03:03:47
Submitted on 20/01/2025 15:41:33	Submitted on 20/01/2025 15:22:48	Submitted on 27/12/2024 11:22:40
Last Updated 20/01/2025 15:41:33	Last Updated 20/01/2025 15:22:48	Last Updated 27/12/2024 12:34:22
Created by Authorised Party	Created by Authorised Party	Created by Authorised Party

Note: The above records are showing claims up to 3 years.

Last Login: 27 Dec 2024, 12:28

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

e-Claims Dashboard: Create New Claim

The screenshot displays the Great Eastern e-Claims Dashboard. At the top left is the Great Eastern logo with the tagline 'An OCBC Company'. The page title is 'Online Claims'. In the top right corner, there is a '+ Create New Claim' button highlighted with a red box and a red arrow pointing to it. Next to it are language selection options 'EN' and 'BM', and a 'Logout' link. Below the header, a welcome message reads 'Welcome back, SRR SRR HRR'. The dashboard features seven status cards, each with an icon, a count of '0', and a label: Submitted (blue envelope icon), In Progress (orange dots icon), Approved (green checkmark icon), Rejected (red X icon), Closed (grey minus icon), Mixed Decisions (yellow gavel icon), and Drafts (blue pencil icon). Below these cards is a section titled 'Most Recent Claims' with a 'View All Claims' link. At the bottom center, there is a cartoon illustration of a man thinking, with a thought bubble containing a document and a dollar sign.

Choose ONE Claim Type

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An OCBC Company

← Select Claim & Policy — Provide Details — Consent & Declaration

Select Claim & Policy

Please refer to [Claims in Self-service guides](#) if the claim type is not listed below.

Claim Type

Choose the claim type you would like to make. [View Requirements Checklist](#)

Death Benefit	Living Assurance Benefit / Critical Illness	Accident Rider	Great Lady Rider
Mother or Child Illness	Total & Permanent Disability	GMBS (Group Multiple Benefit)	Medical Claim

Discard Save & Close Proceed

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

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

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

Important Notice

Choose the claim type you would like to make. [View Requirements Checklist](#)

Important Notice

These contact details **must be accurate**. Please update in e-Connect or submit "Great ID Request to Update Mobile Number" form if details are incorrect.

Phone **+60123456789**

Email **TESTING@GMAIL.COM.MY**

[Cancel](#) [Proceed Anyway](#)

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.

The screenshot shows the e-Connect user interface. On the left, the 'My Account' menu is expanded, showing options: View Portfolio, View Profile, Manage Great ID, and Logout. The 'View Profile' option is highlighted. On the right, the 'Contact Details' page is displayed, showing the following information:

Field	Value	Field	Value
Mobile	+ 60 123456789	Office	+ 60 8839972832
Home	+ 60 897288872	Email Address	EMAIL@GREATEASTERNLIFE.COM

Below the table, there are two buttons: 'Update' and 'View Policies'. A note at the bottom of the page reads: 'Note: 1. Updated Contact Details will be reflected in e-CONNECT within 15 minutes. 2. Updating of Mobile number will not change the OTP Mobile number in our records. To update OTP Mobile number, please use our Great ID Request to Update Mobile Number.'

Choose Inforce Policy



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An OCBC Company

< Select Claim & Policy Provide Details Consent & Declaration

Living Assurance Benefit / Critical Illness Mother or Child Illness Total & Permanent Disability

Inforce Policies

Only policies with the same life assured

0069972649

Policyholder	ECLAIM
Life	SIX
Assured	ECLAIM
Nominee	SIX
	ECLAIM
	SIX

[View Details](#)

Discard Save & Close Proceed

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 Policy

Great Eastern
An OCBC Company

Select Claim & Policy | Provide Detail | Consent & Declaration

Mother or Child Illness | Total & Permanent Disability | GMBS (Gro Scheme) H

NOTE:

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

Inforce Policies
Only policies with the same Life Assured can be selected. Any eligible lapsed policies will be processed with inforce policies by Great Eastern.

1063085077 SMARTPROTECT JUNIOR	1063085077 SMARTPROTECT JUNIOR
Policyholder: TEST VGHDF TE	Policyholder: TEST VGHDF TE
Life Assured: CHILD OF TEST VGHDF TE	Life Assured: TEST VGHDF TE
Nominee: --	Nominee: --
View Details	View Details

Discard | Save & Close | Proceed

• **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)

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Select Claim & Policy

1023355628
SMARTPROTECT ESSENTIAL INSURANCE 2

Policyholder OLD SFVL XVV
Life Assured OLD SFVL XVV
Nominee XSLLLA NVLS SVL
[View Details](#)

1047817022
SMARTPROTECT ESSENTIAL 3

Policyholder OLD SFVL XVV
Life Assured OLD SFVL XVV
Nominee XSLLLA NVLS SVL
[View Details](#)

Can't find the policy for the selected Life Assured? [Key in Policy Number Here](#)

Claim Benefits
Please choose a claim benefit

Hospitalisation and Surgical Benefit

Hospitalisation Income Benefit

Do's

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

By default "Hospitalisation and Surgical Benefit" will be selected

Claim Details

Hospitalisation and Surgical Benefit
Hospitalisation Income Benefit

Bill Type **Do's** Choose the applicable Bill Type

Hospitalization or Daycare

Please select type of bill

Hospitalization or Daycare

Pre and Post / Follow Up for Hospitalisation

Outpatient Accident Claim

Kidney/Haemodialysis treatment

Outpatient Cancer Treatment

Other Outpatient



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)

Provide Details & Supporting Documents
Please ensure all fields are filled and upload the relevant documents as required.

 Claim Type
Living Assurance Benefit / Critical Illness [Re-Select Claim & Policy](#)

 AFLYOYL Y/O NFLRYLAS

 0044470017 SUPREME LIVINGCARE PLUS

Direct Credit [Update Direct Credit](#)

 0044470017  Direct credit details required AFLYOYL Y/O NFLRYLAS

Click "Update Direct Credit"

 **Great Eastern**
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](#)

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)



← 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

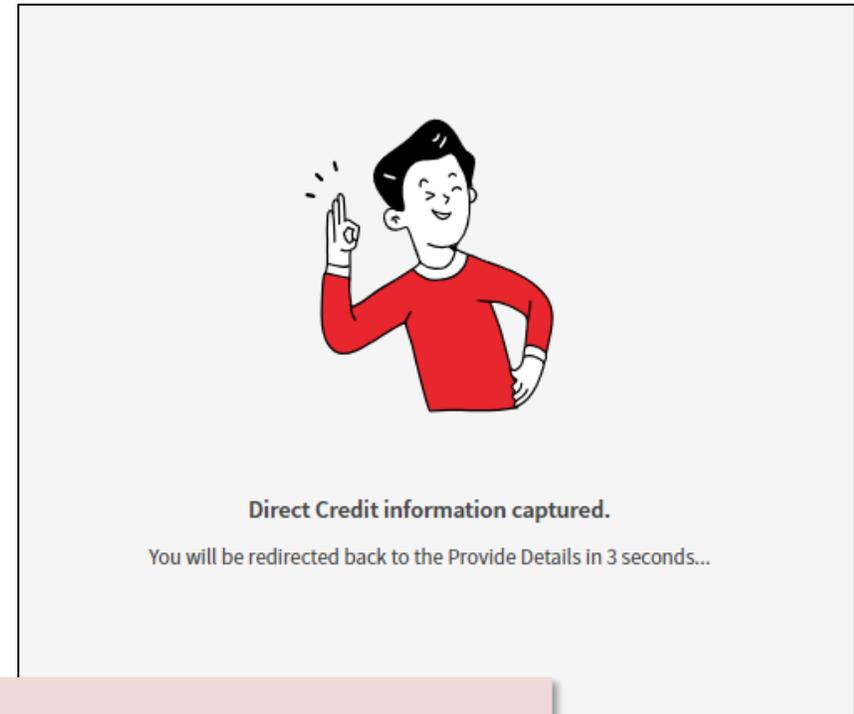
Malaysian Foreign

Malaysian Beneficiary Bank

Bank Account No.

Account Type

Single Joint



Click Proceed to save Direct Credit bank details

Input Direct Credit Details (for Foreign Bank)

Direct Credit Details
Please ensure the latest direct credit bank details are entered for

1012961064 GREAT IDEAL LIVING

Apply Direct Credit to all policies

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

1012961064 GREAT IDEAL LIVING

Payee Name
HOOY GTI GTI

Payee Identification No.
750101-52-3564

Bank Type
Malaysian Foreign

You will be requested to upload foreign bank details in the later step.

Proceed

Direct Credit [Update Direct Credit](#)

1012961064 **Direct credit details required** Upload foreign bank details in [Upload Documents](#)

Upload Documents

Foreign bank account details (Policy No. 1012961064)

Please provide the following details and documents for payment to foreign bank account:

Telegraphic Transfer

- a) Recipient's Name
- b) Recipient's Account No.
- c) Recipient's Bank Details:-
 - Bank Name
 - Bank Address
 - Country
 - Swift Code
 - Clearing code, if any
- d) Currency Code
- e) Copy of Bank Statement/Confirmation which stating the bank account holder details and bank account no.
- f) Copy of PR certificate/Foreign ID/Passport, whichever applicable

Bank Draft

- a) Currency Code
- b) Copy of PR certificate/Foreign ID/Passport, whichever applicable

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

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Select Claim & Policy | Provide Details | Consent & Declaration

▼ Total & Permanent Disability claim for HOOU GTI GTI (Life Assured)

Nationality

Malaysian | Non-Malaysian

Highest level of education

Primary
 Secondary
 Tertiary
 None

Were you employed before this disability?

Yes | No

Occupation Details

Occupation

Architect

Discard | Save & Close | Proceed

Great Eastern
An OCBC Company

Select Claim & Policy | Provide Details | Consent & Declaration

Doctor's Details 1

Name of Doctor/Specialist

Dr. Lim Kwee

Location of Clinic/Hospital

Malaysia | Overseas

Clinic/Hospital (State)

Melaka

Name of Clinic/Hospital

Hospital Melaka

Clinic/Hospital Address

Jalan Mufti Haji Khalil, Melaka, Melaka, Melaka, Melaka

[Edit Address](#)

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

The screenshot shows a web form for entering clinic/hospital details. At the top left is the Great Eastern logo. The navigation bar includes 'Select Claim & Policy', 'Provide Details', and 'Consent & Declaration'. The form fields are: 'Location of Clinic/Hospital' (radio buttons for Malaysia and Overseas), 'Clinic/Hospital (State)' (dropdown menu showing Pahang), 'Name of Clinic/Hospital' (search field with 'Klinik Menjalara' and a dropdown option 'Use "Klinik Menjalara"'), 'Clinic/Hospital Address' (text area with '+ Add More Address Lines'), 'Postcode', 'Town', and 'Country' (text fields). At the bottom are 'Discard', 'Save & Close', and 'Proceed' buttons. Red circles with numbers 1, 2, and 3 highlight the search field, the dropdown option, and the address field respectively. A callout box points to the dropdown option with the text: 'Manually input if clinic/hospital's details is not in the list'.

Add Receipts (Medical Claim Only)

Receipts

Maximum 10 receipts per claim submission Total Incurred Amount : MYR1,500.00

#	Date of Receipt	Bill/Receipt No.	Incurred Amount	Medication/Pharmacy	Follow Up Doctor	Uploaded Receipts	Actions
1	10/10/2023	123345test	MYR 1,500.00	MYR 0.00	No	1 Receipt	⋮

[+ Add Receipts](#)

Discard Save & Close Proceed

New Receipts and Bills

Bill/Receipt Details

Date Incurred

Bill/Receipt No.

Currency Incurred amount (after discount)

Upload Receipts and Bill Invoices

No attachments

Cancel Add To Receipt List

Documents not required to be a Certified True Copy

Original invoices/receipts, with Total Incurred Amount above RM3,000 & Cover Page (optional**) to be submitted to Head Office/Branches for further processing.

****To provide Case No. if Cover Page not included.**

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

Great Eastern
An OCBC Company

Select Claim & Policy | Provide Details | Consent & Declaration

Clinic/Hospital Address [Edit Address](#)

Jalan Mufti Haji Khalil, Melaka, Melaka, Melaka, Melaka

[+ Add More Doctor's Details](#)

Other Complaint(s)/ailment(s)
Any other illnesses or conditions before this disability

Yes No

Upload Documents

Discard Save & Close Proceed

✓ Documents not required to be a Certified True Copy

Upload any Foreign bank payment instruction here

Great Eastern
An OCBC Company

Upload Documents

Mandatory Documents

- 1. Life Assured's NRIC (front and back) [Upload](#)
TEST_13092024.png 0.1 MB [Remove](#)
- 2. Total and Permanent Disability Claim - Doctor's Statement [Upload](#)
To be completed by treating doctor
e-Claims_-_UI_Requirements_and_Defects.png 0.6 MB [Remove](#)
- 3. All relevant investigation test report(s) and medical report(s) [Upload](#)
image.png 0.1 MB [Remove](#)



Accepted File Formats: PDF, PNG, JPEG

Ensure file size per document is ≤ 10 MB

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.

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Select Claim Policy

Clinic/Hospital (State)
Pulau Pinang

Clinic/Hospital Address
KLINIK ZHULIAN PLOT 42, BAYAN LEPAS 11900 BAYAN LEPAS PULAU PINANG, Pulau Pinang

Sorry, we have encountered a technical error.
There is an open claim with same policy number, Life Assured, claim type and event date. Please approach your servicing agent for assistance.

OK

Yes No

Upload Documents

Discard Save & Close Proceed

Provide Consent & Declaration (Claim & Direct Debit Submission)



← Select Claim & Policy
📄 Provide Details
✅ Consent & Declaration

Consent & Declaration

By checking all the required fields, you agree and consent to the declarations.

Declaration & Authorisation by the Life Assured/Assured (Policyholder) HO

Terms and Conditions for Digital Claim Submission

1. You must provide true, accurate, updated and complete personal and claim information required in this referred to as "GELM") to verify such information from relevant sources.
2. The Assured (Policyholder)/Life Assured/Claim Submitting Person are required to keep all records and s
3. You may be requested by GELM to submit the original documents for verification or audit purposes, faili
4. The receipt of any information through this digital Claim Submission form does not equivalent to the ad
5. **Tick consent declarations and click I Accept**

Direct Credit Declaration

1. Instruct the Company to pay into my / our Account all the future amount payable to me / us arising from transactions effected through the above policy (ies) until this instruction is expressly revoked in writing or replaced.
2. Confirm that I am the Account holder and have full power and authority to operate the Account / [in respect of a partnership or a body corporate], we further confirm that the person signing this form is the authorised signatory for the Account, and have full power and authority to operate the Account.
3. Confirm that the information provided by me / us in this form is true and correct and undertake to immediately inform the Company of any change in the same and will not hold the Company liable in the event that any payment transaction into my / our Account is delayed or cannot be effected due to incorrect or incomplete information being provided in this form, and/or for any other reason beyond the reasonable control of the Company.
4. Understand that the Company has the right to reject this standing instruction in the event that it is found to be payable to a third party account. I / we also understand that the Company may in its absolute discretion terminate this Direct Credit service at anytime and without assigning any reason(s) therefor.
5. Agree to immediately refund to the Company in full any monies paid into the Account which is paid in error or which I am / we are otherwise not entitled to receive.
6. Declare that in relation to payments made by the Company into the above Account, I / We : a. Acknowledge and agree that payments made by the Company into the above-mentioned Account shall be a valid discharge of the Company's liability under the policy(ies), and that the Company shall not be liable for any damages, losses, claims, costs and/or expenses which may incur arising from such payments. b. Agree to keep the Company indemnified of any damages, losses, claims, cost and/or expenses incurred by the Company in defending any claim arising from and/or in connection with this instruction.
7. Declare that I am not an undischarged bankrupt / [in respect of a partnership or a body corporate]. We declare that no order has been made, petition filed or resolution passed for our winding up, dissolution or liquidation or for the appointment of a liquidator, receiver, custodian or trustee for all or any part of our property or assets or for an administration order against us.
8. Agree that the personal data provided in this form may be recorded, used, disclosed, processed and stored by the Company for the purposes relating to the payment of funds in accordance with my / our instructions herein, and for the purposes of compliance with any legal or regulatory requirements.

Claim Declaration

1. I, the Life Assured/ Assured (Policyholder) declare the information/representations been fully disclosed. I agree that if I have made any untrue statement, or suppress
2. I, the Life Assured/ Assured (Policyholder) hereby authorise and give my consent to reporting agency, organisation, institutions or persons that may have any records Assurance (Malaysia) Berhad, (hereinafter referred to as "GELM") and its authorise Reporting Agencies Act 2010) in order to process my insurance claim. I authorise G the following purposes (but not limited to): verifying information given pursuant to processing of claim. I, the Life Assured/ Assured (Policyholder), expressly waive on ethics forbidding any Information Provider from disclosing any information acquir
3. I, the Life Assured/Assured (Policyholder), hereby authorise and give consent, to th Automatic Premium Loan, Cash Loan, overdue interests, premium due, advance b
4. I, the Life Assured/Assured (Policyholder), have declare the contents of the document(s) and/or medical report(s) that I have uploaded are original(s) issued from the health facilities / relevant authorities and are the same as in the original/physical copy(s). I understand that in the event of any discrepancy of information / documents, GELM reserves the right to reject the claim or request for refund (if claims payment has been made).
5. I, the Life Assured/Assured (Policyholder) understand that GELM reserves the right to request for additional information, documentations and proof of claim to be furnished for the purpose of this claim.

Data Protection Notice

For information on how we process your personal data and your rights over your personal data, kindly refer to our Personal Data Protection Notice posted at greateasternlife.com.my.

If you have any inquiry or complaint (such as limiting the processing of certain information, including the withdrawal of consent to receive marketing information), you may contact our Customer Service Careline at [1300-1300-88](tel:1300-1300-88) or Privacy Officer at [+603 4813 3796](tel:603-4813-3796), or write to the Company.

Signature Agreement

By selecting the "I Accept button", you are signing this digital Claim Submission form and digital Direct Credit Submission form electronically. You agree your electronic signature is the legal equivalent of your manual signature on this digital Claim Submission form and digital Direct Credit Submission form. By selecting "I Accept" button, you consent to be legally bound by the terms and conditions stated herein.

Discard
Save & Close

I Accept

OTP Verification

Great Eastern
An OCBC Company

← OTP Verification

By proceeding, you agree to this digital Claim Submission form and to authorize Great Eastern to update your direct credit details.

Please enter the OTP sent to ***126429***.

Enter OTP

1

Didn't receive OTP? [Resend OTP](#)

Key in OTP received and click Submit

Submit

Great Eastern
An OCBC Company

← OTP Verification

By proceeding, you agree to this digital Claim Submission form and to authorize Great Eastern to update your direct credit details.

Please enter the OTP sent to ***126429***.

Enter OTP

2

Would you like to submit this claim?
Once the claim is submitted, you will not be able to edit this claim.

I want to download a copy of the e-Claim form

Cancel **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

Successfully Submitted

Claim has been successfully submitted.

[Download Form](#)

Claim No. 000000040136 [Total & Permanent Disability](#)

Important Notice

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

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

Claim Type
Total & Permanent Disability

HLL SVV XSVIL

0096761512 GREAT PROTECTLINK INSURANCE

Claim Submitting Person's Details

Name

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.

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.

Important Notice

If total claims exceed RM3,000, you MUST submit Original Documents (e.g., Bills / Receipts and may attach eClaim Cover Page (optional) to the nearest Great Eastern Branch or Head Office.

All original Document are to be retained for ONE (1) year from claims submission date.

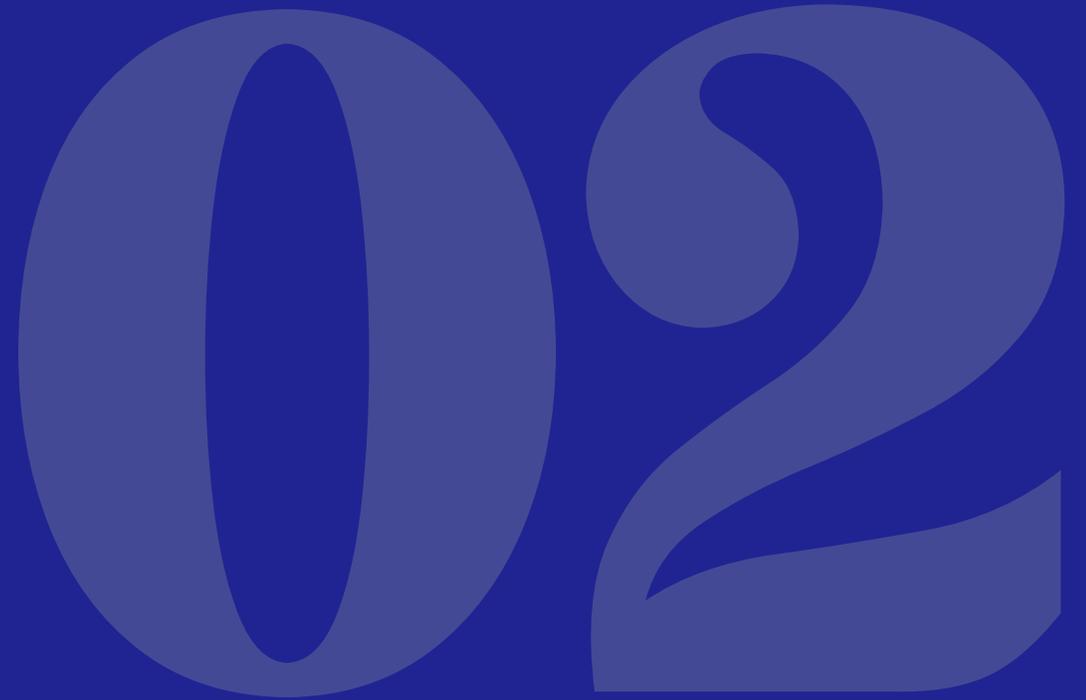
All original Document are required upon request by Great Eastern Life Assurance (Malaysia) Berhad.

**ACCIDENT RIDER
GMBS HB**

**DEATH
LIVING ASSURANCE BENEFIT
TOTAL PERMANENT DISABILITY
GREAT LADY RIDER
MOTHER OR CHILD ILLNESS**

MEDICAL

Policyholder's journey to submit Follow-up Documents



*Click Home button to
go back to Main Menu*



Locate Follow-Up Claim from Claim Dashboard

The screenshot displays the 'Online Claims' dashboard for Great Eastern. At the top, there is a navigation bar with the Great Eastern logo, the text 'Online Claims', a '+ Create New Claim' button, and language selection options for EN and BM. Below the navigation bar, there are three summary cards: 'Closed' (0), 'Mixed Decisions' (0), and 'Drafts' (64). The main section is titled 'Most Recent Claims' and includes a 'View All Claims' link. Three claim cards are shown. The first card, 'Living Assurance Ben...', is highlighted with a red box and has a 'Follow-up 1' indicator. A callout box points to this indicator with the text 'Follow-up indicator will show here'. The second card is also 'Living Assurance Ben...' and is marked 'Submitted'. The third card is 'Death Benefit' and is also marked 'Submitted'. Each card displays the claim number, policy number, submission date, and last update date. A note at the bottom states: 'Note: The above records are showing claims up to 3 years.' The last login time is '04 Oct 2023, 10:53'.

Claim Status	Claim No.	Policy No.	Submitted on	Last Updated
In Progress / Follow-up 1	000000015503	1007042124 +4	02/10/2023	05/10/2023
Submitted	0000013462	07042132 + 2 more	25/08/2023	04/10/2023
Submitted	00000015026	1007042158, 0097597618	25/09/2023	25/09/2023

Submit Follow-up Document

Great Eastern
An OCBC Company

Upload Documents

Follow-up Documents

To ensure a smooth process, please exercise the following when submitting your documents:

- You can upload a copy of your documents in the form of PDF, PNG, JPG or JPEG files.
- Ensure each file document is smaller than 6MB.
- Ensure that the photograph is taken from directly above looking down the document.
- Ensure that all information is visible and not blurry so that it can be read.

1. Confidential Medical Certificate (Living Assurance - Brain, Nerve & Muscle related condition) 1

To be completed by attending neurologist

PEN0003934013396965.pdf 0.5 MB [Remove](#) Uploaded

2. Others

2 [Submit](#)

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

[Duplicate](#) [View All Submitted Documents](#)

Please submit the following documents

Follow-up Documents

Follow-up 1

Confidential Medical Certificate (Living Assurance - Brain, Nerve & Muscle related condition) ✓

To be completed by attending neurologist

Others

[Submit Documents](#) 3

[Upload Documents \(1/1\)](#)

Status Tracking Update



← Claim Details

Claim No. 000000039151  Total & Permanent Disability

In Progress [Duplicate](#) [View All Submitted Documents](#)

Submitted on 09/12/2024 14:06:26	Last Updated 09/12/2024 16:59:10
Claiming for Life Assured	Created on 09/12/2024 10:39:14
HOOY GTI GTI 750101-52-3564	 1012961064 GREAT IDEAL LIVING

Please submit the following documents

Follow-up Documents Follow-up 3

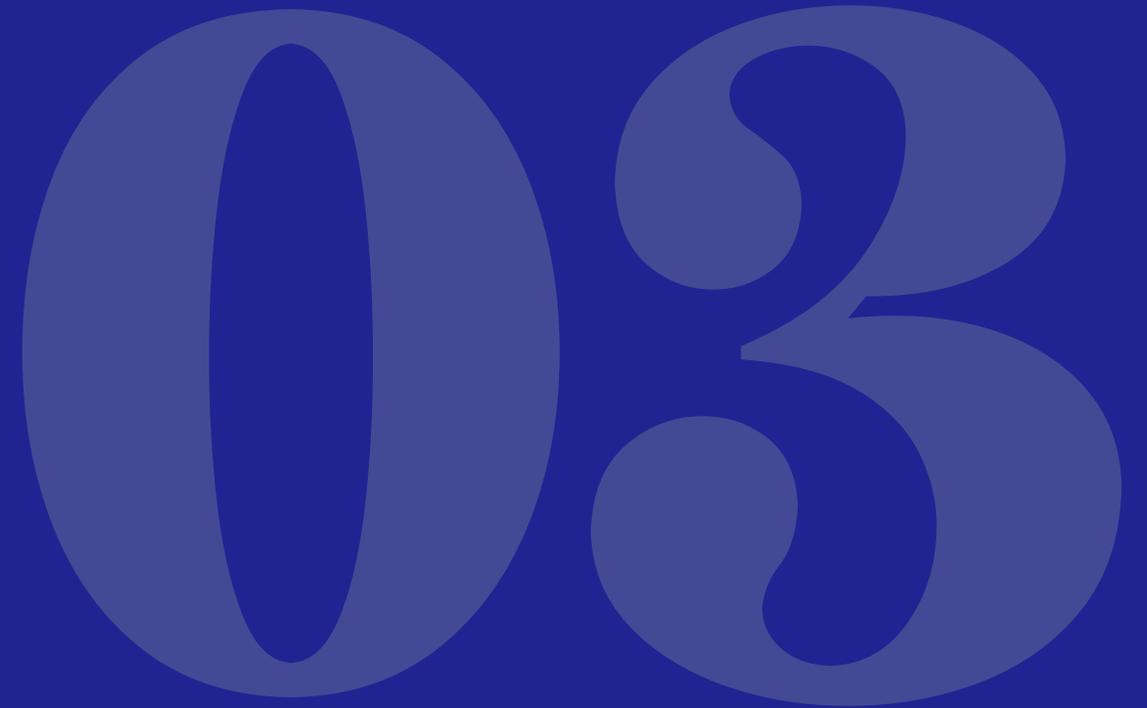
- All relevant investigation test report(s) and medical report(s) 
- ... treatment card(s)

▼ **Status Tracking**

-  09/12/2024, 16:59 This claim requires additional requirement.
-  09/12/2024, 14:06 Claim has been submitted.

NOTE:
Claim status will be updated after one working day.

Policyholder's journey to reopen Withdrawn/ Rejected Claim



*Click Home button to
go back to Main Menu*



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

Welcome back, ASO SH YBR

3 Submitted, 0 In Progress, 0 Approved, 0 Rejected, 1 Closed, 0 Mixed Decisions, 0 Drafts

Locate any withdrawn/rejected claims that required documents from here

Claim No.	Policy No.	Status
00000034145	0052075418	Closed
00000034035	0052075418	Submitted
00000033914	0052075418	Submitted

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

Claims Listing

Submitted (4), Drafts (0)

Filter: Claim Status (Select All, Submitted, In Progress, Approved, Rejected, Mixed Decisions, Closed), Claim Type (Unselect All, Death Benefit, Living Assurance Benefit)

Submitted Claims

Total & Permanent Disability

Closed Follow-up 3

Claim No. 00000034145, Policy No. 0052075418

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

Tap the case

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

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 ECONOMICLIFE - WHOLE
LIFE WITH COMPOUND
REVERSIONARY BONUS

▼ Status Tracking

- 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
ASO SH YBR	Policyholder

Please submit the following documents

Follow-up Documents Follow-up 4

Claimant's NRIC (front and back, if different from Life Assured)

All consultation or treatment card(s)

Life Assured's NRIC (front and back)

Others

Upload Documents (0/4) 1

Upload the required documents to reopen the claim.

Click Upload Documents to upload and submit documents

Great Eastern
An OCBC Company

← Upload Documents

Follow-up Documents

To ensure a smooth process, please exercise the following when submitting your documents:

- You can upload a copy of your documents in the form of PDF, PNG, JPG or JPEG files.
- Ensure each file document is smaller than 6MB.
- Ensure that the photograph is taken from directly above looking down the document.
- Ensure that all information is visible and not blurry so that it can be read.

- Claimant's NRIC (front and back, if different from Life Assured) 2
- All consultation or treatment card(s)
- Life Assured's NRIC (front and back)
- Others

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

Great Eastern
An OCBC Company

Upload Documents

To ensure a smooth process, please exercise the following when submitting your documents:

- You can upload a copy of your documents in the form of PDF, PNG, JPG or JPEG files.
- Ensure each file document is smaller than 6MB.
- Ensure that the photograph is taken from directly above looking down the document.
- Ensure that all information is visible and not blurry so that it can be read.

1. Claimant's NRIC (front and back, if different from Life Assured)

Other_supporting_document.JPG 0.0 MB [Remove](#)

2. All consultation or treatment card(s)

3. Life Assured's NRIC (front and back)

4. Others

1 Upload Documents

Please submit the following documents

Follow-up Documents

Follow-up 4

Claimant's NRIC (front and back, if different from Life Assured)

All consultation or treatment card(s)

Life Assured's NRIC (front and back)

Others

2 Submit Documents

Upload Documents (1/4)

Submit the required documents to reopen the claim.

NOTE:

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

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



Successfully Submitted



Claim has been successfully submitted.

Claim No. 000000034268  Great Lady - Childbirth

 Claim Type
Great Lady - Childbirth

 LSI GTOY STB

 0040583830 GREAT LIFECARE



← 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  0052075418 ECONOMILIFE - WHOLE
430207-64-3234* 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)

The screenshot displays the 'Claim Details' page for a Great Eastern policy. The claim number is 00000034150, and the policy is 'ECONOMILIFE - WHOLE LIFE WITH COMPOUND REVERSIONARY BONUS'. The status is 'Submitted', which is highlighted with a red box. A callout box points to this status with the text 'New Case created with status = Submitted'. Below the status, the 'Status Tracking' section is also highlighted with a red box, showing a log entry: '02/08/2024, 10:10 Claim has been submitted and reopened from 00000034145'. The 'Claim Submitting Person's Details' section shows the policyholder's name as ASO SH YBR and their role as Policyholder.

Submitted

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

Claiming for Life Assured

ASO SH YBR 0052075418 ECONOMILIFE - WHOLE
430207-64-3234* LIFE WITH COMPOUND
REVERSIONARY BONUS

▼ Status Tracking

02/08/2024, 10:10 Claim has been submitted and reopened from 00000034145

▼ Claim Submitting Person's Details

Name	Role
ASO SH YBR	Policyholder
NRIC	Nationality
430207-64-3234*	Malaysian

Policyholder's journey to reopen Closed-File Medical Claim

04

*Click Home button to
go back to Main Menu*

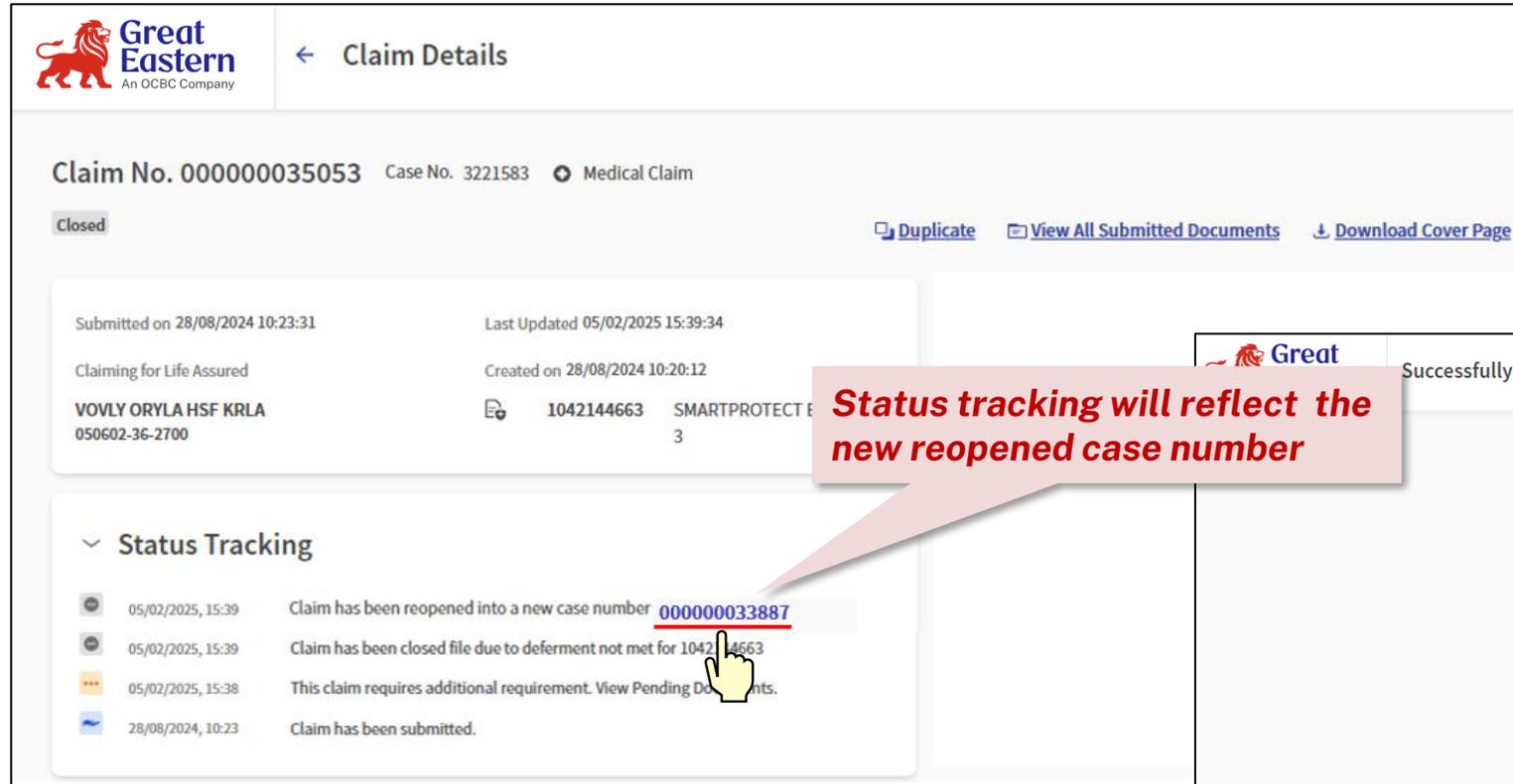


Submit Follow-up Documents (When Case is Closed File due to deferment not met)

The screenshot shows the 'Online Claims' dashboard for user VOVLY ORYLA HSF KRLA. At the top, there is a 'Create New Claim' button and language toggles for EN and BM. The dashboard displays several status cards: Submitted (204), In Progress (91), Approved (42), Rejected (17), Closed (119), Mixed Decisions (0), and Drafts (25). The 'Closed' card is highlighted with a red box. Below the cards is a 'Most Recent Claims' section with three 'Medical Claim' entries. A red callout box points to the 'Closed' card with the text: 'Locate Closed File medical claims that required to submit documents from here'.

The screenshot shows the 'Claims Listing' page. On the left, there is a 'Filter' section with 'Claim Status' and 'Claim Type' options. Under 'Claim Status', the 'Closed' option is selected. The main area shows 'SUBMITTED (434)' and 'DRAFTS (25)' counts. A search bar is present with the text 'Search by Policy No. / Claim No.' and a 'Show Within: Last 30 Days' dropdown. Below this is a 'Submitted Claims' section. A red box highlights a 'Medical Claim' entry with a 'Follow-up 2' badge. A red callout box points to the three-dot menu icon next to the claim with the text: 'Tap the case'.

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



Great Eastern
An OCBC Company

← Claim Details

Claim No. 000000035053 Case No. 3221583 Medical Claim

Closed

[Duplicate](#) [View All Submitted Documents](#) [Download Cover Page](#)

Submitted on 28/08/2024 10:23:31 Last Updated 05/02/2025 15:39:34

Claiming for Life Assured Created on 28/08/2024 10:20:12

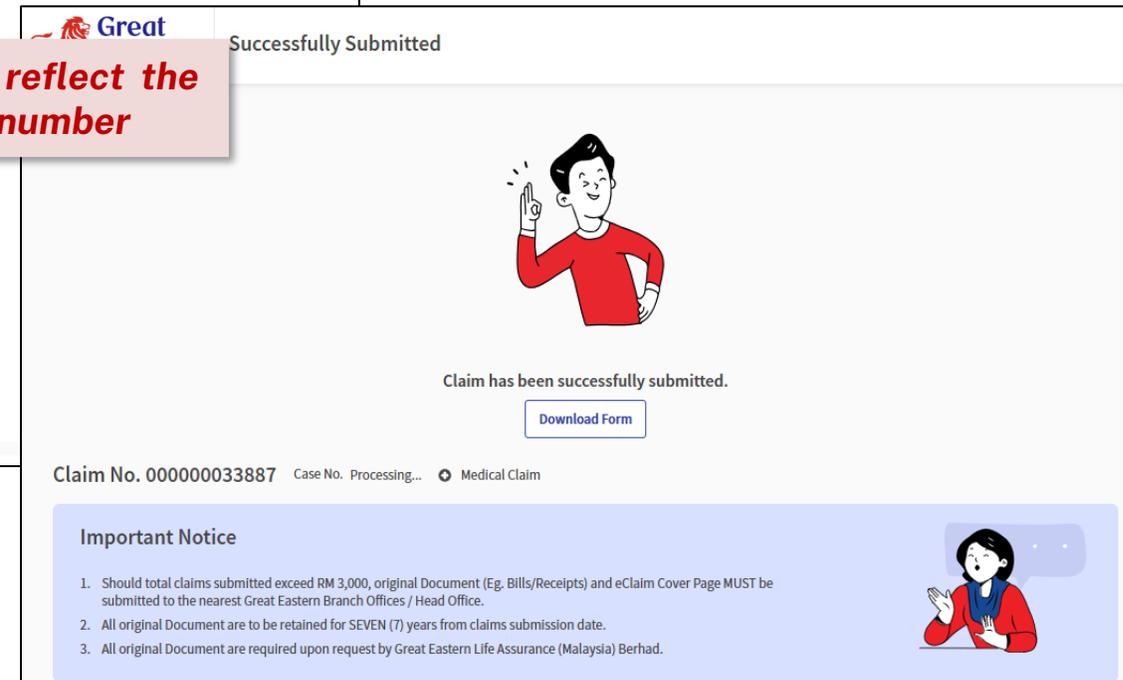
VOVLY ORYLA HSF KRLA 1042144663 SMARTPROTECT 3
050602-36-2700

Status Tracking

- 05/02/2025, 15:39 Claim has been reopened into a new case number 000000033887
- 05/02/2025, 15:39 Claim has been closed file due to deferment not met for 1042144663
- 05/02/2025, 15:38 This claim requires additional requirement. View Pending Documents.
- 28/08/2024, 10:23 Claim has been submitted.

NOTE:
Follow up module will be removed after reopen claim

Status tracking will reflect the new reopened case number



Great Eastern Successfully Submitted

Claim has been successfully submitted.

[Download Form](#)

Claim No. 000000033887 Case No. Processing... Medical Claim

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.

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

Claim Details

Claim No. 000000033887 Case No. 3222711 Medical Claim

Submitted

[Duplicate](#) [View All Submitted Documents](#) [Download](#)

Submitted on 05/02/2025 15:58:40 Last Updated 05/02/2025 15:58:40

Claiming for Life Assured Created on 26/07/2024 16:29:45

VOVLY ORYLA HSF KRLA 1042144663 SMARTPROTECT ESSENTIAL
050602-36-2700 3

Status Tracking

05/02/2025, 15:39 Claim has been submitted and reopened from [000000035053](#)

Upload Documents

Medical Claim

Follow-up Documents

- 1. Original Itemized Bills from Hospital
Submitted on 2024-09-05 09:20:43
[Original_Receipt_1.pdf](#)
- 2. Request for additional Document A
Submitted on 2024-09-05 09:20:43
[IDNum-PH.png](#)
[OTHER-JPG_docs.jpg](#)
1.JPEG

New Case created with status = Submitted

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)

Please submit the following documents

Follow-up Documents Follow-up 2

Original Itemized Bills from Hospital ✓

Request for additional Document A

Submit Documents

[Upload Documents \(1/2\)](#)

Submit the required documents to reopen the claim.

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.

 **Claim Details**

Claim No. 000000033674 Case No. 3220970 Medical Claim

[Duplicate](#) [View All Submitted Documents](#) [View Cover Page](#)

VOVLY ORYLA HSF KRLA
50602-36-2700

Submitted on 23/07/2024 Last Updated 05/09/2024

Claiming for Life Assured

VOVLY ORYLA HSF KRLA 1042144663 SMARTPROTECT ESSENTIAL
50602-36-2700 3

Claim Reopened With Pending Documents

1 document(s) pending.
Submit the documents in the new case number [000000035305](#)

Request for additional Document A 3

Status Tracking

- 05/09/2024, 10:03 Claim has been reopened into a new case number [000000035305](#)
- 05/09/2024, 10:01 Claim has been closed file due to deferment not met for 1042144663
- 05/09/2024, 10:01 This claim requires additional requirement. View Pending Documents.
- 23/07/2024, 17:38 Claim has been submitted.

Thank you

