For Policy Owner: Frequently Asked Questions on Customer Service (CS) e-Forms

Q1	**What is Customer Service e-Forms?**
	Customer Service (CS) e-Forms is a new digital platform that allows Servicing Agents to submit digital service requests on behalf of Policy Owners. Servicing Agents can currently submit service requests on behalf of their Policy Owners to **Update Personal Details** for: • Policy Owner • Absolute Assignee • Life Assured • Nominee • Trustee • Conditional Assignee • Secondary Life Assured • Alternate Policy Owner Service requests that will be coming soon to CS e-Forms: • **Surrender of Policy** • **Full Withdrawal of Policy** • **Reinstatement of Lapsed/Terminated Policy** • More to come!
Q2	**How do I submit a service request on CS e-Forms?**
	You may contact your Servicing Agent to submit a service request on your behalf.
Q3	**Do I need to be a registered e-Connect user to access CS e-Forms?**
	Yes. You must be a registered e-Connect user before a CS e-Forms service request can be submitted on your behalf. If you have not registered for e-Connect, please complete the registration process before proceeding with your submission. For more information, **click here**.
Q4	**What documents would I need to prepare to submit a service request?**
	The documents required depend on the type of request. During the submission process, the system will guide you on the supporting documents required.

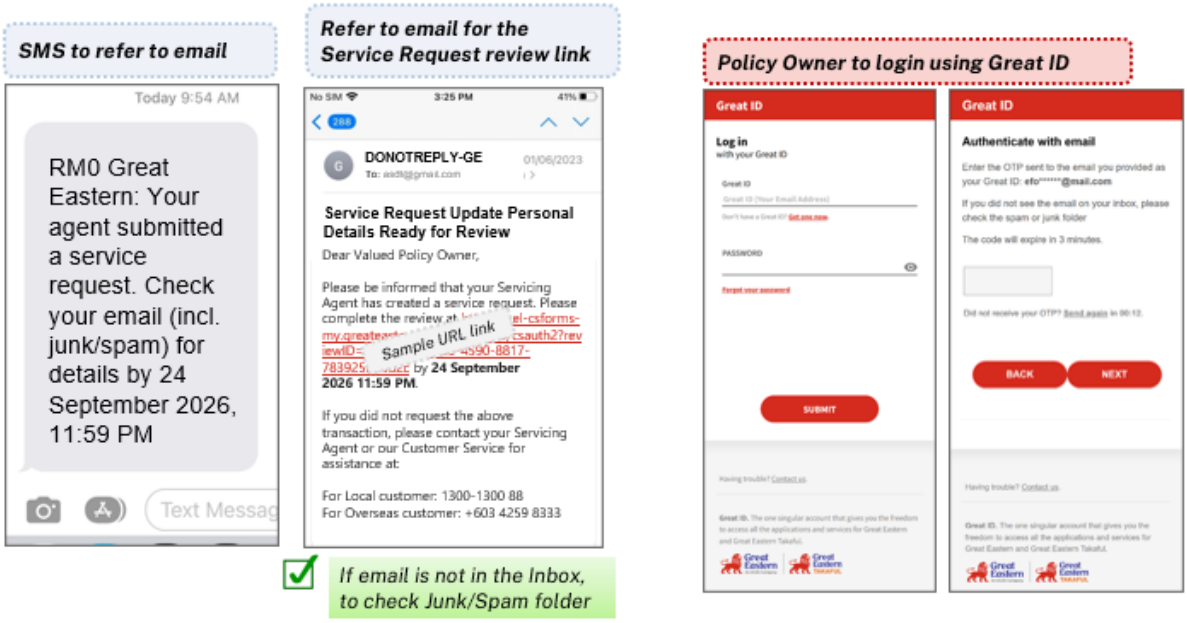
Q5	**How do I check the status of my service request?**
	You may check the status of your request by contacting your Servicing Agent, who will be able to provide you with the latest update of your request.
Q6	**What should I do if I forget my Great ID password?**
	If you have forgotten your Great ID password, simply click "Forgot Password" on the Great ID sign-in page and follow these steps: 1. Enter your registered Great ID e-mail address. 2. Verify your identity using the verification code sent to your registered Great ID e-mail address 3. Create and confirm your new password. Previously used password is not allowed. 4. Password successfully reset, click Finish. 5. Sign in using your new password. If you do not receive the verification code, please check your spam/junk folder or contact Customer Service for assistance.
Q7	**I do not have a Servicing Agent; how do I submit a service request?**
	CS e-Forms is exclusively available through your Servicing Agent. If you have not nominated a Servicing Agent, you may submit your request by completing the required form: **https://www.greateasternlife.com/my/en/customer-services/personal-details/update-address-contact-and-signature-details.html and submit it to us.**
Q8	**What file formats can I upload as supporting documents? Are there any limits to the size and number of documents uploaded?**
	You may upload common file formats, including PDF, JPG, JPEG, and PNG. Number of Documents There is no limit on total number of documents that can be submitted as supporting documents. Multiple files upload is supported up to 10 files at any one time. Total Size of Documents Each document cannot exceed 10MB.

Q9	**How do I know if my service request has been successfully submitted to the Company after my review and approval?**
	Once your request has been successfully submitted, a confirmation message will be displayed, and you may download a copy of the service request for your records. You will also receive an e-mail notification confirming that your submission has been received.
Q10	**Can I amend my service request after submission?**
	Once a request has been submitted, amendments may not be permitted. If you need to make any changes, please contact your Servicing Agent for assistance.
Q11	**Where can I view any correspondence letters/endorsement after my CS e-Forms service request has been processed?**
	Once your request has been processed, the corresponding letters and endorsements will be available for viewing in eConnect.
Q12	**How long will it take for my request to be processed?**
	The processing time varies depending on the type of request submitted. For updates on your request status, please contact your Servicing Agent.
Q13	**How soon do I have to review the service request after receiving the notification?**
	You are required to review and respond to the service request within seven (7) calendar days from the date you receive a notification.
Q14	**If I am not able to review & approve the submission within the time frame, what should I do?**
	If the review link expires before you are able to review and approve the submission, please contact your Servicing Agent to submit a new service request.
Q15	**Can I remove the documents that are uploaded by my Servicing Agent?**
	No. You are unable to remove documents uploaded by your Servicing Agent. However, you may upload additional documents if required.

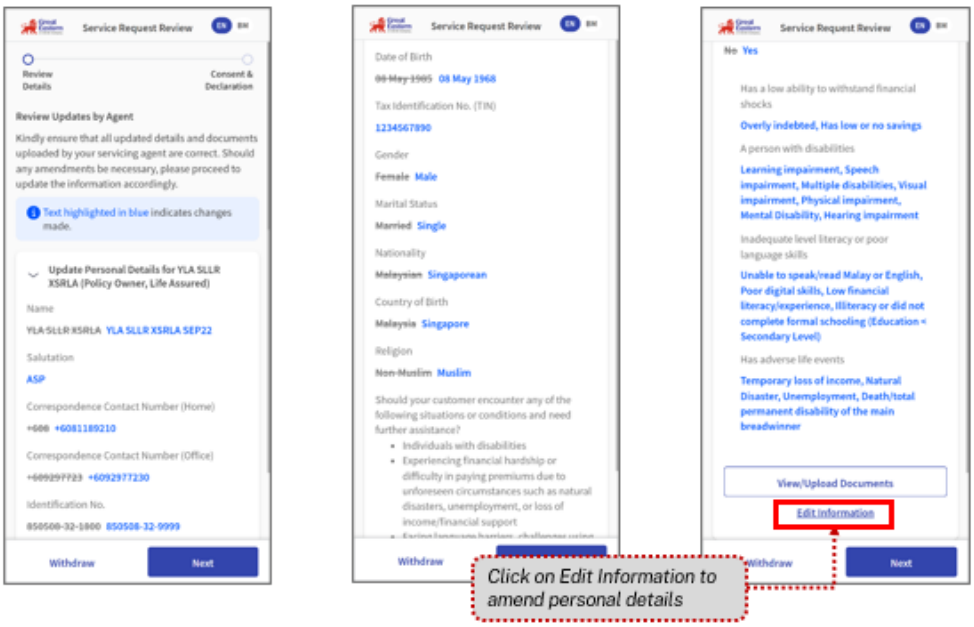
Q16	**Do I need to be registered e-Connect user to submit a CS e-Forms service request?**
	Yes. You must be a registered e-Connect user before a CS e-Forms request can be submitted on your behalf. If you have not yet registered for e-Connect, please complete the registration process before proceeding with your submission.
Q17	**What should I do if I do not have a mobile number registered with the Company or if the registered mobile number is out-of-use?**
	You may update your mobile number by contacting our Customer Service Careline at +603 4259 8333. The updated mobile number is required for the new Great ID registration. Please note that effective 17 November 2026, One-Time-Password (OTP) for eConnect will be sent to your Great ID login email address only, except for New Great ID registration and change of Great ID email address, where the OTP will be sent to the registered mobile number.

CS e-Forms User Guide (Customer Journey: Service Request Review)

Receives email with Service Request URL link



Review the updated information & Edit as required

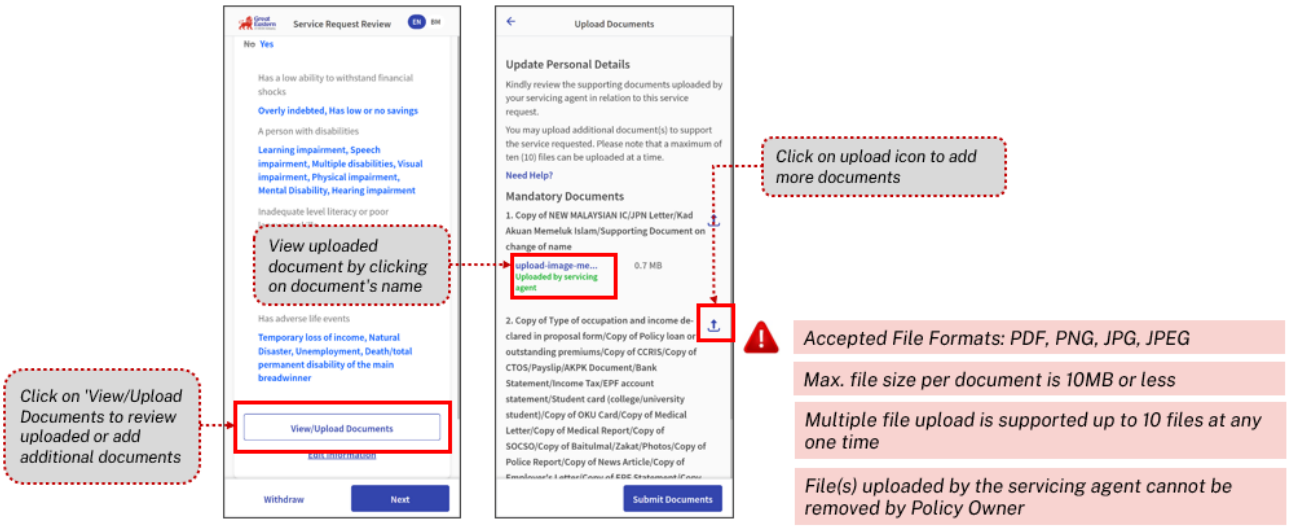


Menara Great Eastern
303 Jalan Ampang
50450 Kuala Lumpur
t (603) 4259 8333

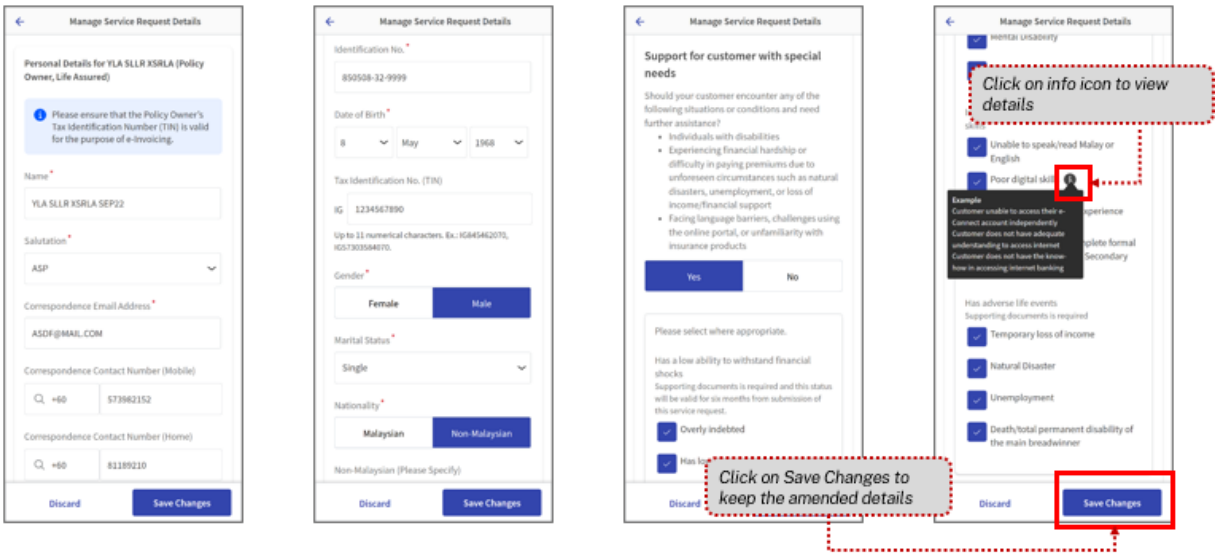
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Great Eastern General Insurance Limited (Reg. No. 1920 00003W)

Review of Uploaded Documents



Edit / Update Information: Single party only

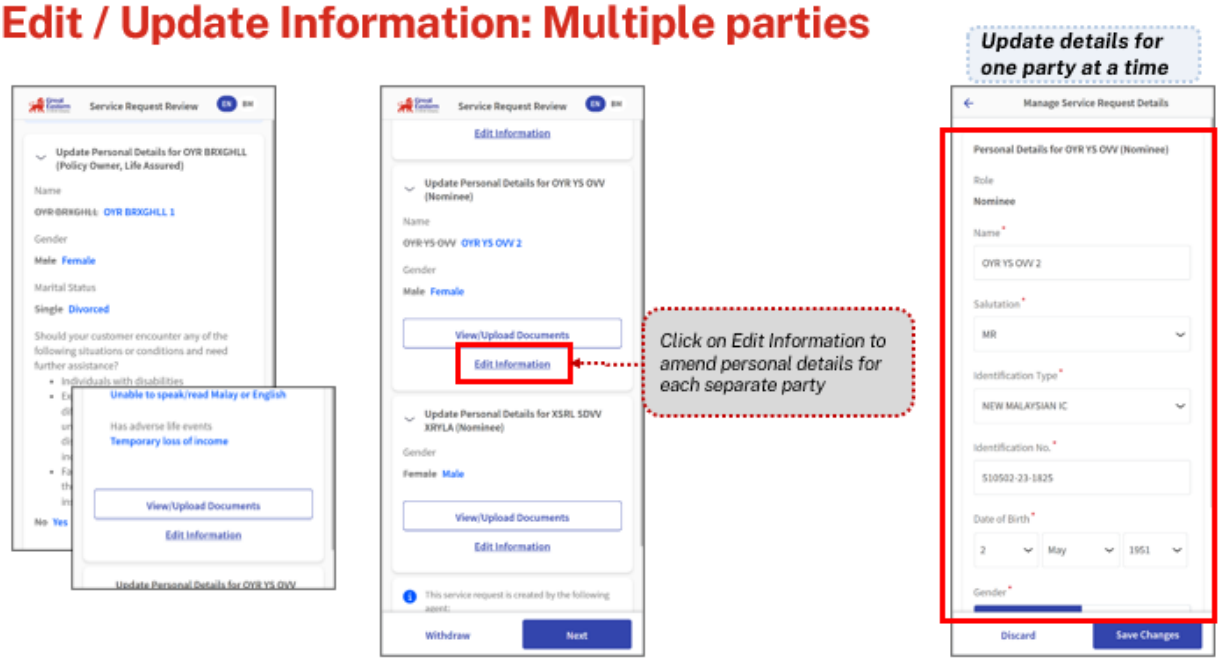


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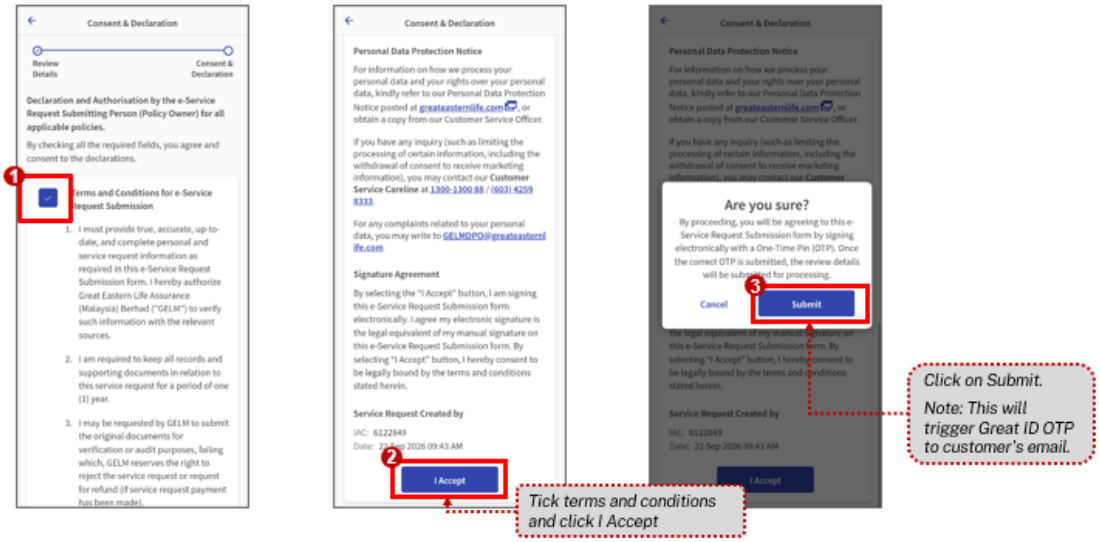
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Edit / Update Information: Multiple parties



Customer's Consent & Declaration



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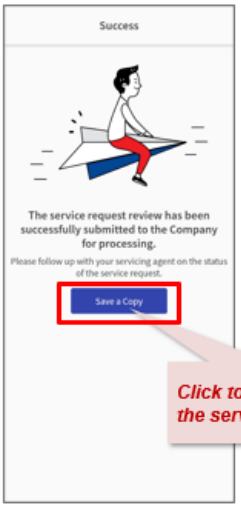
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Key-in Great ID One-Time Password (OTP) to Authorise the Service Request Submission

Policy Owner to Key in OTP



Successfully submitted service request to company and the service request form will be automatically downloaded to the device



Click to save a copy of the service request form

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