



e-CLAIMS : The future of claims

Customer Guide (eConnect Channel)

DIGITAL TRANSFORMATION DEPT
LIFE CLAIMS DEPT

Nov 2023

Only covers Life Claims for Policyholders currently.

Non-policyholders and Medical Claims will be supported in future releases. In meantime, please refer to other submission channels here:

<https://www.greasternlife.com/my/en/personal-insurance/get-help/claims.html>

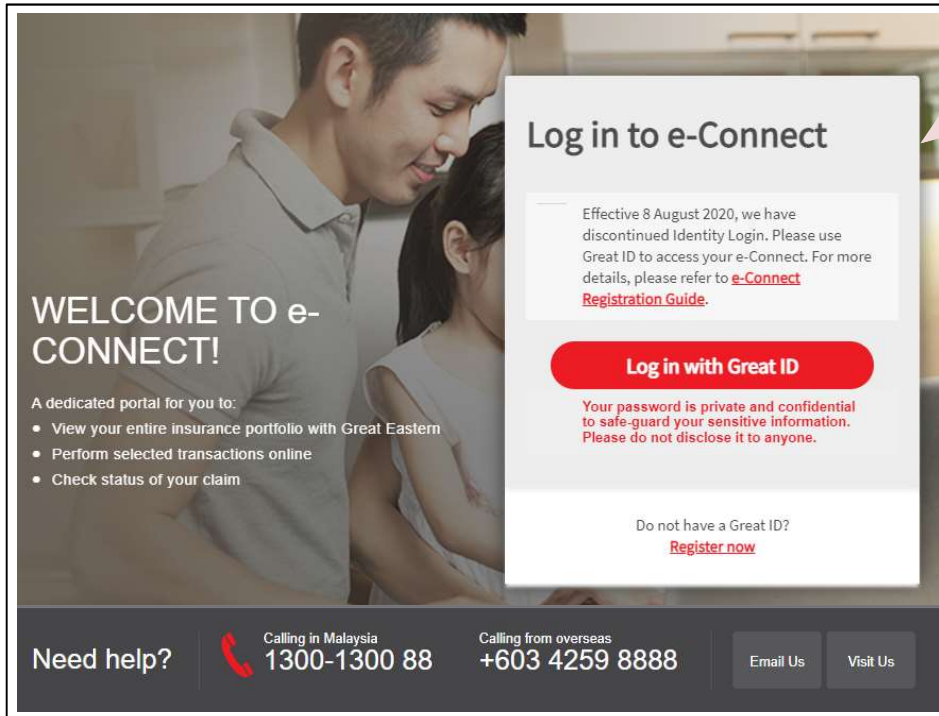
TABLE OF CONTENTS

1. [e-Claims login](#)
2. [e-Claims Dashboard View](#)
3. [Create New e-Claims](#)
4. [Create Claim to follow up for a Withdrawn Claim](#)
5. [Frequently asked questions](#)

e-CLAIMS LOG-IN

e-CLAIMS LOG-IN

1.0 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](#).

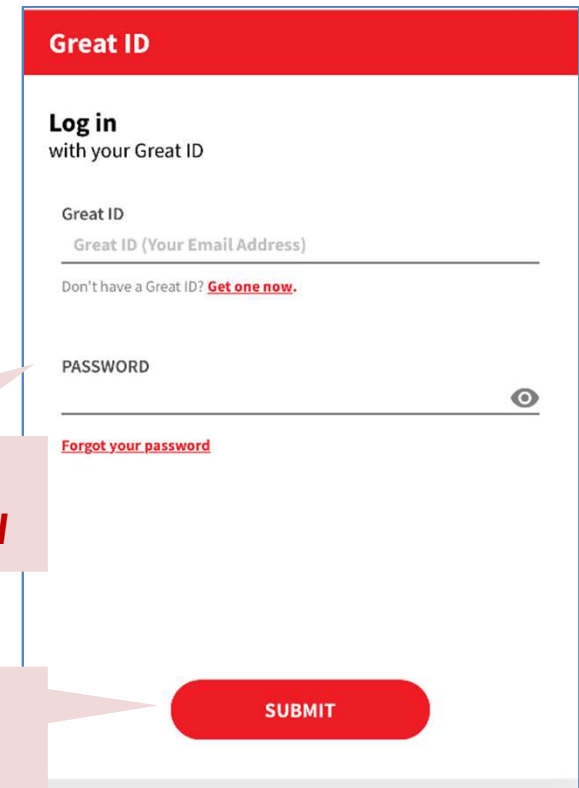
Log in with Great ID

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.greateasternlife.com



Great ID

Log in
with your Great ID

Great ID

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

PASSWORD

[Forgot your password](#)

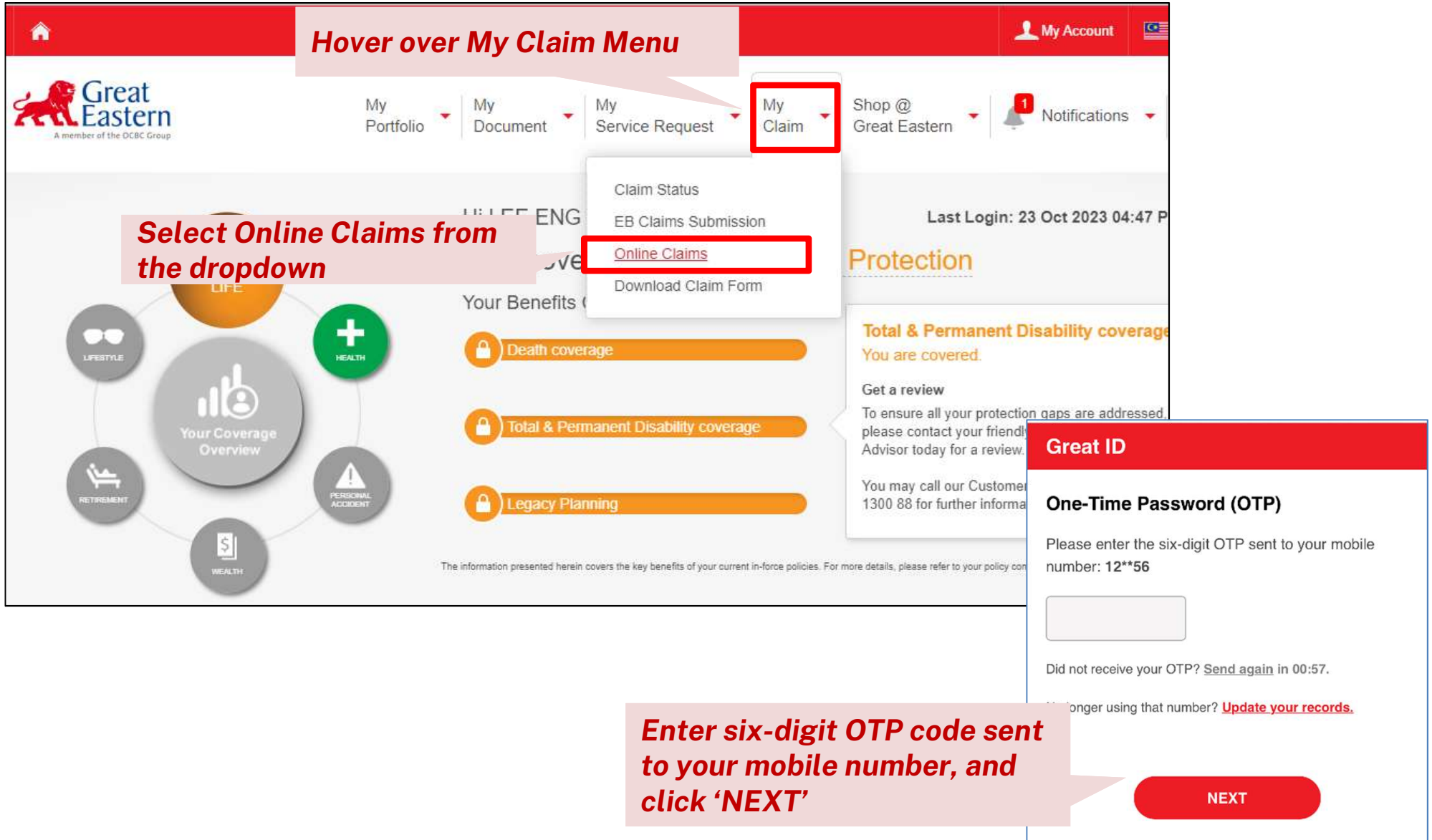
SUBMIT

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

Click SUBMIT

e-CLAIMS LOG-IN

2.0 Go to Online Claims



The screenshot shows the Great Eastern e-Claims Log-In interface. A red banner at the top reads "Hover over My Claim Menu". A red box highlights the "My Claim" dropdown menu, which contains the following options: "Claim Status", "EB Claims Submission", "Online Claims" (highlighted with a red box), and "Download Claim Form". A red callout box points to the "Online Claims" option with the text "Select Online Claims from the dropdown".

Below the dropdown, the "Your Benefits" section lists three categories: "Death coverage", "Total & Permanent Disability coverage", and "Legacy Planning".

On the right, the "Protection" section displays "Total & Permanent Disability coverage" and "You are covered." It also includes a "Get a review" section with a call to action: "To ensure all your protection gaps are addressed, please contact your friendly Advisor today for a review." Below this, it says "You may call our Customer 1300 88 for further information".

At the bottom right, a red banner reads "Great ID". Below it, the "One-Time Password (OTP)" section prompts the user to "Please enter the six-digit OTP sent to your mobile number: 12**56". A text input field is provided. Below the field, it says "Did not receive your OTP? [Send again](#) in 00:57." and "No longer using that number? [Update your records](#)." A red "NEXT" button is located at the bottom right. A red 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 LOG-IN

3.0 Online Claims Dashboard

Online Claims opens up as a separate tab in the web browser


Welcome back, AFLYOYL Y/O NFLRYLAS

Submitted	In Progress	Approved	Rejected
0	1	0	0

Closed	Mixed Decisions	Drafts
0	0	0

Most Recent Claims

[View All Claims](#)

 **Living Assurance Ben...**

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023

Last Updated 19/09/2023

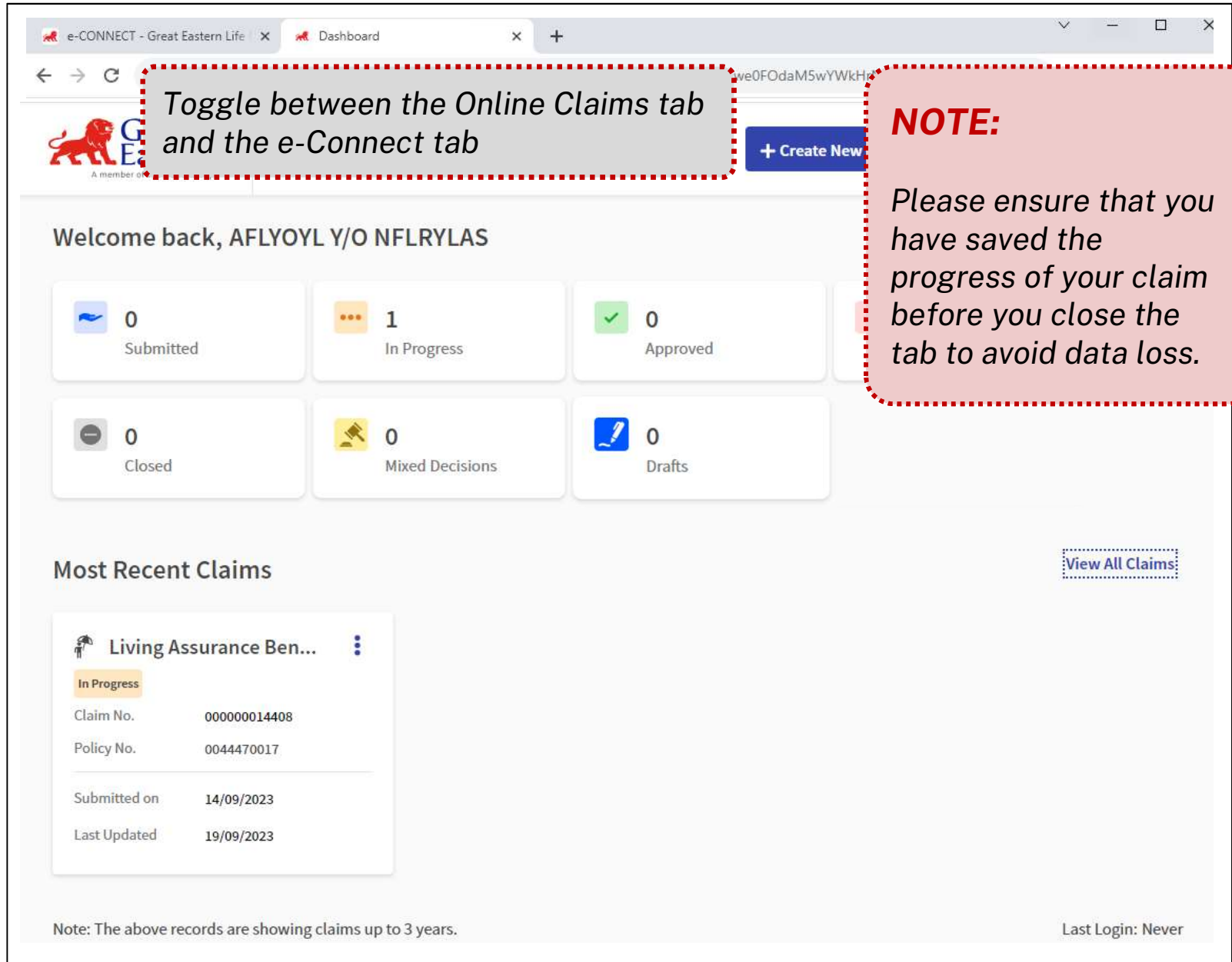
Note: The above records are showing claims up to 3 years.

Last Login: Never

e-CLAIMS DASHBOARD VIEW

e-CLAIMS DASHBOARD VIEW

1.0 Dashboard View



The screenshot displays the e-CLAIMS DASHBOARD VIEW for a user named AFLYOYL Y/O NFLRYLAS. The dashboard includes a navigation bar with a toggle between the Online Claims tab and the e-Connect tab. A red dashed box highlights this toggle with the text: "Toggle between the Online Claims tab and the e-Connect tab". A red note box on the right states: "NOTE: Please ensure that you have saved the progress of your claim before you close the tab to avoid data loss." The dashboard shows a summary of claim statuses: Submitted (0), In Progress (1), Approved (0), Closed (0), Mixed Decisions (0), and Drafts (0). Below this, the "Most Recent Claims" section displays a claim for "Living Assurance Ben..." with the status "In Progress". The claim details include Claim No. 000000014408, Policy No. 0044470017, Submitted on 14/09/2023, and Last Updated 19/09/2023. A "View All Claims" link is also present. At the bottom, a note states: "Note: The above records are showing claims up to 3 years." and the last login is recorded as "Never".

Toggle between the Online Claims tab and the e-Connect tab

NOTE:
Please ensure that you have saved the progress of your claim before you close the tab to avoid data loss.

Welcome back, AFLYOYL Y/O NFLRYLAS

Submitted 0
In Progress 1
Approved 0
Closed 0
Mixed Decisions 0
Drafts 0

Most Recent Claims

Living Assurance Ben...
In Progress
Claim No. 000000014408
Policy No. 0044470017
Submitted on 14/09/2023
Last Updated 19/09/2023


View All Claims

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

Last Login: Never

e-CLAIMS DASHBOARD VIEW

2.0 Dashboard View - Submitted



Online Claims

[+ Create New Claim](#)

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y

0
Submitted

0
In Progress

0
Approved

0
Rejected



0
Closed

0
Mixed Decisions

0
Drafts

Claim is submitted and waiting to be processed

[View All Claims](#)

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023


Last Updated 19/09/2023

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

Last Login: Never

e-CLAIMS DASHBOARD VIEW

3.0 Dashboard View – In Progress



Online Claims

[+ Create New Claim](#)

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y/O NFLRYLAS

0 Submitted

1 In Progress

0 Approved



0 Rejected

0 Closed

0 Mixed Decisions

0 Drafts

[View All Claims](#)

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017



Submitted on 14/09/2023

Last Updated 19/09/2023

Note: The above records are showing claims up to 3 years. Last Login: Never

Claim is being processed

1 In Progress

 Living Assurance Ben... 

In Progress

Claim No. 000000014408


Policy No. 0044470017

Submitted on 14/09/2023

Last Updated 19/09/2023

e-CLAIMS DASHBOARD VIEW

4.0 Dashboard View - Approved










Online Claims

Claim is approved



[+ Create New Claim](#)

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y/O NFLRYLAS

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

Most Recent Claims

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023

Last Updated 19/09/2023


[View All Claims](#)

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

Last Login: Never

e-CLAIMS DASHBOARD VIEW

5.0 Dashboard View - Rejected



Online Claims

[+ Create New Claim](#)

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y/O NFLRYLAS

0 Submitted

1 In Progress

0 Approved

0 Rejected

0 Closed



0 Mixed Decisions

0 Drafts

Claim is rejected

[View All Claims](#)

Most Recent Claims

 Living Assurance Ben... 

In Progress

Claim No.000000014408

Policy No.0044470017

Submitted on14/09/2023


Last Updated19/09/2023

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

Last Login: Never

e-CLAIMS DASHBOARD VIEW

6.0 Dashboard View - Closed




Online Claims

[+ Create New Claim](#)


EN ☒ BM [Logout](#)

Welcome




0
Submitted


*Claim is closed
(After approved & payment
processed/withdrawn case)*




0
Approved




0
Rejected



0
Closed




0
Mixed Decisions



0
Drafts

[View All Claims](#)

Most Recent Claims



Living Assurance Ben...

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023


Last Updated 19/09/2023

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

Last Login: Never

e-CLAIMS DASHBOARD VIEW

7.0 Dashboard View - Mixed Decisions



Online Claims

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y/O NFLRYLA

0
Submitted

1
In Progress

0
Rejected



0
Closed

0
Mixed Decisions

0
Drafts

Claim with multiple policies having different claim decisions (eg. Policy 1 - Approved & Policy 2 - Rejected)

[View All Claims](#)

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017


Submitted on 14/09/2023

Last Updated 19/09/2023

Note: The above records are showing claims up to 3 years. Last Login: Never

e-CLAIMS DASHBOARD VIEW

8.0 Dashboard View – Draft



Online Claims

[+ Create New Claim](#)

EN ☒ BM [Logout](#)

Welcome back, AFLYOYL Y/O NFLRYLAS

0
Submitted

1
In Progress

0
Approved



0
Closed

0
Mixed Decisions

0
Drafts

Claim is created but has not been submitted

Most Recent Claims

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023

Last Updated 19/09/2023

[View All Claims](#)

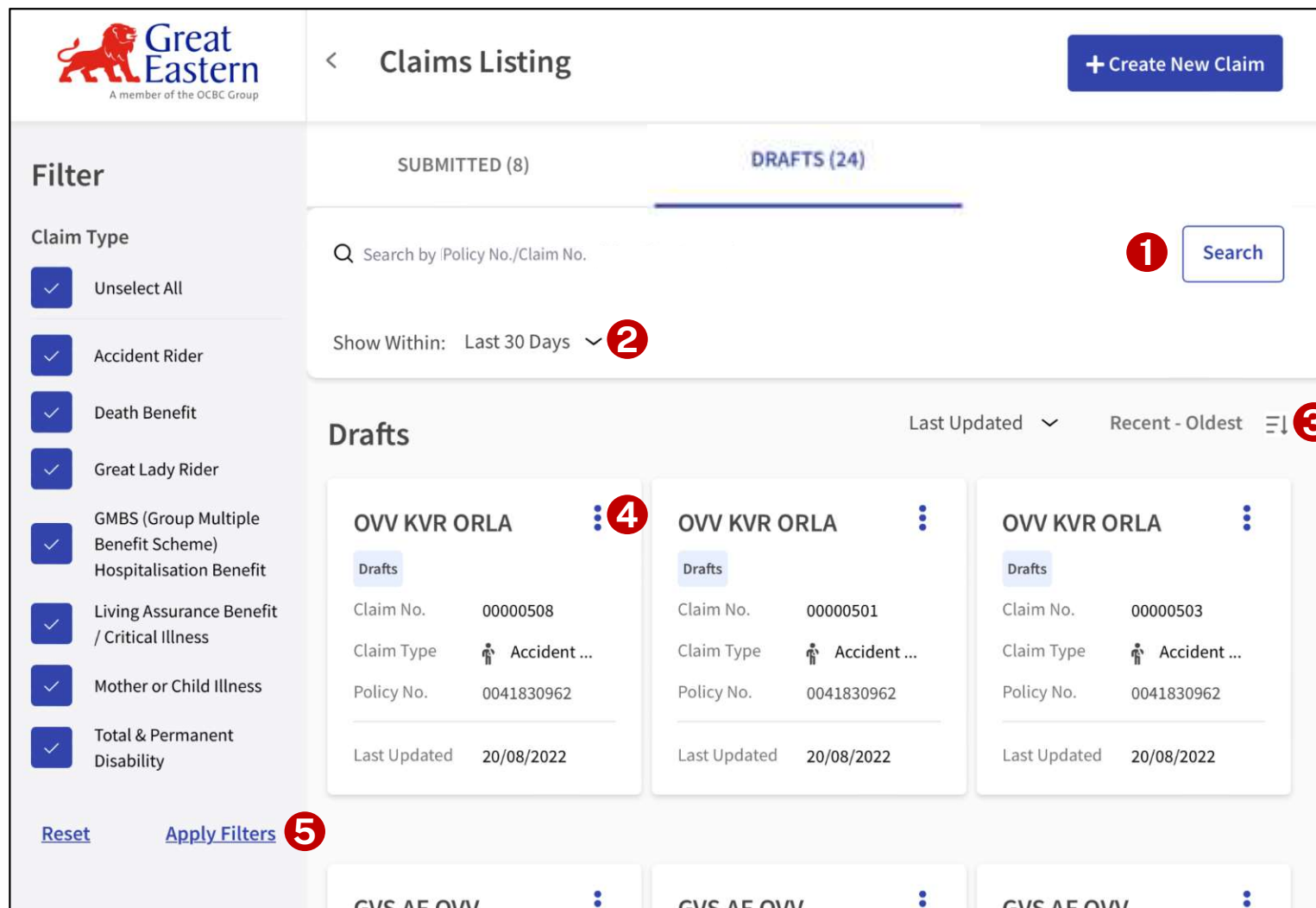
Note: The above records are showing claims up to 3 years.

Last Login: Never

e-CLAIMS DASHBOARD VIEW

8.1 Claim Listing – Drafts

(Also applicable to other claim statuses)



Great Eastern
A member of the OCBC Group

Claims Listing

[+ Create New Claim](#)

SUBMITTED (8) **DRAFTS (24)**

Search by Policy No./Claim No. **1** [Search](#)

Show Within: Last 30 Days **2**

Drafts Last Updated **3** Recent - Oldest


OVV KVR ORLA 4	OVV KVR ORLA	OVV KVR ORLA
Drafts	Drafts	Drafts
Claim No. 00000508	Claim No. 00000501	Claim No. 00000503
Claim Type Accident ...	Claim Type Accident ...	Claim Type Accident ...
Policy No. 0041830962	Policy No. 0041830962	Policy No. 0041830962
Last Updated 20/08/2022	Last Updated 20/08/2022	Last Updated 20/08/2022

[Reset](#) [Apply Filters](#) **5**

1. Search for specific claim by Policy No. or eClaims Reference No.
2. Filter by last 30/60/90 days, all time or date range (**Note:** Select Search button after choosing the date range to apply the filter)
3. Sort claims by Alphabetical and Last Updated
4. More options (3 dots)
 - **Duplicate** – Duplicate the record as a new eClaim record
 - **Discard** – Delete the record
5. Select Apply Filters to filter by any Claim Type

e-CLAIMS DASHBOARD VIEW

9.0 Dashboard View – Most Recent Claims



Great Eastern
A member of the OCBC Group

e-Claims

+ Create New Claim

EN ☒ BM

Most Recent Claims

Displays the latest created claims.

View All Claims

GVLD XVLX XSFYL

Submitted

Claim No.000000003433

Claim TypeMother or Child Ill...

Policy No.2061593421

Submitted on31/10/2022

Last Updated31/10/2022

ECLAIM TESTING DIFF AGEN...

Drafts

Claim No.000000002831

Claim TypeLiving Assurance Be...


Policy No.2061578611

Last Updated25/10/2022

CREATE NEW e-CLAIMS

CREATE NEW e-CLAIMS

1.0: Choose - +Create New Claim





Online Claims


[+ Create New Claim](#)


EN ☒ BM [Logout](#)


Welcome back,


 0
Submitted


 1
In Progress

 0
Approved



 0
Rejected

 0
Closed

 0
Mixed Decisions

 0
Drafts

Most Recent Claims

 Living Assurance Ben... 

In Progress

Claim No. 000000014408

Policy No. 0044470017

Submitted on 14/09/2023

Last Updated 19/09/2023


[View All Claims](#)





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

Last Login: Never

CREATE NEW e-CLAIMS

2.0: Choose Claim Type

 Do NOT close this browser before you save/submit the online claim form, to avoid any loss of entered data and uploaded documents.
You can find the saved drafts in My Claim > Online Claims Draft from e-Connect.


 <  Select Claim & Policy  Provide Details  Consent & Submit


Select Claim & Policy


Please refer to [Make a Claims details](#) 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

NOTE:

One (1) Claim can only consist of One (1) Claim Type. If submission is required for multiple claim types, the Policyholder must create a new claim for each claim type.

CREATE NEW e-CLAIMS

3.0: Check Required Documents




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Claim Type

Choose the claim type you would like to make


[View Requirements Checklist](#)



Accident Rider



Living Assurance Benefit / Critical Illness



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Requirements Checklist

Please select claim type to begin. You may use this as a guideline for the required documents

Claim Type

✓

Accident Rider

Death Benefit

Great Lady Rider

GMBS (Group Multiple Benefits Scheme) Hospitalization Benefit

Living Assurance Benefit / Critical Illness

Mother or Child Illness

Total & Permanent Disability

- View the Requirement Checklist as a guide for claim requirements
- These documents will need to be uploaded at the Upload Documents step

CREATE NEW e-CLAIMS

4.0: Important Notice

Claim Type
Choose the claim type you would like to make. View Requirements Checklist

Death Benefit

Mother or Child

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.

+60123456789

EMAIL@GREATEASTERNLIFE.COM

Cancel Proceed Anyway

NOTE:

Policyholder's **Mobile No. & Email address** on this page **MUST be correct.**
Ensure the mobile number including country code is correct without an extra **0**

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.

My Account

English

My Portfolio

My Document

My Service Request

My Claim

Shop @ Great Eastern

e-Connect

View Portfolio

View Profile

Manage Great ID

Logout

Logout

Contact Details


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

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.



Update View Policies

CREATE NEW e-CLAIMS


5.0: Choose Inforce Policy




A member of the OCBC Group




Select Claim & Policy



Provide Details



Summary & Confirmation



Consent & Declaration


Living Assurance Benefit / Critical Illness

Mother or Child Illness

Total & Permanent Disability

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.



0069972649

Policyholder	ECLAIM
Life	SIX
Assured	ECLAIM
Nominee	SIX
	ECLAIM
	SIX

[View Details](#)

NOTE:

- Only Inforce Policies with eligible policy benefits will be shown for the selected Claim Type.
- Eligible Lapsed policies (if any) will be processed by Claims Dept together with Inforce policies.
- You may select **more than one policy cards** with the **SAME** Life Assured. Please ensure all the applicable policies are selected.


Discard

Save & Close

Proceed

CREATE NEW e-CLAIMS

5.1: Choose Inforce Third Party Policy




A member of the OCBC Group


Select Claim & Policy


Provide Details

Summary & Confirmation

Consent & Declaration


Mother or Child Illness


Total & Permanent Disability


GMBS (Group Medical Benefit Scheme)

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

PolicyholderTEST VGHDF TE

Life AssuredCHILD OF TEST VGHDF TE

Nominee--

[View Details](#)

1063085077
SMARTPROTECT JUNIOR

PolicyholderTEST VGHDF TE

Life AssuredTEST VGHDF TE

Nominee--

[View Details](#)

Discard

Save & Close

Proceed

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.**

Page 24 | FOR INTERNAL USE ONLY

CREATE NEW e-CLAIMS

5.2: Choose Inforce Third Party Policy



A member of the OCBC Group

<

Select Claim & Policy

Provide Details

Summary & Confirmation

Consent & Declaration

Scheme/ Hospitalisation B...

NOTE:

- Can only select **ONE** Life Assured at **ONE** time

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

Policyholder TEST VGHDF TE

Life Assured CHILD OF TEST VGHDF TE
TEM

Nominee --

[View Details](#)

1063085077
SMARTPROTECT JUNIOR

Policyholder TEST VGHDF TE

Life Assured TEST VGHDF TE

Nominee --

[View Details](#)

Once a Life Assured is selected, other policy card(s) with different Life Assured will be disabled.


Discard

Save & Close


Proceed


CREATE NEW e-CLAIMS


6.0: Provide Claim Details




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<  Select Claim & Policy


 Provide Details

 Consent & Declaration


 Review & Sign

Provide Details & Supporting Documents


Please ensure all fields are filled and upload the relevant documents as required



Claim Type
Living Assurance Benefit / Critical Illness




AFLYOYL Y/O NFLRYLAS




0044470017 SUPREME LIVINGCARE PLUS

Direct Credit



0044470017

 Direct credit details required

AFLYOYL Y/O NFLRYLAS

[Update Direct Credit](#)

Discard

Save & Close

Proceed


- Pre-populated details are created based on previous selections of Claim Type and Policy.


Check through pre-populated details and Input details as guided in the Claim form


CREATE NEW e-CLAIMS

6.1: Input Direct Credit Details (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  AFLYOYL Y/O NFLRYLAS
Direct credit details required

Click "Update Direct Credit"

 **Manage Direct Credit**

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

 0044470017 SUPREME LIVINGCARE PLUS

☐ Apply to all policies

▼ 0044470017 SUPREME LIVINGCARE PLUS

Payee Name
AFLYOYL Y/O NFLRYLAS

Payee Identification No.
670205-32-1021

Bank Type
Malaysian Foreign

Malaysian Beneficiary Bank
AFFIN BANK ▼

Bank Account No.
12345678910

Account Type
Single Joint

Proceed

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


If only applicable for Policy in this Claim Form, leave unticked and fill in details in the Policy specific fields below

- Input all required Direct Credit bank details

Select Beneficiary Bank from dropdown list

CREATE NEW e-CLAIMS

6.1: Input Direct Credit Details (Malaysian Bank) – Direct Credit Consent & Declaration



< Consent & Declaration

☒ I/we hereby:

☒

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.

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.

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:1300-130088) or Privacy Officer at [+603 4813 3796](tel:+60348133796), or write to the Company.

Submit




Direct Credit information captured.

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

**Tick consent declarations and
click Submit to save Direct
Credit bank details**


CREATE NEW e-CLAIMS

6.1: Input Direct Credit Details (Foreign Bank)

 Manage Direct Credit

Direct Credit Details

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

 0044470017 SUPREME LIVINGCARE PLUS

☐ Apply to all policies

0044470017 SUPREME LIVINGCARE PLUS

Payee Name

AFLYOYL Y/O NFLRYLAS

Payee Identification No.

670205-32-1021

Bank Type

Malaysian

Foreign


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

Proceed

- You will be required to upload the payment instruction in the Upload Documents step later


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

Upload foreign bank details in [Upload Documents](#)

CREATE NEW e-CLAIMS

6.1: Input Direct Credit Details (Foreign Bank)



A member of the OCBC Group

← Upload Documents

5. Foreign bank account details (Policy No. 1054705963)


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




You will be required to upload detailed payment instruction (i.e. a letter format) with the required documents here

Upload

CREATE NEW e-CLAIMS

6.2: Input Life Assured's information



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<

Select Claim & Policy

Provide Details

Summary & Confirmation

Consent & Declaration

Living Assurance Benefit / Critical Illness for ECLAIM SIX (Life Assured)

Nationality

Malaysian Non-Malaysian

Are you employed?

Yes No

Any other insurance Policy with other Company?

Yes No

Claim Details

Diagnosis

Please select the Diagnosis

Name of Illness

Discard

Save & Close

Proceed

- Input all required information regarding the Life Assured

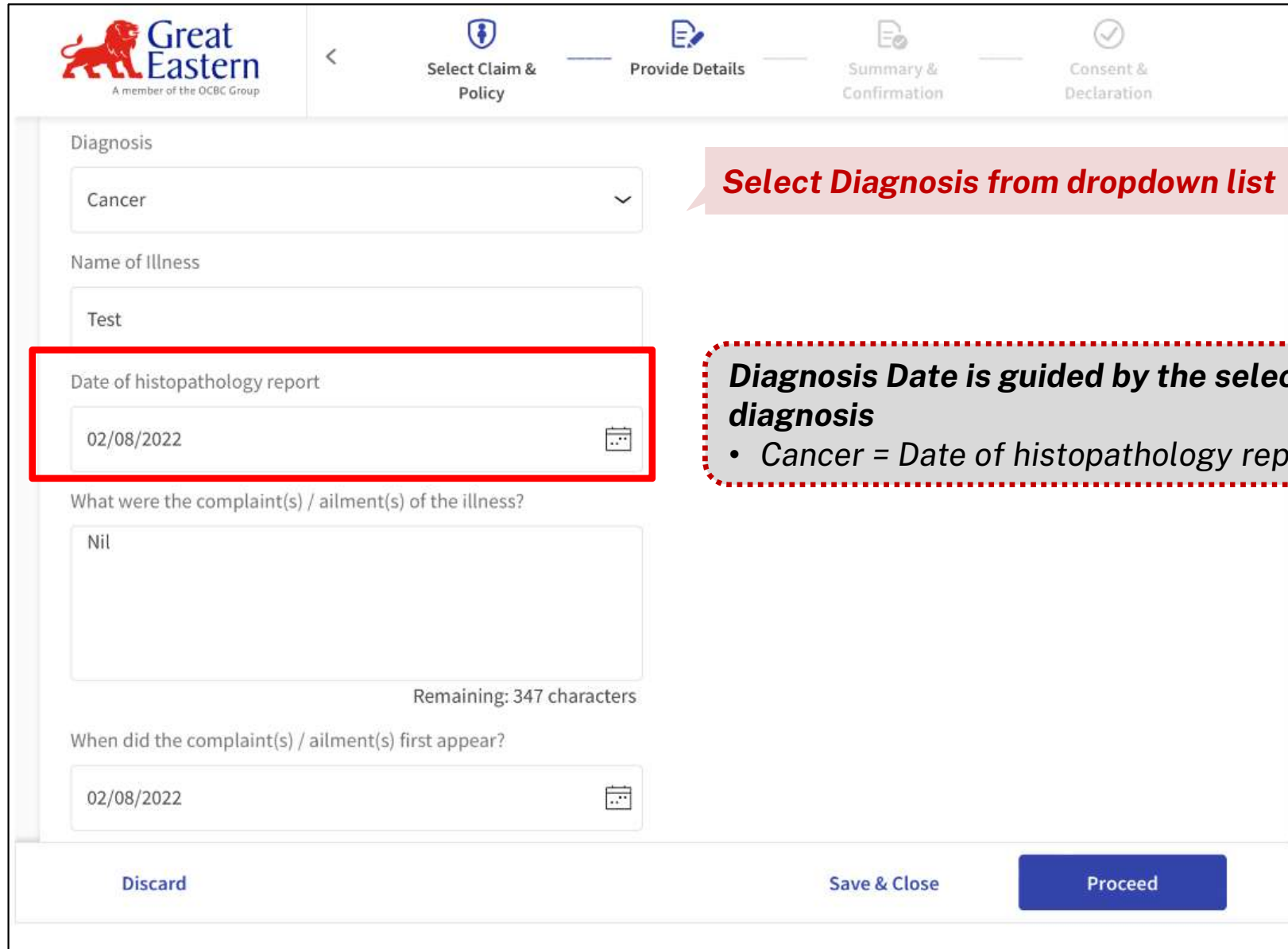
NOTE:

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

CREATE NEW e-CLAIMS

6.3: Input Claim Information

– LAB/CI claim DATE OF DIAGNOSIS



Great Eastern
A member of the OCBC Group

Select Claim & Policy | Provide Details | Summary & Confirmation | Consent & Declaration

Diagnosis
Cancer

Name of Illness
Test

Date of histopathology report
02/08/2022

What were the complaint(s) / ailment(s) of the illness?
Nil
Remaining: 347 characters

When did the complaint(s) / ailment(s) first appear?
02/08/2022

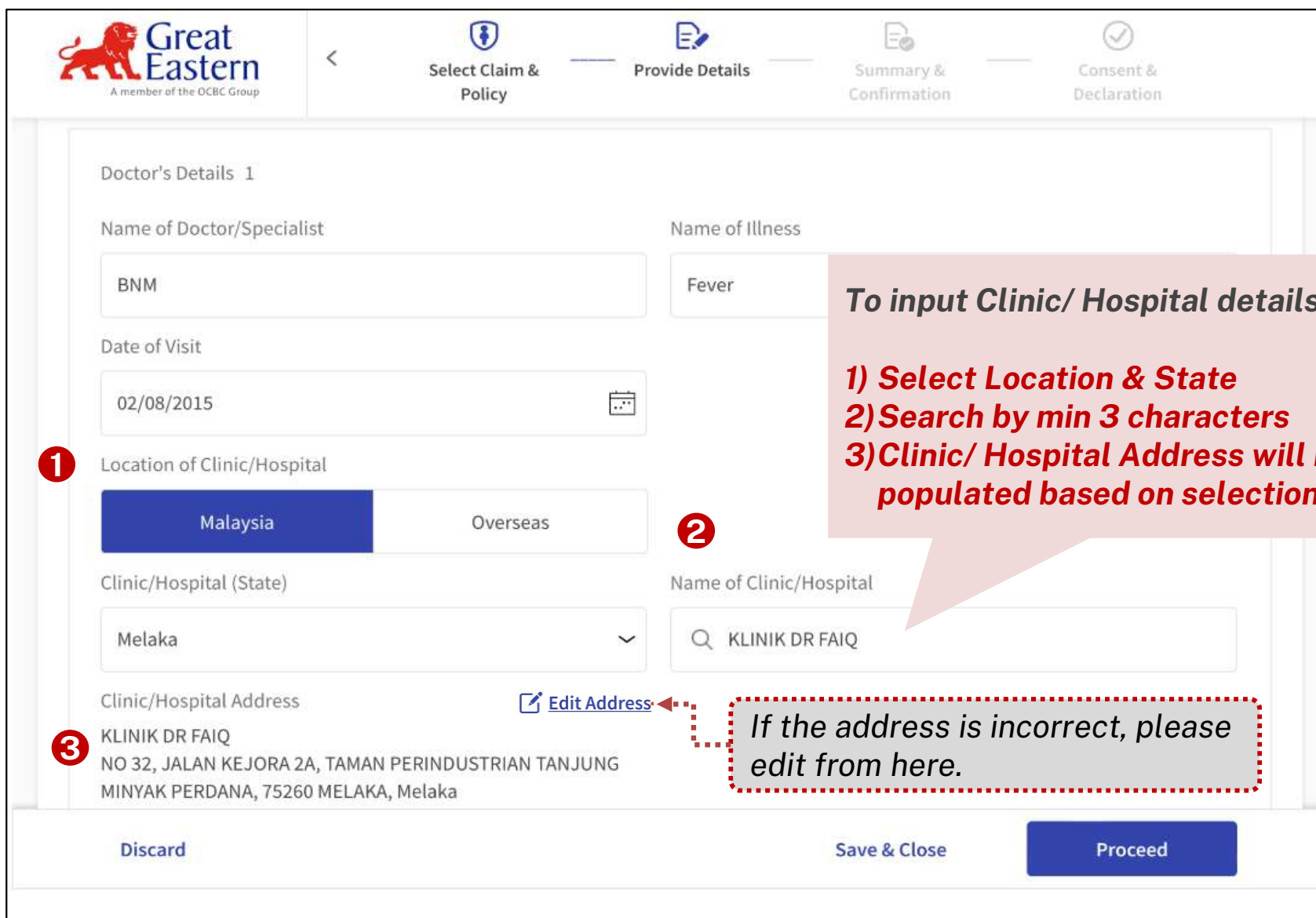
Discard | Save & Close | Proceed

Select Diagnosis from dropdown list

Diagnosis Date is guided by the selected diagnosis
• Cancer = Date of histopathology report

CREATE NEW e-CLAIMS

6.4: Provide Doctor's Details – Select Clinic/ Hospital Name



The screenshot displays the 'Provide Details' step of the e-claims process. The top navigation bar includes the Great Eastern logo and four steps: 'Select Claim & Policy', 'Provide Details' (active), 'Summary & Confirmation', and 'Consent & Declaration'. The main form area is titled 'Doctor's Details 1' and contains the following fields:

- Name of Doctor/Specialist:** BNM
- Name of Illness:** Fever
- Date of Visit:** 02/08/2015
- Location of Clinic/Hospital:** A button group with 'Malaysia' (selected) and 'Overseas'.
- Clinic/Hospital (State):** A dropdown menu showing 'Melaka'.
- Name of Clinic/Hospital:** A search bar containing 'KLINIK DR FAIQ'.
- Clinic/Hospital Address:** A text area showing 'KLINIK DR FAIQ NO 32, JALAN KEJORA 2A, TAMAN PERINDUSTRIAN TANJUNG MINYAK PERDANA, 75260 MELAKA, Melaka'. An 'Edit Address' link is next to it.

At the bottom, there are three buttons: 'Discard', 'Save & Close', and 'Proceed'.

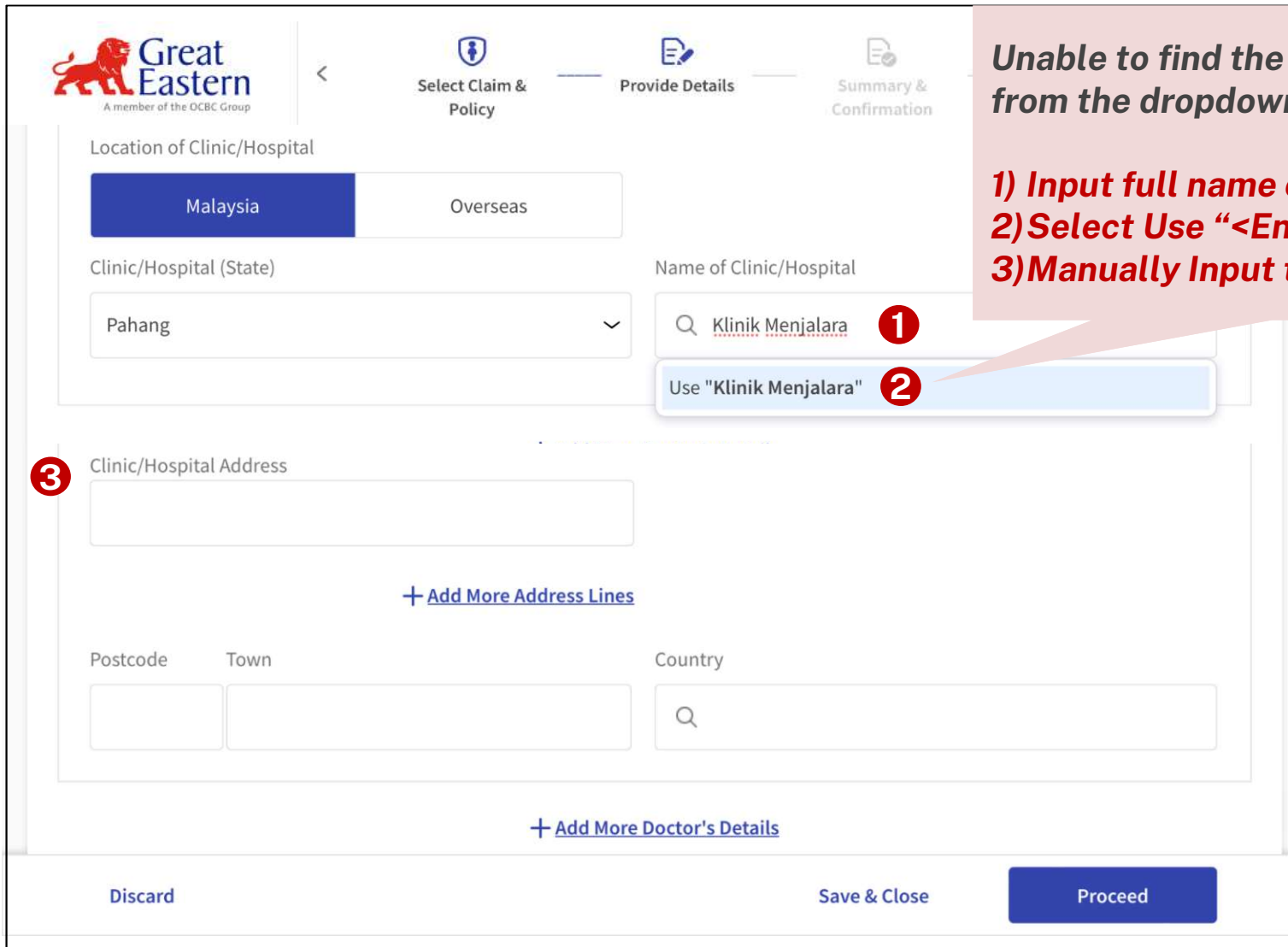
To input Clinic/ Hospital details:

- 1) Select Location & State
- 2) Search by min 3 characters
- 3) Clinic/ Hospital Address will be auto-populated based on selection

If the address is incorrect, please edit from here.

CREATE NEW e-CLAIMS

6.5: Provide Doctor's Details – Input Clinic/ Hospital Name



The screenshot displays the 'Provide Details' step in the Great Eastern e-claims system. The interface includes a top navigation bar with the Great Eastern logo and three tabs: 'Select Claim & Policy', 'Provide Details' (active), and 'Summary & Confirmation'. The main form area is divided into sections for 'Location of Clinic/Hospital', 'Clinic/Hospital (State)', 'Name of Clinic/Hospital', 'Clinic/Hospital Address', and 'Postcode Town Country'. The 'Location of Clinic/Hospital' section has two buttons: 'Malaysia' (selected) and 'Overseas'. The 'Clinic/Hospital (State)' section has a dropdown menu with 'Pahang' selected. The 'Name of Clinic/Hospital' section has a search bar with 'Klinik Menjalara' entered. A dropdown menu is open below the search bar, showing the option 'Use "Klinik Menjalara"'. The 'Clinic/Hospital Address' section has a text input field and a link '+ Add More Address Lines'. The 'Postcode Town Country' section has three input fields. At the bottom of the form, there are three buttons: 'Discard', 'Save & Close', and 'Proceed'.

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Select Claim & Policy | Provide Details | Summary & Confirmation

Location of Clinic/Hospital

Malaysia | Overseas

Clinic/Hospital (State)

Pahang

Name of Clinic/Hospital

Klinik Menjalara

Use "Klinik Menjalara"

Clinic/Hospital Address

+ Add More Address Lines

Postcode | Town | Country

+ Add More Doctor's Details


Discard | Save & Close | Proceed

Unable to find the Name of Clinic/Hosp from the dropdown list?

- 1) Input full name of Clinic/ Hospital
- 2) Select Use "<Entered Name>"
- 3) Manually Input the address

CREATE NEW e-CLAIMS

6.6: Upload Documents



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[<](#) [Select Claim & Policy](#) [Provide Details](#) [Summary & Confirmation](#) [Consent & Declaration](#)

Location of Clinic/Hospital

Malaysia

Overseas

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

Other Complaint(s)/ailment(s)

Any other illnesses or conditions before this illness?

Yes

No

Upload Documents

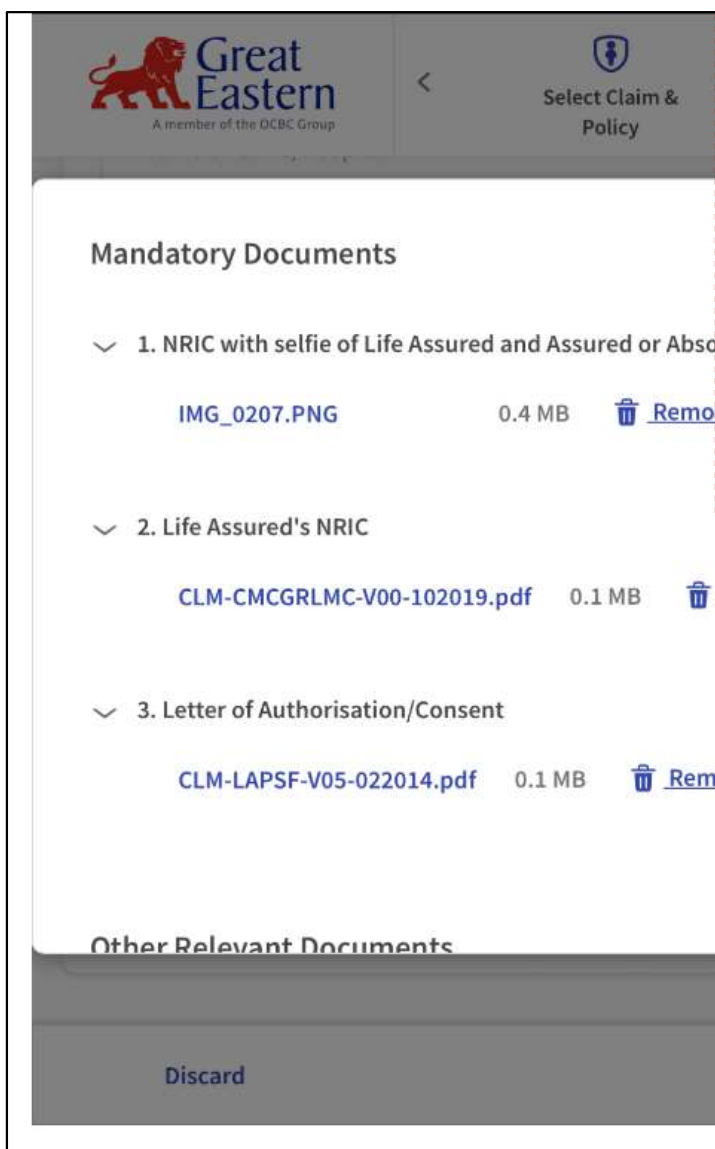
Discard

Save & Close

Proceed

CREATE NEW e-CLAIMS

6.6: Upload Mandatory & Other Relevant Documents



The screenshot shows the 'Mandatory Documents' section of the Great Eastern e-claims portal. It lists three required documents: 1. NRIC with selfie of Life Assured and Assured or Absorber (uploaded as IMG_0207.PNG, 0.4 MB), 2. Life Assured's NRIC (uploaded as CLM-CMCGRLMC-V00-102019.pdf, 0.1 MB), and 3. Letter of Authorisation/Consent (uploaded as CLM-LAPSF-V05-022014.pdf, 0.1 MB). Each document has a 'Remove' button. Below this is the 'Other Relevant Documents' section. At the bottom are buttons for 'Discard', 'Save & Close', and 'Proceed'.

NOTE:

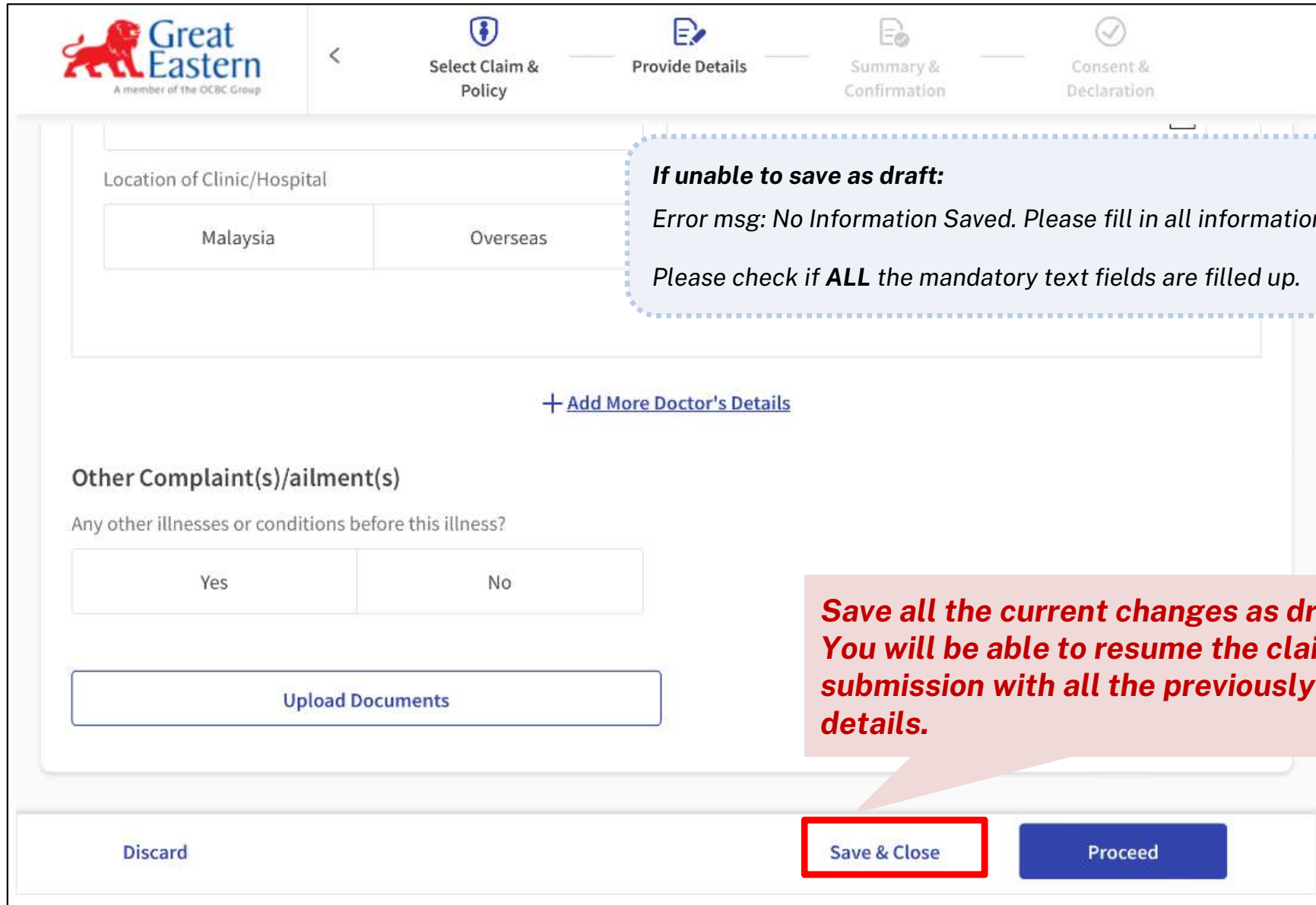
- Only One (1) document/image can be uploaded at One (1) time. If there are multiple documents/images, upload them one-by-one. **Please do not select multiple files at one time.**
- Maximum file size per document is 6MB
- Accepted File Formats: PDF, PNG, JPEG
- Documents not required to be a Certified True Copy
- **Original invoices/receipts** to be submitted to Head Office/Branches for reimbursement.

If unable to upload claim documents:

- Check the completeness of mandatory documents uploaded
- Check the file format
- Check the file size whether each file is within 6MB

CREATE NEW e-CLAIMS

7.0: Save as Draft



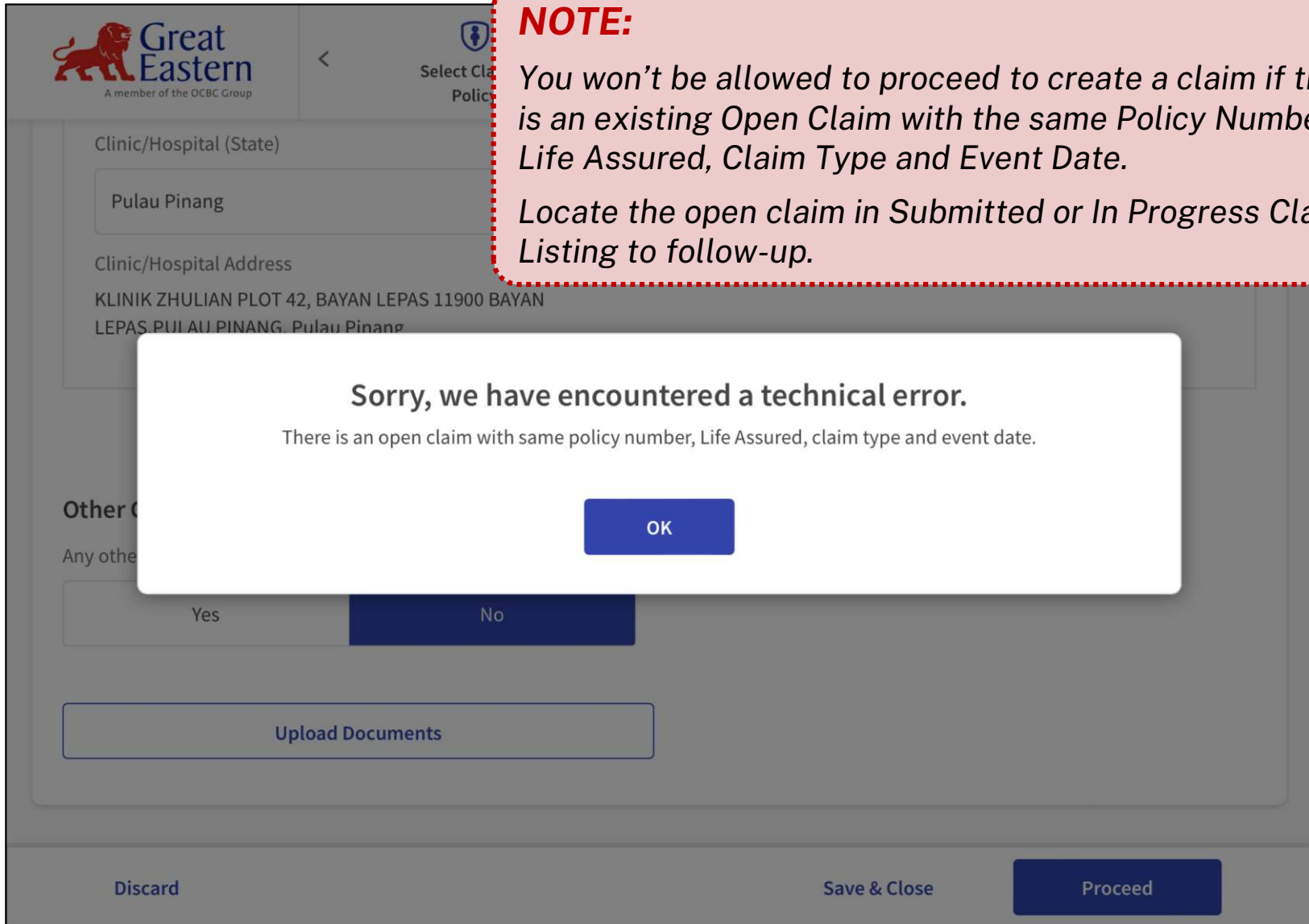
The screenshot shows the 'Provide Details' step of the e-claims process. The form includes a header with the Great Eastern logo and navigation tabs: 'Select Claim & Policy', 'Provide Details' (active), 'Summary & Confirmation', and 'Consent & Declaration'. The main form area has a 'Location of Clinic/Hospital' section with 'Malaysia' and 'Overseas' buttons. Below this is a '+ Add More Doctor's Details' link. The 'Other Complaint(s)/ailment(s)' section asks 'Any other illnesses or conditions before this illness?' with 'Yes' and 'No' buttons. There is an 'Upload Documents' button. At the bottom, there are three buttons: 'Discard', 'Save & Close' (highlighted with a red box), and 'Proceed'. A blue callout box on the right contains error message instructions, and a red callout box points to the 'Save & Close' button.

If unable to save as draft:
Error msg: No Information Saved. Please fill in all information to save.
Please check if **ALL** the mandatory text fields are filled up.

**Save all the current changes as draft.
You will be able to resume the claim
submission with all the previously filled
details.**

CREATE NEW e-CLAIMS

8.0: Duplicate Alert for Open Claim



The screenshot shows the Great Eastern e-claims interface. At the top left is the Great Eastern logo. Below it, the form fields for 'Clinic/Hospital (State)' and 'Clinic/Hospital Address' are visible, with 'Pulau Pinang' and 'KLINIK ZHULIAN PLOT 42, BAYAN LEPAS 11900 BAYAN LEPAS, PULAU PINANG, Pulau Pinang' respectively. A modal dialog box is centered on the screen with the text: 'Sorry, we have encountered a technical error. There is an open claim with same policy number, Life Assured, claim type and event date.' Below the text is an 'OK' button. At the bottom of the form, there are buttons for 'Discard', 'Save & Close', and 'Proceed'. A red dashed box highlights a 'NOTE' section on the right side of the form.

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.

Sorry, we have encountered a technical error.


There is an open claim with same policy number, Life Assured, claim type and event date.

OK





Discard Save & Close Proceed

CREATE NEW e-CLAIMS

9.0: Claim Information Consent & Declaration



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<    

Select Claim & Policy Provide Details Consent & Declaration Review & Sign

Consent & Declaration

Please check all the required fields to proceed.

☒ **TERMS AND CONDITIONS FOR DIGITAL CLAIM SUBMISSION**

1. You must provide true, accurate, updated and complete personal and contact information to Great Eastern Life Assurance (Malaysia) Berhad, (hereinafter referred to as "GELM") to verify such information.
2. The Assured (Policyholder)/Life Assured/Claim Submitting Person are responsible for providing accurate and complete information.
3. You may be requested by GELM to submit the original documents for verification if the information provided is not sufficient for claims payment has been made).
4. The receipt of any information through this digital Claim Submission for verification is subject to the observance and fulfillment of the terms and conditions of the applicable policy.
5. The claim submission is considered received by GELM if it is submitted during GELM's Official business hours shall be considered receipt on the day of submission.

☒ **Declaration & Authorisation by the Life Assured/Assured (Policyholder) AFLYOYL Y/O NFLRYLAS (670205-32-1021) for all applicable policies**

☒ 1. I, the Life Assured/ Assured (Policyholder) declare the information/representations provided and the supporting documentary evidence are truthful, accurate and that all material information relating to the claim have been fully disclosed. I agree that if I have made any untrue statement, or suppressed or concealed any material fact; my/the Life Assured's right to be compensated shall be absolutely forfeited.

☒ 2. I, the Life Assured/ Assured (Policyholder) hereby authorise and give my consent to any doctor, medical practitioner, physician, hospital, laboratory, surgeon, nurse, medical staff, clinic, insurance company, credit reporting agency, organisation, institutions or persons that may have any records or knowledge of my/Life Assured's health or medical history ("Information Provider"), to provide such information to Great Eastern Life Assurance (Malaysia) Berhad, (hereinafter referred to as "GELM") and its authorised service provider and/or its employee about my/ Life Assured's personal data, employment and credit information (as defined in Credit Reporting Agencies Act 2010) in order to process my insurance claim. I authorise GELM and its representative to give and release any such information to any party in relation to my application or transaction with GELM for the following purposes (but not limited to): verifying information given pursuant to this claim, background screening, credit evaluation, scoring solutions, administration, analysis or monitoring of policy with GELM or processing of claim. I, the Life Assured/ Assured (Policyholder), expressly waive on behalf of myself or any other person who shall have any claim or interest in any policy hereunder, all provision of law or professional ethics forbidding any Information Provider from disclosing any information acquired while attending to me in a professional capacity.

☒ 3. I, the Life Assured/Assured (Policyholder), hereby authorise and give consent, to the deduction of monies due to GELM from the claim proceeds payable pursuant to any policy hereunder, including but not limited to any Automatic Premium Loan, Cash Loan, overdue interests, premium due, advance benefit paid, erroneous and/or payment made in excess of any claim amount.

☒ 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 more 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.

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 Hotline at [1300-1300 88](tel:1300-1300-88) or Privacy Officer at [+603 4813 3796](tel:+603-4813-3796), or write to the Company.

Discard

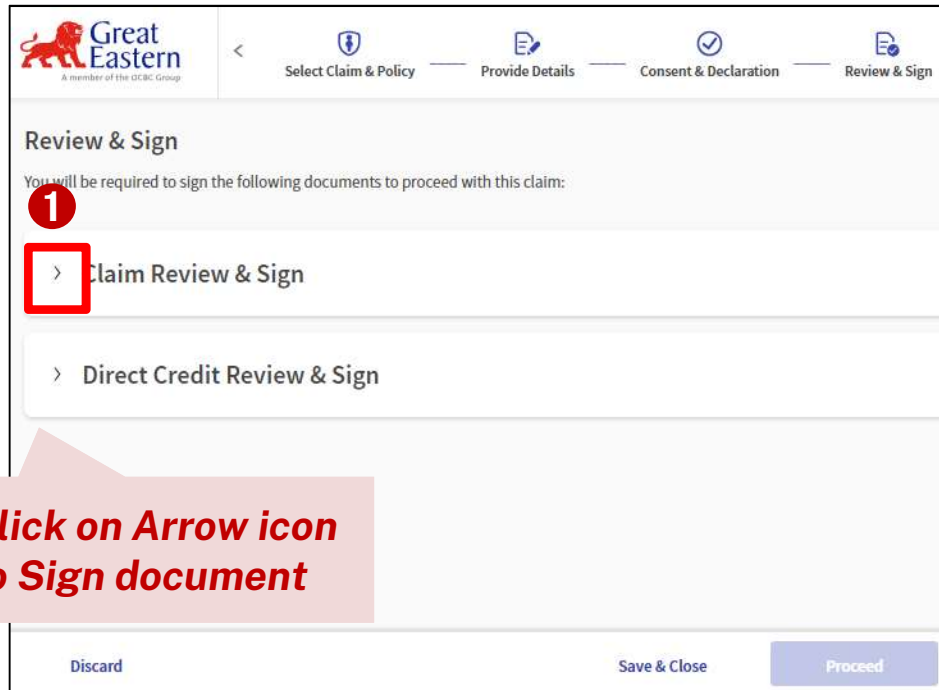
Save & Close

Proceed

Tick consent declarations and click Proceed

CREATE NEW e-CLAIMS

10.0: Claim Review & Sign



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< Select Claim & Policy — Provide Details — Consent & Declaration — Review & Sign

Review & Sign

You will be required to sign the following documents to proceed with this claim:

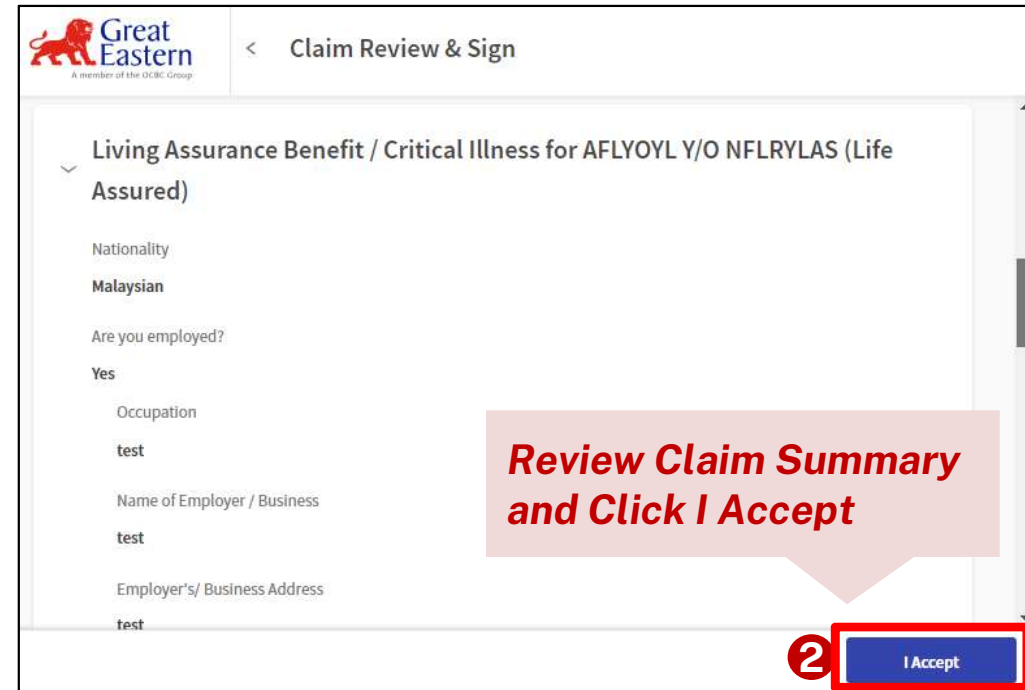
1

> Claim Review & Sign

> Direct Credit Review & Sign

Discard Save & Close Proceed

Click on Arrow icon to Sign document



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< Claim Review & Sign

Living Assurance Benefit / Critical Illness for AFLYOYL Y/O NFLRYLAS (Life Assured)

Nationality
Malaysian

Are you employed?
Yes

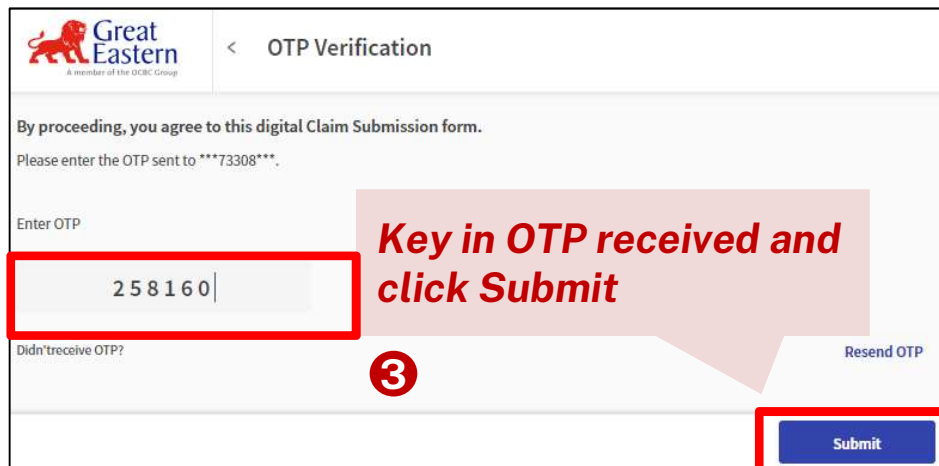
Occupation
test

Name of Employer / Business
test

Employer's/ Business Address
test

2 I Accept

Review Claim Summary and Click I Accept



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< OTP Verification

By proceeding, you agree to this digital Claim Submission form.

Please enter the OTP sent to ****73308***.

Enter OTP

2 5 8 1 6 0

3

Submit

Didn't receive OTP? Resend OTP

Key in OTP received and click Submit



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< Select Claim & Policy — Provide Details — Consent & Declaration — Review & Sign

Review & Sign

You will be required to sign the following documents to

> Claim Review & Sign

> Direct Credit Review & Sign

Discard Save & Close Proceed

Completed step is marked with GREEN Tick

CREATE NEW e-CLAIMS

11.0: Direct Credit Review & Sign

For Policyholders with existing Direct Credit Details and without any amendments, only Claim Review and Sign step is required.
Direct Credit Review & Sign bar will not appear.

1  Direct Credit Review & Sign

Click on Arrow icon to Sign document

If the Review & Sign bar is missing:

Please contact your Branch Administration Manager / Customer Service Careline at 1300-1300 88 immediately for assistance.

Review Direct Credit and Click I Accept

2 

Key in OTP received and click Submit

3

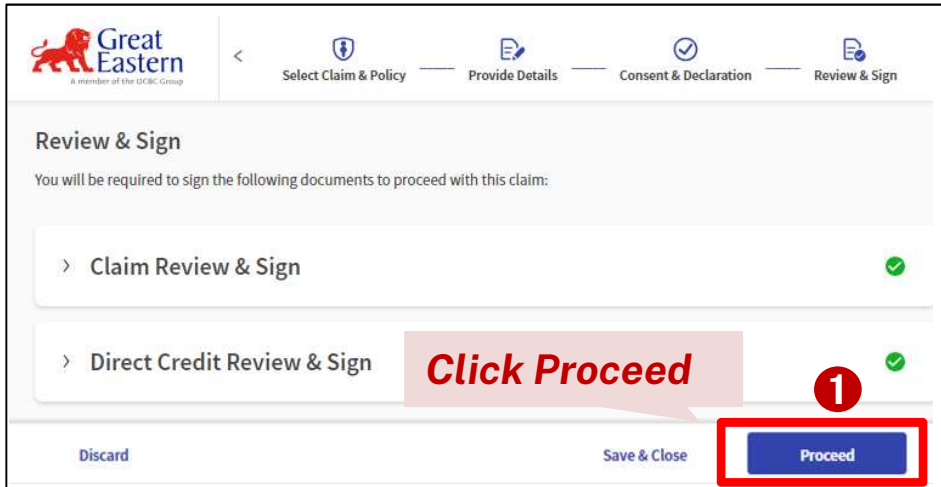


• **Completed step is marked with GREEN Tick**

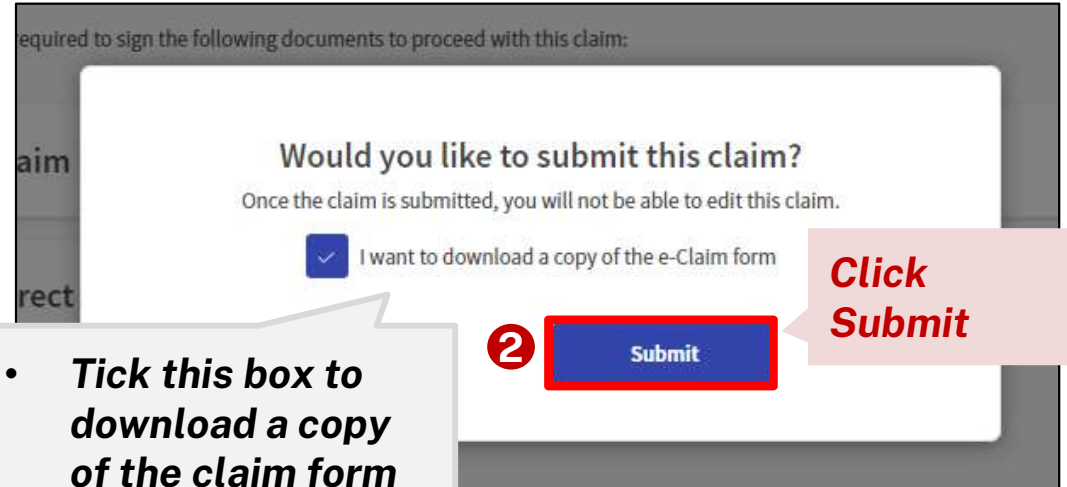


CREATE NEW e-CLAIMS

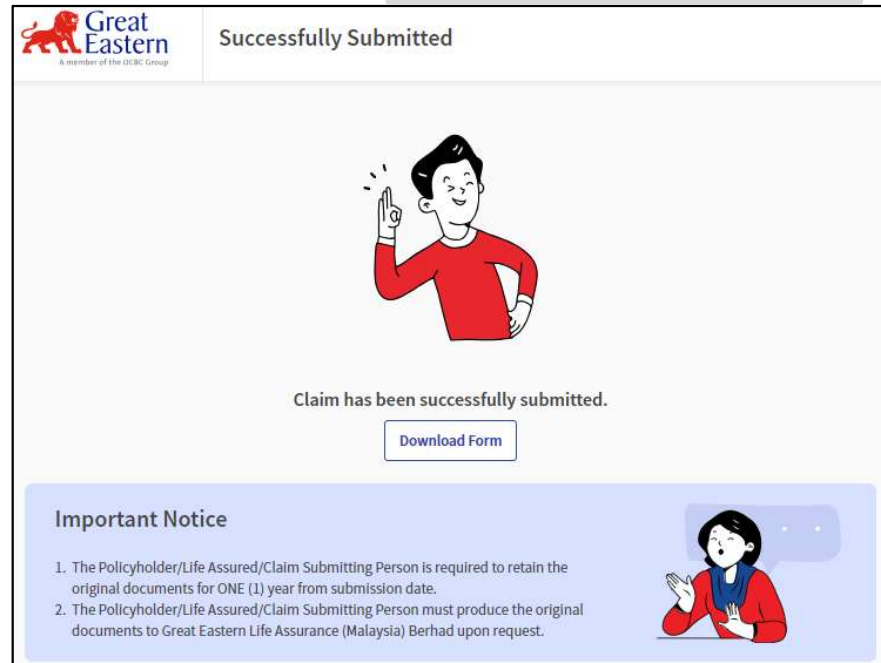
12.0: Review & Sign completed – click 'Proceed' for submission



The screenshot shows the 'Review & Sign' step of the e-claims process. The top navigation bar includes the Great Eastern logo and a progress indicator with four steps: 'Select Claim & Policy', 'Provide Details', 'Consent & Declaration', and 'Review & Sign'. The main content area is titled 'Review & Sign' and includes a sub-header 'You will be required to sign the following documents to proceed with this claim:'. Below this, there are two expandable sections: 'Claim Review & Sign' and 'Direct Credit Review & Sign', both marked with green checkmarks. At the bottom, there are three buttons: 'Discard', 'Save & Close', and 'Proceed'. The 'Proceed' button is highlighted with a red box and a red circle with the number '1'. A red callout box with the text 'Click Proceed' points to the 'Proceed' button.



The screenshot shows the confirmation screen for submitting the claim. The title is 'Would you like to submit this claim?' and the subtitle is 'Once the claim is submitted, you will not be able to edit this claim.' There is a checkbox with a checkmark and the text 'I want to download a copy of the e-Claim form'. A red callout box with the text 'Click Submit' points to a blue 'Submit' button, which is highlighted with a red box and a red circle with the number '2'. A grey callout box with the text 'Tick this box to download a copy of the claim form' points to the checkbox.



The screenshot shows the 'Successfully Submitted' confirmation screen. The top navigation bar includes the Great Eastern logo and the title 'Successfully Submitted'. The main content area features a cartoon illustration of a man in a red shirt pointing upwards. Below the illustration, the text 'Claim has been successfully submitted.' is displayed, followed by a 'Download Form' button. At the bottom, there is a blue box titled 'Important Notice' containing two bullet points: '1. The Policyholder/Life Assured/Claim Submitting Person is required to retain the original documents for ONE (1) year from submission date.' and '2. The Policyholder/Life Assured/Claim Submitting Person must produce the original documents to Great Eastern Life Assurance (Malaysia) Berhad upon request.' A cartoon illustration of a woman in a red shirt is also present in the bottom right corner of the blue box.

CREATE NEW e-CLAIMS

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.

ACCIDENT RIDER
GMBS HB

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

SUBMIT FOLLOW-UP DOCUMENT


Locate Follow-Up Claim from Claim Dashboard




Online Claims

[+ Create New Claim](#)


EN ☐ BM [Logout](#)



0
Closed




0
Mixed Decisions



64
Drafts

Most Recent Claims

[View All Claims](#)



Living Assurance Ben...


In Progress **Follow-up** 1

Claim No. 000000015503

Policy No. 1007042124 + 4

Submitted on 02/10/2023

Last Updated 05/10/2023



Living Assurance Ben...


Submitted

Claim No. 0000013462

Policy No. 07042132 + 2 more

Submitted on 25/08/2023

Last Updated 04/10/2023



Death Benefit

Submitted

Claim No. 000000015026

Policy No. 1007042158, 0097597618

Submitted on 25/09/2023

Last Updated 25/09/2023


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

Last Login: 04 Oct 2023, 10:53

**Follow-up indicator
will show here**

SUBMIT FOLLOW-UP DOCUMENT

Submit Follow-up Document

 < 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

1. Confidential Medical Certificate (Living Assurance - Brain, Nerve & Muscle related condition)
To be completed by attending neurologist
PEN0003934013396965.pdf 0.5 MB [Remove](#) Uploaded

2


2. Others

Submit

NOTE:

1. Partial upload of document is **allowed**
2. Remaining documents can be uploaded later on once available

[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

Upload Documents (1/1)

CLAIM STATUS TRACKING

Submitted Claim Details – Status Tracking



< Claim Details

Living Assurance Benefit / Critical Illness

Claim No: 000000015503 In Progress






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


Submitted on 05/10/2023

Claiming for Life Assured


GVLS GVLLA SFYG
680315-29-1123


Last Updated 05/10/2023

	1007042124	SMARTPROTECT ESSENTIAL INSURANCE 2
	1007042132	SMARTPROTECT ESSENTIAL INSURANCE 2
	0097597618	GREAT PROTECTLINK INSURANCE
	1007042158	SMARTPROTECT ESSENTIAL INSURANCE 2
	0083068357	SUPREME LIVINGCARE - WHOLE LIFE LIVING ASSURANCE WITH CASH BONUS

 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](#)

Upload Documents (2/1)

 **Status Tracking**

	05/10/2023, 15:08	This claim requires additional requirement.
	05/10/2023, 14:58	This claim requires additional requirement.
	05/10/2023, 14:49	This claim requires additional requirement.
	02/10/2023, 23:31	Claim has been submitted.


NOTE:

Claim status will be updated after one working day.

FOLLOW-UP ON WITHDRAWN CLAIM

FOLLOW-UP ON WITHDRAWN CLAIM

1.0: Click into “Closed” Claims



Online Claims

[+ Create New Claim](#)

EN ☐ BM [Logout](#)

Welcome back, GVLS GVLLA SFYG

16
Submitted

1
In Progress

0
Approved

0
Rejected

0
Closed




0

64

Locate any withdrawn claims due to no reply on required documents from here

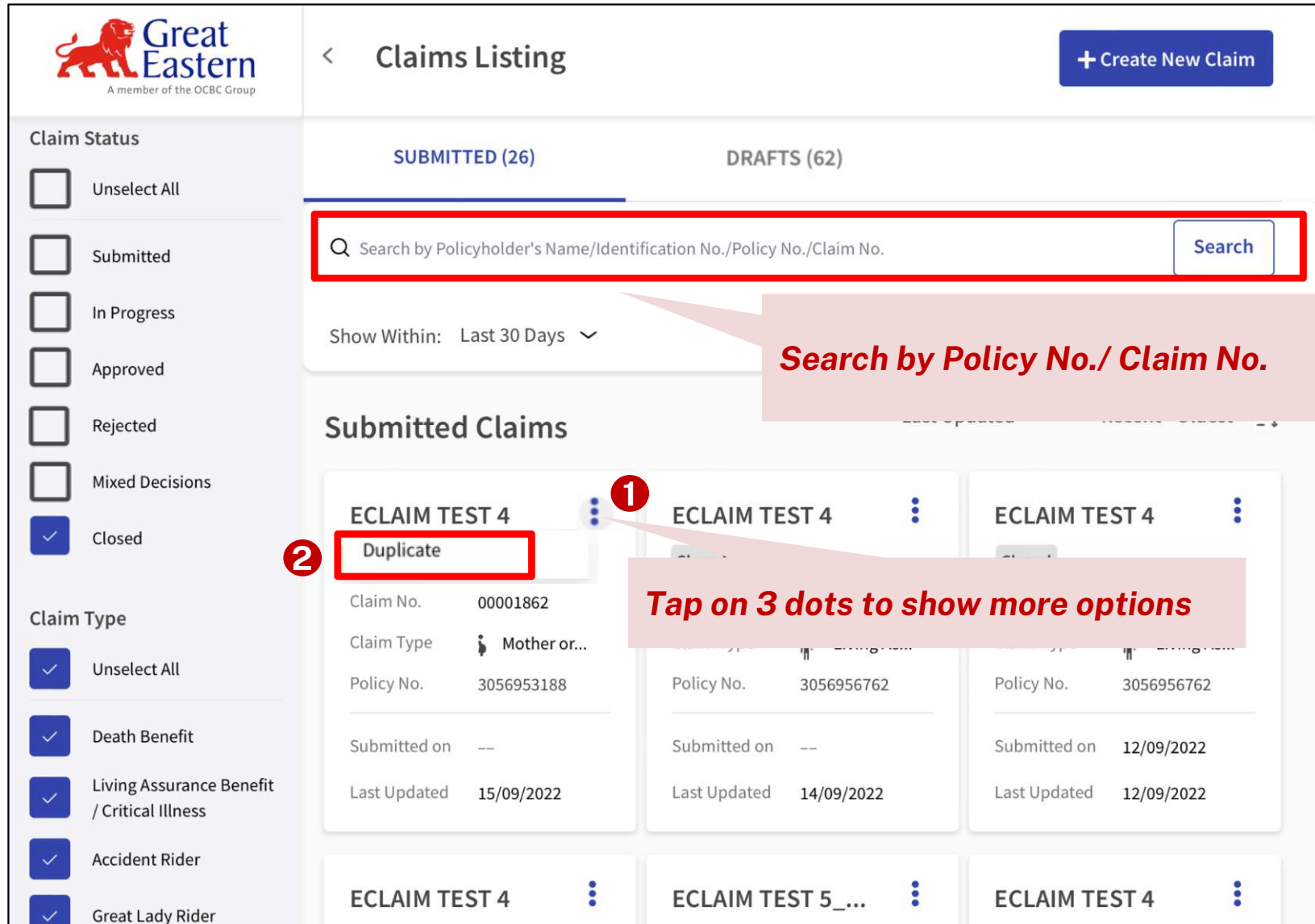
[View All Claims](#)

Most Recent Claims

 Living Assurance Ben... <div>In Progress Follow-up 1</div> <div>Claim No. 000000015503</div> <div>Policy No. 1007042124 + 4 more</div>	 Living Assurance Ben... <div>Submitted</div> <div>Claim No. 000000013462</div> <div>Policy No. 1007042132 + 2 more</div>	 Death Benefit <div>Submitted</div> <div>Claim No. 000000015026</div> <div>Policy No. 1007042158, 0097597618</div>
--	--	---

FOLLOW-UP ON WITHDRAWN CLAIM

2.0: Locate Withdrawn Claim



The screenshot displays the 'Claims Listing' page. On the left, there is a sidebar with 'Claim Status' and 'Claim Type' filters. The 'Submitted' status is selected. The main area shows 'SUBMITTED (26)' and 'DRAFTS (62)' tabs. A search bar is highlighted with a red box and a callout: 'Search by Policy No./ Claim No.'. Below the search bar, a 'Show Within: Last 30 Days' dropdown is visible. The 'Submitted Claims' section shows a list of claims. The first claim, 'ECLAIM TEST 4', has a 'Duplicate' button highlighted with a red box and a callout: 'Tap on 3 dots to show more options'. The claim details include Claim No. 00001862, Claim Type Mother or..., Policy No. 3056953188, Submitted on --, and Last Updated 15/09/2022. Other claims in the list include 'ECLAIM TEST 4' with Policy No. 3056956762 and 'ECLAIM TEST 5_...'.

Claim Status

- ☐ Unselect All
- ☐ Submitted
- ☐ In Progress
- ☐ Approved
- ☐ Rejected
- ☐ Mixed Decisions
- ☒ Closed

Claim Type

- ☒ Unselect All
- ☒ Death Benefit
- ☒ Living Assurance Benefit / Critical Illness
- ☒ Accident Rider
- ☒ Great Lady Rider

Claims Listing [+ Create New Claim](#)

SUBMITTED (26) **DRAFTS (62)**

Search by Policyholder's Name/Identification No./Policy No./Claim No. [Search](#)

Show Within: Last 30 Days

Submitted Claims

Claim No.	Claim Type	Policy No.	Submitted on	Last Updated
00001862	Mother or...	3056953188	--	15/09/2022
3056956762	...	3056956762	--	14/09/2022
3056956762	...	3056956762	12/09/2022	12/09/2022

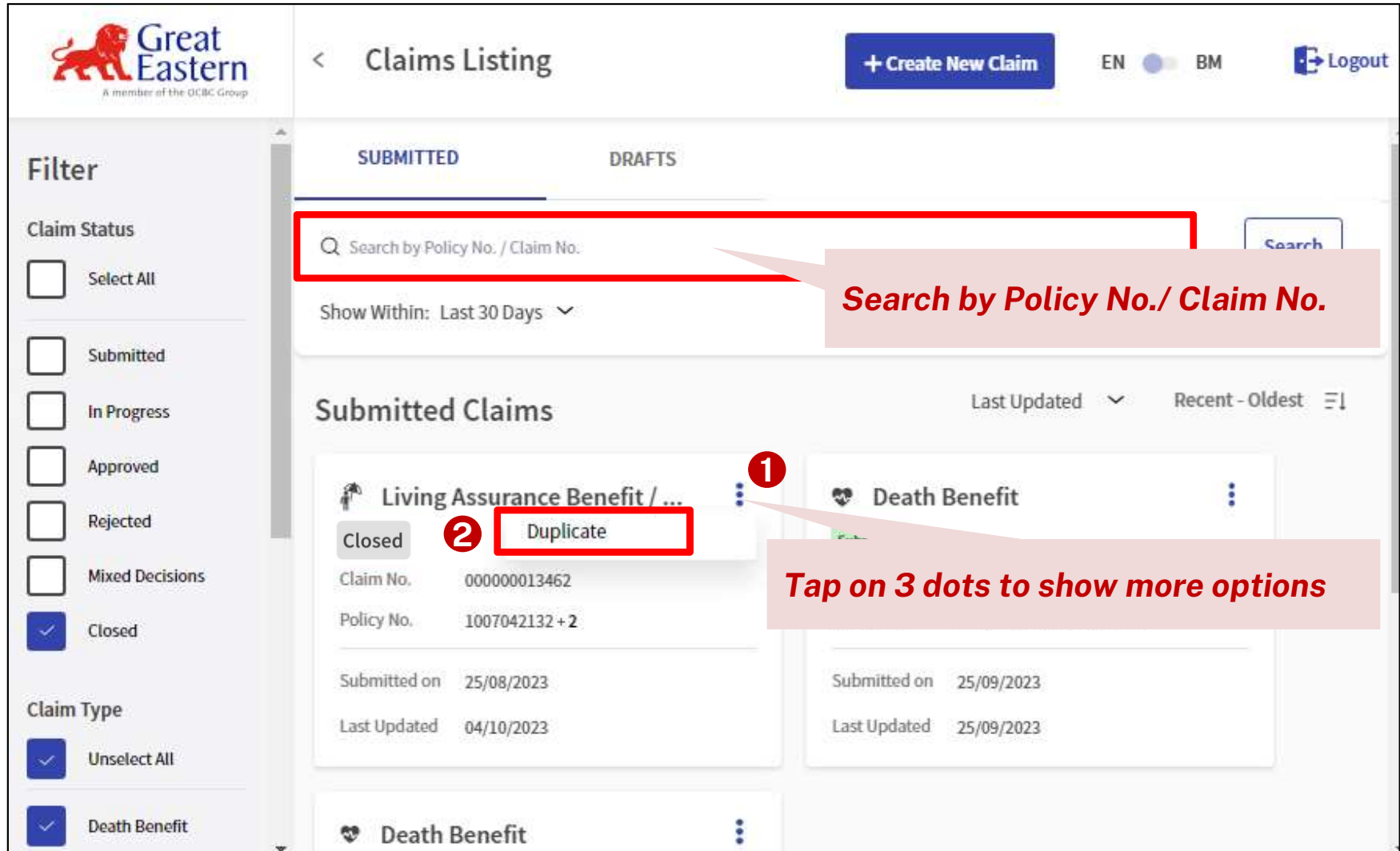
ECLAIM TEST 4 **ECLAIM TEST 4** **ECLAIM TEST 4**

Duplicate

Tap on 3 dots to show more options

FOLLOW-UP ON WITHDRAWN CLAIM

2.0: Locate Withdrawn Claim



The screenshot shows the 'Claims Listing' page in the Great Eastern system. On the left is a 'Filter' sidebar with 'Claim Status' and 'Claim Type' sections. The 'Claim Status' section includes checkboxes for 'Select All', 'Submitted', 'In Progress', 'Approved', 'Rejected', 'Mixed Decisions', and 'Closed' (which is selected). The 'Claim Type' section includes checkboxes for 'Unselect All' and 'Death Benefit' (which is selected). The main area is titled 'Claims Listing' and has a '+ Create New Claim' button. Below the title are tabs for 'SUBMITTED' and 'DRAFTS'. A search bar is present with the placeholder 'Search by Policy No. / Claim No.' and a 'Search' button. A red box highlights the search bar, and a callout points to it with the text 'Search by Policy No./ Claim No.'. Below the search bar is a 'Show Within: Last 30 Days' dropdown. The 'Submitted Claims' section shows a list of claims. The first claim is 'Living Assurance Benefit / ...' with a status of 'Closed'. A red box highlights the 'Duplicate' button next to it, with a callout pointing to it with the text 'Tap on 3 dots to show more options'. The second claim is 'Death Benefit'. The third claim is also 'Death Benefit'. The interface includes a 'Logout' button in the top right corner.

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Claims Listing

+ Create New Claim

EN BM Logout

Filter

Claim Status

☐ Select All

☐ Submitted

☐ In Progress

☐ Approved

☐ Rejected

☐ Mixed Decisions

☒ Closed

Claim Type

☒ Unselect All

☒ Death Benefit

SUBMITTED DRAFTS

Search by Policy No. / Claim No. Search

Show Within: Last 30 Days

Submitted Claims

Last Updated Recent - Oldest

Living Assurance Benefit / ...

Closed Duplicate

Claim No. 000000013462

Policy No. 1007042132 + 2

Submitted on 25/08/2023

Last Updated 04/10/2023

Death Benefit

Submitted on 25/09/2023

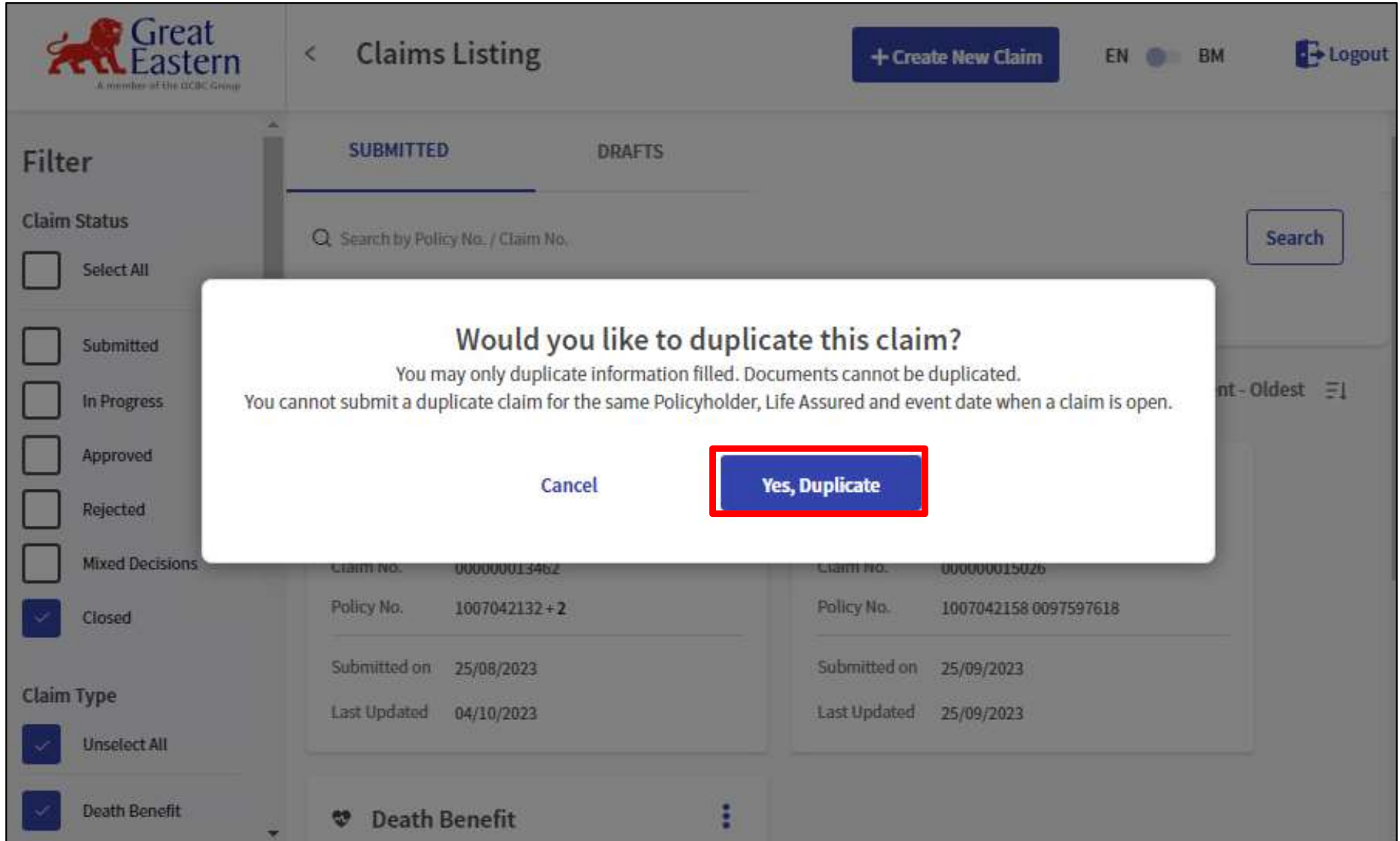
Last Updated 25/09/2023

Death Benefit

Tap on 3 dots to show more options

FOLLOW-UP ON WITHDRAWN CLAIM

3.0: Choose Duplicate claim




The screenshot shows the 'Claims Listing' page in the Great Eastern portal. The page has a header with the Great Eastern logo, a back arrow, the title 'Claims Listing', a '+ Create New Claim' button, and language selection (EN, BM) and a 'Logout' button. On the left, there is a 'Filter' section with 'Claim Status' and 'Claim Type' filters. The 'Claim Status' filter has checkboxes for 'Select All', 'Submitted', 'In Progress', 'Approved', 'Rejected', 'Mixed Decisions', and 'Closed' (which is selected). The 'Claim Type' filter has checkboxes for 'Unselect All' and 'Death Benefit' (which is selected). The main content area shows a table of claims with columns for 'SUBMITTED' and 'DRAFTS'. A search bar is present with the text 'Search by Policy No. / Claim No.' and a 'Search' button. A modal dialog is open in the center, asking 'Would you like to duplicate this claim?'. The modal text states: 'You may only duplicate information filled. Documents cannot be duplicated. You cannot submit a duplicate claim for the same Policyholder, Life Assured and event date when a claim is open.' There are two buttons in the modal: 'Cancel' and 'Yes, Duplicate' (which is highlighted with a red border). The background shows two claim entries with details like Claim No., Policy No., Submitted on, and Last Updated.


Claim No.	Policy No.	Submitted on	Last Updated
000000013462	1007042132 + 2	25/08/2023	04/10/2023
000000015026	1007042158 0097597618	25/09/2023	25/09/2023

FOLLOW-UP ON WITHDRAWN CLAIM

3.0: Choose Duplicate claim, Upload Documents & Submit



< Claim Details

 Living Assurance Benefit / Critical Illness

Claim No: 000000013462 Submitted

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

Submitted on 04/10/2023 Last Updated 04/10/2023

Claiming for Life Assured

GVLS GVLLA SFYG
680315-29-1123


Would you like to duplicate this claim?

You may only duplicate information filled. Documents cannot be duplicated.
You cannot submit a duplicate claim for the same Policyholder, Life Assured and event date when a claim is open.

Cancel [Yes, Duplicate](#)

ASSURANCE WITH
CASH BONUS

▼ Status Tracking

 25/08/2023, 10:42 Claim has been submitted.

FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS

Question	Answer
Can nominee submit a death claim using Life Assured's eConnect account?	No. eConnect / eClaims is accessible by Policyholder only.
How can a nominee (non-eConnect user) submit a death claim?	Nominee may contact the Policyholder's servicing agent to submit the death claim using GreatPlanner eClaim.
Will servicing agent receive any notification upon claim submission by Policyholder?	Yes. An SMS notification will be sent to servicing agent upon claim processing.
What is the maximum file size allowed for each document?	6MB.
How to upload follow up requirement documents for a claim that has been withdrawn?	Policyholder is required to create a new claim.
Is CTC of documents required for eClaims submission?	Not required.
Is signature required for eClaims submission.?	No signature required.
Is foreign mobile number accepted for eClaims?	Yes
Is the direct credit account registration meant for claim transaction only?	No, the update applies to all future amounts payable for transactions related to the policy.
Is there a limitation on the total size of uploaded documents, aside from the 6MB file size limit for individual document files?	No size limitation.
Can we view the status of a claim that was not submitted through eClaims?	You won't find the claim status in eClaim, but you can access it from eConnect > My Claim > Claim Status for information on other submitted claims.
Will other policies be processed together since eClaims is only applicable to certain inforce policies?	Yes, we will process any other eligible policies together. Please upload the Direct Credit Facility Form for other policies to ease the claim processing.

THANK YOU