Easi-Pay Guide via e-Connect

- e-Connect Login
- e-PAY One Time Payment
- Change Payment Method to Credit Card
e-Connect Login
e-Connect – Login

e-Connect Login screen

Visit us at  www.greateasternlife.com/my
or e-Connect direct link : https://econnect-my.greateasternlife.com
Great Eastern e-CONNECT Account Agreement

Terms and Conditions

Understanding your rights, obligations and responsibilities

In the following paragraphs, “you” refers to all persons who are named under the account and Great Eastern Life Assurance (Malaysia) Berhad, Great Eastern General Insurance (Malaysia) Berhad and/or their holding company and/or their subsidiaries and/or the subsidiaries of their holding company shall be collectively referred to as “Great Eastern Group”.

In using the internet to gain access to your account, you will be exposed to the following risks:

1. If you do not have sufficient technical knowledge or you do not take safety precautions, unauthorised people may gain access to your computer or internet-linked devices.
2. Unauthorised people may without your knowledge gain access to your computer and monitor your regular access to your account and your transactions with your account.
3. There may be computer viruses or other malicious software which may interfere with your access to your account.
4. If you access your account through a public computer, this may expose your account to viruses and malicious software.

You are liable for all instructions and transactions carried out through the use of your User-ID and password to access your account whether or not authorised by you. In particular, if you:

i. fail to comply with the following Terms and Conditions;
ii. disregard the security measures which you must take; or
iii. fail to take precautions when using the internet to access your account,

Great Eastern Group will not be liable to you.

All charges, if any, in accessing your account will have to be borne by you.

Great Eastern e-CONNECT Account Agreement

Terms and Conditions

The following terms and conditions (“Terms and Conditions”) will govern the use of the web-account granted by Great Eastern Group to you. By using this e-CONNECT Portal (hereinafter referred as “e-CONNECT”), you have agreed to be bound by these Terms and Conditions.

Read & Accept ‘Terms of usage’
E-Connect Login

Force Change Password

Attention!
You have login with a temporary password.
Please proceed to change your password immediately.

Note:
- Your password must be between 8-16 characters long
- Your password must consist of UPPER CASE, lower case, numbers, symbols (e.g.: !@#$%)

Please Enter Current Password *

Password

Please Enter New Password *

Password

Please Confirm New Password *

Password

Submit

Your are required to **change your login password upon first time login**
E-Connect Login
Register OTP mobile number

Register OTP Mobile Phone Number

For additional level of protection, you will need to use an additional One-Time Password (OTP) for accessing your UIP account. Please register a mobile phone number with us to receive the OTP via SMS.

Mobile Phone Number *

+ 60

Mobile Phone Number format: \(<\text{Country Code}\><\text{Phone number}\>
Example for Malaysia, enter \(+60123456789\) if mobile number is \(012-3456789\)
Example for Singapore, enter \(+6599701280\) if mobile number is \(99701280\).

Submit

Register your OTP mobile number**

Click ‘Submit’ to verify mobile number registration

** If you have registered your OTP mobile via our 2FA form, this screen will not appear
E-Connect Login
OTP Request

One Time Password

Please kindly enter your one time password sent to your mobile no.

Password
Submit
Cancel

If you do not receive the password in the next 2 minutes, please click "Resend".

Resend One Time Password

An OTP code will be sent to your registered OTP mobile number

Please enter the code & Click ‘Submit’

Note
A One Time Password (OTP) is required to access e-Connect
One Time Payment

e-PAY
### Select policy for payment:
Click on “View Policy Details”

<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Life assured</th>
<th>Policy starts on</th>
<th>Premium due</th>
<th>View Policy Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Protection</td>
<td>Rider(s)</td>
<td>01 Aug 2016</td>
<td>01 Apr 2019</td>
<td></td>
</tr>
<tr>
<td>Life Protection</td>
<td>Rider(s)</td>
<td>01 Aug 2016</td>
<td>01 Apr 2019</td>
<td></td>
</tr>
<tr>
<td>Life Protection</td>
<td>Rider(s)</td>
<td>01 Nov 2012</td>
<td>01 Jul 2019</td>
<td></td>
</tr>
</tbody>
</table>
e-PAY  One Time Payment

My Policy Details

Life Protection (4)

GREAT PROTECTLINK INSURANCE

INFORCE

Commencement Date
29 Mar 2006

Coverage End Date
- 

Potential Lapse Date
- 

Coverage Benefit Information

<table>
<thead>
<tr>
<th>Benefit Name</th>
<th>Benefit Status</th>
<th>Sum Assured</th>
<th>Installment Premium</th>
<th>Cover Start Date</th>
<th>Cover End Date</th>
<th>Balance Limit</th>
<th>Annual Limit</th>
<th>Balance Life Time Limit</th>
<th>Car Registration No</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREAT PROTECTLINK INSURANCE</td>
<td>INFORCE</td>
<td>60,000 MYR</td>
<td>120.00 MYR</td>
<td>29 Mar 2006</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>WAIVER OF PREMIUM</td>
<td>INFORCE</td>
<td>22,250 MYR</td>
<td>-</td>
<td>29 Mar 2006</td>
<td>28 Mar 2052</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
e-PAY One Time Payment

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Reference</th>
<th>Currency*</th>
<th>Total Amount*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please Select</td>
<td>UIP-MYCU20180323194710001094</td>
<td>MYR</td>
<td>291.7</td>
</tr>
</tbody>
</table>

**Payment Details**

1. Select Transaction Type
2. Enter total amount

**Contact Details**

- **Payer Name**: Enter name
- **Country Code**: Malaysia (60)
- **Mobile Number**: Enter mobile
- **E-mail**: Enter email

3. Confirm contact details
   The info will be used to send SMS and email as payment acknowledgement.

**Payment Method**

- **Payment Mode**: Please Select

4. Select Payment Mode = Credit Card
**e-PAY One Time Payment**

1. Key in credit card details
   - Cardholder’s name
   - Card expiry date
   - Card Number
   - Security Code (CVV)

2. Proceed payment

Items marked with (*) are mandatory.
IMPORTANT NOTICE:

This is not a contract of insurance. The exact terms, conditions and exclusions of this insurance are specified in the policy contract.

[ePay Services] - Terms of Usage ("ToU")

A. General Terms

1. By clicking on the “Confirm” button, the proposer/policyholder or payer (if any, see Clause 5 below) (hereinafter the “User”) hereby agree to be bound by the terms and conditions set out in this ("ToU") and agree and consent to Great Eastern Life Assurance Malaysia Berhad ("Great Eastern") and its related corporations (collectively, the “Companies”), as well as their respective representatives and agents, for collecting, using, disclosing and sharing amongst themselves the User’s personal data, and disclosing such personal data to the Companies’ authorised service providers and relevant third parties for purposes reasonably required by the Companies to effect and process the payment herein. These purposes are set out in Great Eastern’s Privacy Statement, which is accessible at https://www.greateasernlife.com/my/en/terms-and-conditions.html?tab=2 and the User confirms that he/she has read and understood the same.
1. Select Relationship with Policyholder:
   - Self
   - Spouse
   - Child
   - Parent
   - Sibling

2. Confirm payment
Cardholder needs to enter One Time Password (OTP) sent by the card issuing bank to his registered mobile phone.
e-PAY  One Time Payment

Upon payment completion, success prompt is displayed.
e-PAY  One Time Payment

SMS Notification on the successful payment

GE ePay: Payment of MYR 125.55 was made (card ending 2346) on 29/03/18 for policy 22406159. Pay ref: 18145000001120
Dear NICOLE,

A credit card payment has been authorised on your card to pay with the following payment details:

Transaction Reference: UIP-MYCU20180320165556000889
Policy Number:
Payment Date: 20/03/2018
Payment Reference:
Total Amount Paid: MYR 100.00
Card Reference: 512345xxxxxx2346

If you have any enquiries on your transaction, you can contact us at wecare-my@greateasternlife.com.
Thank you for choosing Great Eastern Life as your preferred insurer.

(Please do not reply to this notification as it is automated and is unable to receive replies)
Change Payment Method to Credit Card
Change Payment Method – My Service Request

Click on ‘My Service Request’
Change Payment Method to Credit Card
Change Payment Method

Select A Policy

Update | Plan Name | Existing Payment Method
--- | --- | ---
 | GREAT PROTECTLINK INSURANCE (06 73 74) | Credit Card

For policy(ies) with overdue premium, change of credit card option is not available. Please proceed to make full settlement via e-Payment Services prior to the change.

Select Policy Number

Continue, Step 2: Select payment method
Change Payment Method to Credit Card

Select New Payment Method = Credit Card
Change Payment Method to Credit Card

1. To confirm Contact Details

2. To fill up credit card details

**Payment Details**
- Transaction Reference: UIF-MYCU198328013147
- Policy No: 123
- Product Name: GREAT PROTECTLINK INSURANCE
- Currency: MYR

**Contact Details**
- Payer Name: CH
- Country Code: Malaysia (60)
- Mobile Number: 123 165
- E-mail: CHL

**Payment Method**
- Payment Mode: Credit Card
- Cardholder’s Name: Enter name
- Card Number: Enter card number
- Expiry Month & Year: Mar 2019
- Security Code: CVV
- Issuing Country: Malaysia

Items marked with (*) are mandatory.
Change Payment Method to Credit Card

Terms of Usage

IMPORTANT NOTICE:
This is not a contract of insurance. The exact terms, conditions and exclusions of this insurance are specified in the policy contract.

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Read & Accept ‘Term of Usage’
Change Payment Method to Credit Card

1. Select Relationship with Policyholder:
   - Self
   - Spouse
   - Child
   - Parent
   - Sibling

2. Confirm payment
Change Payment Method to Credit Card

A One-Time Password (OTP) is sent via SMS to your mobile number. Please enter the OTP to complete authentication.

- Merchant Name: Great Eastern ePAY
- Card Number: XXXX XXXX XXXX 4646
- Payment: MYR1.00
- SMS One Time Password: 

Cardholder needs to enter One Time Password (OTP) sent by the card issuing bank to his registered mobile phone.
Change Payment Method to Credit Card

Tokenization Successfully Completed
Token Reference: 19448212

Ok

Success prompt will be displayed.
End