



# Easi-Pay Guide via e-Connect

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

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# e-Connect Login

# e-Connect – Login

## e-Connect Login screen

Personal Insurance Corporate Solutions Careers About Us Quick Links Login English

**Great Eastern**  
A member of the OCBC Group

**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

**Welcome**

Login ID \* ?

Password \*

**Login**

[Forgot Your Password?](#)

[Sign Up Now](#)

Fill in your Login ID & Password

Click on 'Login'


Visit us at [www.greateasternlife.com/my](http://www.greateasternlife.com/my)

or e-Connect direct link : <https://econnect-my.greateasternlife.com>

# E-Connect Login

## Term of usage

[Home](#) [Personal Insurance](#) [Corporate Solutions](#) [Careers](#) [About Us](#) [Quick Links](#) [Login](#) [English](#)



### 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.

I Disagree

I Agree

Read & Accept 'Terms of usage'

# E-Connect Login

## Force Change Password



### 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 \*

\*\*\*\*\*

Please Enter New Password \*

\*\*\*\*\*

Please Confirm New Password \*

\*\*\*\*\*

Submit

You 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 \*

Mobile Phone Number format: +<Country Code><Phone number>

Example for Malaysia, enter [+60123456789](#) if mobile number is [012-3456789](#).

Example for Singapore, enter [+6599701280](#) if mobile number is 99701280.

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

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### One Time Password

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

<input type="text" value="Password"/>	<input type="submit" value="Submit"/>	<input type="button" value="Cancel"/>
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If you do not receive the password in the next 2 minutes, please click "Resend".



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

Please enter the code & Click '**Submit**'

**Note**

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

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e-PAY

One Time Payment

# e-PAY One Time Payment

The screenshot shows the Great Eastern website interface. At the top is a red navigation bar with links: Home, Personal Insurance, Corporate Solutions, Careers, About Us, Quick Links, My Account, and English. Below this is a secondary navigation bar with the Great Eastern logo and links for My Portfolio, My Service Request, My Claim, Shop @ Great Eastern, and Notifications. The main content area features a 'Your Coverage Overview' diagram with icons for Life, Health, Retirement, Wealth, Lifestyle, and Permanent Income. To the right, a 'Your coverage analysis on Life Protection' section shows progress bars for Death coverage (100%), Total & Permanent Disability coverage (100%), and Legacy Planning (0%). A callout box for Death coverage states 'You are covered' and provides contact information for a review. A 'View Policy Details' button is at the bottom.

Hi CHUA

Last Login:

Your coverage analysis on **Life Protection**

Your Benefits Coverage

- Death coverage
- Total & Permanent Disability coverage
- Legacy Planning

**Death coverage**  
You are covered.

**Get a review**  
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.

You may call our Customer Service Careline at 1300-1300 88 for further information.

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact [Customer Service](#).

[View Policy Details](#)

Select policy for payment :  
Click on “ View Policy Details”

The screenshot shows the 'My Life Protection Policies' section. It includes a dropdown menu for 'My Life Protection Policies', a 'View All Policies / Certificates' button, a 'Collapse All' button, and a 'Download all policies / certificates as PDF' button. Below these are three policy cards, each for 'Life Protection, Unit GMBS - Unit Link'. Each card displays 'Life assured', 'Policy starts on', 'Premium due', and a 'View Policy Details' button.

**My Life Protection Policies**

[View All Policies / Certificates](#) [Collapse All](#) [Download all policies / certificates as PDF](#)

Policy Name	Life assured	Policy starts on	Premium due	Action
Life Protection, Unit GMBS - Unit Link	Rider(s)	01 Aug 2016	01 Apr 2019	<a href="#">View Policy Details</a>
Life Protection, Unit GMBS - Unit Link	Rider(s)	01 Aug 2016	01 Apr 2019	<a href="#">View Policy Details</a>
Life Protection, Unit GMBS - Unit Link	Rider(s)	01 Nov 2012	01 Jul 2018	<a href="#">View Policy Details</a>

# e-PAY One Time Payment



My Portfolio

My Service Request

My Claim

Shop @ Great Eastern

Notifications

## My Policy Details

Life Protection (4)

GREAT

PROTECTLINK  
INSURANCE

INFORCE

Commencement Date  
29 Mar 2006

Coverage End Date  
-

Potential Lapse Date  
-

Servicing Agent



Click on  
'Pay Now'

Pay Now

— Collapse All

### Coverage Benefit Information

Benefit Name Life Assured	Benefit Status	Sum Assured Installment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit	Car Registration No
GREAT PROTECTLINK INSURANCE	INFORCE	60,000 MYR 120.00 MYR	29 Mar 2006 -	- -	-
WAIVER OF PREMIUM - DD	INFORCE	22,250 MYR -	29 Mar 2006 28 Mar 2052	- -	-

# e-PAY One Time Payment

Search Transaction

Policy Reference \*

1024

1. Select Transaction Type

Payment Details

Transaction Type \*

Please Select

Transaction Reference \*

UIP-MYCU20180323194710001094

Currency \*

MYR

Total Amount \*

291.7

Product Name

U-SPE2-AP

2. Enter total amount

3. Confirm contact details

The info will be used to send SMS and email as payment acknowledgement.

Contact Details

Payer Name \*

Enter name

Country Code \*

Malaysia (60)

Mobile Number \*

Enter mobile

E-mail \*

Enter email

Payment Method

Payment Mode \*

Please Select

4. Select Payment Mode = Credit Card

Items marked with (\*) are mandatory

Cancel

Proceed



# e-PAY One Time Payment

Payment Method


Payment Mode \* Credit Card ▼

---

Cardholder's Name \*

Card Number \*   

Expiry Month & Year \*

Security Code \*  

Issuing Country \*

☐ Use card for subsequent payments

Items marked with (\*) are mandatory

Cancel Proceed

## 1. Key in credit card details

- Cardholder's name
- Card expiry date
- Card Number
- Security Code (CVV)

## 2. Proceed payment

# e-PAY One Time Payment

## 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.

### **[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.greasternlife.com/my/en/terms-and-conditions.html?tab=2> and the User confirms that he/she has read and understood the same.

**Read & Accept 'Term of Usage'**

Agree

# e-PAY One Time Payment

Payment Details			
Transaction Type *	Transaction Reference *	Currency *	Total Amount *
Renewal Premium	UIP-MYCU20180323194710001094	MYR	583.40
Product Name *			
U-SPE2-AP			
Cardholder's Name *	Card Number *	Expiry Month & Year *	Issuing Country Code *
ASDFG	5123-45XX-XXXX-2346	01/2019	MY

Contact Details			
Payer Name *	Country Code *	Mobile Number *	E-mail *
ASDFG	Malaysia (60)	123	

Declaration	
Relationship with Policyholder *	<div>Self</div>
I agree to terms of usage <input checked="" type="checkbox"/>	
<a href="#">Click to read terms and conditions</a>	

Items marked with (\*) are mandatory

Cancel

Confirm

## 1. Select Relationship with Policyholder:

- Self
- Spouse
- Child
- Parent
- Sibling

## 2. Confirm payment

# e-PAY One Time Payment

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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 :

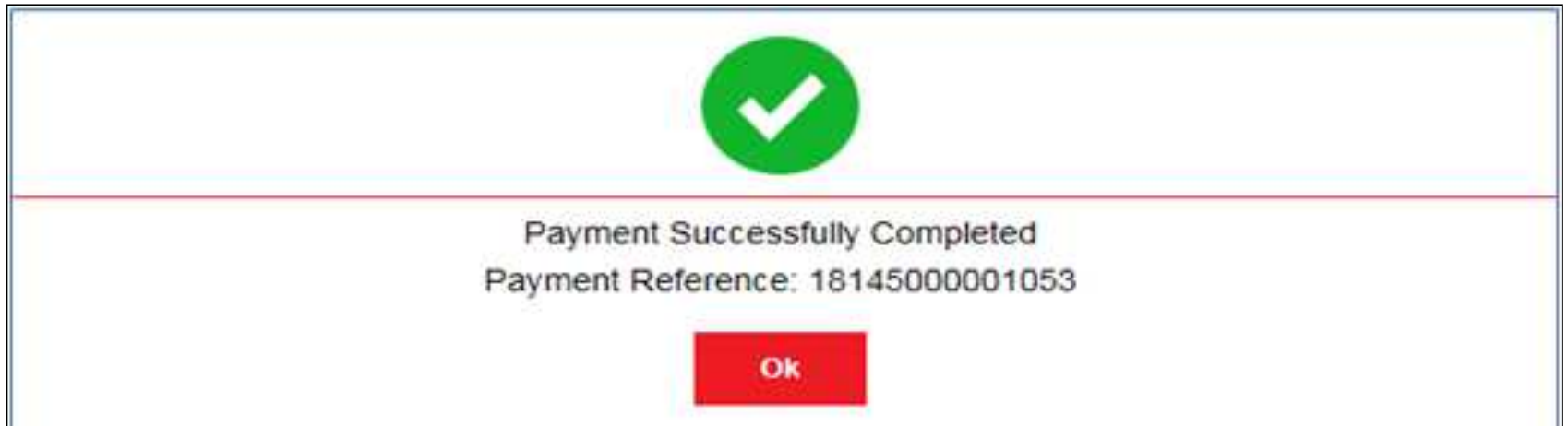
[Cancel](#) [Help](#)

[Did not receive SMS-OTP?](#)

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

# e-PAY One Time Payment

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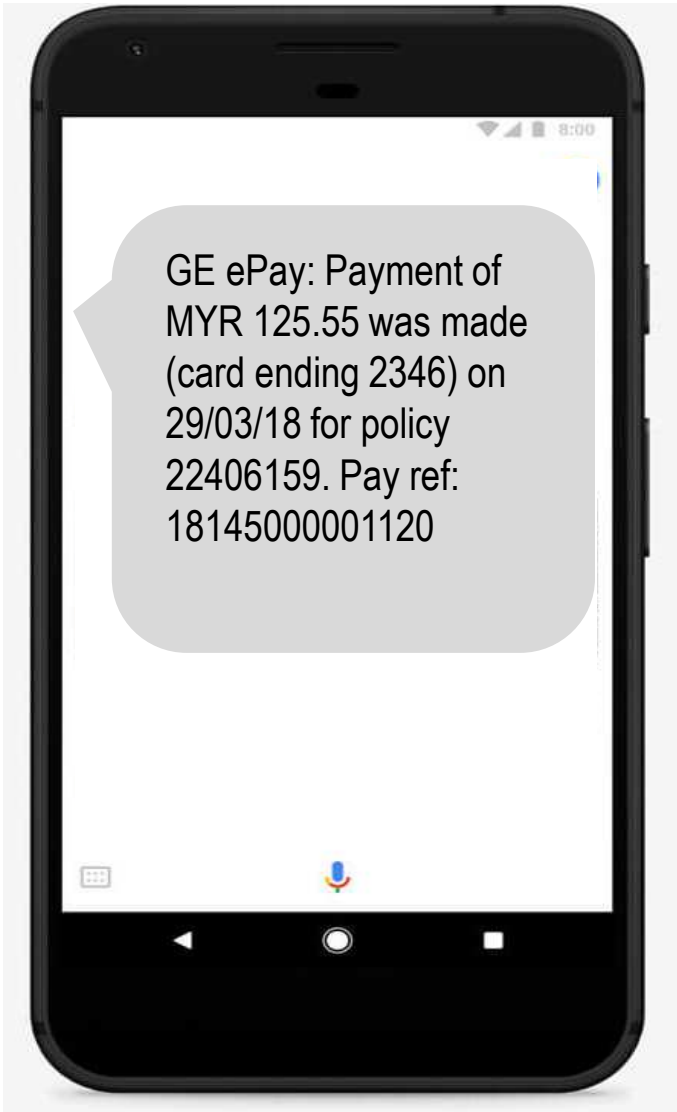


**Upon payment completion,  
success prompt is displayed.**

# e-PAY One Time Payment

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**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

# e-PAY One Time Payment

---

Email  
Notification  
on the  
successful  
payment

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](mailto:wecare-my@greateasternlife.com).

Thank you for choosing Great Eastern Life as your preferred insurer.

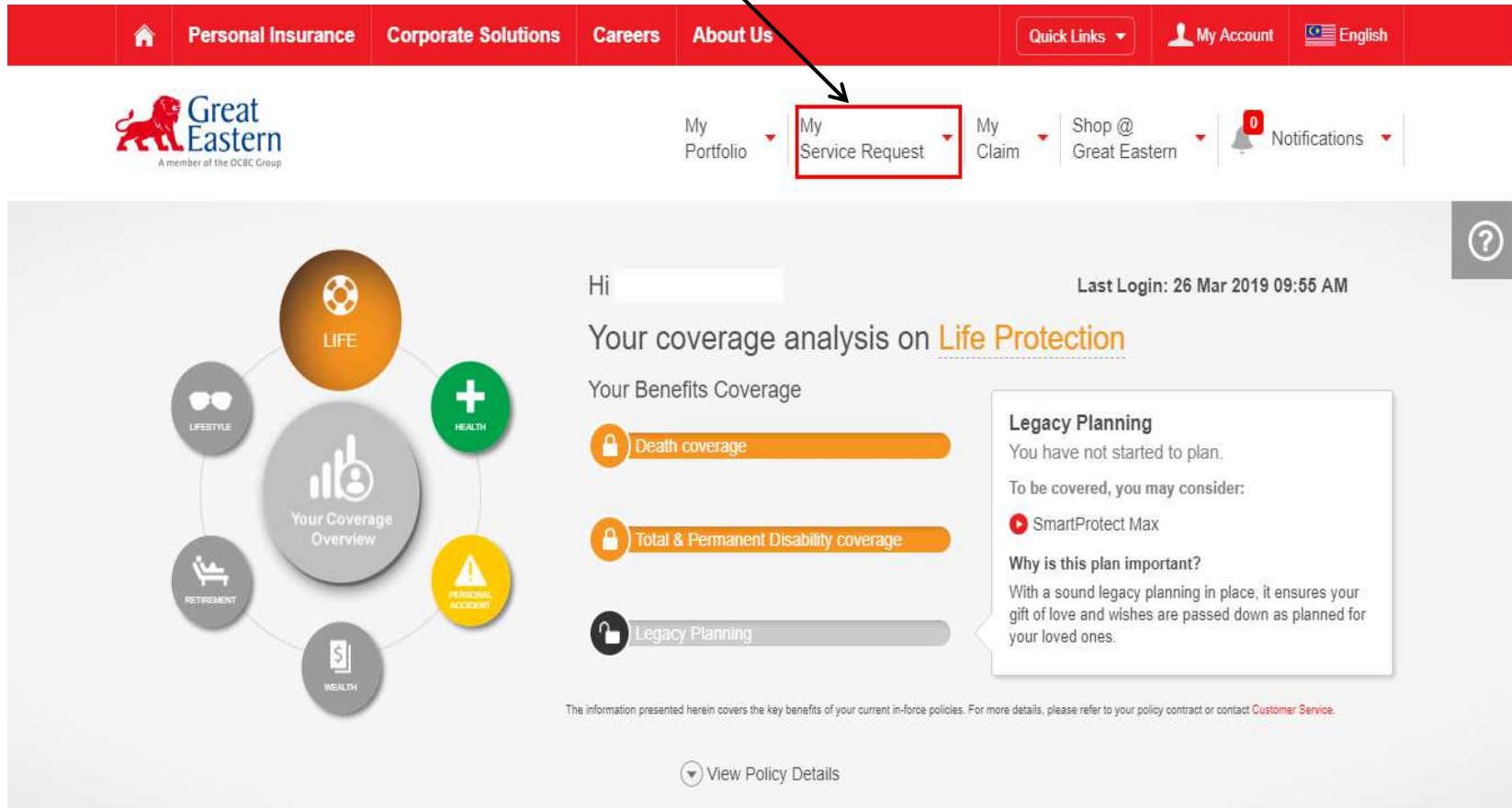
(Please do not reply to this notification as it is automated and is unable to receive replies)

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# Change Payment Method to Credit Card

# Change Payment Method – My Service Request

Click on 'My Service Request'



The screenshot displays the Great Eastern website interface. At the top, a red navigation bar contains links for Home, Personal Insurance, Corporate Solutions, Careers, and About Us. To the right of these links are buttons for Quick Links, My Account, and English. Below the navigation bar, the Great Eastern logo is visible on the left. In the center, there are several user-specific links: My Portfolio, My Service Request (highlighted with a red box and an arrow from the text 'Click on 'My Service Request''), My Claim, Shop @ Great Eastern, and Notifications. The main content area features a 'Your Coverage Overview' section with a circular diagram showing various insurance categories: LIFE, HEALTH, PERSONAL ACCIDENT, WEALTH, RETIREMENT, and LIFESTYLE. To the right of this diagram, there is a section titled 'Your coverage analysis on Life Protection' which includes a 'Your Benefits Coverage' list with items like Death coverage, Total & Permanent Disability coverage, and Legacy Planning. A 'Legacy Planning' sidebar on the right provides additional information about the plan, stating that the user has not started to plan and suggesting SmartProtect Max as a consideration.

Hi [User Name] Last Login: 26 Mar 2019 09:55 AM

Your coverage analysis on **Life Protection**

Your Benefits Coverage

- Death coverage
- Total & Permanent Disability coverage
- Legacy Planning

**Legacy Planning**  
You have not started to plan.  
To be covered, you may consider:  
SmartProtect Max

**Why is this plan important?**  
With a sound legacy planning in place, it ensures your gift of love and wishes are passed down as planned for your loved ones.

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact [Customer Service](#).

[View Policy Details](#)

# Change Payment Method to Credit Card

The screenshot displays the Great Eastern website interface. At the top, a red navigation bar contains links for Personal Insurance, Corporate Solutions, Careers, and About Us, along with a Quick Links dropdown, My Account, and a language selector set to English. Below this, a yellow banner reads 'Select Change Payment Method'. A dropdown menu is open, listing several options: Service Request Overview, ILP Service Request Submission, Change Payment Method (highlighted with a red box), Change Payment Frequency, My Mailbox, EB Insurance Coverage Update (Underwriting), Customer Service Form, and Contact Us. An arrow points from the yellow banner to the 'Change Payment Method' option. The main content area features a 'Your Coverage Overview' section with icons for Life, Health, Lifestyle, Retirement, and Wealth. To the right, a 'Life Protection' section displays 'Death coverage' and 'Get a review' information. The bottom of the page includes a footer with a disclaimer and a 'View Policy Details' link.

Great Eastern  
A member of the OCBC Group

Select Change Payment Method

My Portfolio My Service Request My Claim Shop @ Great Eastern Notifications

Service Request Overview  
ILP Service Request Submission  
**Change Payment Method**  
Change Payment Frequency  
My Mailbox  
EB Insurance Coverage Update (Underwriting)  
Customer Service Form  
Contact Us

Hi CHUA L  
Your cov  
Your Benefi  
Death co  
Total & P  
Legacy Planning

Last Login: 26 Mar 2019 09:55 AM

**Life Protection**

**Death coverage**  
You are covered.


**Get a review**  
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.

You may call our Customer Service Careline at 1300-1300 88 for further information.

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact Customer Service.

View Policy Details

# Change Payment Method to Credit Card



[My Portfolio](#) | [My Service Request](#) | [My Claim](#) | [Shop @ Great Eastern](#) | [Notifications](#)

## Change Payment Method

Step 1: Policy Selection >

Step 2: Payment Method >

Step 3: Preview

### Select A Policy

Update	Plan Name	Existing Payment Method
<input checked="" type="radio"/>	GREAT PROTECTLINK INSURANCE (0074)	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 >

Back to top

# Change Payment Method to Credit Card

## Change Payment Method

Step 1: Policy Selection

Step 2: Payment Method

Step 3: Preview

### Select new payment method

Plan Name	Existing Payment Method
GREAT PROTECTLINK INSURANCE (00 :74)	Credit Card

#### New Payment Method

Please select

<

BANK'S ORDER

CASH

CHEQUE

Credit Card

GIRO

Continue, Step 3: Preview >



Back to top

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 \*

Policy No \*

Product Name \*

Currency \*

UIP-MYCU190326018147

014

GREAT PROTECTLINK INSURANCE

MYR

Contact Details

Payer Name \*

Country Code \*

Mobile Number \*

E-mail

CH EI

Malaysia (60)

123 365

CHL @E.C

Payment Method

Payment Mode \*

Credit Card

Cardholder's Name \*

Card Number \*

Expiry Month & Year \*

Security Code \*

Issuing Country \*

Enter name

Enter card number

Mar 2019

CVV ?

Malaysia

MASTERCARD

VISA

Items marked with (\*) are mandatory

Cancel

Proceed

Copyright© 2016 Great Eastern Holdings Limited.

# Change Payment Method to Credit Card

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For **Non-Investment-Linked policy (Non-ILP policy)** with overdue premium, it will trigger a message to obtain policy holder consent to charge the current overdue premium before proceed with the card registration.

Example of consent message: -

Overdue Premium

Overdue amount RM 1809.55 will be charged upon registration of the card.

Click "Yes" if you agree to proceed. Click "No" if you want to cancel the change payment method request.

Yes No

If "Yes" selected, the new card details will be updated and the overdue amount will be charged. However, if "No" selected, the change payment method request will be cancelled. Policy holder may use **e-PAY One Time Payment** service as an alternative for the premium payment.

# 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.

**[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.greateasternlife.com/my/en/terms-and-conditions.html?tab=2> and the User confirms that he/she has read and understood the same.

Agree

Read & Accept 'Term of Usage'

# Change Payment Method to Credit Card





Payment Details

Transaction Reference \*

UIP-MYCU190326018147

Policy No \*

0074

Product Name \*

GREAT PROTECTLINK INSURANCE

Currency \*

MYR

Cardholder's Name \*

CH 'EI

Card Number \*

46 2XX-XXXX-4646

Expiry Month & Year \*

05/2021

Issuing Country Code \*

MY

Contact Details

Payer Name \*

CH 'EI

Country Code \*

Malaysia (60)

Mobile Number \*

12 65

E-mail

CH ILIFE.C

Declaration

Relationship with Policyholder \*

Please Select

I agree to terms of usage

☒

Click to read terms and conditions

Items marked with (\*) are mandatory

Cancel

Confirm

Copyright© 2016 Great Eastern Holdings Limited.

## 1. Select Relationship with Policyholder:

- Self
- Spouse
- Child
- Parent
- Sibling

## 2. Confirm payment

# Change Payment Method to Credit Card

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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 :

[Cancel](#) [Help](#)

[Did not receive SMS-OTP?](#)

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

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Tokenization Successfully Completed

Token Reference: 19 2

Ok

**Success prompt will be displayed.**

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End