Change of Signature in e-Connect
Quick Guide
e-Connect – Login

Visit us at www.greateasternlife.com/my or our direct link: econnect-my.greateasternlife.com

Fill in your Login ID & Password

Click on ‘Login’
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.
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*
Select 'My Service Request'
Select ‘My Mailbox’
e-Connect
CREATE NEW QUERY

Click on the “CREATE NEW QUERY”
Select Subject: “General Enquiries” then click “Continue”
Click on the “Attachment(s)” button. An attachment dialog will be displayed. The file size uploaded to the system will be limited to 2MB per file.
Select the file to be uploaded using the “Choose File” button.

Once the file has been selected, click on the “Upload” button to confirm. The file selected will then be listed.

Click on the “Close” button once the file has been uploaded.

To delete the uploaded file, click the “Delete” button.