e-Connect Guide

- Registration
- Login
- Forgot Password
e-Connect Registration
e-Connect – Registration

Where is e-Connect?

1. Visit us at www.greateasternlife.com/my

OR

Visit our direct link: econnect-my.greateasternlife.com
e-Connect – Registration

Self-registration

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

Click on ‘Sign Up Now’

Announcement:
- Updating of New (12-digit) Identity Card Number/Latest Passport Details/Other Personal Details
Complete the simple registration

- Identity Number: enter your NRIC (as per sample) / Passport
- Policy Number: enter any of your ‘VALID’ policy number

Click ‘Submit’
e-Connect – Registration

Self-registration

Success!
Great Eastern: Thank you for signing up as e-Connect member!
Your Login ID is [redacted]. Your secure password will be sent to your registered mobile number XXXXXX3336. For more enquiries, please contact our Customer Services Careline at 1300 1300 88.

Upon successful registration, your Login ID will be displayed on-screen

Temporary password will be sent via SMS

Note: If your mobile number is not registered or invalid, temporary password will be send via pin mailer to your correspondence address within 2 working days.

Please refer to Page 8 and 9 in this Guide on how you can quickly registered your OTP mobile number with us.
e-Connect – Registration

Registration via 2FA Service Form (Customer without mobile number/invalid number)

1. Download and complete e-Connect & 2FA Services Form (PSF38) at:

* Ensure signature match as per our record
e-Connect – Registration

Registration via 2FA Service Form (Customer without mobile number/ invalid number)

2. Send the completed 2FA Services form to us via Email/ Fax/ Counter or our Branches.

3. Customer Service will proceed with your OTP mobile number registration / update of your new OTP mobile number.

4. Upon successful registration, a new temporary password will be deliver to you via SMS.

Please ignore Pin Mailer that you may received later.
e-Connect
Login
Visit us at www.greateasternlife.com/my or our direct link: econnect-my.greateasternlife.com

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

1. Fill in your Login ID & Password
2. 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.

Read & Accept ‘Terms of usage’
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. !@#$%)
Register OTP mobile 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: +<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.

Click ‘Submit’ to verify mobile number registration

** If you have registered your OTP mobile via our 2FA form, this screen will not appear
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
e-Connect
Forgot Password
e-Connect – Forgot Password

Self-reset Password

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

Click on ‘Forgot Your Password?’
Online Password Reset

Attention:
1. Individual Customer: Please provide your personal details.
2. HR: Please provide your User ID. (Eg. HR_User01)
3. Intermediary: Please provide your User ID. (Eg. Int_User01)

User Type *
Individual Customer

Identity Number *
Example: 800808-10-1234 or 800808-10-1234*

Policy No. *
Example: 1034567890

Note:
1) Please enter Insured Policy Number only
2) If you have multiple policies with us, please enter one of the Insured Policy Number only

Select Individual Customer
Enter your NRIC No./Passport No.
Enter any of your valid policy number
Click on ‘Submit’
A temporary password would be delivered via SMS to your OTP mobile number or your latest mobile number as per our record.*

* If OTP or mobile number is invalid, temporary password will be send via pin mailer to your correspondence address within 2 working days.
Please refer to Page 8 and 9 in this Guide on how you can quickly registered your OTP mobile number with us.