e-Connect Guide

- Registration via Great ID
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e-Connect Registration via Great ID
e-Connect – Great ID Registration

Where is e-Connect?

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

2. Select ‘e-Connect’

OR

Visit our direct link: econnect-my.greateasternlife.com
Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access e-Connect. To migrate your old e-Connect ID, click HERE.

Click on ‘Register Now’
e-Connect – Great ID Registration

Self-registration

Before we create your Great ID,

Do you have any Great Eastern policies or certificates?

- [ ] Yes
- [ ] No
- [ ] Not sure

Tick ‘Yes’ and proceed by clicking ‘NEXT’
There are two (2) options to verify yourselves as policy holder:

a) Personal ID
   i. ID Type
   ii. ID Number (with or without dash)
   iii. DOB
   iv. Gender

OR

b) Policy Number
   i. Policy Number
   ii. ID Number (with or without dash)

Click ‘NEXT’
Enter six-digit One Time Password (OTP) code sent to your mobile number.

Click ‘NEXT’

**If you’re no longer using the number, please click Update your records fill up the form and submit accordingly.**
Enter all the required details:

1. **Preferred Name** – Not tie to any official name/usage. Can be any name.
2. **Email** – Must use a valid e-mail address. Email verification code will be sent to this e-mail.
3. **Password** – Must contain at least 8 characters, one uppercase alphabet, one lowercase alphabet, one number and one symbol.

Click ‘NEXT’
Enter e-mail verification code sent to the e-mail you used to register Great ID.

The code expire in 15 minutes.

Click ‘NEXT’
Welcome, France.

Your Great ID has been created and verified. Your mobile number will be used to generate a One-Time Password (OTP) to authenticate your future logins.

Use your Great ID to access our Great Eastern platforms.

Click ‘PROCEED’ to continue with e-Connect.
e-Connect
Login with Great ID
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Visit us at [www.greateasternlife.com/my](http://www.greateasternlife.com/my) or our direct link: [econnect-my.greateasternlife.com](http://econnect-my.greateasternlife.com)

Click on ‘Log in with Great ID’.
e-Connect – Login with Great ID

e-Connect Login screen

Great ID

Log in with your Great ID

Great ID

Don’t have a Great ID? Get one now.

PASSWORD

Forgot your password?

Click ‘SUBMIT’

Enter your Great ID (E-mail used to register Great ID) and password

Having trouble? Contact us.
Enter six-digit OTP code sent to your mobile number.

Click ‘NEXT’
Great Eastern e-CONNECT Account Agreement

Terms and Conditions

Understanding your rights, obligations and responsibilities

In the following paragraphs, "you" refers to an individual who is named as the Account Owner and/or the Account Owner’s representative at the registration of your Account with the Great Eastern Group. The services provided by the Great Eastern Group shall be collectively referred to as "Great Eastern Services".

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 device.
2. Unauthorised people may intercept your sensitive data while you are accessing 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:

1. fail to comply with the following terms and conditions;
2. disregard the instructions on security measures which you must take;
3. fail to take precautions when using the Internet to access your Account.

Great Eastern will not be liable to you.

All changes, if any, in accessing your Account will be for your benefit.

Great Eastern e-CONNECT Account Agreement

Terms and Conditions

The following terms and conditions ("Terms and Conditions") will govern the use of the account granted by Great Eastern Group to you. By using the services, you hereby agree to be bound by these Terms and Conditions.

1. Once you have been given an account, you will be able to access your account with your user identification number ("ID") and password.
2. The access to your account must only be through the use of your ID No. and password. You must not reveal your personal identification number and you must take all precautions to ensure that your password is not disclosed to anyone. If you know or have reason to suspect that your password has been compromised or by another person without your consent, you must change your password and Inform Great Eastern Group immediately.
3. You must not reveal the one-time password (the "Security Code") delivered via Short Message Service ("SMS") in a mobile phone or otherwise generated by or delivered by any other means as Great Eastern Group may designate from time to time. It is within Great Eastern Group’s discretion to any other party and shall take all steps as may be necessary to prevent the disclosure of your Security Code to any other party.
   a. As soon as you have any reason to believe that the confidentiality of your Security Code has been compromised or by another person without your consent, you must change your Security Code and Inform Great Eastern Group immediately.
   b. If the Security Code has been used in any unauthorised manner and/or (b) there has been any loss, theft, replacement or change of number of your mobile phone used to generate the Security Code. You shall be solely responsible and liable for any losses or damages arising from or in connection with your failure to comply with this Clause 3.

I Disagree

I Agree

Read & Accept ‘Terms and Conditions & Agreement’

Click ‘I Agree’
e-Connect
Forgot Great ID Password
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Visit us at www.greateasternlife.com/my or our direct link: econnect-my.greateasternlife.com
Enter your registered Great ID (e-mail)
Click ‘NEXT’
Authentication with email

Enter the verification pin sent to the email you provided as your Great ID: superman@hotmail.com

The code will expire in 15 minutes.

Verification pin will be sent to the Great ID e-mail. Insert the six-digit pin.

Click ‘NEXT’

**Code expires in 15 minutes.**
Enter new password according to the standard security requirement and reconfirm the new password.

Click ‘NEXT’
e-Connect – Forgot Great ID Password

Self-reset Password

Password successfully reset.

Click ‘FINISH’
End