e-Connect Guide

- Registration via Great ID
- Login with Great ID
- Forgot Great ID Password
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’

Visit our direct link: econnect-my.greateasternlife.com

Call us in Malaysia
1300-1300 88

Call from overseas
+603 4259 8888
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

Log in to e-Connect

Effective 8 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to e-Connect Registration Guide.

Click on ‘Register Now’

Do not have a Great ID?
Register now

Need help?
Calling in Malaysia
1300-1300 88
Calling from overseas
+603 4259 8888

Email Us  Visit Us  Make a claim  Find a Life Planning Advisor
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 Click ‘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’
e-Connect – Great ID Registration

Self-registration

Great ID

STEP 2 OF 4
CUSTOMER VERIFICATION

Verify yourself as a Great Eastern Customer

to continue to <GREAT ID> and enjoy access to more Great Eastern services

A six-digit pin has been sent to the mobile number associated with your policy/certificate details: +60******2475

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**. Please fill up and submit the form to update your number.**

Great ID. The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.

Having trouble? Contact us.
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’
e-Connect – Great ID Registration

Self-registration

Authenticate your Great ID and enjoy access to more Great Eastern services

Complete your application by entering the pin sent to the e-mail you provided as your Great ID: superman1@hotmail.com

The code will expire in 15 minutes.

1234 -

Did not receive your pin? Send again.

Incorrect email? Re-enter your details.

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.

Great ID creation complete.

Click ‘PROCEED’ to continue with e-Connect.
e-Connect
Login with Great ID
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)

Log in to e-Connect

Effective 9 August 2020, we have discontinued Identity Login. Please use Great ID to access your e-Connect. For more details, please refer to e-Connect Registration Guide.

Do not have a Great ID? [Register now](http://www.greateasternlife.com/my)
e-Connect – Login with Great ID

e-Connect Login screen

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

Log in with your Great ID

Great ID

Don’t have a Great ID? Get one now.

PASSWORD

Forgot your password?

Click ‘SUBMIT’

SUBMIT
Enter six-digit OTP code sent to your mobile number.
Click ‘NEXT’
Terms of usage

Read & Accept ‘Terms and Conditions & Agreement’

Click ‘I Agree’
e-Connect
Forgot Great ID Password
e-Connect – Forgot Great ID Password

Self-reset Password

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

Click on ‘Log in with Great ID’
e-Connect – Forgot Great ID Password
Self-reset Password

Click ‘Forgot your password?’
e-Connect – Forgot Great ID Password

Self-reset Password

Enter your registered Great ID (e-mail)
Click ‘NEXT’
e-Connect – Forgot Great ID Password

Self-reset Password

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.

6789 -

Did not receive your pin? Send again.

Incorrect email? Re-enter your details.

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 re-confirm the new password.

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

Self-reset Password

Successfully reset password

You can now sign in to our Great Eastern platforms using your Great ID and updated password.

6

Password successfully reset.
Click ‘FINISH’.
End