

e-Correspondence – FAQ

Q1	What is e-Correspondence?
	<p>e-Correspondence enables policyholders to receive selected correspondence such as letter, notice or statement from the Company in electronic version through e-Connect after the implementation date, and stop receiving hard (paper) copy correspondence through postal mail.</p> <p>Individual policyholders with e-Connect access can view or download and save their e-Correspondence by login to e-Connect. For corporate policyholders that are not granted access to e-Connect will continue to receive hard (paper) copy correspondence.</p>
Q2	How does policyholder register for e-Correspondence service?
	<p>Policyholders will automatically enjoy e-Correspondence service if they are an existing active e-Connect user or from the date of registration and login to e-Connect.</p>
Q3	What are the benefits of using e-Correspondence?
	<ul style="list-style-type: none">• Faster than postal mail as e-Correspondence is available in e-Connect within 2 days from issuance date.• e-Correspondence is stored in policyholder's e-Connect account so personal data is secured against data theft unlike paper mail.• No more missing mail or 'did not receive' when policyholder change their place of residence.• Ability to view or access e-correspondence at anytime and anywhere via e-Connect.• e-Correspondence is kept in e-Connect for 2 years for ease of reference• Reduce paper waste and save the environment for future generations
Q4	Can policyholders choose to continue receiving hard (paper) copy correspondence?
	<p>No for e-Connect user. However, Company will continues to send hard (paper) copy correspondence to policyholders who are not an e-Connect user or correspondence which is currently not available in electronic version.</p>
Q5	What type of correspondences are available in electronic version via e-Connect?
	<p>Below are the new correspondences that are available in electronic version via e-Connect:</p> <ul style="list-style-type: none">• Premium Notice and Automatic Premium Loan (APL) Notice• Potential Lapse Notice• Lapse Notice• Cash Bonus Statement• Survival Benefit Statement• Change Payment Method / Mode Letter• Change of Address Letter• Credit Card or GIRO Deduction Failure Notice

	<ul style="list-style-type: none"> • Direct Credit Invitation and Confirmation Letter • Investment-Linked Plan Opening Statement • Investment Strategy Letter • Policy Acknowledgement Slip Reminder Letter
Q6	How does policyholder know they have received an e-Correspondence from the Company?
	<p>Policyholder will receive email or SMS notification when a new e-Correspondence is available in e-Connect.</p> <p>Important Note: Policyholders must ensure their latest email address and mobile number is updated to receive the e-correspondence notifications. Please refer to e-Connect Guide on how to update email address or mobile number via e-Connect.</p>
Q7	How long is e-Correspondence being made available in e-Connect?
	<p>The e-Correspondences is typically stored and available in e-Connect for a period of two (2) years. Policyholders are encouraged to download and save a copy of their e-correspondence in their personal computers/phones for future reference.</p>
Q8	What if policyholder did not save a copy of their e-Correspondence but need it later?
	<p>e-Correspondence is kept in 'My Document' tab in e-Connect for 2 years so policyholder can still view their previous e-correspondence through 'My Document'.</p> <p>If the correspondence has been removed from e-Connect, policyholder can still request for a copy of their letter by writing to wecare-my@greateasternlife.com.</p>