

Important Notes: 1. Please complete Part 1 and Part 2 of the form.
2. ONLY the original completed form will be accepted.

Part 1 INSTRUCTIONS FROM POLICYHOLDER

Please process the request(s) indicated in Part 2.

Name of Policyholder		NRIC/ Passport Number of Policyholder	
Signature of Policyholder		Contact Number	Date

Part 2 REQUEST FOR E-CONNECT & 2FA SERVICESNote:

Any SMS charges incurred will be borne by the policyholder.

e-Connect Log-in

- ☐ Re-issuance of a new PIN (as I have forgotten my PIN / my account has been suspended)
Please allow 5 business days for the new PIN to be mailed to you.

Update 2-Factor Authentication (2FA) SMS Token

Please allow 1 business day for the new mobile number to be updated or the SMS Token to be re-activated.

- ☐ Change SMS Token mobile number. My (new) mobile number is _____
For Overseas Number, please provide contact in this format:
+<Country Code><Area Code><Mobile Number>
- ☐ Please also update this mobile number as a means for Great Eastern to contact me.
- ☐ Re-activation of existing SMS Token due to invalid entries of One-Time Password (OTP)

