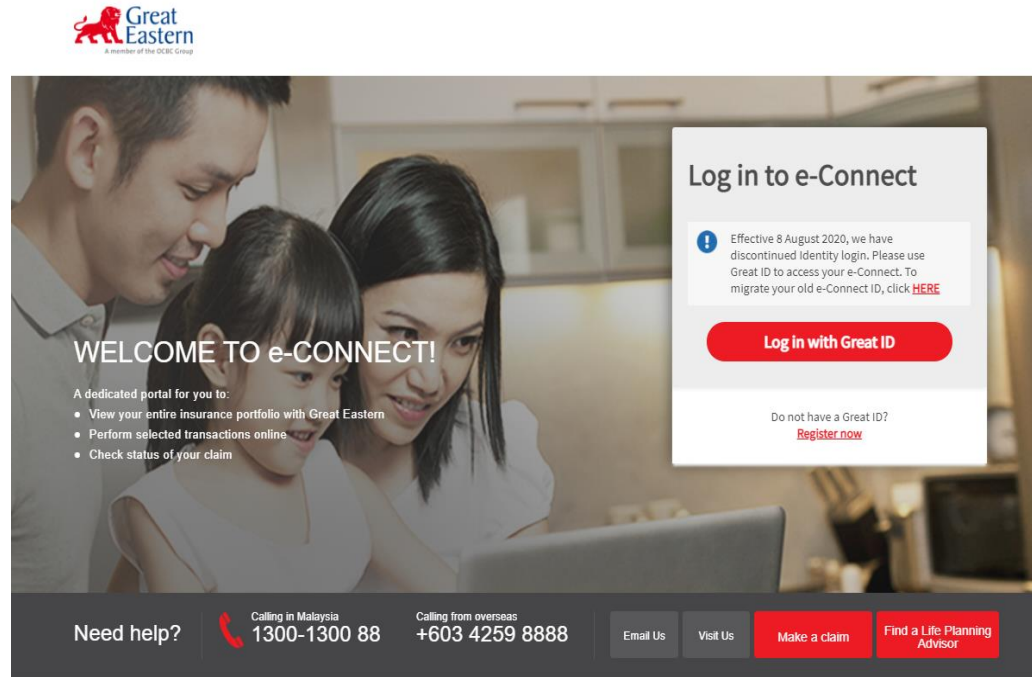


e-Connect:

Direct Credit Registration User Guide



 **Great Eastern**
A member of the OCBC Group

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. To migrate your old e-Connect ID, click [HERE](#)

Log in with Great ID

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](#)

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 1

Login to e-Connect direct link <https://econnect-my.greateasternlife.com>.



Scan Here

Great Eastern
A member of the OCBC Group

WELCOME TO e-CONNECT!

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Log in to e-Connect

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Log in with Great ID

Do not have a Great ID?
[Register now](#)

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 2

Key in Great ID and Password, then click “Submit”

Great ID

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.



LOG IN

Log in with your Great ID

Great ID
abc8@yahoo.com

Don't have a Great ID? [Get one now.](#)

PASSWORD
..... 

[Forgot your password?](#)

SUBMIT

For internal use & training purpose only

2

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 3

Enter the OTP number sent via SMS

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

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 4

Click at 'My Service Request' tab and select 'Bank Account Registration'

The screenshot displays the Great Eastern e-Connect user interface. At the top, the Great Eastern logo is on the left, and navigation tabs for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout' are on the right. The 'My Service Request' tab is active, and its dropdown menu is open, showing options: 'Service Request Overview', 'Bank Account Registration' (highlighted with a red box and a black circle with the number 4), 'ILP Service Request Submission', 'Change Payment Method', 'Change Payment Frequency', 'My Mailbox', 'e-Payment Services', 'Customer Service Form', and 'Contact Us'. On the left side of the dashboard, there is a circular menu with icons for 'LIFE', 'LIFESTYLE', 'HEALTH', 'PERSONAL ACCIDENT', 'WEALTH', and 'RETIREMENT', with 'Your Coverage Overview' in the center. On the right, there is a red button for 'Download Deferment of Premium Form', the text 'Last Login: 09 Mar 2021 05:55 PM', and a section titled 'on Wealth Accumulation' with a 'Savings' sub-section. At the bottom, there is a 'View Policy Details' button.

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 5

Select the policy that you would like to register for direct credit facility and click “Continue”

Bank Account Registration

Step 1: Policy Selection >

Step 2: Bank Account Registration >

Step 3: Preview

Select A Policy

☒ Policy Number Plan Name	ID Number	Existing Bank Account Number
☒ 1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

Do note that the account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.

Continue, Step 2: Bank Account Registration >

If there is an existing bank account number, it will be displayed here.

4

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 6

- Select your bank from the listing
- Enter your bank account number
- Tick on “I Accept Terms and Conditions”
- Click “Continue”

Bank Account Registration

Step 1: Policy Selection

Step 2: Bank Account Registration

Step 3: Preview

Account Details

Bank Name *
a PUBLIC BANK ▼

Bank Account Holder Full Name
LLA XSRL HLLL

Account Number *
1234567890 **b**

Email Address ?
-

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' by stating your request and submit to us via [My Mailbox](#).

c ☒ I ACCEPT **TERMS AND CONDITIONS**.

d

Continue, Step 3: Preview >

< Back, Step 1: Policy Selection

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 6a

If the account number is invalid or incomplete, error message will appear below. Please check and ensure the correct account number is updated.

Bank Account Registration

Step 1: Policy Selection

Step 2: Bank Account Registration

Step 3: Preview

Account Details

Bank Name *

PUBLIC BANK

Bank Account Holder Full Name

ORN XSYR SYL

Account Number *

123456789

Please enter a valid bank account number.

Email Address ?

XYRSYL99@ANYRO.XLN

Important Notes

1. Joint-name bank account is not allowed unless the policy owner/payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the policy owner/payee's identity number as per policy record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All policy related payment(s) from the company will be credited directly into the registered bank account. Refer to the Terms and Conditions for more details.
5. For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' by stating your request and submit to us via [My Mailbox](#).

☒ I ACCEPT **TERMS AND CONDITIONS.**

Back, Step 1: Policy Selection

Continue, Step 3: Preview

Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 7

Check the information is correct and, then click “Submit”

Bank Account Registration

Step 1: Policy Selection

>

Step 2: Bank Account Registration

>

Step 3: Preview

Preview Page

Policy Number Plan Name	Existing Bank Account Number	New Bank Account Number
1024713450 GREAT FLEXI WEALTH	A.K. NLIAYL XSYHV AYLX *****8901	PUBLIC BANK 1234567890

< Back, Step 2: Bank Account Registration

Cancel

Submit

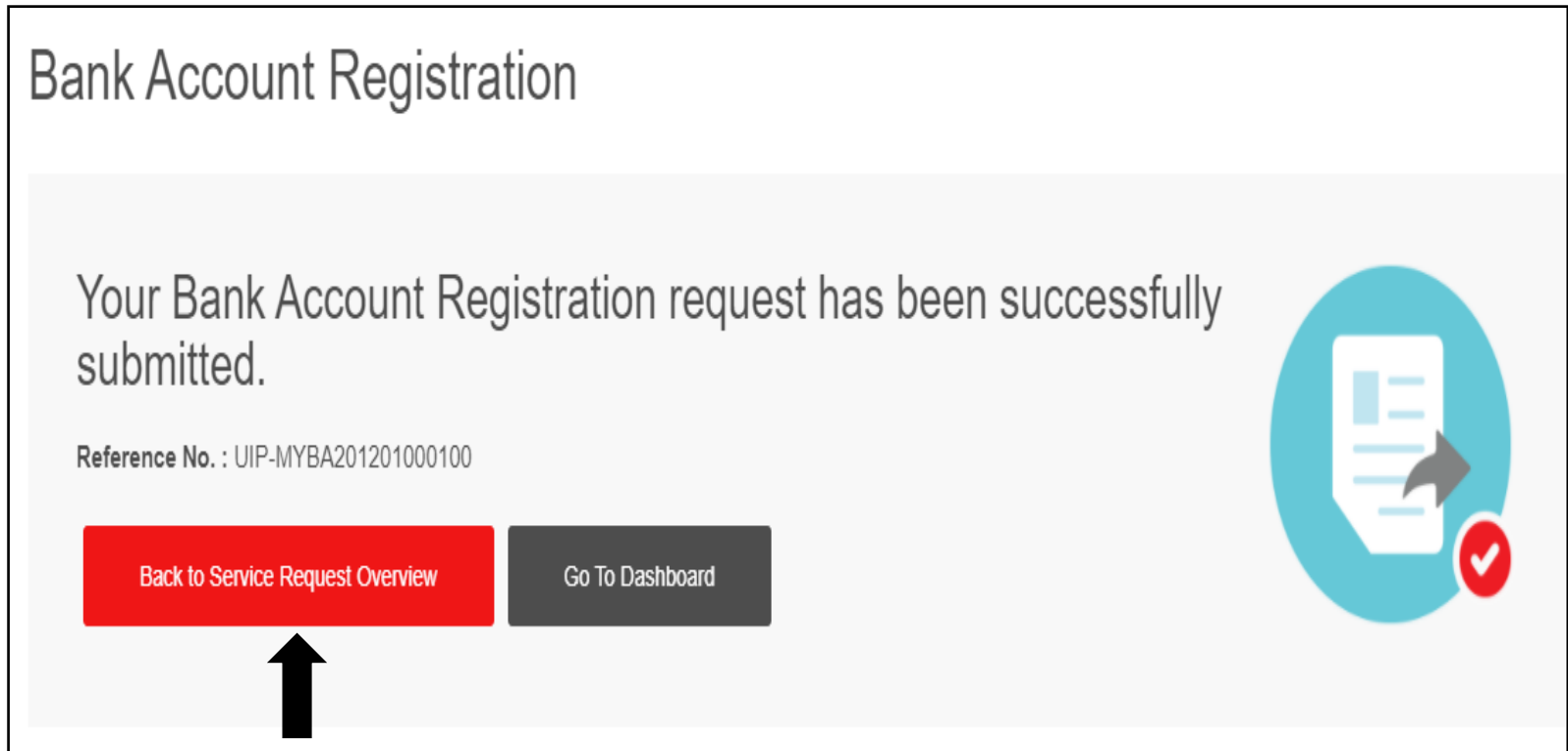
Step-By-Step Guide

1. To Register Bank Account Number via e-Connect

Step 8

Acknowledgement of your submission.

Please click on “Back to Service Request Overview” to view the request summary



Step-By-Step Guide

2. To Check on Service Request Submission Status

- Select “Service Request Overview” tab
- If status shown is “Completed”, your bank account information will be displayed under your policy details in “My Portfolio”

Check Service Request



Pending 0



Complete 2



Rejected 0



Advance Search

Download as PDF

Service Request	Status	Request date	Reference no.	Policy No.	Actions
Payment Arrangement - Bank Account Registration	 Completed	24-Feb-21	UIP-MYBA201210000134	1022610488	

Step-By-Step Guide

3. To View Bank Account Number in e-Connect

Under “My Portfolio”, click “View Policy Details”

The screenshot displays the Great Eastern e-Connect user interface. At the top, the Great Eastern logo is on the left, and navigation links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Shop @ Great Eastern', 'Notifications', and 'Logout' are on the right. The main content area features a 'Your Coverage Overview' section with a circular diagram of icons for Life, Health, Wealth, Retirement, and Disability. To the right, it shows 'Your coverage analysis on Wealth Accumulation' with progress bars for 'Savings' and 'Investment'. A 'Savings' tip box is also present. Below this, a 'View Policy Details' link is visible. The bottom section, titled 'My Wealth Accumulation Policies', contains a table with one policy entry: 'Wealth Accumulation, 1024713450 GREAT FLEXI WEALTH'. The policy details include 'Life assured: LLA XSRL HLLL', 'Policy starts on: 06 Apr 2017', and 'Premium due: 06 Apr 2021'. A red box highlights the 'View Policy Details' button at the bottom of the policy entry, with a black arrow pointing to it.

Great Eastern
A member of the MBS Group

My Portfolio My Document My Service Request My Claim Shop @ Great Eastern Notifications Logout

Download Deformation of Premium Form

Hi LLA XSRL HLLL
Last Login: 08 Apr 2021 09:30 AM

Your coverage analysis on [Wealth Accumulation](#)

Your Benefits Coverage

[Savings](#)

[Investment](#)

Savings
You have a plan in place.

Get a review
To ensure all your protection gaps are addressed, please contact your friendly Great Eastern Life Planning Advisor today for a review.
You may call our Customer Service Careline at 1300-1300 88 for further information.

The information presented herein covers the key benefits of your current in-force policies. For more details, please refer to your policy contract or contact [Customer Service](#).

[View Policy Details](#)

My [Wealth Accumulation Policies](#) View All Policies / Certificates Collapse All Download all policies / certificates as PDF

Policy Details
Wealth Accumulation, 1024713450 GREAT FLEXI WEALTH Life assured: LLA XSRL HLLL Policy starts on: 06 Apr 2017 Premium due: 06 Apr 2021 View Policy Details

Step-By-Step Guide

3. To View Bank Account Number in e-Connect

The registered bank account no. is displayed under “Bank Account Information”

My Policy Details

Wealth Accumulation (1)

1024713450

GREAT FLEXI WEALTH

INFORCE

Commencement Date
06 Apr 2017

Coverage End Date
05 Apr 2037

Potential Lapse Date
-

Servicing Agent
-

Pay Now

Collapse All

Coverage Benefit Information

Benefit Name Life Assured	Benefit Status	Sum Assured Installment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit
GREAT FLEXI WEALTH LLA XSRL HLLL	INFORCE	150,000 MYR Information not available at the moment	06 Apr 2017 05 Apr 2037	- -

Bank Account Information

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

This account is meant for direct crediting of payment to you.
Click [here](#) to update new account number.



Step-By-Step Guide

4. Alternate Option to Change/Update Bank Account Number

Under “Bank Account Information”, click “[here](#)” to change/update new bank account number.

My Policy Details

Wealth Accumulation (1)

1024713450

GREAT FLEXI WEALTH

INFORCE

Commencement Date
06 Apr 2017

Coverage End Date
05 Apr 2037

Potential Lapse Date
-

Servicing Agent

Pay Now | Collapse All

Coverage Benefit Information

Benefit Name Life Assured	Benefit Status	Sum Assured Installment Premium	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit
GREAT FLEXI WEALTH LLA XSRL HLLL	INFORCE	150,000 MYR Information not available at the moment	06 Apr 2017 05 Apr 2037	- -

Bank Account Information

Payee Name	Bank Name	Bank Account Number
LLA XSRL HLLL	A.K. NLIAYL XSYHV AYLX	*****8901

This account is meant for direct crediting of payment to you.
Click [here](#) to update new account number.

Scroll Down

Step-By-Step Guide

4. Alternate Option to Change/Update Bank Account Number

Repeat Step 5 to Step 10

Bank Account Registration

Step 1: Policy Selection

Step 2: Bank Account Registration

Step 3: Preview

Select A Policy

☒	Policy Number Plan Name	ID Number	Existing Bank Account Number
☒	1005187465 GREAT ENHANCED LIVING CARE	880909-27-1735	XSRLY XLLHGIFXGRLL AYLX *****1098

Do note that the bank account details updated for the selected GMBS contract will be applicable for your other GMBS contracts as well.

Continue, Step 2: Bank Account Registration

If there is an existing bank account number, it will be displayed here.

END