

Change Payment Mode and Payment Method Guideline Via i-Get In Touch

- 1) Change of Payment Mode (Page 2 - 7)
- 2) Change of Payment Method (Page 8 - 14)
- 3) Change of Payment Method (To Credit Card) (Page 15 - 25)

1) Change of Payment Mode

Step 1 : Log in i-Get In Touch

Great Eastern
TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links Login English

Welcome

Login ID * ?

Login ID

Password *

Password

Login

Forgot Your Password?

Sign Up Now

WELCOME TO i-Get in touch

A secured portal for you to:

- Check your certificate details and values
- Perform selected transactions online
- Check status of your claim

Fill in you Login ID and Password.
Click “Login”

Step 2 : Under “My Service Request”, Click “Change Contribution Frequency”

The screenshot displays the Great Eastern Takaful user interface. At the top left is the logo. The navigation bar includes 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications' (with a red badge showing '2'), and 'Logout'. The 'My Service Request' dropdown menu is open, listing various options. The option 'Change Contribution Frequency' is highlighted with a blue box and a blue arrow pointing to it with the text 'Click here'. Other options in the menu include 'Service Request Overview', 'ILP Service Request Submission', 'Change Contribution Method', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'EB Guarantee Letter Request', 'EB Guarantee Letter Request Overview', 'EB Takaful Coverage Update (Underwriting)', 'Customer Service Form', and 'Contact Us'. On the left side of the page, there is a 'Your Coverage Overview' section with icons for 'FAMILY', 'HEALTH', 'WEALTH', and 'PERSONAL ACCIDENT'. On the right side, there is a 'Hospital & Surgical coverage' section with a scrollable list of options: 'i-Great Medi Care', 'i-Medik Rider', and 'i-Hospitalisation Benefit Rider'. Below this list, it states 'Why is this coverage important? Seeking appropriate medical treatment in comfort'. At the bottom of the page, there is a small disclaimer: 'your current in-force certificates. For more details, please refer to your certificate document or contact our Customer Service.'

Step 3: Select new contribution frequency, click "Continue"

Step 1: Change Contribution Frequency > Step 2: Preview

Select Certificate and New Contribution Frequency

| Plan Name | Contribution/ Fund Due Date | Existing Contribution | Existing Contribution Frequency | New Contribution Frequency |
|---------------------------|-----------------------------|-----------------------|---------------------------------|----------------------------|
| i-Great HarapanCI10 (() | 12-Jan-20 | 625.00 | Quarterly | Please select ▼ |

Please note that only the eligible certificate(s) for this service request will be listed in the selection list

Continue, Step 2: Preview >

1. Select new contribution frequency

2. Click here



Step 4: Read the notice and click "Confirm"

Great Eastern TAKAFUL

My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Frequency

Step 1: Change Contribution Frequency > Step 2: Preview

Preview Page

| Plan Name | Existing Contribution Frequency | Existing Contribution | New Contribution Frequency |
|----------------------------|---------------------------------|-----------------------|----------------------------|
| i-Great HarapanCI10 (4: i) | Quarterly | 625.00 | Monthly |

If you changed your contribution frequency to a higher frequency, please take the necessary action on your contribution increase if the current contribution method method as below:

- Giro & Banker's Order :
Kindly make the necessary arrangement in advance with your bank to remit the new contribution prior to next contribution due date.
- Direct Debit Authorization (DDA) :
Kindly fill in the new Direct Debit Authorization Form which is available at the Great Eastern Branch near you or you may request from your agent & submit the form to us.

Back, Step 1: Change Contribution Frequency

Confirm

Click here

Step 5: The screen will appear as below upon successful submission

The screenshot displays the Great Eastern Takaful user interface. At the top, there is a navigation bar with links for 'Takaful Solutions', 'Get Help', 'Careers', and 'About Us'. On the right side of the navigation bar, there are 'Quick Links', 'My Account', and 'English' (with a flag icon). Below the navigation bar, the Great Eastern Takaful logo is on the left. In the center, there are several menu items: 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications' (with a red badge showing '3'), and 'Logout'. The main content area features a large heading 'Change Contribution Frequency' in blue. Below this, a message states: 'Your Change Contribution Frequency request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.' To the right of this message is a circular icon containing a document with an arrow pointing to a red checkmark. Below the message, there is a 'Reference No. : UIP-TMCU191025000256'. At the bottom, there are two buttons: a red button labeled 'Back to Service Request Overview' and a dark grey button labeled 'Back to Dashboard'.

Great Eastern
TAKAFUL

My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Frequency

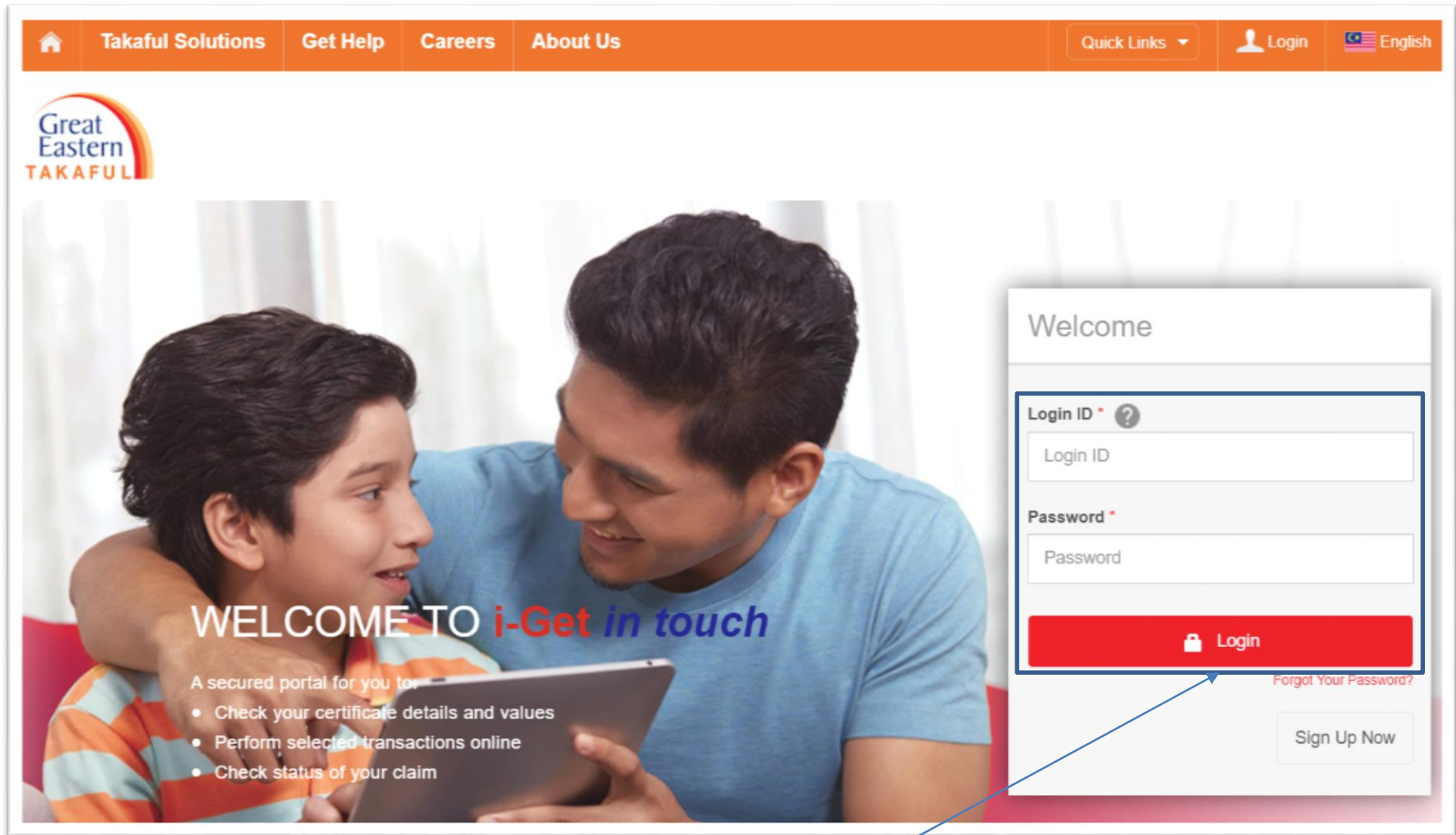
Your Change Contribution Frequency request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

Reference No. : UIP-TMCU191025000256

[Back to Service Request Overview](#) [Back to Dashboard](#)

2) Change of Payment Method

Step 1 : Log in i-Get In Touch



Great Eastern
TAKAFUL

WELCOME TO **i-Get in touch**

A secured portal for you to:

- Check your certificate details and values
- Perform selected transactions online
- Check status of your claim

Welcome

Login ID * ?

Login ID

Password *

Password

Login

Forgot Your Password?

Sign Up Now

Fill in you Login ID and Password.
Click "Login"

Step 2 : Under “My Service Request”, Click “Change Contribution Method”

The screenshot displays the Great Eastern TAKAFUL user interface. At the top left is the logo. The navigation bar includes 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications', and 'Logout'. The 'My Service Request' dropdown menu is open, listing various options: 'Service Request Overview', 'ILP Service Request Submission', 'Change Contribution Method' (highlighted with a blue box and a blue arrow pointing to it from a 'Click here' callout), 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'EB Guarantee Letter Request', 'EB Guarantee Letter Request Overview', 'EB Takaful Coverage Update (Underwriting)', 'Customer Service Form', and 'Contact Us'. The background shows a 'Your Coverage Overview' section with icons for FAMILY, HEALTH, and PERSONAL ACCIDENT, and a 'Total & Permanent Disability coverage' section with a 'Get a review' button and text: 'To ensure all your protection gaps are addressed, please contact your friendly Takaful Advisor today for a review. You may call our Customer Service Careline at 1300-13- 8338 for further information.' At the bottom, there is a 'My Family Protection Certificates' section with a 'View All Certificates' button, a 'Collapse All' button, and a 'Download all certificates as PDF' button. A certificate card for 'Family Protection, i-GREAT AMAN' is partially visible.

Step 3 : Select certificate for change payment method, click “Continue”

Step 1: Certificate Selection > Step 2: Contribution Method > Step 3: Preview

Select A Certificate

| Update | Plan Name | Existing Contribution Method |
|----------------------------------|---------------------|------------------------------|
| <input checked="" type="radio"/> | I-Great Aman (42f) | Credit Card |

For certificate(s) with overdue contribution, change of credit card option is not available. Please proceed to make full settlement via e-Payment Services prior to the change.

Continue, Step 2: Select contribution method >

2. Click here

Step 4 : Select new payment method, click “Continue”

Great Eastern TAKAFUL

My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Method

Step 1: Certificate Selection > **Step 2: Contribution Method** > Step 3: Preview

Select new contribution method

| Plan Name | Existing Contribution Method |
|---------------------|------------------------------|
| i-Great Aman (42t) | Credit Card |

New Contribution Method

Please select ▼

< Back, Step 1: Certificate Selection

Continue, Step 3: Preview >

1. Select new payment method

2. Click here

Step 5 : Read and tick accept Terms and Conditions, click “Confirm”

Change Contribution Method

Step 1: Certificate Selection > Step 2: Contribution Method > **Step 3: Preview**

Preview Page

| Plan Name | Existing Contribution Method | New Contribution Method |
|---------------------|------------------------------|-------------------------|
| i-Great Aman (426) | Credit Card | BANK'S ORDER |

Declaration

Terms and Conditions

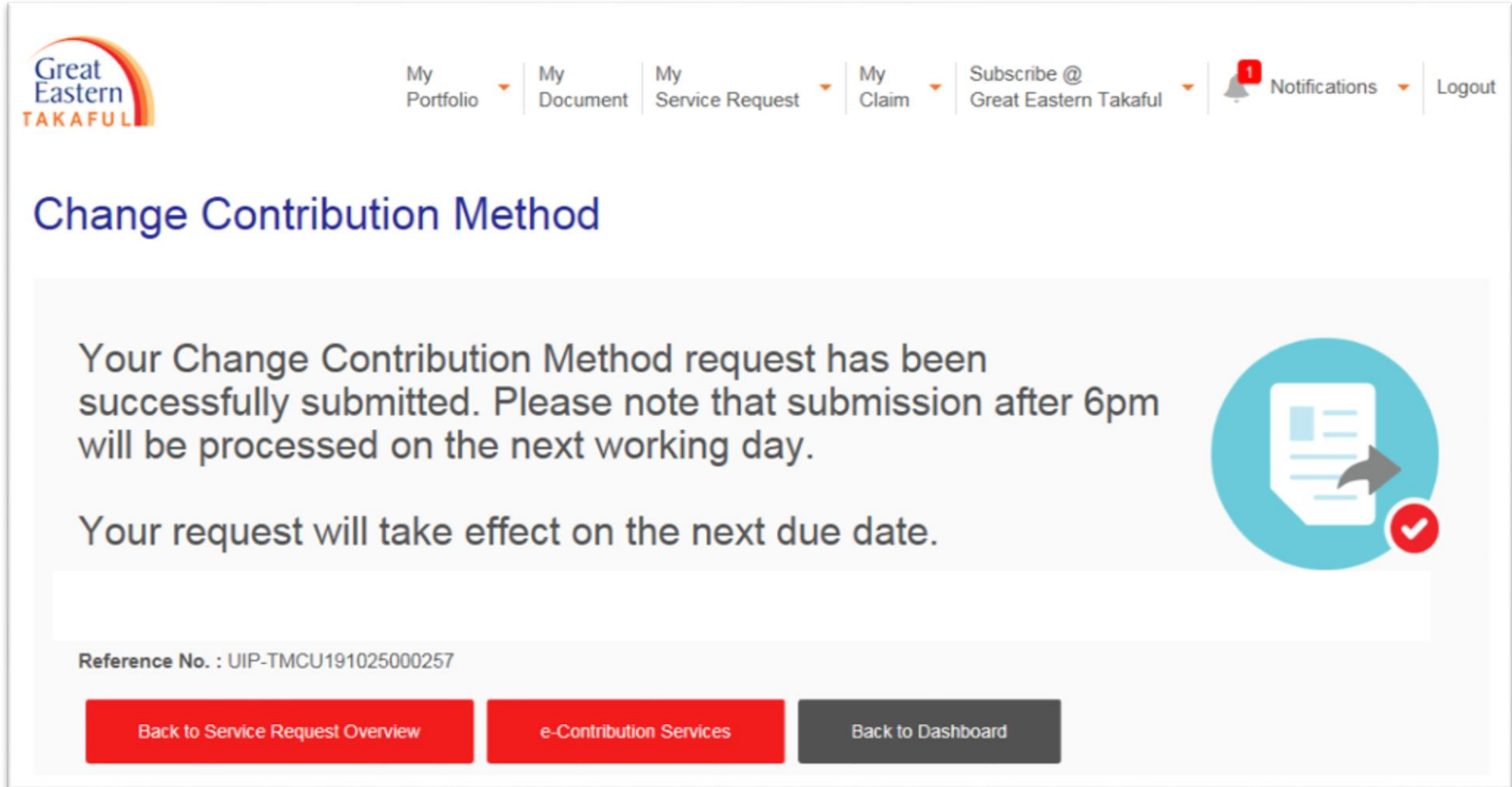
1. Tick here I accept the terms and conditions as stated above.

the first outstanding contribution paid (based on the payment mode indicated in the proposal form) that is payable before the

[Back, Step 2: Contribution Method](#) **Confirm**

2. Click here

Step 6 : Screen will show as below upon request has been successfully submitted



The screenshot displays the Great Eastern Takaful user interface. At the top left is the company logo. The top navigation bar includes links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', a notification bell with a red '1' badge, and a 'Logout' link. The main heading is 'Change Contribution Method'. The central message states: 'Your Change Contribution Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day. Your request will take effect on the next due date.' To the right of this message is a circular icon containing a document with an arrow pointing right and a red checkmark. Below the message is a white rectangular box. At the bottom left, the 'Reference No.' is listed as 'UIP-TMCU191025000257'. Three buttons are located at the bottom: 'Back to Service Request Overview' (red), 'e-Contribution Services' (red), and 'Back to Dashboard' (grey).

Great Eastern TAKAFUL

My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Method

Your Change Contribution Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

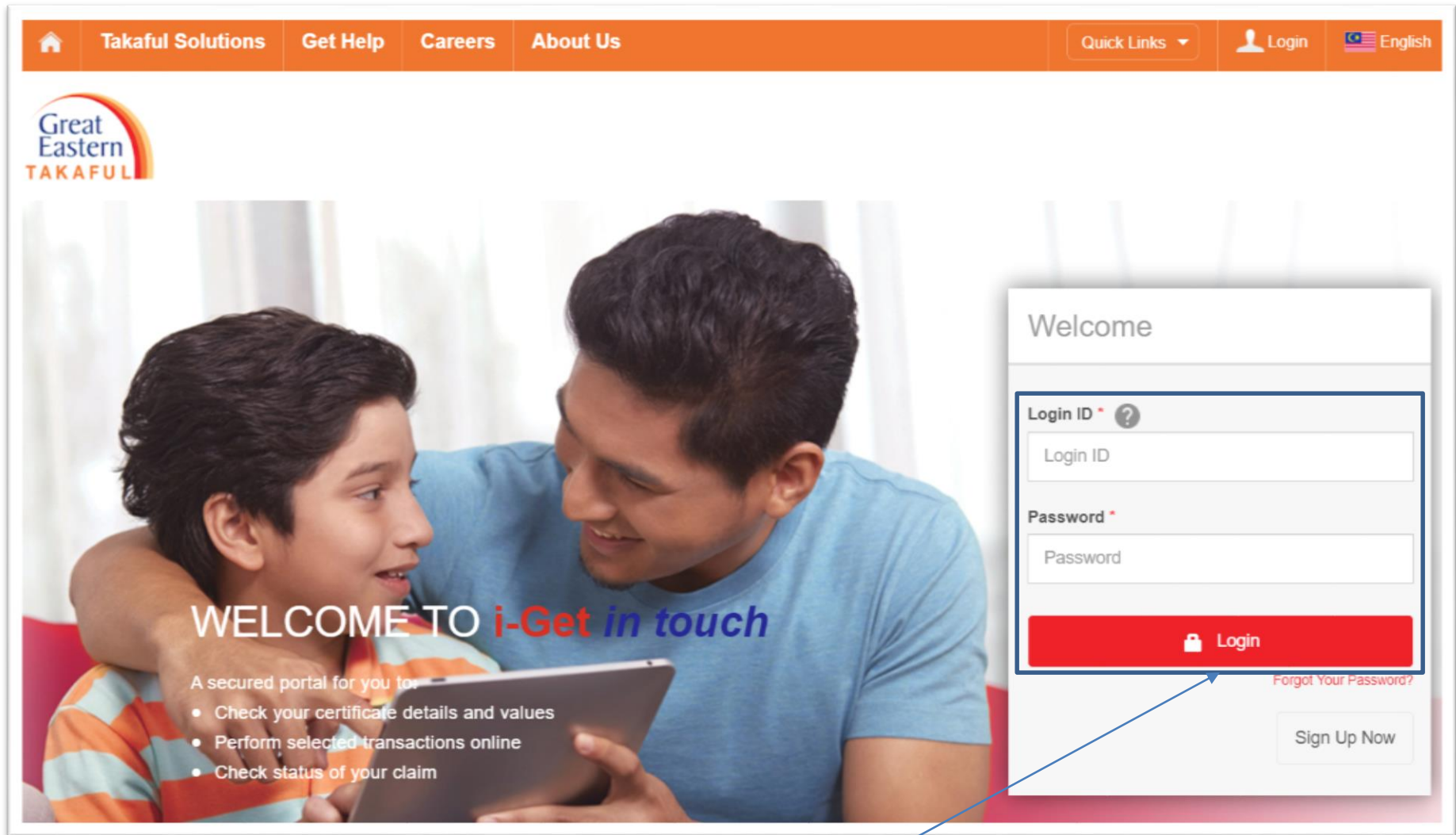
Your request will take effect on the next due date.

Reference No. : UIP-TMCU191025000257

Back to Service Request Overview | e-Contribution Services | Back to Dashboard

3) Change of Payment Method (To Credit Card)

Step 1 : Log in i-Get In Touch



Great Eastern
TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links Login English

Welcome

Login ID * ?
Login ID

Password *
Password

Login

Forgot Your Password?

Sign Up Now

WELCOME TO i-Get in touch

A secured portal for you to:

- Check your certificate details and values
- Perform selected transactions online
- Check status of your claim

Fill in you Login ID and Password.
Click "Login"

Step 2 : Under “My Service Request”, Click “Change Contribution Method”

The screenshot displays the Great Eastern TAKAFUL user interface. At the top left is the logo. The navigation bar includes 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications', and 'Logout'. The 'My Service Request' dropdown menu is open, listing various options: 'Service Request Overview', 'ILP Service Request Submission', 'Change Contribution Method' (highlighted with a blue box and a blue arrow pointing to it from a 'Click here' callout), 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'EB Guarantee Letter Request', 'EB Guarantee Letter Request Overview', 'EB Takaful Coverage Update (Underwriting)', 'Customer Service Form', and 'Contact Us'. The background shows a 'Your Coverage Overview' section with icons for FAMILY, HEALTH, and PERSONAL ACCIDENT, and a 'Total & Permanent Disability coverage' section with a 'Get a review' button and text: 'To ensure all your protection gaps are addressed, please contact your friendly Takaful Advisor today for a review. You may call our Customer Service Careline at 1300-13- 8338 for further information.' At the bottom, there is a 'My Family Protection Certificates' section with a 'View All Certificates' button, a 'Collapse All' button, and a 'Download all certificates as PDF' button. A certificate card for 'Family Protection, i-GREAT AMAN' is partially visible.

Step 3 : Select certificate for change payment method, click “Continue”

Step 1: Certificate Selection > Step 2: Contribution Method > Step 3: Preview

Select A Certificate

| Update | Plan Name | Existing Contribution Method |
|----------------------------------|---------------------|------------------------------|
| <input checked="" type="radio"/> | I-Great Aman (42f) | Credit Card |

For certificate(s) with overdue contribution, change of credit card option is not available. Please proceed to make full settlement via e-Payment Services prior to the change.

Continue, Step 2: Select contribution method >

2. Click here

Step 4: Select new contribution method as a Credit Card, click "Continue"

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My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Method

Step 1: Certificate Selection > **Step 2: Contribution Method** > Step 3: Preview

Select new contribution method

| Plan Name | Existing Contribution Method |
|---------------------|------------------------------|
| i-Great HarapanCI10 | GIRO |

New Contribution Method

Credit Card

< Back, Step 1: Certificate Selection

Continue, Step 3: Preview >

1. Select Credit Card

2. Click here

Step 5: Complete the details, click "Proceed"

Payment Details

Transaction Reference *
UIP-TMCU19102100025

1. Complete and verify contact details
This information will be used to send SMS for OTP

Contact Details

Payer Name *

Country Code *
Malaysia (60) ▼

Mobile Number *
Enter mobile



E-mail
Enter email

Payment Method

Payment Mode *
Credit Card ▼

2. Complete the card details

Cardholder's Name *
Enter name

Card Number *
Enter card number  

Expiry Month & Year *
Oct ▼ 2019 ▼

Security Code *
CW ?

Issuing Country *
Malaysia ▼

terms marked with (*) are mandatory

Cancel Proceed

3. Click here

Step 6: Read and Agree the Terms of Use

Terms of Usage

IMPORTANT NOTICE:

This is not a certificate contract. The exact terms, conditions and exclusions of this certificate are specified in the certificate contract.

[ePay Services] -Terms of Usage ("ToU")

A. General Terms

Agree

Click here

Step 7: Select Relationship with certificate owner, click "Confirm"

Payment Details

| | | | |
|-------------------------|----------------------|-----------------------|------------------------|
| Transaction Reference * | Certificate Number * | Product Name * | Currency * |
| UIP-TMCU191021000252 | <input type="text"/> | I-Great HarapanCI10 | MYR |
| Cardholder's Name * | Card Number * | Expiry Month & Year * | Issuing Country Code * |
| <input type="text"/> | <input type="text"/> | 10/2023 | MY |

Contact Details

| | | | |
|----------------------|----------------|----------------------|----------------------|
| Payer Name * | Country Code * | Mobile Number * | E-mail |
| <input type="text"/> | Malaysia (60) | <input type="text"/> | <input type="text"/> |

Declaration

Relationship with Certificate Owner *

I agree to terms of usage

[Click to read terms and conditions](#)

Items marked with (*) are mandatory

1. Select relationship

2. Click here

Step 8: Card Holder needs to enter One Time Password (OTP) send by the card issuing bank to the registered mobile phone.

**A One-Time Password (OTP) is sent via SMS to your mobile number.
Please enter the OTP to complete authentication.**

▶ **Merchant Name** :

Card Number : XXXX XXXX XXXX 4646

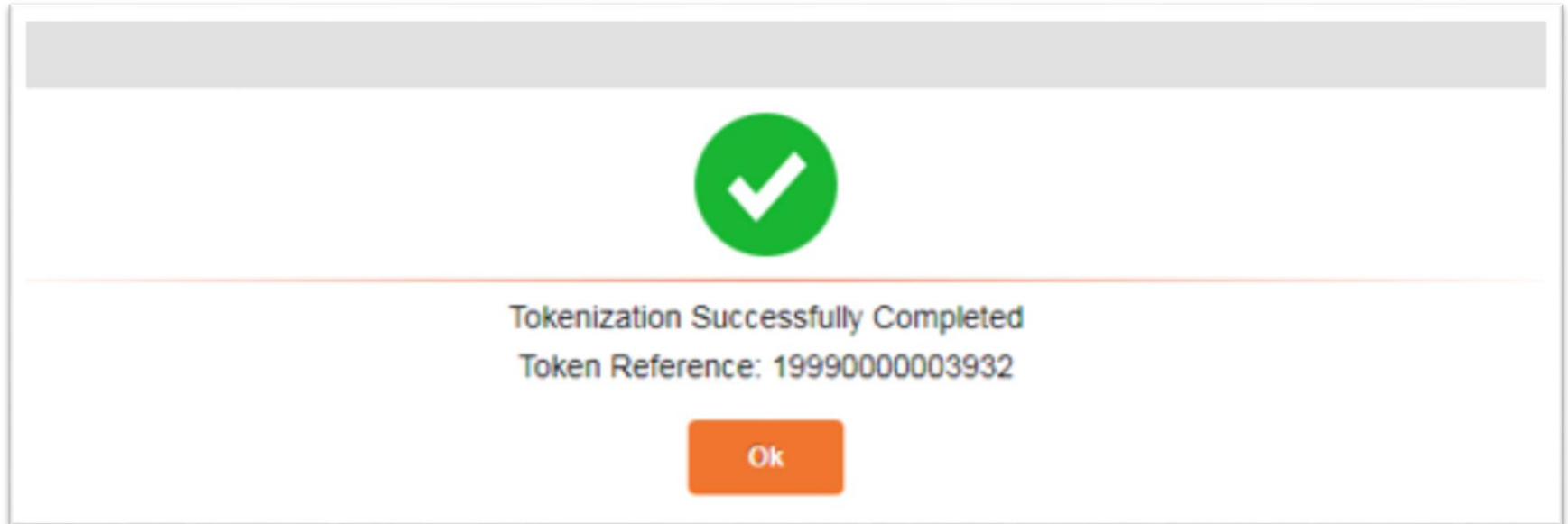
Payment : MYR1.00

SMS One Time Password :

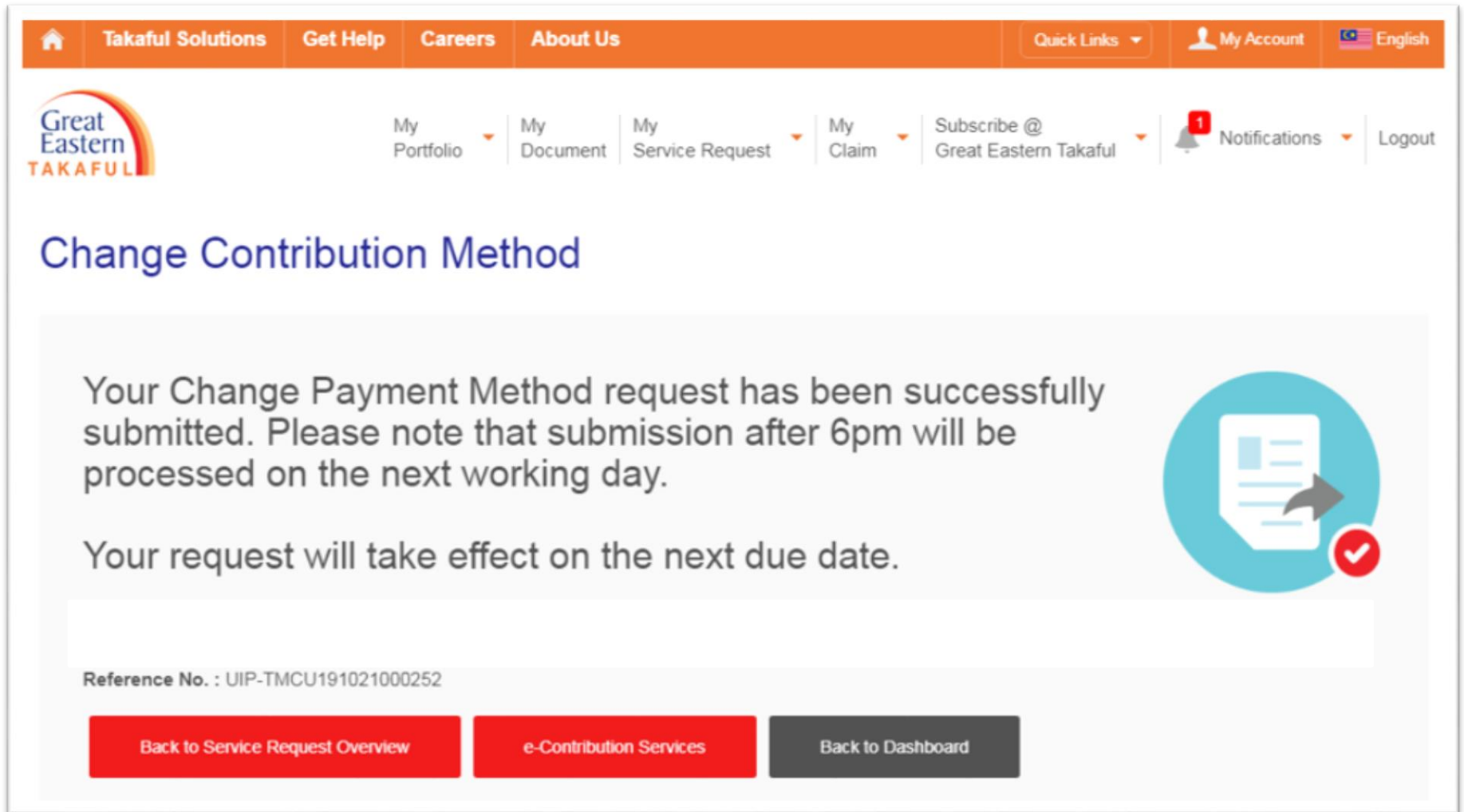
[Cancel](#) [Help](#)

[Did not receive SMS-OTP?](#)

Step 9 : Screen show card successfully tokenization



Step 10 : Screen will show as below upon request has been successfully submitted



The screenshot displays the Great Eastern TAKAFUL user interface. At the top, there is a navigation bar with links for 'Takaful Solutions', 'Get Help', 'Careers', and 'About Us'. On the right side of the navigation bar, there are links for 'Quick Links', 'My Account', and 'English'. Below the navigation bar, the Great Eastern TAKAFUL logo is on the left, and a series of menu items are on the right: 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications' (with a red badge showing '1'), and 'Logout'. The main content area features a large heading 'Change Contribution Method' in blue. Below the heading, a message states: 'Your Change Payment Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.' To the right of this message is a circular icon containing a document with an arrow pointing to the right and a red checkmark in a circle. Below the message, it says 'Your request will take effect on the next due date.' At the bottom of the message area, the 'Reference No. : UIP-TMCU191021000252' is displayed. At the very bottom of the page, there are three buttons: 'Back to Service Request Overview' (red), 'e-Contribution Services' (red), and 'Back to Dashboard' (grey).

Great Eastern
TAKAFUL

My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Change Contribution Method

Your Change Payment Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

Your request will take effect on the next due date.

Reference No. : UIP-TMCU191021000252

Back to Service Request Overview | e-Contribution Services | Back to Dashboard

END
THANK YOU