

i-Get In Touch Online Service Request Direct Credit Facility User Guide

Direct Credit Facility User Guide



Step 1

- Login to i-Get In Touch with Great ID

<https://igetintouch.greatasterntakaful.com/econnect-new/#/login>

The screenshot shows the login page for i-Get in touch. At the top, there is a navigation bar with links for Takaful Solutions, Get Help, Careers, and About Us. Below this is the Great Eastern TAKAFUL logo. The main content area features a large image of a man and a child. Overlaid on this image is a white box with the text "Log in to i-Get in touch" and a message stating that identity login is discontinued as of August 8, 2020, and users should use Great ID. A red button labeled "Log in with Great ID" is prominent. Below the button, there is a link for "Register now" for users who do not have a Great ID. A "WELCOME TO i-Get in touch" message is also visible, along with a list of services available on the portal: checking certificate details, performing transactions, and checking claim status. At the bottom, there is an announcement about system maintenance on January 23, 2021, and a list of important links for sign-up guides, FAQs, and payment methods. The footer contains contact information for customer service (1 300 13 8338) and buttons for "Email Us", "Visit Us", "Make a claim", and "Find a Takaful Advisor".

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Step 2

- Key in your Great ID and password. 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

iefsjumati@gmail.com

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

PASSWORD

••••••••



[Forgot your password?](#)

SUBMIT

Having trouble? [Contact us.](#)

Step 3

- Key in One Time Password (OTP) then click *Next*.

Great ID

VERIFICATION THROUGH MOBILE NUMBER

One-Time Password (OTP)

Please enter the six-digit pin sent to your mobile number: +60*****986


Did not receive your pin? [Send again.](#)

No longer using that number? [Update your records.](#)

[NEXT](#)


Having trouble? [Contact us.](#)

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.



Step 4

- Click *I Agree*.

 igetintouch.greateastertakaful.com/econnect-new/#/terms-and-conditions

Great Eastern Takaful i-Get in touch Account Agreement

Terms and Conditions

The following terms and conditions ("Terms and Conditions") will govern the use of this website, including the web-account ("i-Get in touch") granted by Great Eastern Takaful Berhad ("GETB") to you. Please read the Terms and Conditions carefully before accessing and using this website.

1. ACCESS AND USE

- 1.1 By viewing, accessing and using this website, you agree to be bound by the Terms and Conditions, GETB's Client Charter & Customer Service Charter, Privacy Policy and Personal Data Protection Notice (available at <https://www.greastertakaful.com>).
- 1.2 If you do not agree to the Terms and Conditions, please discontinue from accessing and using this website immediately.
- 1.3 GETB is entitled, from time to time, to vary, add or otherwise amend information, material, function or content provided in this website, the Terms and Conditions or any part thereof with or without notice. Where the variation or amendment in GETB's sole opinion, of a substantial nature and materially affects your access to this website, a seven (7) days prior written notice will be provided, unless GETB is unable to do so due to circumstances beyond GETB's reasonable control. Please visit this website periodically to determine any variation or amendment. The prevailing Terms and Conditions updated on this website will apply and supersede all previous versions. Continued use of i-Get in touch following any changes constitutes an acceptance of those changes. If you do not accept the Terms and Conditions (including any changes), please discontinue your access and use of i-Get in touch.

2. YOUR CONDUCT

- 2.1 Your access to this website shall at all times be in compliance with any guidelines, directions from GETB or any law, regulations or legislation as may be applicable and you agree that you shall not abuse or misuse this website or the services herein, in any way.
- 2.2 Without prejudice to the generality of the foregoing, you shall not nor assist any other person to hack into or obtain unauthorised access to this website or any services herein or interfere with the access and use of the same by others. You agree that you shall not carry out nor assist any other person to transmit communication, information or materials which adversely affects GETB's rights or the rights of others, which is morally offensive, adversely affects GETB's internet takaful system or the security of GETB's internet takaful system or which is otherwise against the law.
- 2.3 In the event you breach any of the provision to the Terms and Conditions, GETB reserves the rights to restrict, suspend or terminate your i-Get in touch.

3. PASSWORD CONFIDENTIALITY

- 3.1 You may apply to subscribe to i-Get in touch through this website (or any other application channels made available by GETB from time to time) in which you are required to go through a registration process by entering certain information as may be required by GETB. GETB will forward to you your default password for first-time log in.
- 3.2 Upon receiving the default password from GETB, you will be required to follow the on-screen guided steps, including acknowledging that you have read and accepted this Clause 3, in order to complete the registration process.
- 3.3 Upon successful registration your access to this website will be activated when you key in the correct member ID and one-time password which will be sent to you.
- 3.4 You must not reveal the one-time password ("Security Code") delivered by Short Message Service ("SMS") to your mobile phone or otherwise generated by or delivered by any other means as GETB may designate from any time to any other party and shall take all steps as may be necessary to prevent the disclosure of your Security Code to any other party. You shall immediately notify GETB if (a) you have any reason to believe that the confidentiality of your Security Code has been compromised or has been used in an unauthorised manner and/or (b) there has been any loss, theft, replacement or change of your mobile phone number used to generate the Security Code.
- 3.5 For security purposes, GETB may, at its absolute discretion, require you to key in an OTP to perform selected transactions or to use certain services available under this website. You may perform the transactions and/or use the services available under this website only if such Member ID, password and OTP is and remains valid. GETB may at any time in its sole and absolute discretion invalidate the Member ID, Password and OTP without assigning any reason and without prior notice and shall not be liable or responsible for any loss or damage suffered by or caused to the Customer or arising out of or connected to or by reason of such invalidation.
- 3.6 You may change your password from time to time, following which, your access to i-Get in touch will be by the new password.

I Disagree

I Agree

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Step 5

- Select **Bank Account Registration** from **My Service Request** tab.

The screenshot shows the user interface of the Great Eastern Takaful portal. 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 user's name 'Hi MOHD IFSYAR BIN JU...' is displayed, along with 'My Portfolio', 'My Document', and 'My Service Request' dropdown menus. The 'My Service Request' dropdown menu is open, showing options: 'Service Request Overview', 'Bank Account Registration' (highlighted with a blue box), 'ILP Service Request Submission', 'Change Contribution Method', 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'Customer Service Form', and 'Contact Us'. To the right of the dropdown menu, there is a 'Subscribe @ Great Eastern Takaful' link, a 'Notifications' bell icon with a red notification badge, and a 'Logout' link. Below the navigation bar, there is a 'Your Coverage Overview' section with a circular diagram showing 'FAMILY', 'HEALTH', 'WEALTH', and 'PERSONAL ACCIDENT' categories. To the right of the dropdown menu, there is a 'Family Protection' section with a 'Death coverage You are covered.' message and a 'Get a review' section. At the bottom of the screenshot, there is a 'View Certificate Details' link.

My Family Protection Certificates

[View All Certificates](#)

[Collapse All](#)

[Download all certificates as PDF](#)

Family Protection, 4004980125
i-GREAT MEGA

Person Covered
MOHD IFSYAR BIN JU... [Rider\(s\)](#)

Certificate starts on
28 Aug 2018

Contribution due
28 Feb 2021

[View Certificate Details](#)

Family Protection, V0128399
Unit GMBTS - Unit Link

Person Covered
MOHD IFSYAR BIN JU... [Rider\(s\)](#)

Certificate starts on
01 Jun 2018

Contribution due
01 Jan 2021

[View Certificate Details](#)

Family Protection, 4003480678
i-GREAT DAMAI

Person Covered
MOHD IFSYAR BIN JU... [Rider\(s\)](#)

Certificate starts on
24 Mar 2016

Contribution due
24 Feb 2021

[View Certificate Details](#)

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Step 6

- Select **Certificate Number** that you wish to register Bank Account Number. After that click **Continue, Step 2 Bank Account Registration**



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

Bank Account Registration

Step 1: Certificate Selection > Step 2: Bank Account Registration > Step 3: Preview

Select A Certificate

<input type="checkbox"/>	Certificate Number Certificate Name	ID Number	Existing Bank Account Number
<input type="checkbox"/>	4003480678 I-GREAT DAMAJ	8612 [REDACTED]	MBB *****3518
<input checked="" type="checkbox"/>	4004960125 I-GREAT MEGA	8612 [REDACTED]	-
<input type="checkbox"/>	T0016142 Unit GMBTS - Unit Link	8612 [REDACTED]	-
<input type="checkbox"/>	V0128399 Unit GMBTS - Unit Link	8612 [REDACTED]	-

For your convenience, the Takaful Operator will credit the amount payable (if any) into your bank account for transactions related to your certificate.

Notice:

Any new application or updating of information submitted in this account will be limited to the matters related you, as the account owner of i-Great in Touch only. An account owner can be the certificate owner, person covered or both. Where the person covered is NOT the certificate owner ("Third Party") and payment of the takaful benefit is to be made to a Third Party, you are required to complete the Direct Credit Facility Form at <https://www.greasterntakaful.com> and email to us at i-greatcare@greasterntakaful.com or alternatively, you may contact your servicing agent for assistance.

Continue, Step 2: Bank Account Registration >

Back to top

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Step 7

- Select **Bank Name** from the drop down list



Bank Account Registration



Account Details

Bank Name *

Account Number *

Bank Account Holder Full Name

Email Address ?

Important Notes

1. Joint-name bar
2. The registered
3. Please check a
4. All certificate re
5. For removal of e-mail at i-grea

I ACCEPT **TERMS AND CONDITIONS.**

[Back, Step 1: Certificate Selection](#) [Continue, Step 3: Preview](#)

Back to top

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Step 8

- Fill up Account Details, such as Bank Account Holder Full Name, Bank Number & Email Address.
- After you read through the Important Notes, tick ***I Accept Term and conditions***. Click ***Continue, Step 3 Preview*** after completed the process.

The screenshot shows the 'Bank Account Registration' page. At the top, there is a navigation bar with the Great Eastern Takaful logo and links for 'My Portfolio', 'My Document', 'My Service Request', 'Subscribe @ Great Eastern Takaful', 'Notifications', and 'Logout'. Below the navigation bar, the page title 'Bank Account Registration' is displayed. A progress indicator shows three steps: 'Step 1: Certificate Selection', 'Step 2: Bank Account Registration' (which is highlighted in orange), and 'Step 3: Preview'. The main section is titled 'Account Details' and contains four input fields: 'Bank Name *' with a dropdown menu showing 'MBB', 'Bank Account Holder Full Name' with the text 'MOHD IP', 'Account Number *' with the text '1622', and 'Email Address' with the text 'IEFSJUM'. Below the input fields, there is a section for 'Important Notes' with five numbered points. At the bottom of the form, there is a checkbox labeled 'I ACCEPT TERMS AND CONDITIONS.' which is checked. Below the checkbox, there are two buttons: 'Back, Step 1: Certificate Selection' and 'Continue, Step 3: Preview'. A 'Back to top' link is also visible at the bottom right.

Great Eastern TAKAFUL

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

Bank Account Registration

Step 1: Certificate Selection > Step 2: Bank Account Registration > Step 3: Preview

Account Details

Bank Name * MBB

Bank Account Holder Full Name MOHD IP

Account Number * 1622

Email Address IEFSJUM

Important Notes

1. Joint-name bank account is not allowed unless the certificate owner / payee is the primary account holder.
2. The registered bank account holder's identity number must be the same as the certificate owner/payee's identity number as per certificate record.
3. Please check and ensure your email address is correct. To update your email address, click [here](#).
4. All certificate 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 e-mail at i-greatcare@greastentakaful.com.

I ACCEPT TERMS AND CONDITIONS.

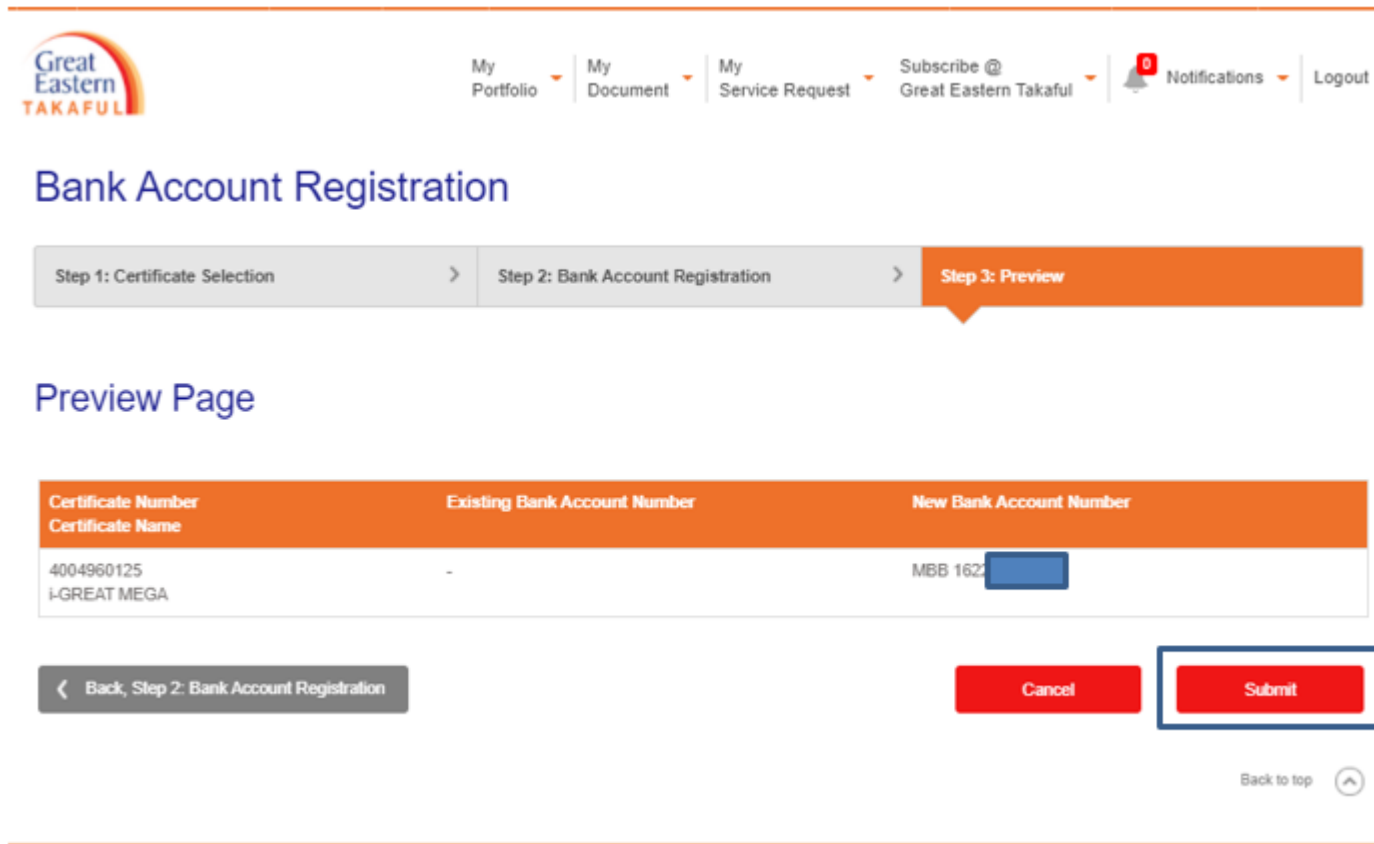
< Back, Step 1: Certificate Selection

Continue, Step 3: Preview >

Back to top

Step 9

- You may review the information that you have key in earlier on.
- If you wish to cancel the transaction, click **Cancel**.
- If there is error on the input, click **Back, Step 2: Bank Account Registration** for amendment.
- If all information input correctly, click **Submit**.



The screenshot shows the 'Bank Account Registration' process in the Great Eastern TAKAFUL system. The navigation bar at the top includes the logo and menu items: My Portfolio, My Document, My Service Request, Subscribe @ Great Eastern Takaful, Notifications (with a red badge), and Logout. The main heading is 'Bank Account Registration'. Below it is a progress indicator with three steps: 'Step 1: Certificate Selection', 'Step 2: Bank Account Registration', and 'Step 3: Preview' (which is highlighted in orange). The 'Preview Page' displays a table with the following data:

Certificate Number	Existing Bank Account Number	New Bank Account Number
4004960125 I-GREAT MEGA	-	MBB 162 <input type="text"/>

At the bottom, there is a 'Back, Step 2: Bank Account Registration' button, a 'Cancel' button, and a 'Submit' button (which is highlighted with a blue border). A 'Back to top' link is also present at the bottom right.

Step 10

After submission, you will receive One-Time Password (OTP) through your mobile number which you have registered with us. Key in the OTP and click **Next**.

Note:

- *if you did not receive your pin, please click “Send Again” to receive new pin number.*
- *If you are no longer using that mobile number, click “Update your records”. You may receive OTP send to your new mobile number after you have updated your records.*

Great ID

Great ID. The one singular account that gives you the freedom to access all the

VERIFICATION THROUGH MOBILE NUMBER

One-Time Password (OTP)

Please enter the six-digit pin sent to your mobile number: +60*****986

Did not receive your pin? [Send again.](#)

No longer using that number? [Update your records.](#)

NEXT

Step 11

- Your Bank Account Registration request has been successfully submitted and registered. Click ***Back to Service Request Overview*** for review.



My Portfolio

My Document

My Service Request

Subscribe @ Great Eastern Takaful

Notifications

Logout

Bank Account Registration

Your Bank Account Registration request has been successfully submitted.

Reference No. : UIP-TMBA210126000112

[Back to Service Request Overview](#)

[Go To Dashboard](#)



Need help?



For customer service
1 300 13 8338

[Email Us](#)

[Visit Us](#)

[Make a claim](#)

[Find a Takaful Advisor](#)

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Step 12

- Go to **Action** and click the icon in Action and it will download the PDF.



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

Check Service Request



Pending




Complete

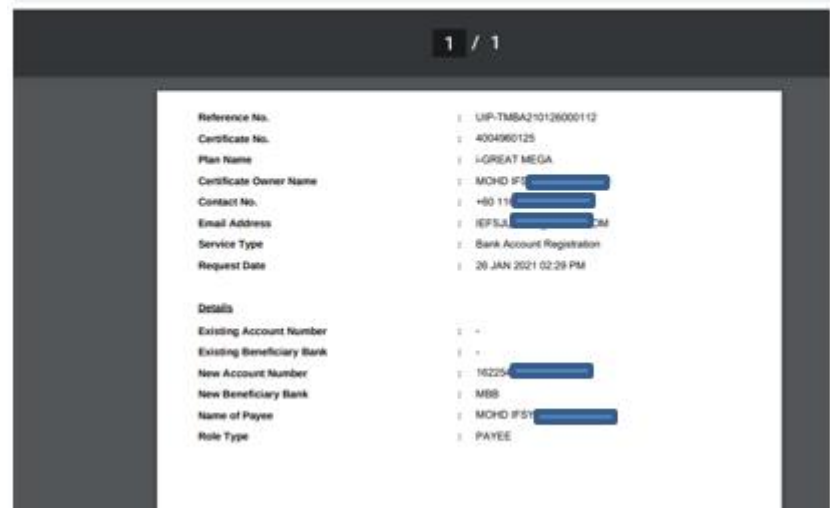


Rejected

Advance Search

Download as PDF

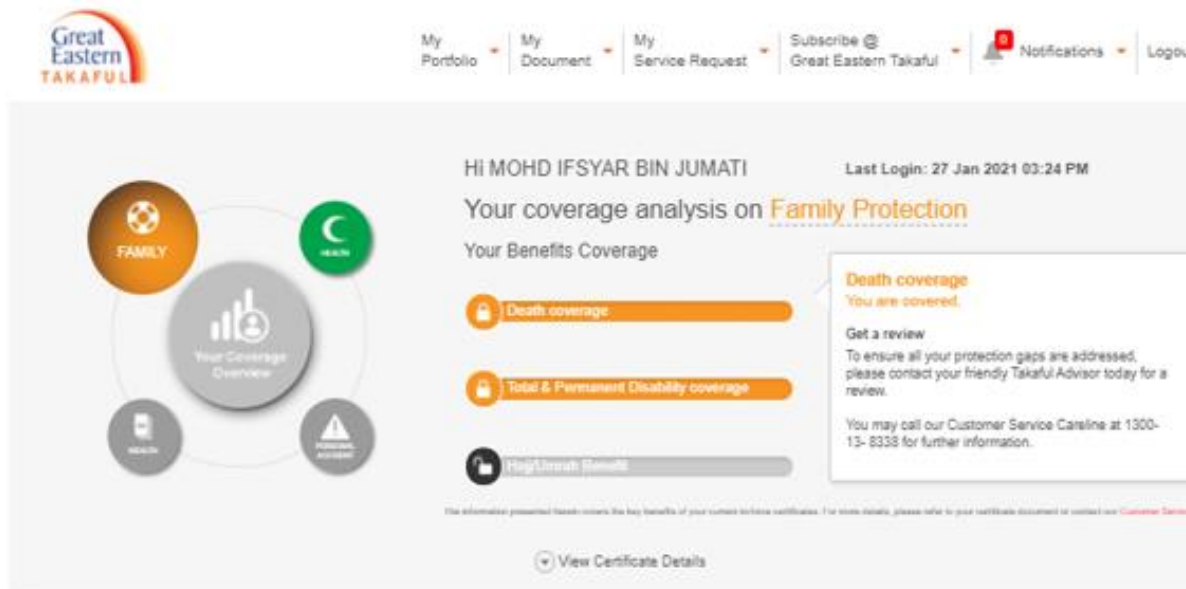
Service Request	Status	Request date	Reference no.	Certificate No.	Actions
Contribution Arrangement - Bank Account Registration	Submitted	26-Jan-21	UIP-TMBA210126000112	4004960125	



Direct Credit Facility User Guide

To view Bank Account Number in i-Get In Touch

- Under **My Portfolio**, click **View Certificate Details**



The screenshot shows the user's dashboard with the Great Eastern Takaful logo in the top left. The navigation menu includes: My Portfolio, My Document, My Service Request, Subscribe @ Great Eastern Takaful, Notifications, and Logout. The user's name is HI MOHD IFSYAR BIN JUMATI, and the last login was on 27 Jan 2021 at 03:24 PM. The main heading is "Your coverage analysis on Family Protection". A central graphic shows "Your Coverage Overview" with icons for Family, Health, and Accident. Below this, "Your Benefits Coverage" is displayed with three bars: "Death coverage" (orange), "Total & Permanent Disability coverage" (orange), and "Hospitalization Benefits" (grey). A callout box for "Death coverage" states "You are covered." and provides a "Get a review" link with instructions to contact a Takaful Advisor or call the Customer Service Careline at 1300-13-8338. A "View Certificate Details" button is located at the bottom of the dashboard.

My Family Protection Certificates

View All Certificates

Collapse All

Download all certificates as PDF



The screenshot displays three certificate cards under the heading "My Family Protection Certificates". Each card includes a title, person covered, start date, and contribution due date. A blue arrow points to the "View Certificate Details" button on the first card.

Certificate Title	Person Covered	Certificate starts on	Contribution due
Family Protection, 4004 i-GREAT MEGA	MOHD IFSYAR BIN JU... (Rider(s))	28 Aug 2018	28 Feb 2021
Family Protection, 4005 Unit GMBTS - Unit Link	MOHD IFSYAR BIN JU... (Rider(s))	01 Jun 2018	01 Jan 2021
Family Protection, 4006 i-GREAT DAMAJ	MOHD IFSYAR BIN JU... (Rider(s))	24 Mar 2018	24 Feb 2021

Direct Credit Facility User Guide



To view Bank Account Number in i-Get In Touch

- The registered bank account no. is displayed under **Bank Account Information**

My Certificate Details

Family Protection (4)

I-GREAT MEGA

Coverage Status: INFORCE

Commencement Date: 28 Aug 2018

Coverage End Date: 27 Aug 2048

Potential Lapse Date: -

Benefit Information

Benefit Name Person Covered	Benefit Status	Sum Covered Installation Contribution	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit	Car Registration Number
I-GREAT MEGA MOHD IFSYAR BIN JUMATI	INFORCE	25 13	28 Aug 2018 27 Aug 2048	- -	-
I-PROVIDER ON DD RIDER MOHD IFSYAR BIN JUMATI	INFORCE	10 -	28 Aug 2018 27 Aug 2038	- -	-

Contribution Information

Contribution Status: REGULAR

Contribution Frequency: Monthly

Next Contribution Due Date: 28 Feb 2021

Min Amount to Prevent Lapse: -

Min Amount to Reinstate: 0.00 MYR

Contribution Method: BANK'S ORDER

Bank Account Information

Payee Name	Bank Name	Bank Account Number
MOHD IFSYAR BIN JUMATI	MBB	*****3518

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

Direct Credit Facility User Guide

To view Bank Account Number in i-Get in Touch

- Under “Bank Account Information”, click “here” to change/update new bank account number.

The screenshot displays the 'My Certificate Details' page. On the left, there is a sidebar with 'Family Protection (4)' and 'i-GREAT MEGA'. The main content area shows 'Benefit Information' and 'Contribution Information'. A blue arrow labeled 'Scroll down' points to the 'Bank Account Information' section at the bottom of the page.

Benefit Information Table:

Benefit Name Person Covered	Benefit Status	Sum Covered Installment Contribution	Cover Start Date Cover End Date	Balance Annual Limit Balance Life Time Limit	Car Registration Number
i-GREAT MEGA MOHD IFSYAR BIN JUMATI	INFORCE	25 12	28 Aug 2018 27 Aug 2048	- -	-
i-PROVIDER ON DD RIDER MOHD IFSYAR BIN JUMATI	INFORCE	18 -	28 Aug 2018 27 Aug 2038	- -	-

Contribution Information:

Contribution Status	REGULAR	Min Amount to Prevent Lapse	-
Contribution Frequency	Monthly	Min Amount to Reinstate	0.00 MYR
Next Contribution Due Date	28 Feb 2021	Contribution Method	BANK'S ORDER

Bank Account Information Table:

Payee Name	Bank Name	Bank Account Number
MOHD IFSYAR BIN JUMATI	MBB	*****3518

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

Direct Credit Facility User Guide



To view Bank Account Number in i-Get in Touch

- Repeat step 6 to step 12.



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

Bank Account Registration

Step 1: Certificate Selection > Step 2: Bank Account Registration > Step 3: Preview

Select A Certificate

<input type="checkbox"/>	Certificate Number Certificate Name	ID Number	Existing Bank Account Number
<input type="checkbox"/>	4003480678 I-GREAT DAMAJ	8612 [REDACTED]	MBB *****3518
<input checked="" type="checkbox"/>	4004960125 I-GREAT MEGA	8612 [REDACTED]	-
<input type="checkbox"/>	T0016142 Unit GMBTS - Unit Link	8612 [REDACTED]	-
<input type="checkbox"/>	V0128399 Unit GMBTS - Unit Link	8612 [REDACTED]	-

For your convenience, the Takaful Operator will credit the amount payable (if any) into your bank account for transactions related to your certificate.

Notice:

Any new application or updating of information submitted in this account will be limited to the matters related you, as the account owner of i-Great in Touch only. An account owner can be the certificate owner, person covered or both. Where the person covered is NOT the certificate owner ("Third Party") and payment of the takaful benefit is to be made to a Third Party, you are required to complete the Direct Credit Facility Form at <https://www.greasterntakaful.com> and email to us at i-greatcare@greasterntakaful.com or alternatively, you may contact your servicing agent for assistance.

Continue, Step 2: Bank Account Registration >

Back to top

Thank you