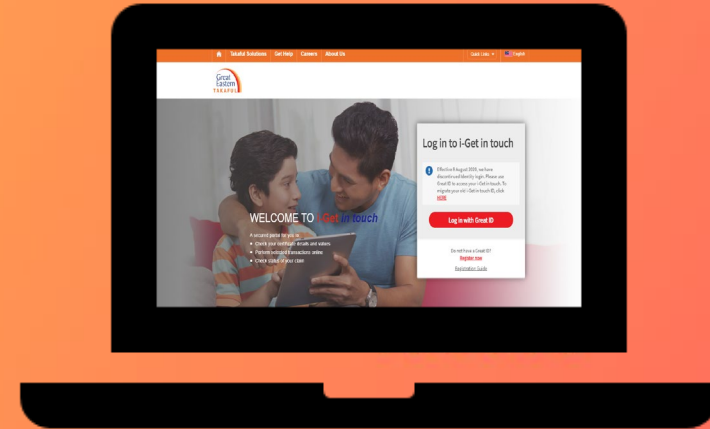


i-Get In Touch: CERTIFICATE ALTERATION



Guide : i-Get In Touch - Certificate Alteration

MAIN MENU

1. Certificate Alteration



i-Get In Touch – Certificate Alteration

Step 1: Go to 'My Form Submission' then click 'Certificate Alteration'.

My Family Protection Certificates ▼

View All Certificates

— Collapse All

Download all certificates as PDF

Family Protection
i-GREAT DAMAI

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

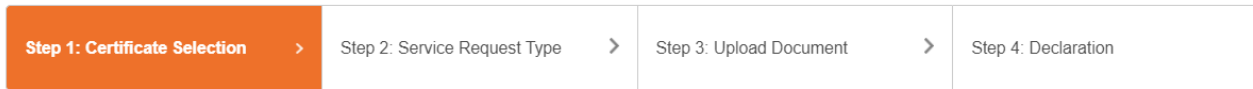
i-Get In Touch – Certificate Alteration

Step 2: Select a Certificate then click 'Continue, Step 1.2: Certificate Information'.



My Form Submission | My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | 6 Notifications | Logout

Certificate Alteration



1 Select A Certificate | 2 Certificate Information

Step 1.1 Select A Certificate

Update	Plan Name	Person Covered	Status
<input checked="" type="radio"/>	i-GREAT DAMAI ([REDACTED])	[REDACTED]	INFORCE

Note:

1. Only applicable for Family Takaful and Regular Bancassurance certificate.
2. If there are more than one Person Covered under your certificate, please get each Person Covered to sign the form. Kindly submit a copy of their NRIC together with their signature for our records (if applicable).

[Submission Checklist](#)

2

[Continue, Step 1.2: Certificate Information](#)

TIPS:

Click '**Submission Checklist**' to check on Form/Document that need to be submitted according to Service Request Type and to **download Form** required there.

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 3: Ensure all data are up to date then click 'Continue, Step 2: Service Request Type'.

TIPS:

Please double check your certificate information displayed. If the information is not up to date, please click 'Update' to update your certificate information.

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 4: Choose your ‘Service Request Type’,



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

Certificate Alteration

Step 1: Certificate Selection > **Step 2: Service Request Type** > Step 3: Upload Document > Step 4: Declaration

Select Service Request Type

1

Update	Type of Service Request	Service Request
<input type="radio"/>	Great ID - Request to Update Mobile No. (For One Time Password) <i>Form: Great ID - Request to Update Mobile No.</i>	<input type="checkbox"/> Great ID - Update Mobile No.
<input checked="" type="radio"/>	Partial Withdrawal / Full Surrender <i>Form: Discharge Voucher for Withdrawal/Surrender (PSF33)</i>	<input checked="" type="checkbox"/> Partial Withdrawal <input type="checkbox"/> Full Surrender <input type="checkbox"/> Free-look Cancellation Refund
<input type="radio"/>	Change in Sum Covered / Regular Contribution / Benefits <i>Form: Application for Inclusion / Conversion / Alteration of Coverage (PSF02)</i>	<input type="checkbox"/> Increase Sum Covered/ Include New Benefits/ Change Regular Contribution <input type="checkbox"/> Decrease Sum Covered / Cancel Benefits
<input type="radio"/>	Others <i>Form: Request for Contractual Changes (PSF01)</i>	<input type="checkbox"/> Change Occupation <input type="checkbox"/> Duplicate Copy of Certificate <input type="checkbox"/> Payment History <input type="checkbox"/> Suspense Refund <input type="checkbox"/> Change of Smoking Status
<input type="radio"/>	Appointment/ Changes Of Nominee(s) as Beneficiary(ies) - More than 4 Beneficiaries <i>Form: Appointment/Changes Of Nominee(s) as Beneficiary(ies)</i>	<input type="checkbox"/> Appointment/ Change Of Nominee(S) As Beneficiary(ies) - More than 4 Beneficiaries

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 4: Choose your 'Service Request Type', then click 'Continue, Step 3: Upload Documents'.

<input type="radio"/> Change of Personal Particular <i>Form: Request For Alteration in Personal Details (PSF01A)</i>	<input type="checkbox"/> Change of Name/ DOB/ Gender/ Title Name/ Country of Birth/ Nationality/ NRIC No./Birth Certificate/Passport No.
	<input type="checkbox"/> Change of Address/ Contact (Applicable only if Person Covered is not a Certificate Owner)
	<input type="checkbox"/> Change Signature
<input type="radio"/> Single Contribution Top Up/ Regular Contribution Apportionment <i>Form: Investment-Linked Plans - Application Form For Amendment (PSF06A)</i>	<input type="checkbox"/> Amendment Of Regular Contribution Apportionment
	<input type="checkbox"/> Single Contribution Top-Up
<input type="radio"/> Foreign Tax Residency Self-Certification (Individual) <i>Form: Foreign Tax Residency Self-Certification (Individual) Form</i>	<input type="checkbox"/> Foreign Tax Residency Self-Certification (Individual)
<input type="radio"/> Hajj By Proxy Service <i>Form: Hajj By Proxy Service Form (Badal Hajj)</i>	<input type="checkbox"/> Hajj By Proxy Service
<input type="radio"/> Waqaf Service <i>Form: Waqaf Service Form</i>	<input type="checkbox"/> Waqaf Service
<input type="radio"/> Appeal Request <i>Form: N/A - To submit appeal letter</i>	<input type="checkbox"/> Appeal Request
<input type="radio"/> Non Disclosure <i>Form: N/A - To submit letter</i>	<input type="checkbox"/> Non Disclosure

I hereby confirm the Person Covered and Witness (If applicable) has been informed that they will receive verification code through their mobile phone in order to complete this form submission.

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

2

< Back, Step 1.2: Certificate Information

3

Continue, Step 3 : Upload Documents >

i-Get In Touch – Certificate Alteration

Step 5: Select Form/Document from dropdown list.
Click 'Browse File' to upload document.



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

Certificate Alteration

Step 1: Certificate Selection > Step 2: Service Request Type > **Step 3: Upload Document** > Step 4: Declaration

Partial Withdrawal / Full Surrender

Please refer to [Submission Checklist](#) for more details on the document required to submit.

TIPS:

Click '**Submission Checklist**' to check on required Form/Document to be submitted and **download required document** there.

Select Form/Document

Please select 1

Browse File 2

Maximum total upload file size is 25MB. Image should be in PDF, PNG, JPG, JPEG or BMP format.

Your uploaded documents

Copy of Certificate Owner NRIC (If Person Covered < 18 years old)		COPY OF CERTIFICATE OWNER NRIC.PDF	148.28 KB	
Letter of Consent		LETTER OF CONSENT.PDF	148.28 KB	

Preview file

Delete file

< Back, Step 2: Service Request Type

3

Continue, Step 4: Declaration >

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

NOTE: Total document size for all documents upload per claim submission is 25MB

i-Get In Touch – Certificate Alteration

Step 6: Read & Accept 'Terms & Conditions'.



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

Certificate Alteration

Step 1: Certificate Selection > Step 2: Service Request Type > Step 3: Upload Document > **Step 4: Declaration**

Declaration

PERSONAL DATA PROTECTION NOTICE

By interacting with Great Eastern Takaful Berhad ("the Takaful Operator"), submitting information to the Takaful Operator, enrolling or signing up for any products or services offered by the Takaful Operator, you are providing personal information to the Takaful Operator. You hereby consent (and where required, explicitly consent) to the use of your personal information including sensitive personal information, in the manner set out in this notice.

"Personal information" means any information which relates to you and which has been or will be provided by you to the Takaful Operator, including but not limited to your name, National Registration Identity Card number, passport number, address, telephone number, email address, images, your personal preferences, particulars of any third party person covered or beneficiary, financial and banking account information and any information which may identify you, any person covered, executor or beneficiary, that has been or may be collected, stored, used and processed by the Takaful Operator from time to time. The term "personal information" also includes sensitive personal data which means any personal data consisting of information as to physical or mental health or condition, political opinions, religious beliefs or other beliefs of a similar nature and the commission or alleged commission of any offence.

If you provide us with any personal information relating to a third party, including where you have named them as a person covered, executor, or beneficiary, or where you refer an individual to us for the purposes of us offering our products and/or services to that individual, by submitting such information to us, you represent to us that you have obtained the consent of the third party to provide us with their personal information for the purpose related to you as set out in this notice.

Your personal information may be used, recorded, stored, archived, disclosed or otherwise processed by or on behalf of the Takaful Operator (and its successors in title) for the following purposes:

a. for the provision of takaful services, as may be applicable and to carry out any activity or duty as a takaful operator, including but not limited to any

I hereby declare I have read and agree the above Term and Condition.

I hereby confirm I have declared Tax Residency Self-Certification in the form.

I hereby acknowledge that the One Time Password received by me through my mobile number which I provided to Great Eastern Takaful Berhad is valid proof that I am the certificate owner and/or person covered (whichever applicable) of this certificate. I also acknowledge the document(s) uploaded in this i-Get In Touch ("iGIT") was submitted by me as the registered user of this iGIT account.



- Step 1**
 - Click 'My Form Submission'
 - Click 'Certificate Alteration'
- Step 2**
 - Select a Certificate Number
 - Click 'Continue, Step 1.2: Certificate Information'
- Step 3**
 - Ensure all information are up to date.
 - Click 'Continue, Step 2: Service Request Type'
- Step 4**
 - Choose your 'Service Request Type'
 - Click 'Continue, Step 3: Upload Document'
- Step 5**
 - Select Form/Document from dropdown list and browse file to upload documents
 - Click 'Continue, Step 4: Declaration'
- Step 6**
 - Read & Accept 'Terms & Conditions'
 - Update Witness details
- Step 7**
 - Key in the six-digit pin number sent to your registered mobile number, then click 'Next'
- Step 8**
 - Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'
- Step 9**
 - 'Successful' page
 - 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 6: Read & Accept 'Terms & Conditions', and update Witness details. Then, click Submit button.

2

Consent Verification Detail

Name of Witness (as shown on NRIC/ Passport)

ID Type *

ID Number *

Malaysia New NRIC No. e.g. 880627138023, Singapore Passport No. e.g. S1234567A

Mobile Number * +60

E.g. if Mobile Number is 012-8917893, please enter 128917893

3

I hereby declare the Witness appointed is above 18 years old and he/she is not the Beneficiary nor Executor.

Please note that mobile number is required for OTP Verification.

< Back, Step 3: Upload Documents

4

Submit

Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

NOTE: The witness appointed must be above 18 years old and cannot be the nominee.

i-Get In Touch – Certificate Alteration

Step 7: Key in OTP numbers sent to your registered mobile number and click Next button.

Great ID

VERIFICATION THROUGH MOBILE NUMBER

One-Time Password (OTP)

Please enter the six-digit OTP sent to your mobile number: 12**56

1


Did not receive your OTP? [Send again in 00:55.](#)

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

2 **NEXT**

Having trouble? [Contact us.](#)

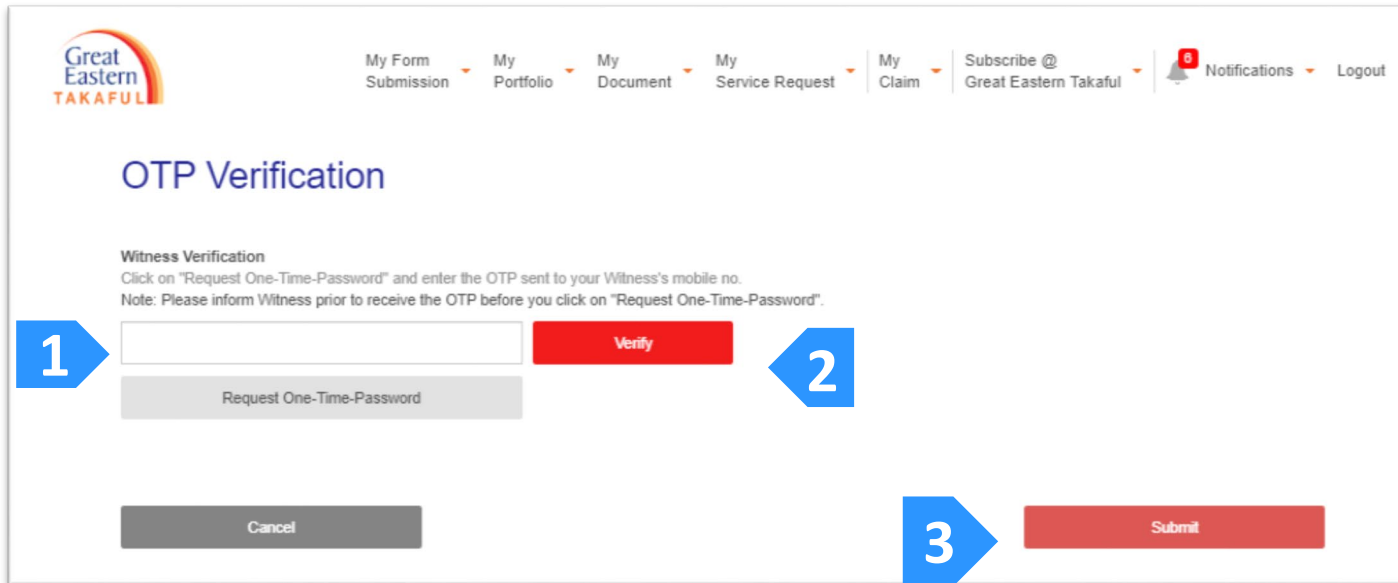
Great ID. The one singular account that gives you the freedom to access all the applications and services for Great Eastern and Great Eastern Takaful.



- Step 1**
 - Click 'My Form Submission'
 - Click 'Certificate Alteration'
- Step 2**
 - Select a Certificate Number
 - Click 'Continue, Step 1.2: Certificate Information'
- Step 3**
 - Ensure all information are up to date.
 - Click 'Continue, Step 2: Service Request Type'
- Step 4**
 - Choose your 'Service Request Type'
 - Click 'Continue, Step 3: Upload Document'
- Step 5**
 - Select Form/Document from dropdown list and browse file to upload documents
 - Click 'Continue, Step 4: Declaration'
- Step 6**
 - Read & Accept 'Terms & Conditions'
 - Update Witness details
- Step 7**
 - Key in the six-digit pin number sent to your registered mobile number, then click 'Next'
- Step 8**
 - Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'
- Step 9**
 - 'Successful' page
 - 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 8: Key in the six-digit pin number sent to Witness mobile number and **click 'Verify'**, then click 'Submit'.



Step 1

- Click 'My Form Submission'
- Click 'Certificate Alteration'

Step 2

- Select a Certificate Number
- Click 'Continue, Step 1.2: Certificate Information'

Step 3

- Ensure all information are up to date.
- Click 'Continue, Step 2: Service Request Type'

Step 4

- Choose your 'Service Request Type'
- Click 'Continue, Step 3: Upload Document'

Step 5

- Select Form/Document from dropdown list and browse file to upload documents
- Click 'Continue, Step 4: Declaration'

Step 6

- Read & Accept 'Terms & Conditions'
- Update Witness details

Step 7

- Key in the six-digit pin number sent to your registered mobile number, then click 'Next'

Step 8

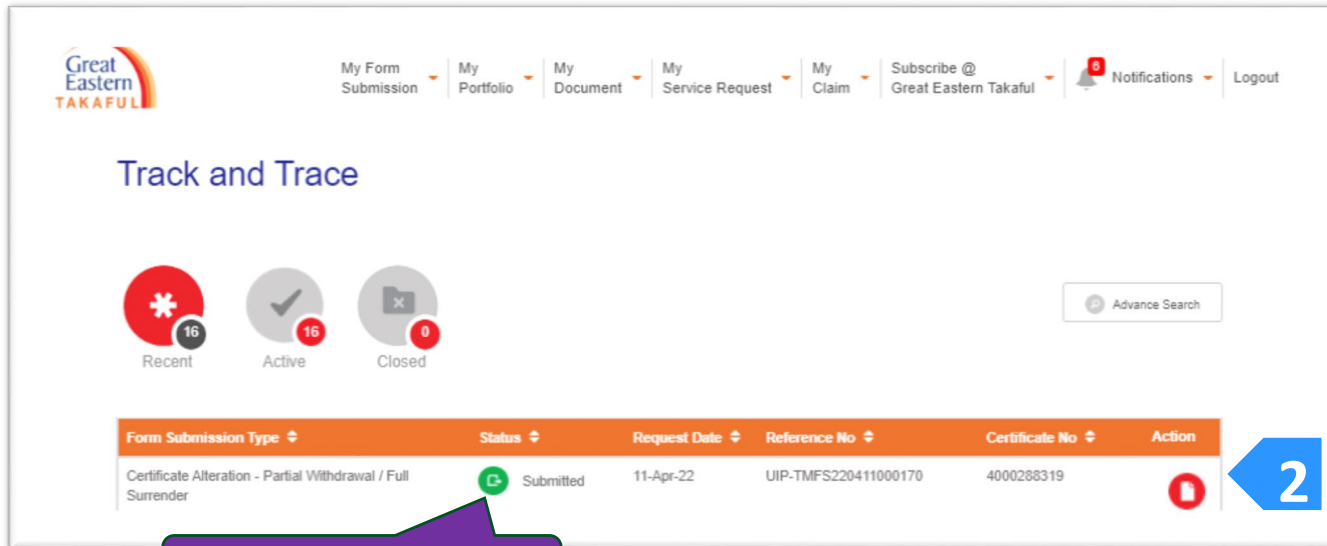
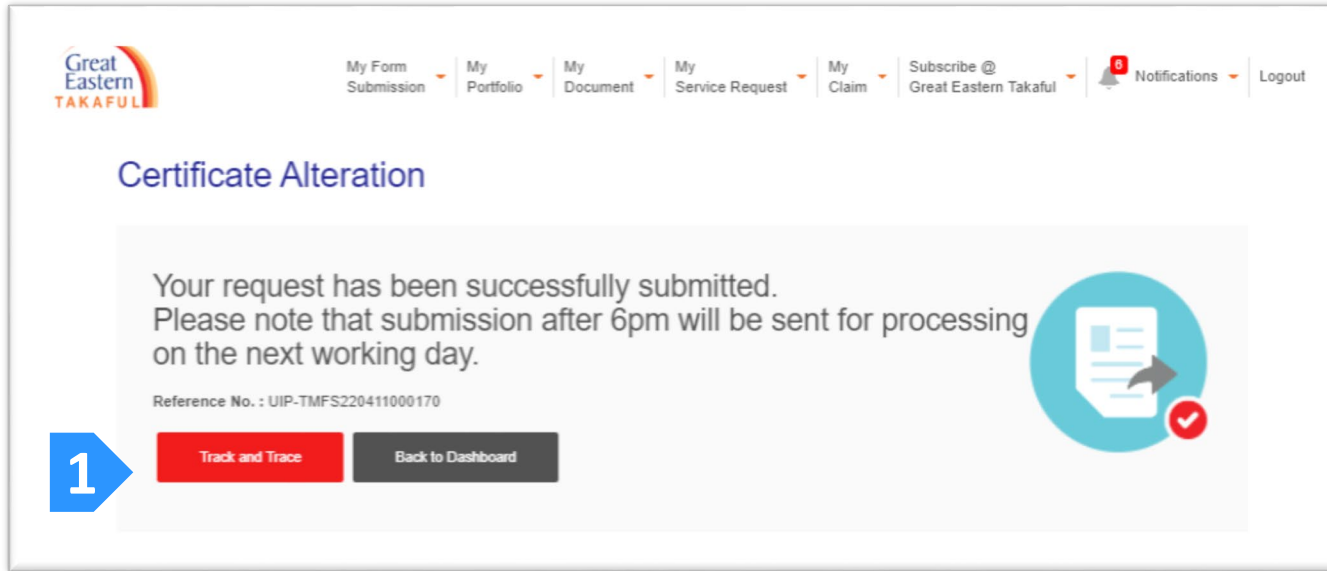
- Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'

Step 9

- 'Successful' page
- 'Track and Trace' page

i-Get In Touch – Certificate Alteration

Step 9: Click 'Track and Trace'. Then, click on 'Action' to view PDF copy of the summary form/document that was submitted.



To monitor the status of a certificate alteration submission

- Step 1
 - Click 'My Form Submission'
 - Click 'Certificate Alteration'
- Step 2
 - Select a Certificate Number
 - Click 'Continue, Step 1.2: Certificate Information'
- Step 3
 - Ensure all information are up to date.
 - Click 'Continue, Step 2: Service Request Type'
- Step 4
 - Choose your 'Service Request Type'
 - Click 'Continue, Step 3: Upload Document'
- Step 5
 - Select Form/Document from dropdown list and browse file to upload documents
 - Click 'Continue, Step 4: Declaration'
- Step 6
 - Read & Accept 'Terms & Conditions'
 - Update Witness details
- Step 7
 - Key in the six-digit pin number sent to your registered mobile number, then click 'Next'
- Step 8
 - Key in the six-digit pin number sent to Witness mobile number, then click 'Submit'
- Step 9
 - 'Successful' page
 - 'Track and Trace' page

Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

FOLLOW US ON:



[Great Eastern Takaful](#)



[greateasterntakaful](#)



www.youtube.com/c/greateasterntakaful



www.greateasterntakaful.com