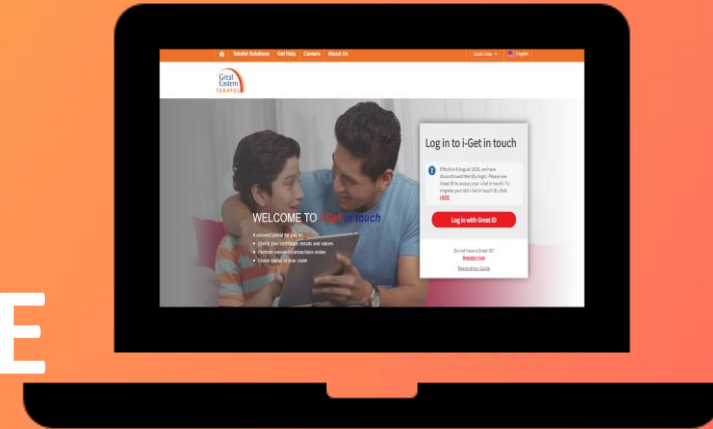


# i-Get In Touch: DIRECT CREDIT FACILITY USER GUIDE



# i-Get In Touch: Direct Credit Facility User Guide

Step 1: Click 'Log in with GREAT ID'.



The screenshot shows the i-Get in touch login interface. At the top, there is a navigation bar with 'Takaful Solutions', 'Get Help', 'Careers', and 'About Us'. Below this is the Great Eastern TAKAFUL logo. The main content area features a 'WELCOME TO i-Get in touch' message and a list of services: 'Check your certificate details and values', 'Perform selected transactions online', and 'Check status of your claim'. A prominent red button labeled 'Log in with Great ID' is highlighted with a blue arrow and the number '1'. Above the button, a message states: 'Effective 8 August 2020, we have discontinued Identity login. Please use Great ID to access your i-Get in touch. To migrate your old i-Get in touch ID, click [HERE](#)'. Below the button, there is a link for 'Do not have a Great ID? Register now' and a link for 'Registration Guide'. The bottom of the page contains a 'Need help?' section with the phone number '1 300 13 8338' and buttons for 'Email Us', 'Visit Us', 'Make a claim', and 'Find a Takaful Advisor'.

## Step 1

- Click 'Log In with GREAT ID'.

## Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

## Step 3

- Key in six-digit pin number.
- Click 'Next'.

## Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

## Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

## Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

## Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

## Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

## Step 9

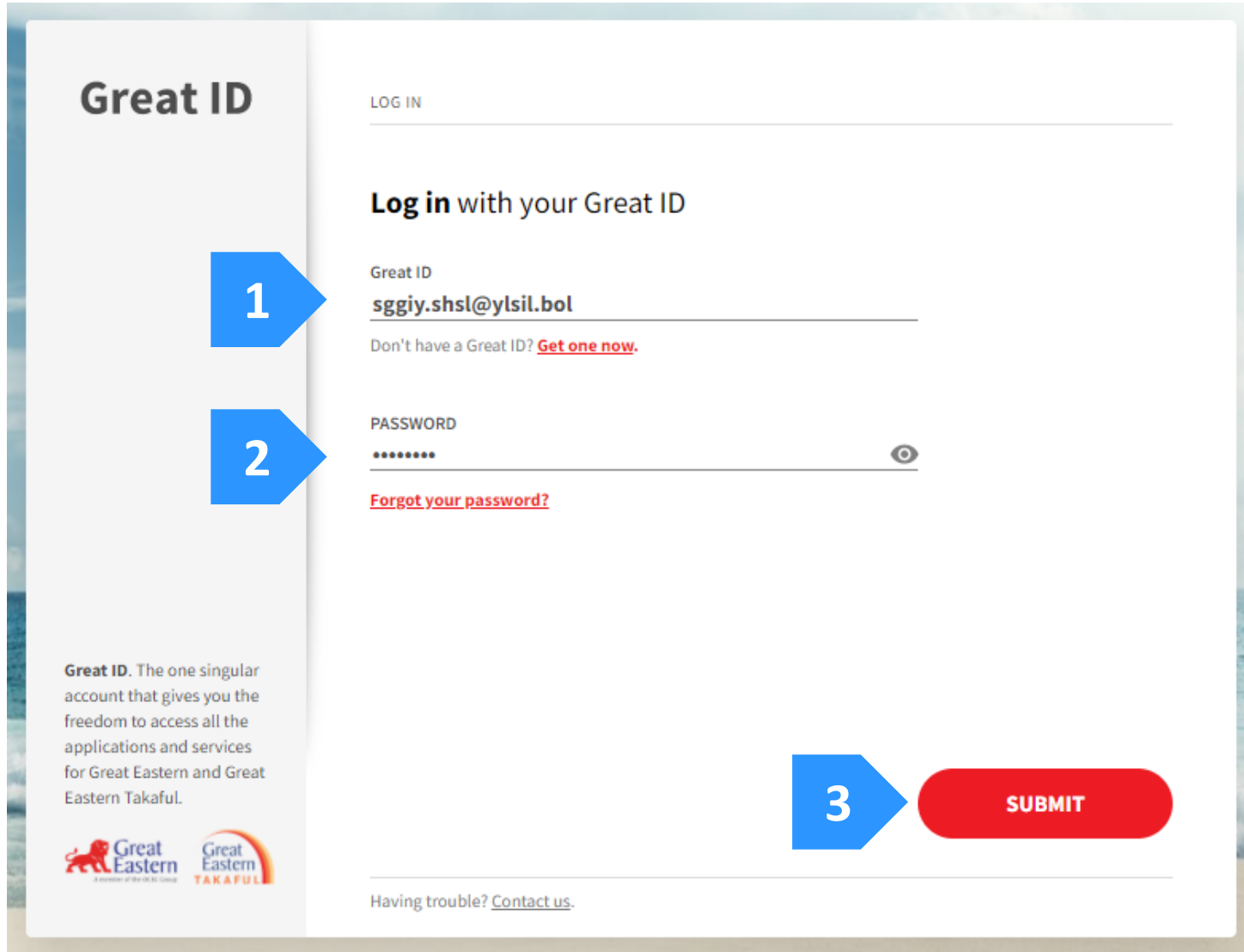
- Key in six-digit pin number.
- Click 'Next'.

## Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 2: Key in 'GREAT ID' and 'Password', then click 'Submit'.



**Great ID**


LOG IN

---

**Log in with your Great ID**

Great ID  
sggiy.shsl@yilsil.bol



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

PASSWORD  
\*\*\*\*\* 

[Forgot your password?](#)

**3** **SUBMIT**

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.

Having trouble? [Contact us.](#)

Step 1

- Click 'Log In with GREAT ID'.

**Step 2**

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

Step 9

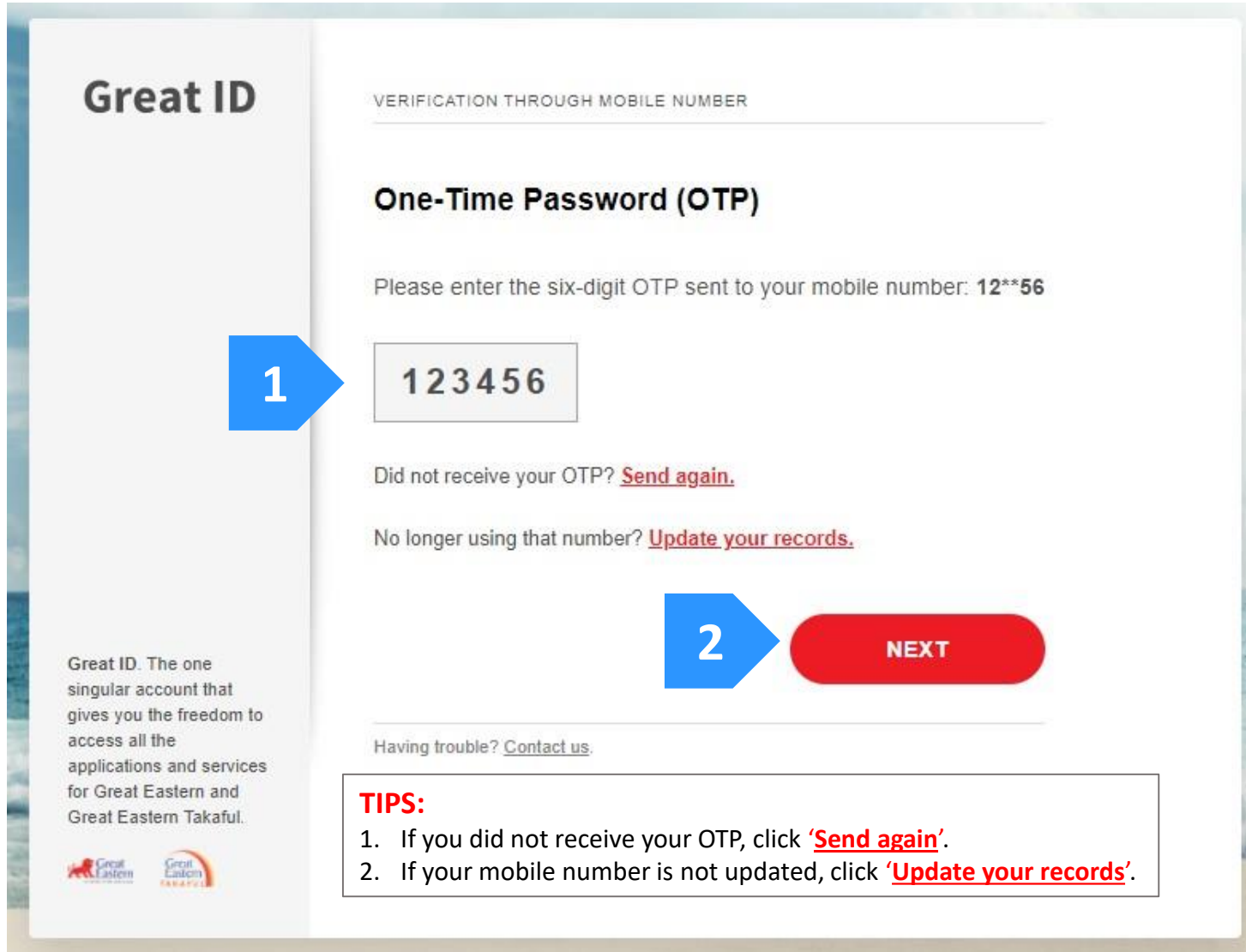
- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 3: Key in the six-digit pin number sent to your registered mobile number, then click 'Next'.



**Great ID**

VERIFICATION THROUGH MOBILE NUMBER

### One-Time Password (OTP)

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

1 123456

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

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


2 NEXT

Having trouble? [Contact us.](#)

**TIPS:**

1. If you did not receive your OTP, click '[Send again](#)'.
2. If your mobile number is not updated, click '[Update your records](#)'.

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 'Log In with GREAT ID'.
- Step 2
  - Key in 'GREAT ID' and 'Password'.
  - Click 'Submit'.
- Step 3**
  - Key in six-digit pin number.
  - Click 'Next'.
- Step 4
  - Read and Accept 'Terms & Conditions'.
  - Click 'I Agree'.
- Step 5
  - Click on 'My Service Request'.
  - Select 'Bank Account Registration'.
- Step 6
  - Select a certificate.
  - Click on 'Continue, Step 2: Bank Account Registration'.
- Step 7
  - Fill in account details and accept the 'Terms & Conditions'.
  - Click on 'Continue, Step 3: Preview'.
- Step 8
  - Verify accuracy of registered information.
  - Click 'Submit'.
- Step 9
  - Key in six-digit pin number.
  - Click 'Next'.
- Step 10
  - Click 'Back to Service Request Overview'.
  - Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

## Step 4: Read and Accept 'Terms & Conditions'. Click 'I Agree'.

### 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.

1

I Agree

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

Step 9

- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 5: Under 'My Service Request', select 'Bank Account Registration'.

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'. Below this, there are links for 'Quick Links', 'My Account', and 'English'. The main content area features a 'My Portfolio' section with a '1' in a blue arrow pointing to the 'My Service Request' dropdown menu. This menu is open, showing a list of options: 'Service Request Overview', 'Bank Account Registration', 'ILP Service Request Submission', 'Change Contribution Method', 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'Customer Service Form', and 'Contact Us'. A blue box highlights the 'Bank Account Registration' option, with a '2' in a blue arrow pointing to it. To the left, there is a 'Your Coverage Overview' section with icons for 'FAMILY', 'HEALTH', 'WEALTH', and 'PERSONAL ACCIDENT'. Below this, there is a 'Hajj/Umrah Benefit' section with a '3' in a blue arrow pointing to it. The 'Hajj/Umrah Benefit' section includes a 'Last Login: 10 May 2021 02:25 PM' and a 'View Certificate Details' button. At the bottom, there is a note: 'The information presented herein covers the key benefits of your current in-force certificates. For more details, please refer to your certificate document or contact our Customer Service.'

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

Step 9

- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 6: Select a certificate. Click on 'Continue, Step 2: Bank Account Registration'.

## Bank Account Registration

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

### Select A Certificate

✓	Certificate Number Certificate Name ↕	ID Number ↕	Existing Bank Account Number
1 ✓	4004 I-GREAT MEGA	840119	-

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.greateastertakaful.com> and email to us at [i-greatcare@greateastentakaful.com](mailto:i-greatcare@greateastentakaful.com) or alternatively, you may contact your servicing agent for assistance.

2 Continue, Step 2: Bank Account Registration >

#### TIPS:

1. **Select a certificate** to register a new bank account number.
2. You can also **update an existing bank account number** for a certificate.

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

Step 9

- Key in six-digit pin number.
- Click 'Next'.

Step 10

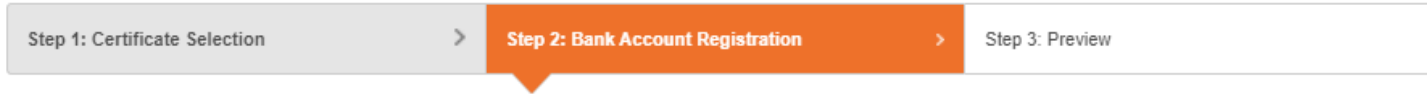
- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 7: Fill in account details and accept the Terms & Conditions.

Then, click on 'Continue, Step 3: Preview'.

## Bank Account Registration



### 1 Account Details

Bank Name *	<input type="text" value="Please select"/>	Bank Account Holder Full Name	<input type="text" value="SGGIY SHSL YIO S.RSYSB"/>
Account Number *	<input type="text"/>	Email Address ?	<input type="text"/>

#### 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@greateastentakaful.com](mailto:i-greatcare@greateastentakaful.com).

2  I ACCEPT **TERMS AND CONDITIONS**.

#### TIPS:

1. Fill up **Account Details**, such as Bank Name, Bank Account Holder Full Name, Bank Account Number & Email Address.

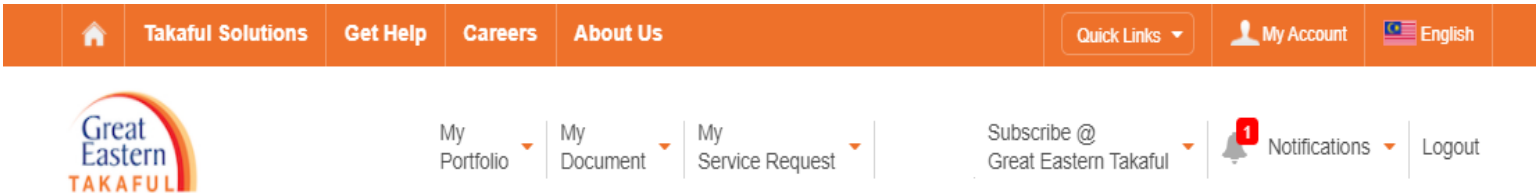
3 [Continue, Step 3: Preview](#)

- Step 1 • Click 'Log In with GREAT ID'.
- Step 2 • Key in 'GREAT ID' and 'Password'.  
• Click 'Submit'.
- Step 3 • Key in six-digit pin number.  
• Click 'Next'.
- Step 4 • Read and Accept 'Terms & Conditions'.  
• Click 'I Agree'.
- Step 5 • Click on 'My Service Request'.  
• Select 'Bank Account Registration'.
- Step 6 • Select a certificate.  
• Click on 'Continue, Step 2: Bank Account Registration'.
- Step 7** • Fill in account details and accept the 'Terms & Conditions'.  
• Click on 'Continue, Step 3: Preview'.
- Step 8 • Verify accuracy of registered information.  
• Click 'Submit'.
- Step 9 • Key in six-digit pin number.  
• Click 'Next'.
- Step 10 • Click 'Back to Service Request Overview'.  
• Click on 'Action' to view service request.

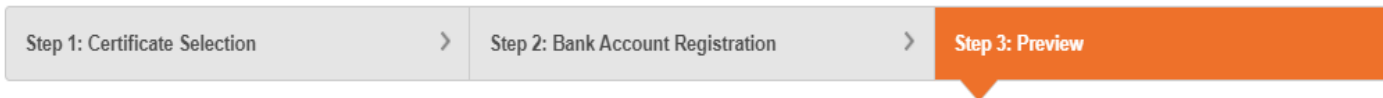


# i-Get In Touch: Direct Credit Facility User Guide

Step 8: Verify the accuracy of registered information. Then, click 'Submit'.



## Bank Account Registration



## Preview Page

Certificate Number Certificate Name	Existing Bank Account Number	New Bank Account Number
i-GREAT MEGA	-	MBB 112

[Back, Step 2: Bank Account Registration](#)



### TIPS:

1. Click '**Cancel**' to cancel the transaction.
2. Click '**Back, Step 2: Bank Account Registration**' to amend any error in registered information.
3. Click '**Submit**' after ensuring that all registered information is accurate.

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
- Click 'I Agree'.

Step 5

- Click on 'My Service Request'.
- Select 'Bank Account Registration'.

Step 6

- Select a certificate.
- Click on 'Continue, Step 2: Bank Account Registration'.

Step 7

- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

Step 9

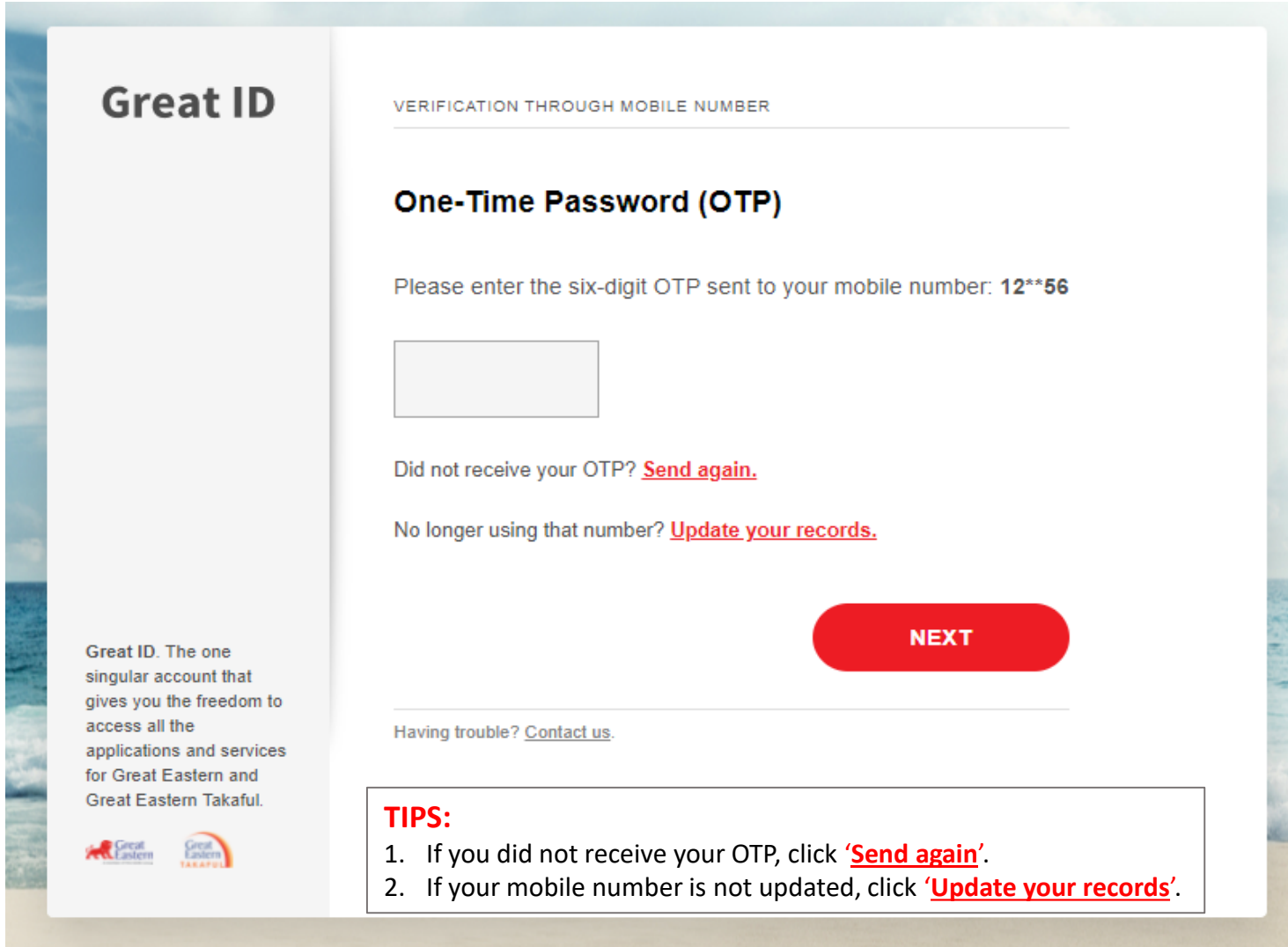
- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 9: Key in the six-digit pin number sent to your registered mobile number, then click 'Next'.



**Great ID**

VERIFICATION THROUGH MOBILE NUMBER

**One-Time Password (OTP)**


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

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

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

**NEXT**

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.



**TIPS:**

1. If you did not receive your OTP, click '[Send again](#)'.
2. If your mobile number is not updated, click '[Update your records](#)'.

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

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- Fill in account details and accept the 'Terms & Conditions'.
- Click on 'Continue, Step 3: Preview'.

Step 8

- Verify accuracy of registered information.
- Click 'Submit'.

**Step 9**

- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

**Step 10: Click 'Back to Service Request Overview'. Then, click on 'Action' to view PDF copy of service request submitted.**



## Bank Account Registration

Your Bank Account Registration request has been successfully submitted.

Reference No. : UIP-TMBA210510000068

1 Back to Service Request Overview

Go To Dashboard

Back to top

- Step 1**
  - Click 'Log In with GREAT ID'.
- Step 2**
  - Key in 'GREAT ID' and 'Password'.
  - Click 'Submit'.
- Step 3**
  - Key in six-digit pin number.
  - Click 'Next'.
- Step 4**
  - Read and Accept 'Terms & Conditions'.
  - Click 'I Agree'.
- Step 5**
  - Click on 'My Service Request'.
  - Select 'Bank Account Registration'.
- Step 6**
  - Select a certificate.
  - Click on 'Continue, Step 2: Bank Account Registration'.
- Step 7**
  - Fill in account details and accept the 'Terms & Conditions'.
  - Click on 'Continue, Step 3: Preview'.
- Step 8**
  - Verify accuracy of registered information.
  - Click 'Submit'.
- Step 9**
  - Key in six-digit pin number.
  - Click 'Next'.
- Step 10**
  - Click 'Back to Service Request Overview'.
  - Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

Step 10: Click 'Back to Service Request Overview'. Then, click on 'Action' to view PDF copy of service request submitted.

[Takaful Solutions](#)
[Get Help](#)
[Careers](#)
[About Us](#)
[Quick Links](#)
[My Account](#)
[English](#)

[My Portfolio](#)
[My Document](#)
[My Service Request](#)
[Subscribe @ Great Eastern Takaful](#)
[Notifications](#)
[Logout](#)

## Check Service Request

**Note:**  
Please note that any submission of Service Requests between 6.01p.m. to 7.59a.m will be processed during the next business day operating hour.

Pending
 Complete
 Rejected

Advance Search

Download as PDF

Service Request	Status	Request date	Reference no.	Certificate No.	Actions
Contribution Arrangement - Application to Change Contribution Method	Completed	10-May-21	UIP-TMCU210510000515	40	
Contribution Arrangement - Bank Account Registration	Completed	10-May-21	UIP-TMBA210510000068	40	
Contribution Arrangement - Application to Change Contribution Method	Completed	07-May-21	UIP-TMCU210507000514	40	

- Step 1 • Click 'Log In with GREAT ID'.
- Step 2 • Key in 'GREAT ID' and 'Password'.  
• Click 'Submit'.
- Step 3 • Key in six-digit pin number.  
• Click 'Next'.
- Step 4 • Read and Accept 'Terms & Conditions'.  
• Click 'I Agree'.
- Step 5 • Click on 'My Service Request'.  
• Select 'Bank Account Registration'.
- Step 6 • Select a certificate.  
• Click on 'Continue, Step 2: Bank Account Registration'.
- Step 7 • Fill in account details and accept the 'Terms & Conditions'.  
• Click on 'Continue, Step 3: Preview'.
- Step 8 • Verify accuracy of registered information.  
• Click 'Submit'.
- Step 9 • Key in six-digit pin number.  
• Click 'Next'.
- Step 10** • Click 'Back to Service Request Overview'.  
• Click on 'Action' to view service request.

# i-Get In Touch: Direct Credit Facility User Guide

## Example of a Bank Account Registration Letter:

**Reference No.** : UIP-TMBA210510000068  
**Certificate No.** : 400  
**Plan Name** : i-GREAT MEGA  
**Certificate Owner Name** : SGGIY SHSL YIO S.RSYSB  
**Contact No.** : +60 19  
**Email Address** : @GREATEASTERNTAKAFU  
**Service Type** : Bank Account Registration  
**Request Date** : 10 MAY 2021 03:11 PM

### Details

**Existing Account Number** : -  
**Existing Beneficiary Bank** : -  
**New Account Number** : 11  
**New Beneficiary Bank** : MBB  
**Name of Payee** : SGGIY SHSL YIO S.RSYSB  
**Role Type** : PAYEE

Step 1

- Click 'Log In with GREAT ID'.

Step 2

- Key in 'GREAT ID' and 'Password'.
- Click 'Submit'.

Step 3

- Key in six-digit pin number.
- Click 'Next'.

Step 4

- Read and Accept 'Terms & Conditions'.
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- Key in six-digit pin number.
- Click 'Next'.

Step 10

- Click 'Back to Service Request Overview'.
- Click on 'Action' to view service request.

Need help? Please contact us at



**1 300 13 8338** (Customer Careline)



**[i-greatcare@greasterntakaful.com](mailto:i-greatcare@greasterntakaful.com)**

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