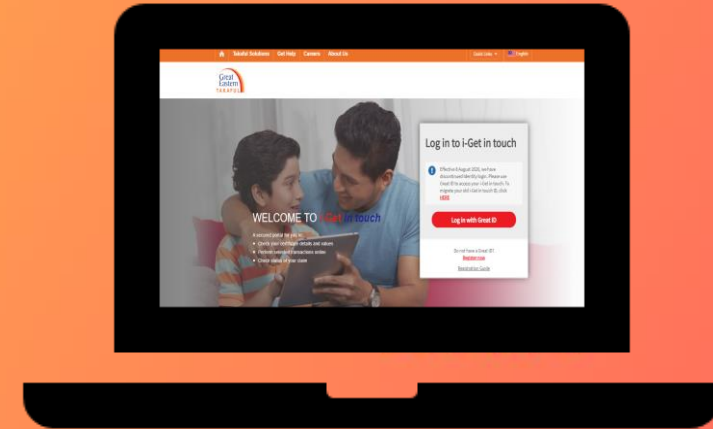


FREQUENTLY-ASKED-QUESTION (FAQ) i-Get In Touch: REGISTER WITH GREAT ID



FAQ: i-Get In Touch-Register with Great ID

MAIN MENU

- 1. Great ID** 
- 2. New i-Get In Touch User** 
- 3. Existing i-Get In Touch User** 
- 4. Update/Forgot Password** 
- 5. Update Mobile Number** 
- 6. Step-by-Step i-Get In Touch Registration Guide** 
- 7. Technical Problem/Assistance** 

1. Great ID

1.1 What is Great ID?

Great ID is a single sign-in identity used to manage your Great Eastern digital services. Great ID is available to Great Eastern Takaful Certificate Owners. The existing i-Get In Touch Login ID using NRIC or Identity Number will be replaced by Great ID, whereby Certificate Owner can use their preferred email address as their new Login ID.

1.2 When can I start using the Great ID?

The Great ID become effective on 8th August 2020.

1.3 What information do I need to create a Great ID?

All you need is a valid email address.

1.4 Can I create multiple Great ID accounts?

We encourage you to have a unique Great ID account to ensure that you are given access to the right services.

1.5 Is my Great ID will be used for future communication purpose?

No. If you wish to update your email address in our record, you can login to [i-Get In Touch](#) portal. You can also find the guide for email update [here](#).

1. Great ID

1.6 I have certificate with GETB and GELM, do I need to create two separate Great ID?

No. You just need to create one Great ID and password. This can be used to login to i-Get In Touch and e-Connect, respectively.



2. New i-Get In Touch User

2.1 How do I create a Great ID account?

Here are the steps to create a Great ID account. Please read our Privacy Policy before signing up:

1. Log on to www.igetintouch.greateastertakaful.com
2. Click on 'Register Now'.
3. Self-verification as a Great Eastern Takaful Berhad customer using Certificate Owner's preferred method of verification below :
 - a) Personal ID – Enter Identity Number, date of Birth and Gender; or,
 - b) Certificate Number – Enter an active Certificate Number and Identity Number
4. Upon successful verification, a six-digit One Time Password (OTP) will be sent to Certificate Owner's registered mobile number.
5. Proceed to create Great ID with a valid email address (This will be the Certificate Owner's login ID).
6. Enter the authentication pin sent to the email address provided.
7. Complete the registration by click on 'Login'
8. i-Get In Touch 'Terms & Condition' screen will be displayed.
9. 'Dashboard' screen for Certificate Owner to access.

2. New i-Get In Touch User

Note: If you get a message that there is already an account with the email address you provided, then it is likely that an account was created earlier. Please refer to “What should I do if I forget my password?” for instructions on how to retrieve your password.



3. Existing i-Get In Touch User

3.1 How does existing i-Get in touch User migrate to GREAT ID?

1. Log on to www.igetintouch.greateastertakaful.com
2. Click on 'HERE' under the announcement to migrate your old i-Get In Touch ID.
3. Enter your current i-Get In Touch Login ID (12-digit NRIC without dash) and password.
4. Upon successful verification, a 6-digit one time password (OTP) will be sent to your latest registered mobile number in our record.
5. Proceed to create Great ID with valid email address (this will be your new login ID).
6. Enter the authentication pin sent to the email address provided.
7. Complete the registration by clicking on 'Login' and to access your i-Get In Touch account.

Alternatively, you may also click 'Register Now' to create Great ID.



4. Changing/Update/Forgot Password

4.1 How do I change my password?

Sign in with your Great ID [here](#) to change your password.

4.2 What should I do if I forget my password?

1. Log on to www.igetintouch.greateasterntakaful.com
2. Click on 'Forgot your password?'
3. Enter your Great ID (email address).
4. Verify your email address by using the verification code sent to your email address.
5. Enter a new password.



5. Changing/Update Mobile Number

5.1 How do I update my mobile number?

Update your mobile number with us to remain contactable. Please download the form “**Great ID – Request to Update Mobile No.**” [here](#). Please email the complete form to igetintouch@greateasterntakaful.com

5.2 When I register for Great ID, it prompts me that invalid/missing mobile number. What should I do?

Please download the form “**Great ID – Request to Update Mobile No.**” [here](#). Please email the complete form to igetintouch@greateasterntakaful.com

5.3 Is there any limitation of registration with one (1) mobile number?

Yes, one (1) mobile number can be used up to three (3) certificates number.



6. Step-by-Step i-Get In Touch Registration Guide

6.1 Where can I look for registration guide?

You can look for registration guide or watch tutorial video [here](#).



7. Technical Problem/Assistance

7.1 What should I do if my account is locked?

You can unlock your account by resetting your password via the “Forgot your password” link.

7.2 Who should I contact for additional technical assistance?

You can email our customer service at igetintouch@greateastertakaful.com or contact our dedicated i-Get In Touch dedicated line at 0348133990

7.3 What should I do if I did not receive any One-Time-Password (OTP)?

Please ensure the mobile number in our record is updated. You can click ‘Send again’ or ‘Update your record’.

7.4 What should I do if I cannot verify my account because it says that my policyholder record is not found?

There might be inconsistency of your details in our records. You can update you details or contact our i-Get In Touch dedicated line.

Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

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