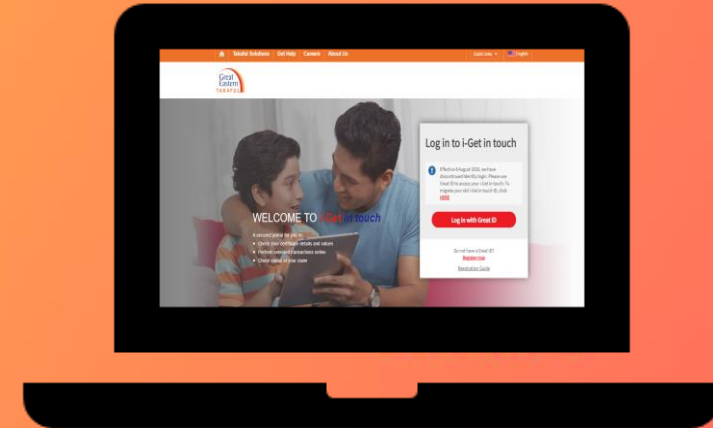
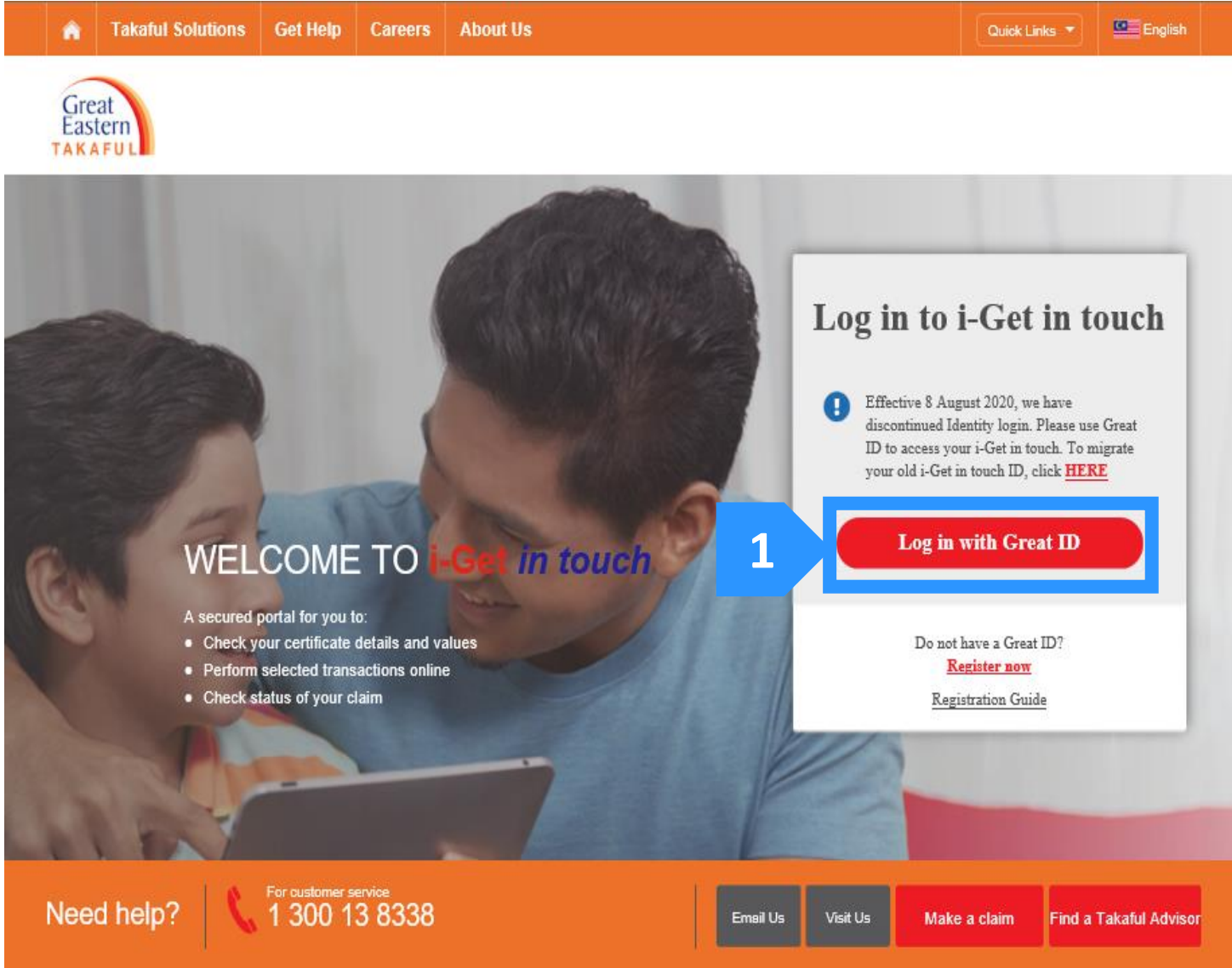


i-Get In Touch: View Claim Status



i-Get In Touch - View Claim Status

Step 1: Login to your i-Get In Touch using Great ID



Step 1

- Login to your i-Get In Touch using Great ID

Step 2

- Key in the One-Time Password sent to your mobile number, then click 'Next'

Step 3

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

Step 4

- Dashboard page

Step 5

- Click 'My Claim'
• Click 'Claim Overview'

Step 6

- Claim Overview Page

Step 7

- Click 'View' to view more info on the selected claim record

Step 8

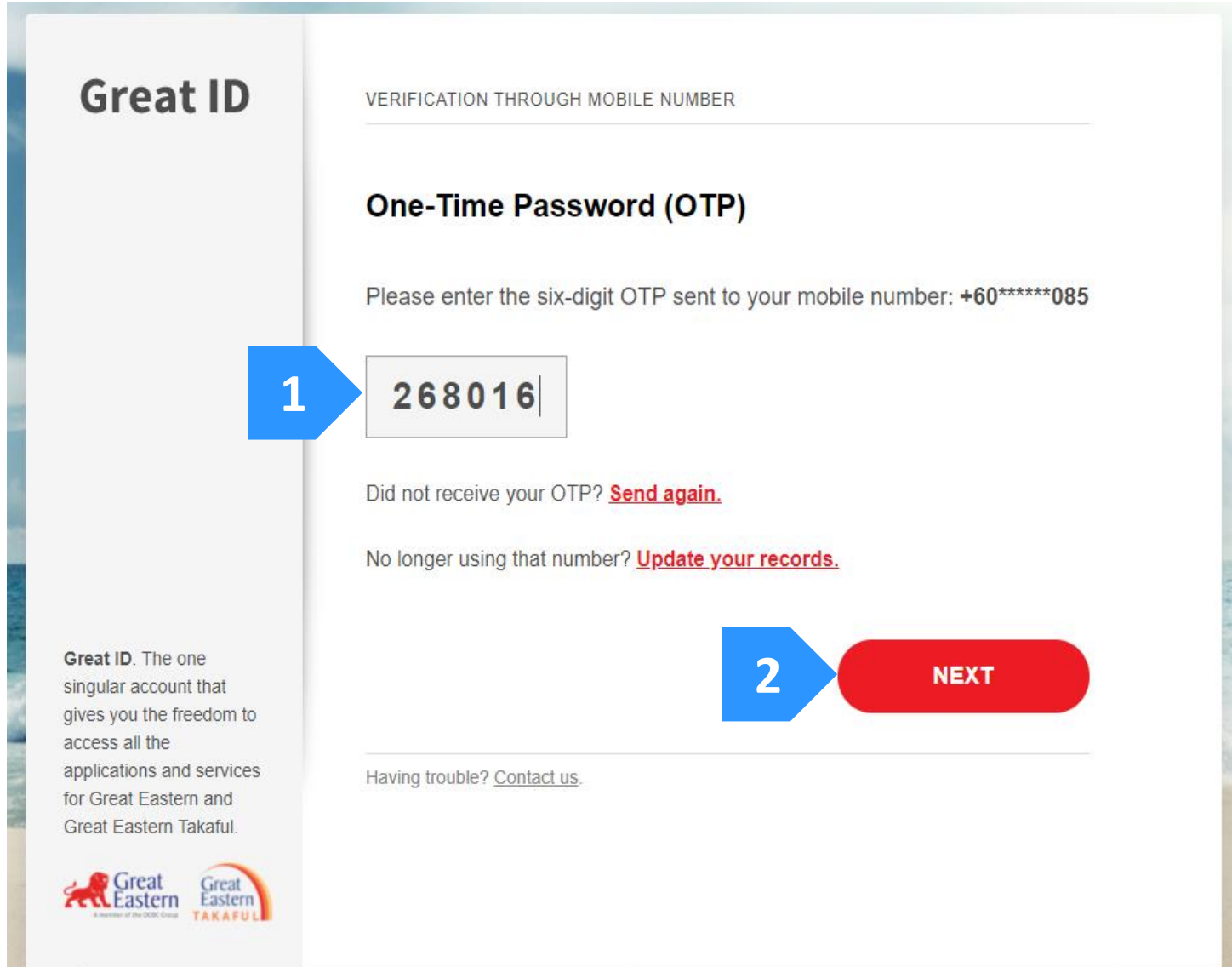
- Claim Details page
• Click 'Back to Claim Overview'

Step 9

- User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 2: Key in the pin number sent to your 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: +60*****085

1 268016



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

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 • Login to your i-Get In Touch using Great ID
- Step 2** • Key in the One-Time Password sent to your mobile number, then click 'Next'
- Step 3 • Read & Accept 'Terms & Conditions'.
• Click 'I Agree'
- Step 4 • Dashboard page
- Step 5 • Click 'My Claim'
• Click 'Claim Overview'
- Step 6 • Claim Overview Page
- Step 7 • Click 'View' to view more info on the selected claim record
- Step 8 • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 3: Read & Accept 'Terms & Conditions' and then 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

1

I Agree

Step 1

- Login to your i-Get In Touch using Great ID

Step 2

- Key in the One-Time Password sent to your mobile number, then click 'Next'

Step 3

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

Step 4

- Dashboard page

Step 5

- Click 'My Claim'
- Click 'Claim Overview'

Step 6

- Claim Overview Page

Step 7

- Click 'View' to view more info on the selected claim record

Step 8

- Claim Details page
- Click 'Back to Claim Overview'

Step 9

- User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 4: Screen will prompt to Dashboard Page

The dashboard header includes navigation links: Home, Takaful Solutions, Get Help, Careers, About Us, Quick Links, My Account, and English. Below the header, there are links for My Portfolio, My Document, My Service Request, My Claim, Subscribe @ Great Eastern Takaful, Notifications, and Logout. The main content area displays a 'Your Coverage Overview' section with a circular diagram containing icons for Family, Health, Wealth, and Personal Accident. To the right, it shows the user's name (Hi YUSOF), last login time (12 Jul 2021 01:04 PM), and a 'Your coverage analysis on Family Protection' section. This section lists 'Your Benefits Coverage' with progress bars for Death coverage, Total & Permanent Disability coverage, and Hajj/Umrab Benefit. 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' link is located at the bottom of the dashboard.

My Family Protection Certificates

View All Certificates

Collapse All

Download all certificates as PDF

The 'My Family Protection Certificates' section displays three certificate cards. Each card includes a title, a 'Person Covered' field, a 'Rider(s)' field, 'Certificate starts on' and 'Contribution due' dates, and a 'View Certificate Details' link.

Unit	Person Covered	Rider(s)	Certificate starts on	Contribution due
Family Protection, V [redacted] Unit GMBTS - Unit Link	[redacted]	[redacted]	01 Oct 2020	01 Jul 2021
Family Protection, V [redacted] Unit GMBTS - Unit Link	[redacted]	[redacted]	01 Jun 2018	01 Jul 2021
Family Protection, 4 [redacted] i-GREAT DAMAI	[redacted]	[redacted]	30 Sep 2015	30 Jan 2020

Step 1

- Login to your i-Get In Touch using Great ID

Step 2

- Key in the One-Time Password sent to your mobile number, then click 'Next'

Step 3

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

Step 4

- Dashboard page

Step 5

- Click 'My Claim'
- Click 'Claim Overview'

Step 6

- Claim Overview Page

Step 7

- Click 'View' to view more info on the selected claim record

Step 8

- Claim Details page
- Click 'Back to Claim Overview'

Step 9

- User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 5: Go to 'My Claim' and Click 'Claim Overview'

The screenshot shows the user interface of the Great Eastern i-Get In Touch portal. At the top, there is a navigation bar with 'Takaful Solutions', 'Get Help', 'Careers', and 'About Us'. On the right, there are links for 'Quick Links', 'My Account', and 'English'. Below the navigation bar, the user's name 'Hi MA YUSOF' and 'Last Login: 12 Jul 2021 01:04 PM' are displayed. The main content area features a 'Your Coverage Analysis on Family Protection' section with a circular diagram showing 'FAMILY', 'HEALTH', 'WEALTH', and 'PERSONAL ACCIDENT' categories. Below this, there are three coverage bars: 'Death coverage' (locked), 'Total & Permanent Disability coverage' (locked), and 'Haji/Umrah Benefit' (locked). A callout box for 'Death coverage' states 'You are covered.' and provides contact information for a review. At the bottom, there is a 'View Certificate Details' button and a section for 'My Family Protection Certificates' with options to 'View All Certificates', 'Collapse All', and 'Download all certificates as PDF'.

- Step 1 • Login to your i-Get In Touch using Great ID
- Step 2 • Key in the One-Time Password sent to your mobile number, then click 'Next'
- Step 3 • Read & Accept 'Terms & Conditions'
• Click 'I Agree'
- Step 4 • Dashboard page
- Step 5 • Click 'My Claim'
• Click 'Claim Overview'
- Step 6 • Claim Overview Page
- Step 7 • Click 'View' to view more info on the selected claim record
- Step 8 • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

My Family Protection Certificates ▼

View All Certificates

— Collapse All

Download all certificates as PDF

i-Get In Touch - View Claim Status

Step 6: Screen will prompt to Claim Overview Page and list of Claim Records listed in this page

Home | Takaful Solutions | Get Help | Careers | About Us | Quick Links | My Account | English



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

Claims Overview

Recent (2) | Active (0) | Closed (2)

User can filter claim based on these three buttons.
Recent → Screen will list down list of claim reported within last 30 days.
Active → Screen will list down claim yet to be finalised (claim in progress)
Closed → Screen will list down list of finalised claim. Finalised claim can be Approved, declined, withdrawn or closed cases.

Advance Search

Submission/ Reported Date	Event Date	Claim Reference No.	Certificate No. Product Name	Claim Amount	Claim Status	Actions
02 Jul 2021	19 Apr 2021	ME2 [REDACTED]	400 [REDACTED] i-MEDIK XTENDER RIDER	-	Closed	View
24 Jun 2021	19 Apr 2021	ME2 [REDACTED]	400 [REDACTED] i-MEDIK XTRA RIDER	-	Closed	View

Note: The above records are showing paid/settled claims up to 1 years.

Back to top

- Step 1 • Login to your i-Get In Touch using Great ID
- Step 2 • Key in the One-Time Password sent to your mobile number, then click 'Next'
- Step 3 • Read & Accept 'Terms & Conditions'.
• Click 'I Agree'
- Step 4 • Dashboard page
- Step 5 • Click 'My Claim'
• Click 'Claim Overview'
- Step 6** • Claim Overview Page
- Step 7 • Click 'View' to view more info on the selected claim record
- Step 8 • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 7: Click 'View' to view more info on the selected claim record

Home | Takaful Solutions | Get Help | Careers | About Us | Quick Links | My Account | English



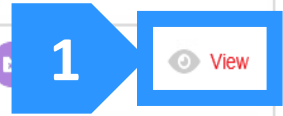
My Portfolio | My Document | My Service Request | My Claim | Subscribe @ Great Eastern Takaful | Notifications | Logout

Claims Overview

Recent (2) | Active (0) | Closed (2)

Advance Search

Submission/ Reported Date	Event Date	Claim Reference No.	Certificate No. Product Name	Claim Amount	Claim Status	Actions
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- Step 7** • Click 'View' to view more info on the selected claim record
- Step 8 • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 8: Screen will prompt to Claim Details Page. Click 'Back to Claim Overview' to go back to Claim Overview Page

Claim Details

i-MEDIK XTRA RIDER (400 [REDACTED]) — Collapse All

Claim Basic Details			
Claim No.	ME21 [REDACTED]	Alternative Claim No.	2832 [REDACTED]
Claim Type	Medical	Detailed Claim Status	Admit
Event Person Name	M [REDACTED]	Status Date	02 Jul 2021
Notification Date	24 Jun 2021	Event Date	19 Apr 2021
Remarks	Direct credit.		

Payment Information			
Payment Status	PAID	Payment Method	GIRO
Payment Date	05 Jul 2021	Incurred Amount	45.00 MYR
GL Description	-	Settlement Amount	45.00 MYR

Note : If you need more information, please contact our Claim Hotline below (during business hours from 9am to 5pm) or your Takaful Advisor.

Life Claim Hotline: 1-300-13-0088

Medical Claim Hotline: 1-300-13-0018

Takaful Claim Hotline: 1-300-13-8338

Alternatively, you may email us through the following email:

Life Claim: wecare-my@greasternlife.com

Medical Claim: healthcareservices@greasternlife.com

Takaful Claim: i-greatcare@greastertakaful.com

[Back to Claim Overview](#)

[Back to top](#)

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- Step 8** • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

i-Get In Touch- View Claim Status

Step 9: Screen will prompt to Dashboard Page. Click 'Logout' to end the session.

Navigation bar with links: Home, Takaful Solutions, Get Help, Careers, About Us, Quick Links, My Account, English.



User menu with links: My Portfolio, My Document, My Service Request, My Claim, Subscribe @ Great Eastern Takaful, Notifications, Logout.

Claims Overview

Summary cards for Recent (2), Active (0), and Closed (2) claims.

Advance Search

Submission/ Reported Date	Event Date	Claim Reference No.	Certificate No. Product Name	Claim Amount	Claim Status	Actions
02 Jul 2021	19 Apr 2021	ME2 [REDACTED]	400 [REDACTED] i-MEDIK XTENDER RIDER	-	Closed	View
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Note: The above records are showing paid/settled claims up to 1 years.

Back to top

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- Step 8 • Claim Details page
• Click 'Back to Claim Overview'
- Step 9 • User will be directed back to Claim Details page

Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

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