

Medical Sustainability Guide



Steps to download communication pack



Mencapai
Kejayaan

Step 1: Login to i-Get In Touch portal

Great Eastern
TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links English

Log in to i-Get in touch

Effective 8 August 2020, we have discontinued Identity login. Please use Great ID to access your i-Get in touch. For more details, please refer to [i-Get In Touch Registration Guide](#).

Log in with Great ID

Your password is private and confidential to safe-guard your sensitive information. Please do not disclose it to anyone.

Do not have a Great ID?
[Register now](#)
[Registration Guide](#)

WELCOME TO i-Get in touch

A secured portal for you to:

- Check your certificate details and values
- Perform selected transactions online
- Check status of your claim

Step 1a: Key in your Great ID and password and click 'Submit'

Great ID

LOG IN

Log in with your Great ID

Great ID
[Red box]@yahoo.com

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

PASSWORD
[Red box] [Toggle icon]

[Forgot your password](#)

SUBMIT [Blue arrow]

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 1b: Click 'I Agree'

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.greateastertakaful.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

I Disagree

I Agree



Step 2: Go to 'Notifications' and click on 'Medical Repricing Letter'

The screenshot displays the Great Eastern Takaful website interface. 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 Great Eastern Takaful logo is visible on the left. In the center, there are several menu items: 'My Form Submission', 'My Portfolio', 'My Document', 'My Service Request', and 'My Claim'. To the right of these menu items, there is a 'Subscribe @ Great Eastern Takaful' link and a 'Notifications' link with a red notification badge. A blue arrow points to the 'Notifications' link. Below the navigation bar, the main content area features a 'Your Coverage Overview' section with a circular diagram showing 'FAMILY', 'HEALTH', 'WEALTH', and 'PERSONAL ACCIDENT' categories. To the right of this diagram, there is a 'Your Benefits Coverage' section with three items: 'Death coverage', 'Total & Permanent Disability coverage', and 'Hajj/Umrah Benefit'. A notification pop-up is displayed over the 'Notifications' link, titled 'Medical Repricing Letter Is Generated'. The notification text reads: '25-Jun-2024 Your e-Document for certificate 4008835215 has been generated. Refer to My Document or click here to view your document'. Below the notification text is a 'View All Notifications' button. At the bottom of the main content area, there is a 'View Certificate Details' link.

Step 3: Go to 'Notifications', select 'Medical Repricing Letter' and click 'here' to view document

The screenshot displays the Great Eastern Takaful user interface. At the top, there is a navigation bar with links for 'Takaful Solutions', 'Get Help', 'Careers', and 'About Us'. A secondary navigation bar includes 'My Form Submission', 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications' (with a red notification badge), and 'Logout'. The main content area features a 'Your Coverage Overview' section with icons for FAMILY, HEALTH, WEALTH, and PERSONAL ACCIDENT. Below this, there is a 'Your Benefits Coverage' section with three items: 'Death coverage', 'Total & Permanent Disability coverage', and 'Hajj/Umrah Benefit'. A notification pop-up is overlaid on the right side, titled 'Medical Repricing Letter Is Generated' with a date of '25-Jun-2024'. The notification text states: 'Your e-Document for certificate 4008835215 has been generated. Refer to My Document or click here to view your document'. A blue arrow points to the word 'here' in the notification. Below the notification text is a 'View All Notifications' button. At the bottom of the page, there is a 'View Certificate Details' link.

Step 4: Document is ready to be viewed & downloaded



21 June 2024

SAUJANA PERDANA
47000 SUNGAI BULOH

Dear Sir/Madam,

REVISION OF TABARRU' CHARGES FOR I-MEDIK XTRA RIDER

CERTIFICATE NUMBER :
PERSON COVERED :

Thank you for trusting us to protect you and your loved ones. We encourage you to take a moment to read and understand this letter as we want you to have the coverage you need, when you need it.

As a Takaful Operator, it is our responsibility to ensure sustainability of the *Tabarru'* Fund for payment of the Takaful benefits offered under your certificate. In view of escalating medical cost and utilisation of medical services, we have to periodically review our medical plans to ensure our valued Takaful participants continue to enjoy the comprehensive coverage of their medical plan. You may click [here](#) or scan the following QR code to learn more about Takaful, the concept of *Tabarru'* and how escalating medical claims affect your coverage:



Our last review has shown changes in utilisation rate, average claims amount and the average medical cost inflation, which necessitate an adjustment in *Tabarru'* charges.

Medical Plan	Utilisation Rate	Average Claims Amount	3-year Average Medical Cost Inflation
i-Medik Xtra Rider	168 out of 1,000 takaful participants has made claims compared to 152 out of 1,000 takaful participants 5 years ago	Increased from RM4,007 to RM5,110	48% per annum

The *Tabarru'* charges of your medical plan will therefore be revised, effective from the next certificate anniversary falling on or after 22nd July 2024 ("Effective Date"). In view of the revision of *Tabarru'* charges, we suggest that you increase your current contribution as follows, for better sustainability of your coverage.

Current Contribution (RM)	Suggested Contribution Increment (RM)	Total Revised Contribution (RM)
150.00 / Monthly	170.00	320.00

THANK YOU