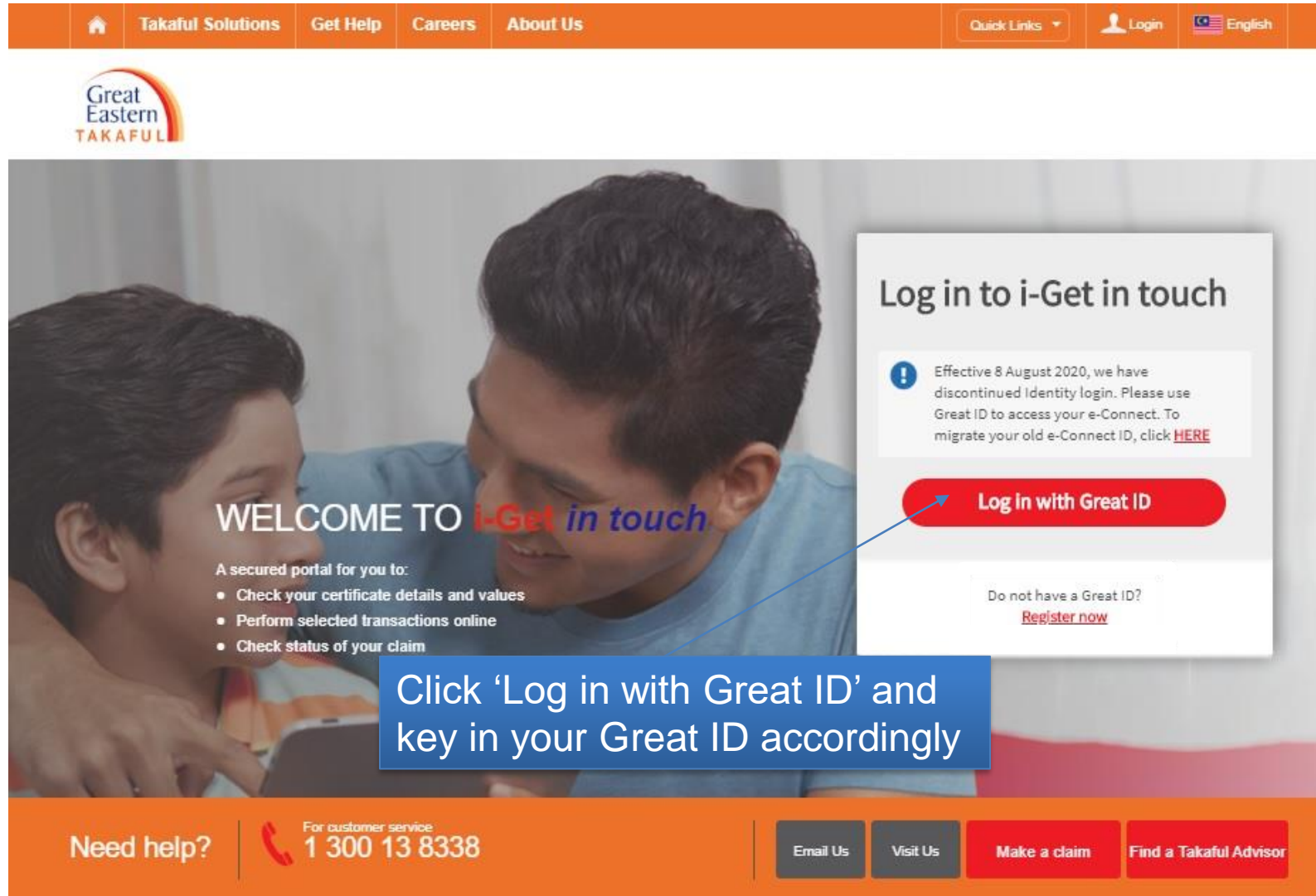


Change Payment Mode and Payment Method Guideline Via i-Get In Touch

- 1) Change of Payment Mode (Page 2 - 7)
- 2) Change of Payment Method (Page 8 - 14)
- 3) Change of Payment Method (To Credit Card) (Page 15 - 25)

1) Change of Payment Mode

Step 1 : Log in i-Get In Touch



The screenshot shows the Great Eastern i-Get in touch login page. At the top is an orange navigation bar with links: Home, Takaful Solutions, Get Help, Careers, About Us, Quick Links (dropdown), Login, and English (dropdown). Below the navigation bar is the Great Eastern TAKAFUL logo. The main content area features a background image of a man and a woman looking at a smartphone. Overlaid on this is a white login box titled 'Log in to i-Get in touch'. Inside the box, a notice states: 'Effective 8 August 2020, we have discontinued Identity login. Please use Great ID to access your e-Connect. To migrate your old e-Connect ID, click [HERE](#)'. Below the notice is a prominent red button labeled 'Log in with Great ID'. At the bottom of the box, it asks 'Do not have a Great ID?' with a link to '[Register now](#)'. A blue callout box with an arrow pointing to the 'Log in with Great ID' button contains the text: 'Click 'Log in with Great ID' and key in your Great ID accordingly'. To the left of the login box, the text 'WELCOME TO i-Get in touch' is displayed, followed by a list of services: 'A secured portal for you to: Check your certificate details and values, Perform selected transactions online, Check status of your claim'. The footer is orange and contains 'Need help?' with a phone icon and the number '1 300 13 8338', and four buttons: 'Email Us', 'Visit Us', 'Make a claim', and 'Find a Takaful Advisor'.

Great Eastern
TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links Login English

Great Eastern
TAKAFUL

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

Log in to i-Get in touch

Effective 8 August 2020, we have discontinued Identity login. Please use Great ID to access your e-Connect. To migrate your old e-Connect ID, click [HERE](#)

Log in with Great ID

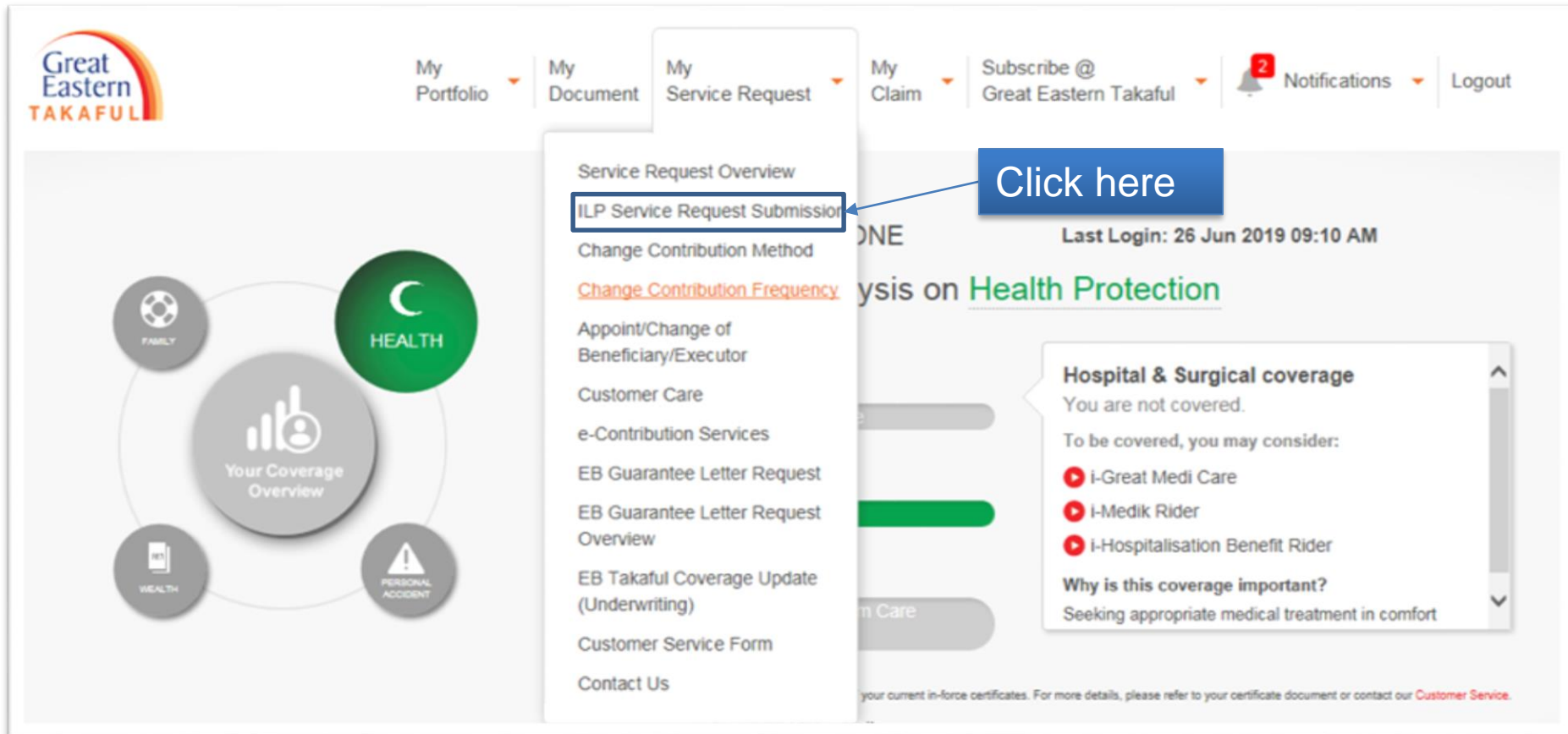
Do not have a Great ID?
[Register now](#)

Click 'Log in with Great ID' and key in your Great ID accordingly

Need help? For customer service 1 300 13 8338

Email Us Visit Us Make a claim Find a Takaful Advisor


Step 2 : Under “My Service Request”, Click “Change Contribution Frequency”



The screenshot displays the Great Eastern TAKAFUL user interface. At the top, the navigation bar includes links for My Portfolio, My Document, My Service Request, My Claim, Subscribe @ Great Eastern Takaful, Notifications (with a red badge showing 2), and Logout. The 'My Service Request' dropdown menu is open, showing a list of options: Service Request Overview, ILP Service Request Submission (highlighted with a blue box and a blue arrow pointing to it with the text 'Click here'), Change Contribution Method, Change Contribution Frequency, Appoint/Change of Beneficiary/Executor, Customer Care, e-Contribution Services, EB Guarantee Letter Request, EB Guarantee Letter Request Overview, EB Takaful Coverage Update (Underwriting), Customer Service Form, and Contact Us. On the left, there is a 'Your Coverage Overview' section with icons for FAMILY, HEALTH (highlighted in green), WEALTH, and PERSONAL ACCIDENT. On the right, there is a 'Hospital & Surgical coverage' section stating 'You are not covered.' and listing options to be covered: I-Great Medi Care, I-Medik Rider, and I-Hospitalisation Benefit Rider. The last login time is 26 Jun 2019 09:10 AM.

Step 3: Select new contribution frequency, click “Continue”

[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](#)

Change Contribution Frequency

Step 1: Change Contribution Frequency

Step 2: Preview

Select Certificate and New Contribution Frequency

| Plan Name | Contribution/ Fund Due Date | Existing Contribution | Existing Contribution Frequency | New Contribution Frequency |
|-------------------------|-----------------------------|-----------------------|---------------------------------|----------------------------|
| i-Great HarapanCI10 () | 12-Jan-20 | 625.00 | Quarterly | <div>Please select</div> |

Please note that only the eligible certificate(s) for this service request will be listed in the selection list

Continue, Step 2: Preview

1. Select new contribution frequency

2. Click here

Step 4: Read the notice and click "Confirm"

Change Contribution Frequency

[Step 1: Change Contribution Frequency](#)[Step 2: Preview](#)

Preview Page

| Plan Name | Existing Contribution Frequency | Existing Contribution | New Contribution Frequency |
|----------------------------|---------------------------------|-----------------------|----------------------------|
| I-Great HarapanCI10 (4: i) | Quarterly | 625.00 | Monthly |

If you changed your contribution frequency to a higher frequency, please take the necessary action on your contribution increase if the current contribution method method as below:

- Giro & Banker's Order :

contribution prior to next contribution due date.

- Biro Perkhidmatan Angkasa (BPA) :

You will need to provide a copy of your latest one (1) month salary slip to us.




Eastern Branch near you or you may request from your agent & submit the form to us.



[Back, Step 1: Change Contribution Frequency](#)[Confirm](#)

Click here

Step 5: The screen will appear as below upon successful submission



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

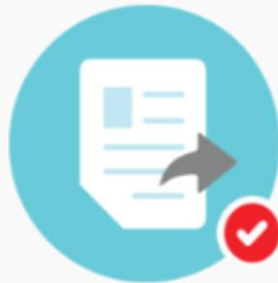
 [My Portfolio](#) [My Document](#) [My Service Request](#) [My Claim](#) [Subscribe @ Great Eastern Takaful](#)  [3 Notifications](#) [Logout](#)

Change Contribution Frequency

Your Change Contribution Frequency request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

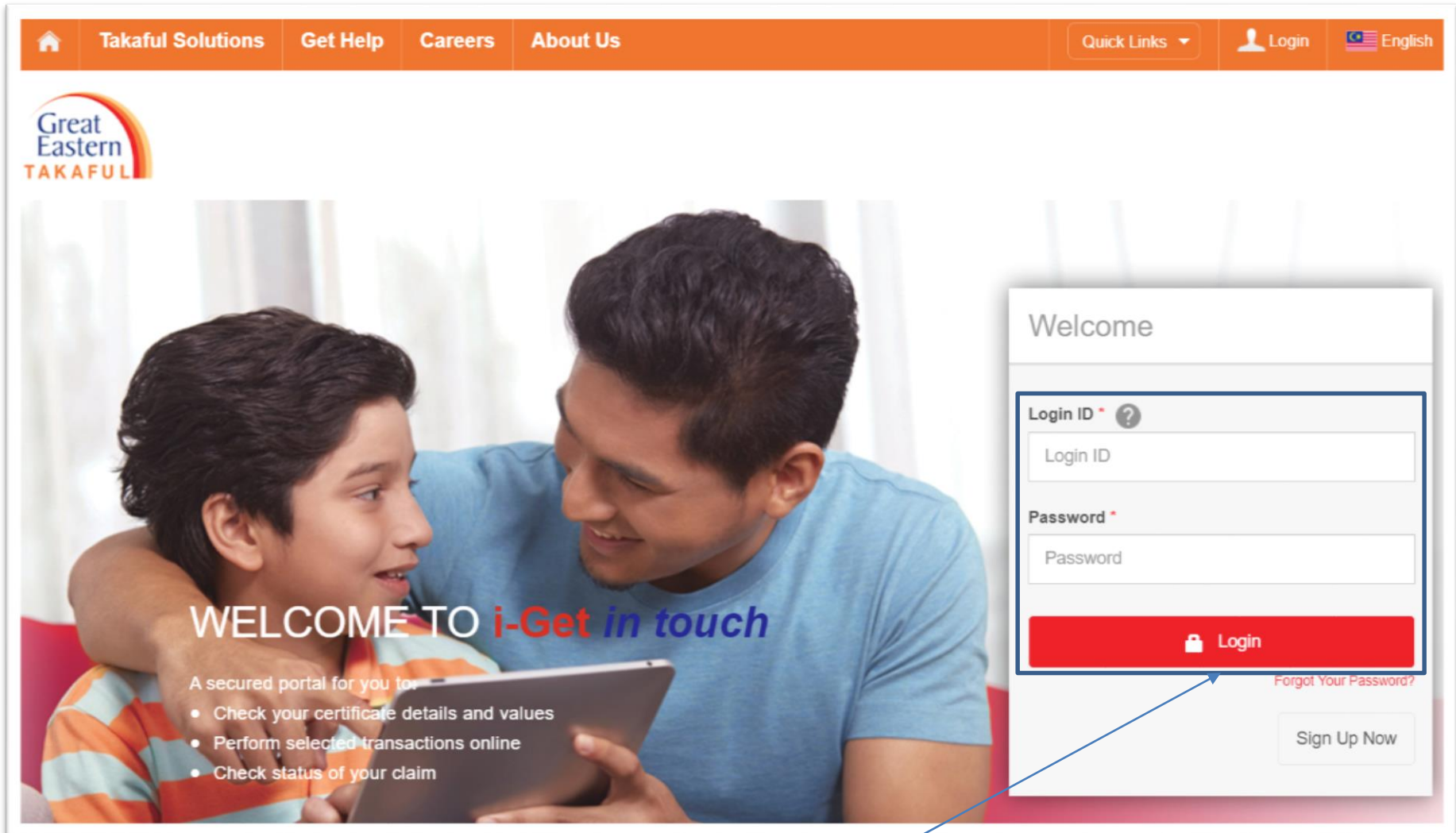
Reference No. : UIP-TMCU191025000256

[Back to Service Request Overview](#) [Back to Dashboard](#)



2) Change of Payment Method

Step 1 : Log in i-Get In Touch



Great Eastern TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links Login English

Great Eastern TAKAFUL

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

Welcome

Login ID ?

Login ID

Password *

Password

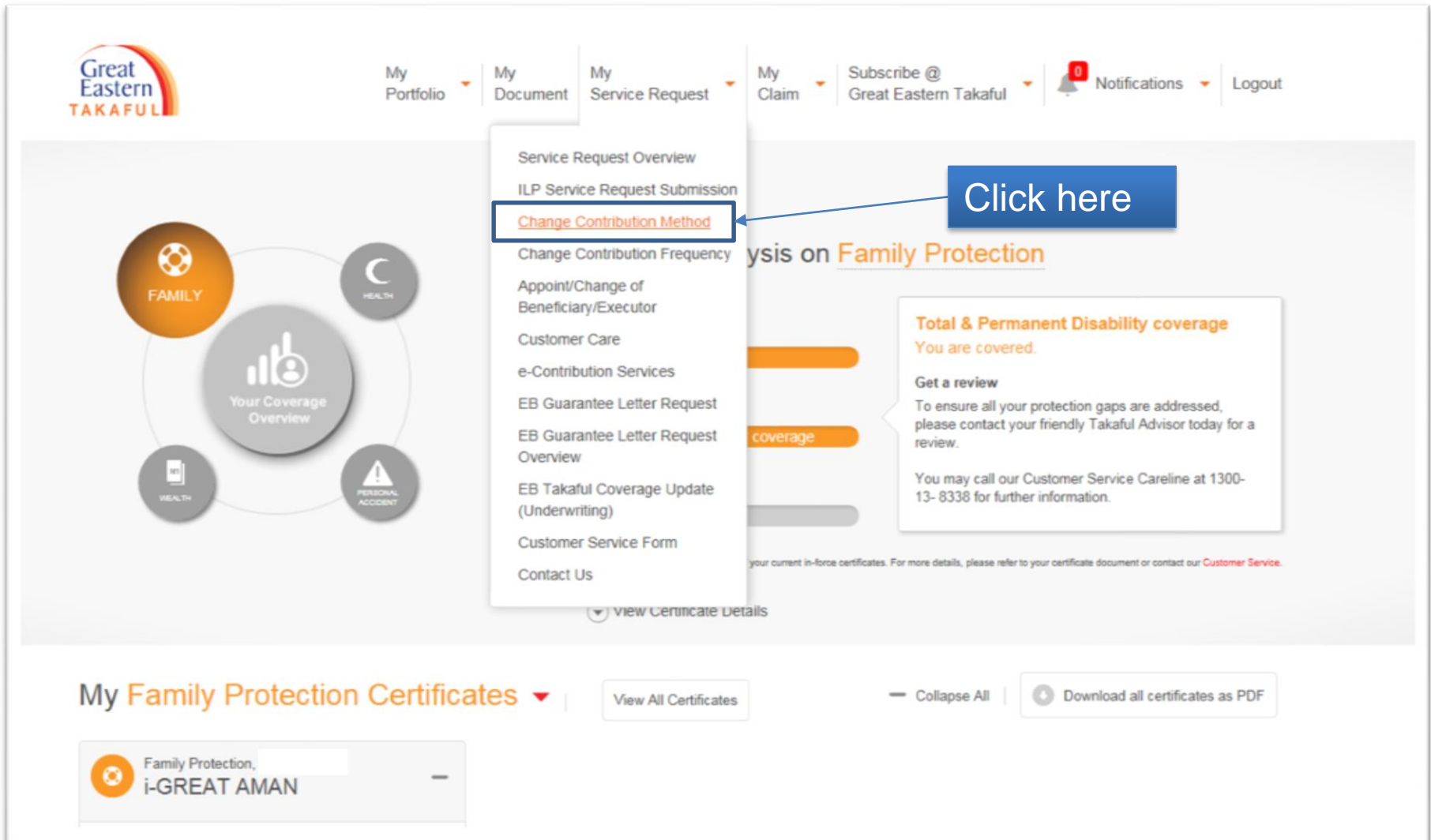
Login

Forgot Your Password?

Sign Up Now

Fill in you Login ID and Password.
Click "Login"


Step 2 : Under “My Service Request”, Click “Change Contribution Method”



The screenshot displays the Great Eastern TAKAFUL user interface. At the top, the navigation bar includes the logo, 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications', and 'Logout'. The 'My Service Request' dropdown menu is open, listing various options: 'Service Request Overview', 'ILP Service Request Submission', 'Change Contribution Method' (highlighted with a blue box and a 'Click here' callout), 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'EB Guarantee Letter Request', 'EB Guarantee Letter Request Overview', 'EB Takaful Coverage Update (Underwriting)', 'Customer Service Form', and 'Contact Us'. The main content area features a 'Your Coverage Overview' section with icons for FAMILY, HEALTH, WEALTH, and PERSONAL ACCIDENT. Below this, there's a section titled 'Analysis on Family Protection' with a 'Total & Permanent Disability coverage' box stating 'You are covered.' and a 'Get a review' section encouraging users to contact their Takaful Advisor. At the bottom, the 'My Family Protection Certificates' section includes a 'View All Certificates' button and a 'Download all certificates as PDF' button.

Step 3 : Select certificate for change payment method, click “Continue”

[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](#)

Change Contribution Method

Step 1: Certificate Selection

Step 2: Contribution Method

Step 3: Preview

Select A Certificate

| Update | Plan Name | Existing Contribution Method |
|-----------------------|----------------------|------------------------------|
| <input type="radio"/> | i-Great Aman (42()) | Credit Card |

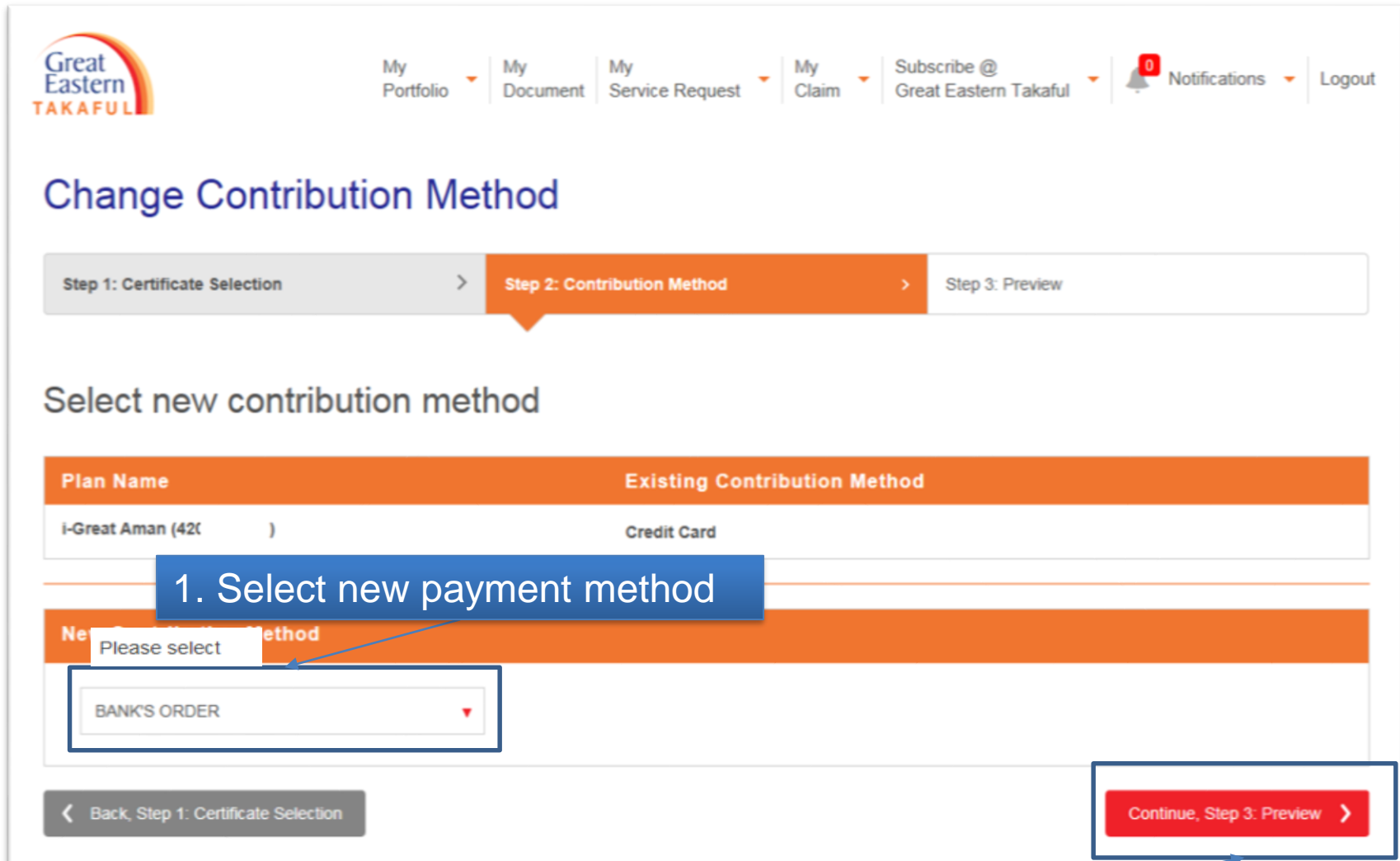
For certificate(s) with overdue contribution, change of credit card option is not available. Please proceed to make full settlement via e-Payment Services prior to the change.

Continue, Step 2: Select contribution method

1. Select certificate

2. Click here

Step 4 : Select new payment method, click “Continue”



Great Eastern TAKAFUL

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

Change Contribution Method

Step 1: Certificate Selection > **Step 2: Contribution Method** > Step 3: Preview

Select new contribution method

| Plan Name | Existing Contribution Method |
|--------------------|------------------------------|
| i-Great Aman (426) | Credit Card |

New Contribution Method

Please select

BANK'S ORDER ▼

< Back, Step 1: Certificate Selection

Continue, Step 3: Preview >

2. Click here

Step 5 : Read and tick accept Terms and Conditions, click “Confirm”

Change Contribution Method

Step 1: Certificate Selection



Step 2: Contribution Method



Step 3: Preview

Preview Page

| Plan Name | Existing Contribution Method | New Contribution Method |
|---------------------|------------------------------|-------------------------|
| I-Great Aman (426) | Credit Card | BANK'S ORDER |

Declaration

Terms and Conditions

1. Tick here



I accept the terms and conditions as stated above.

< Back, Step 2: Contribution Method

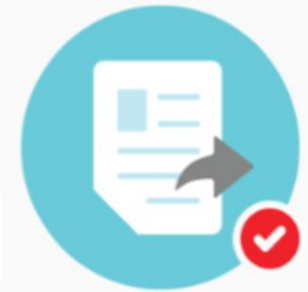
Confirm

2. Click here

Step 6 : The screen will appear as below upon successful submission

Change Contribution Method

Your Change Contribution Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.



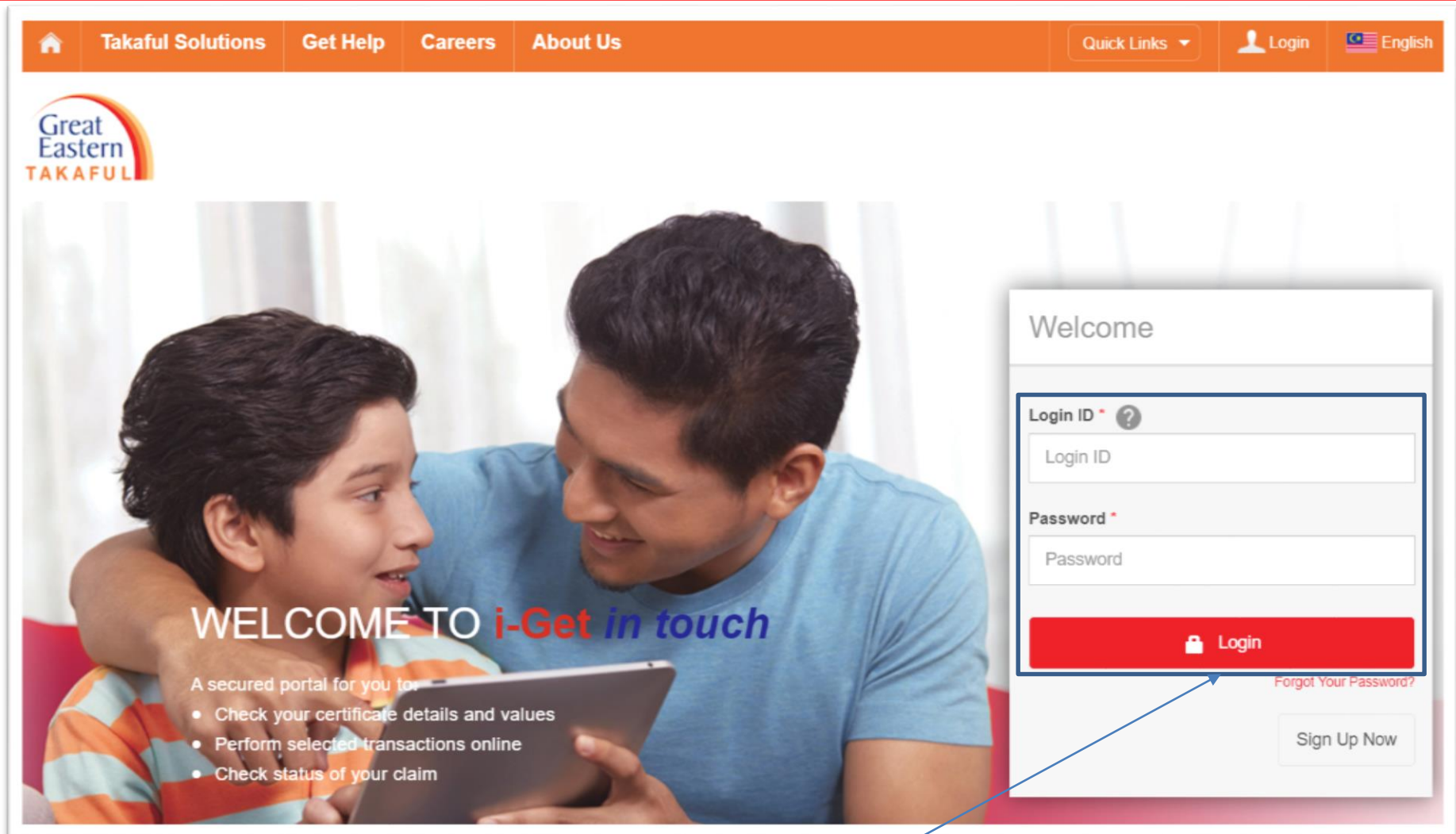
Please note that neither contribution notices nor official receipt will be issued.

Reference No. : UIP-TMCU191025000257

[Back to Service Request Overview](#)[e-Contribution Services](#)[Back to Dashboard](#)

3) Change of Payment Method (To Credit Card)

Step 1 : Log in i-Get In Touch



Great Eastern TAKAFUL

Home Takaful Solutions Get Help Careers About Us Quick Links Login English

Great Eastern TAKAFUL

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

Welcome

Login ID * ?

Login ID

Password *

Password

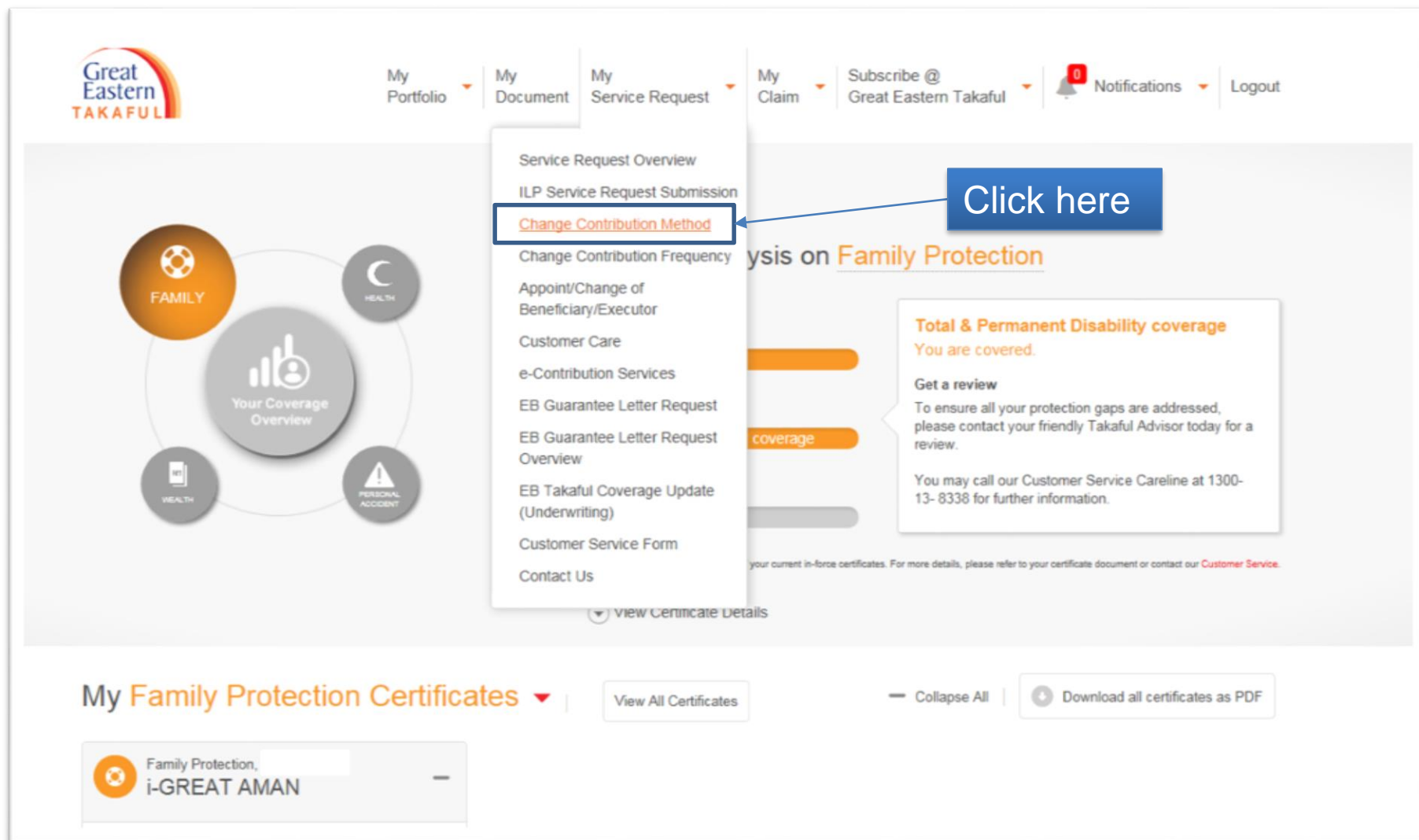
Login

Forgot Your Password?

Sign Up Now

Fill in you Login ID and Password.
Click "Login"


Step 2 : Under “My Service Request”, Click “Change Contribution Method”



The screenshot displays the Great Eastern TAKAFUL website interface. At the top, the navigation bar includes links for 'My Portfolio', 'My Document', 'My Service Request', 'My Claim', 'Subscribe @ Great Eastern Takaful', 'Notifications', and 'Logout'. The 'My Service Request' dropdown menu is open, showing a list of options: 'Service Request Overview', 'ILP Service Request Submission', 'Change Contribution Method' (highlighted with a blue box and a blue arrow pointing to it with the text 'Click here'), 'Change Contribution Frequency', 'Appoint/Change of Beneficiary/Executor', 'Customer Care', 'e-Contribution Services', 'EB Guarantee Letter Request', 'EB Guarantee Letter Request Overview', 'EB Takaful Coverage Update (Underwriting)', 'Customer Service Form', and 'Contact Us'. On the left, there is a 'Your Coverage Overview' section with icons for FAMILY, HEALTH, WEALTH, and PERSONAL ACCIDENT. On the right, there is a 'Total & Permanent Disability coverage' section with a 'Get a review' button and a 'Download all certificates as PDF' button. At the bottom, there is a 'My Family Protection Certificates' section with a 'View All Certificates' button and a 'Collapse All' button.

Step 3 : Select certificate for change payment method, click “Continue”

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

Change Contribution Method

[Step 1: Certificate Selection](#) [Step 2: Contribution Method](#) [Step 3: Preview](#)

Select A Certificate

| Update | Plan Name | Existing Contribution Method |
|----------------------------------|---------------------|------------------------------|
| <input checked="" type="radio"/> | i-Great Aman (42f) | Credit Card |

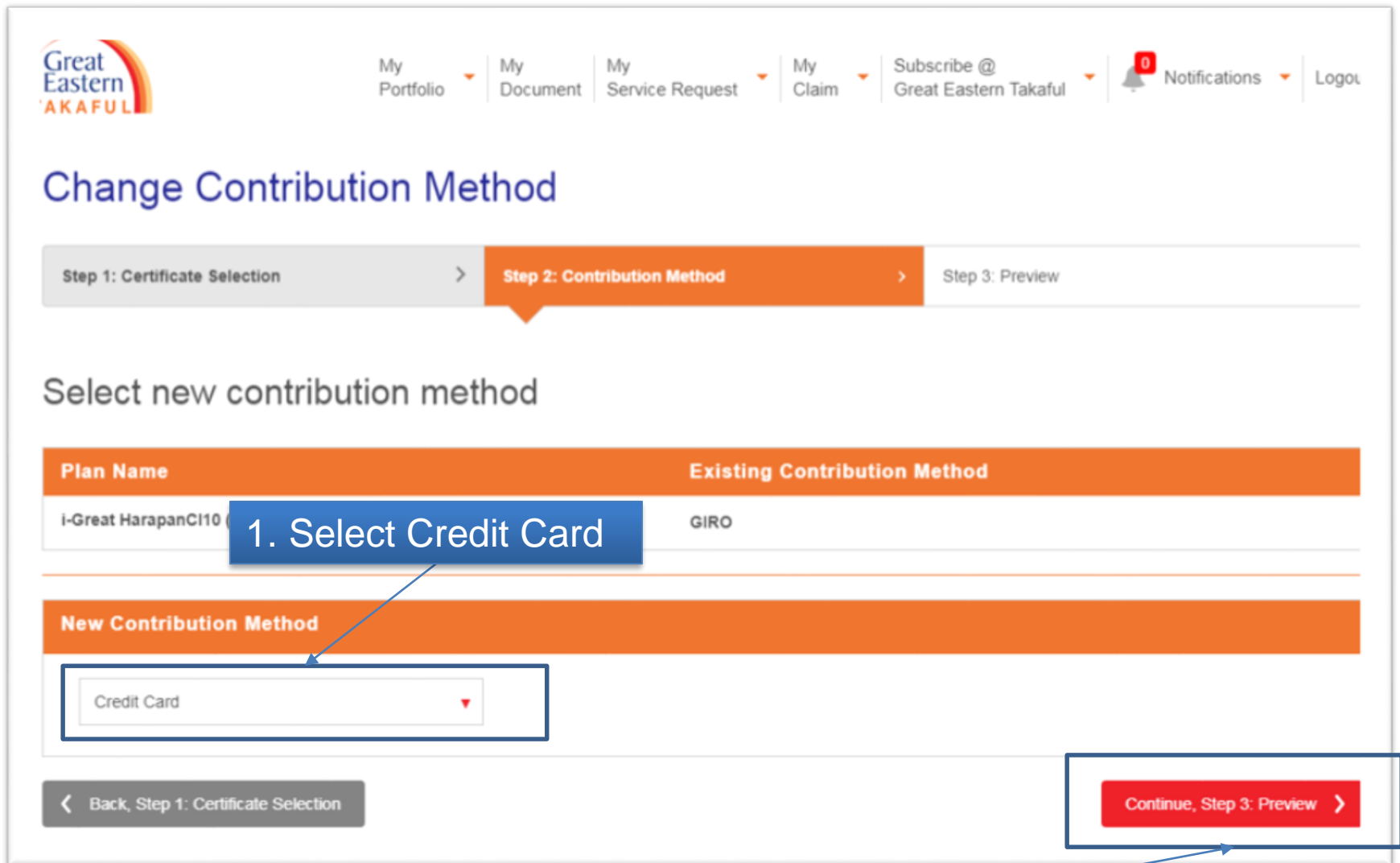
For certificate(s) with overdue contribution, change of credit card option is not available. Please proceed to make full settlement via e-Payment Services prior to the change.

Continue, Step 2: Select contribution method >

1. Select certificate

2. Click here

Step 4: Select new contribution method as a Credit Card, click "Continue"



Great Eastern TAKAFUL

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

Change Contribution Method

Step 1: Certificate Selection > **Step 2: Contribution Method** > Step 3: Preview

Select new contribution method

| Plan Name | Existing Contribution Method |
|---------------------|------------------------------|
| I-Great HarapanCI10 | GIRO |

New Contribution Method

Credit Card ▼

< Back, Step 1: Certificate Selection | Continue, Step 3: Preview >

2. Click here

Step 5: Complete the details, click "Proceed"

Payment Details

Transaction Reference *

UIP-TMCU191021000253

1. Complete and verify contact details
This information will be used to send SMS for OTP

Contact Details

Payer Name *

Country Code *

Malaysia (60)

Mobile Number *

Enter mobile

E-mail

Enter email

Payment Method

Payment Mode *

Credit Card

2. Complete the card details

Cardholder's Name *

Enter name

Card Number *

Enter card number



VISA

Expiry Month & Year *

Oct

2019

Security Code *

CVV



Issuing Country *

Malaysia

Items marked with (*) are mandatory

Cancel

Proceed

3. Click here

Step 6: Read and Agree the Terms of Use

Terms of Usage

IMPORTANT NOTICE:
This is not a certificate contract. The exact terms, conditions and exclusions of this certificate are specified in the certificate contract.

[ePay Services] - Terms of Usage ("ToU")

A. General Terms

Agree

Click here

Step 7: Select Relationship with certificate owner, click "Confirm"

Payment Details

| | | | |
|-------------------------|----------------------|-----------------------|------------------------|
| Transaction Reference * | Certificate Number * | Product Name * | Currency * |
| UIP-TMCU191021000252 | | I-Great HarapanCI10 | MYR |
| Cardholder's Name * | Card Number * | Expiry Month & Year * | Issuing Country Code * |
| | | 10/2023 | MY |

Contact Details

| | | | |
|--------------|----------------|-----------------|--------|
| Payer Name * | Country Code * | Mobile Number * | E-mail |
| | Malaysia (60) | | |

Declaration

Please select

| | | |
|---------------------------------------|-----------------|---|
| Relationship with Certificate Owner * | <div>Self</div> | I agree to terms of usage <input checked="" type="checkbox"/> |
| | | Click to read terms and conditions |

Items marked with (*) are mandatory

Cancel

Confirm

1. Select relationship

2. Click here

Step 8: Card Holder needs to enter One Time Password (OTP) send by the card issuing bank to the registered mobile phone.

A One-Time Password (OTP) is sent via SMS to your mobile number.
Please enter the OTP to complete authentication.

► Merchant Name :

Card Number : XXXX XXXX XXXX 4646

Payment : MYR1.00

SMS One Time Password :

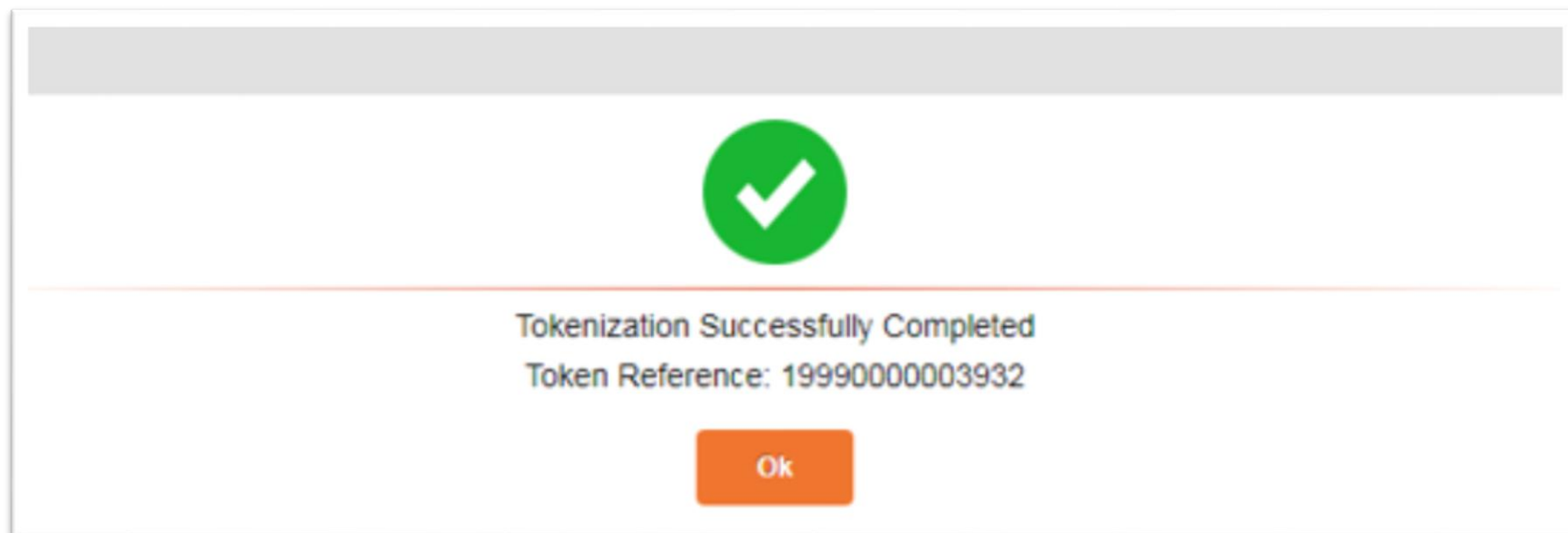
Confirm

[Cancel](#) [Help](#)

Get Another SMS-OTP


[Did not receive SMS-OTP?](#)

Step 9 : Screen will show card successfully verified



Step 10 : The screen will appear as below upon successful submission

[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](#)

Change Contribution Method

Your Change Payment Method request has been successfully submitted. Please note that submission after 6pm will be processed on the next working day.

Please note that neither contribution notices nor official receipt will be issued.

Reference No. : UIP-TMCU191021000252

[Back to Service Request Overview](#) [e-Contribution Services](#) [Back to Dashboard](#)

