

FAQ – i-Get In Touch login via Great ID

Q: What is GREAT ID?

A: Great ID is a single sign-in identity used to manage your Great Eastern digital services. Great ID is available to both Great Eastern Policyholders and 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.

Q: When can I start using the Great ID?

A: The Great ID will become effective on 8th August 2020.

Q: What information do I need to create a Great ID?

A: All you need is a valid email address.

Q: Can I create multiple Great ID accounts?

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

Q: How do I create a Great ID account?

A: Here are the steps to create a Great ID account. Please read our [Privacy Policy](#) before signing up:

1. Log on to <https://igetintouch.greateasterntakaful.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 'Proceed'
8. Great ID login screen will be displayed for Certificate Owner to access.

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.

Q: How do I change my password?

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

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

- A:
1. Log on to <https://igetintouch.greateasterntakaful.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 'Proceed' and to access your i-Get in touch account.

Q: How do I update my mobile number?

A: Update your mobile number with us to remain contactable. Please download the form [here](#). Please email the complete form to igetintouch@greateasterntakaful.com

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

A: 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.

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

A: Please download the form [here](#). Please email the complete form to igetintouch@greateasterntakaful.com

Q: Is my Great ID (email address) will be used for future communication purpose?

A: No. If you wish to update your email address in our record, please submit and complete the form to us. Please download the form [here](#).

Q: What should I do if I forget my password?

A:

1. Log on to <https://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.

Q: What should I do if my account is locked?

A: You can unlock your account by resetting your password via the "Forgot your password" link.

Q: Who should I contact for additional technical assistance?

A: You can email our customer service at igetintouch@greateasterntakaful.com or contact our GETB Customer Careline at 1300 13 8338.