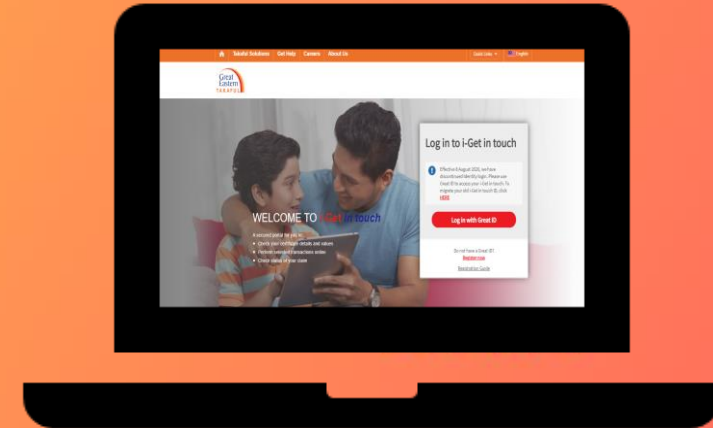


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch: CERTIFICATE ALTERATION



FAQ: i-Get In Touch- Certificate Alteration

MAIN MENU

1. Service Request



2. Document Upload



3. Service Request Status



1. Service Request

1.1 How to make service request?

Please refer to the [list of guides](#). Next, please select “Certificate Alteration Guide”.

1.2 What are the types of service request can I make through IGIT?

Types of service request provided are:

- Personal Profile Update
- Appointment of Nominee
- Investment Fund Switching
- Change of Contribution Method and Frequency
- Direct Credit Facility Request
- Certificate Alteration - CS Form Upload - new function

1.3 Can I make more than one service request in a time?

Yes. You may repeat the process by go to “My Form Submission” at dashboard > click on “Cert Alteration” and select the same certificate number.

1. Service Request

1.4 Can I make service request for more than one certificate?

Yes. You may repeat the process by go to “My Form Submission” at dashboard > click on “Cert Alteration” and select the other certificate number you want to proceed.

1.5 Is it compulsory to have updated account number?

Yes. It is to ensure a smooth payout transaction.

1.6 Who should be the witness?

You can appoint anyone as your witness, with the following criteria :

- Witness must be 18 years old and above
- Witness must be of sound mental health
- Witness must not be the Beneficiary nor the Executor

2. Document Upload

2.1 What is the maximum size of total upload files?

The maximum size of total upload files is 25MB

2.2 Can I upload documents in png type file?

Yes, you can upload documents in PDF, PNG, JPG, JPEG or BMP format.

2.3 Where can I get the required form to be submitted?

You can go to “My Form Submission” at dashboard, click on “Submission Checklist” and choose “Certificate Alteration”.

2.4 Can I submit request through hard copy?

We highly encourage you to submit service request through iGIT. The forms submission can be accessed quickly, online! No more cases of forms lost in transit. You will be able to view your submission status within 30 – 45 minutes in iGIT. Let's go green.

2. Document Upload

2.5 Will I be notified if I missed any required documents?

Yes. Company will issue rejection letter to inform customer. There will be an email and SMS to inform customer to log in to iGIT to view the rejection letter.

3. Service Request Status

3.1 How can I know my service request status?

Go to “My Form Submission” and click “Track and Trace” to check the service request status.

3.2 How long does it takes to process my service request?

Processing period is up to five (5) working days.

3.3 Will I be notified if my service request is successful?

Yes. There will be an email & SMS notification to inform customer to log in to iGIT to view the service request letter.

FAQ: i-Get In Touch- Certificate Alteration

Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

FOLLOW US ON:



[Great Eastern Takaful](#)



[greateasterntakaful](#)



www.youtube.com/c/greateasterntakaful



www.greateasterntakaful.com

