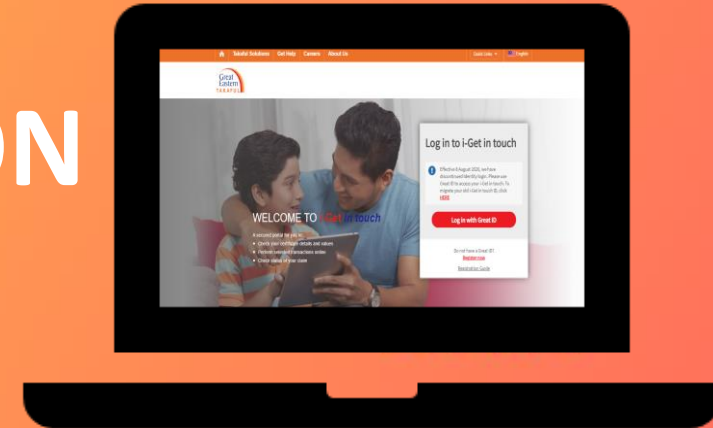


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch: CHANGE CONTRIBUTION METHOD AND FREQUENCY



FAQ: i-Get In Touch-Change Contribution Method and Frequency

MAIN MENU

1. Introduction to Contribution Payment



2. Changing My Certificate's Contribution Method and Frequency



1. Introduction to Contribution Payment

1.1 What are the channels available to make contribution payment?

a) Credit Card

- You may apply for credit card payment method via credit card or debit card, under VISA and MasterCard.

b) Banker's Order

- You may liaise with your bank to arrange JomPAY payment for your takaful certificate.
- This can be done with JomPAY Biller Code 16899 for GREAT EASTERN TAKAFUL – FAMILY.

c) Cheque

- You may deposit cheque via Public Bank Cheque Deposit Machine (CDM) by selecting the company name "Great Eastern Takaful Berhad".
- Cheques should be deposited one-by-one for each certificate contribution.
- Cheques should be made payable to "Great Eastern Takaful Berhad".
- Please write your certificate number, name, and contact number at the back of the cheque.

1. Introduction to Contribution Payment

1.1 What are the channels available to make contribution payment?

d) Cash

- Cash payment can be made by visiting Bank Simpanan Nasional (BSN) counter.
- Ensure payment is made payable to “Great Eastern Takaful” and provide certificate number, contributor name and contact number.

e) Automated Payment

- Direct Debit Authorisation (DDA)**
- GIRO (Autodebit)**
- Biro Perkhidmatan Angkasa (BPA)**

The above 3 payment methods require hardcopy registration form.

Hence, these payment methods stated above cannot be performed via i-Get In Touch.

FAQ: i-Get In Touch-Change Contribution Method and Frequency

1. Introduction to Contribution Payment

1.2 What are the contribution methods and frequency available?

Contribution Method	Contribution Frequency			
	Yearly	Half-yearly	Quarterly	Monthly
Cash		✓	✓	✓
Cheque		✓	✓	✓
Credit Card	✓	✓	✓	✓
Banker's Order	✓	✓	✓	✓
GIRO (Autodebit)	✓	✓	✓	✓
Biro Perkhidmatan Angkasa (BPA)	✓			
Direct Debit Authorisation (DDA)	✓	✓	✓	✓

**Certain contribution methods may not be applicable depending on the chosen Takaful Plans.*

2. Changing My Certificate's Contribution Method and Frequency

2.1 How do I change my contribution method and frequency?

Click [here](#) to access the guide on changing e-contribution payment method and frequency via i-Get In Touch.

2.2 How do I change my credit card payment details?

- i. [Log into i-Get In Touch](#). Once logged in, click “Change Contribution Method” under “My Service Request”.
- ii. Then, select a certificate and select “Credit Card” as contribution method.
- iii. Complete and verify the contact and card details.
- iv. Read and agree to the Terms of Use.
- v. Select your relationship with the certificate owner.
- vi. The cardholder will need to enter a one-time password (OTP) sent by the bank to complete the authentication process.
- vii. Ensure that your credit card has been successfully verified as the new payment method.

2. Changing My Certificate's Contribution Method and Frequency

2.3 How should I change the contribution method of all my certificates?

If you have more than one certificate, you will have to change the details of contribution method according to each individual certificate.

2.4 How should I change the contribution frequency of all my certificates?

If you have more than one certificate, you can change the contribution frequency for the certificates at the same time.

2.5 How do I check my submission status in i-Get In Touch?

- [Log into i-Get In Touch.](#)
- Once logged in, click "Service Request Overview" under "My Service Request".
- View submission status under "Pending" Or "Complete" button.
- Click on 'Action' to view the PDF copy of submitted service request details.

2. Changing My Certificate's Contribution Method and Frequency

2.6 Why is my change of contribution method and frequency not updated in i-Get In Touch?

Submission between 6.01 pm to 7.59 am will be processed during the next business day's operating hours.

2.7 Can I perform multiple changes of contribution method and frequency?

Yes. However, you will not be able to select new contribution method/frequency which is the same as your existing contribution method/frequency; except for credit card contribution method. You can update the Credit Card contribution details via i-Get In Touch.

2.8 When performing change of contribution method to credit card using i-Get In Touch, why does the Card Owner receive One Time Password (OTP) with a charge of RM 1.00?

The One Time Password (OTP) is sent to the card owner for card verification purpose.
The amount of RM 1.00 stated in the One Time Password (OTP) will not be charged to the card owner.



FAQ: i-Get In Touch-Change Contribution Method and Frequency

Need help? Please contact us at



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