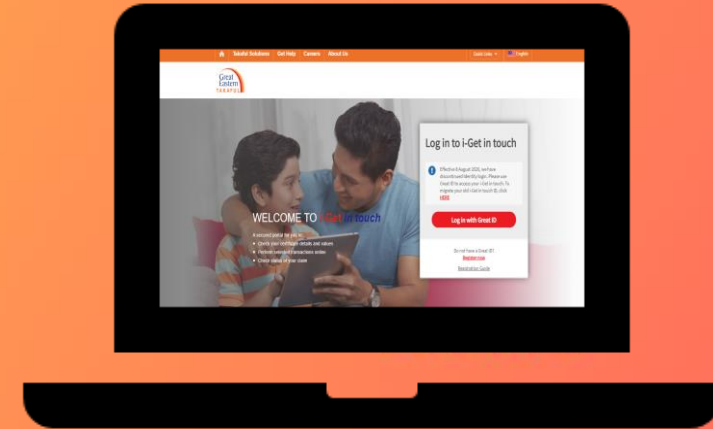


FREQUENTLY-ASKED-QUESTION (FAQ)

iGet In Touch: CLAIM FORM SUBMISSION



FAQ: i-Get In Touch- Claim Form Submission

MAIN MENU

1. New Claim



2. Document Upload



3. Claim Status



4. Technical Problem



1. New Claim

1.1 Where can I submit new claim?

Please refer to the [list of guides](#).

1.2 Does certificate owner is the only one that can submit claim?

Yes, only certificate owner can submit claim since only certificate owner can get into i-Get In Touch.

1.3 Who should be the witness in the declaration section?

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

1.4 What if the claim is unsuccessful?

There are a few reasons why claim was rejected such as insufficient supporting document. You may check the reason in “Track and Trace” and follow the advise accordingly.

1.5 Is it compulsory to have account number in my certificate information?

Yes, account number is compulsory.

1. New Claim

1.6 Can I cancel the submitted claim?

Yes. But, you need to contact our Customer Careline at 1-300 13 8338 or email us at i-greatcare@greateasterntakaful.com.

2. Document Upload

2.1 What are the required documents I have to upload?

Required documents are depending on claim type selected by user. Customer will be advised throughout the journey.

2.2 What is the maximum size of total upload files?

The maximum size of total upload files is 25MB

2.3 Can I upload documents in png type file?

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

2.4 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 “Claims”.

2.5 How can I upload additional document after submit claim?

Please refer to the [list of guides](#) for Claim – Additional Document guide. However, this feature only available once your initial request has been validated by our processor.

2. Document Upload

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

Yes. You may refer to “Claim – Additional Document” guide if you are required to upload additional supporting document.

3. Claim Status

3.1 How can I know the claim status?

You may go to “My Form Submission” and click “Track and Trace” to check the claim status.

3.2 What is mean by 'closed' claim status?

It can indicate any of the following status :

- Approved
- Declined
- Withdrawn

4. Technical Problem

4.1 What can I do if I did not receive OTP number?

In case of the certificate owner, you can check at account information and ensure your mobile number is updated. However, if the witness does not receive OTP number, you might need to recheck the declaration section to ensure the witness's phone number is correct. Then, you can click on request one-time password box.

4.2 What if I enter wrong OTP number?

You can request the OTP number by click the request one-time password box.

FAQ: i-Get In Touch- Claim Form Submission

Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

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