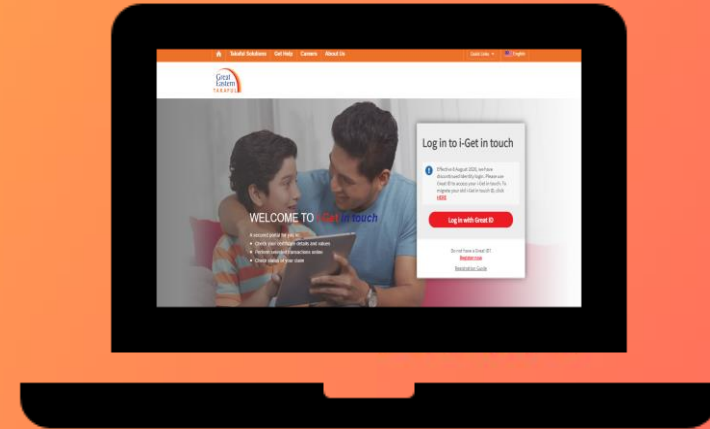


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch: DIRECT CREDIT FACILITY USER GUIDE



FAQ: i-Get In Touch-Direct Credit Facility User Guide

MAIN MENU

1. How do I apply for a Direct Credit Facility?



2. How does Direct Credit Facility work?



1. How do I apply for a Direct Credit Facility?

1.1 How do I apply to receive funds via Direct Credit facility?

Please update your information by registering a bank account for your certificate on i-Get In Touch. You can refer to the i-Get In Touch guide [here](#).

All certificate related payments will be credited into the registered bank account.

1.2 Which type of banking accounts are eligible for Direct Credit facility?

The Direct Credit facility is only available for Saving accounts or Current accounts maintained in banks which participate in the Interbank Giro (IBG) payment system in Malaysia. Please ensure that you are the primary holder of the bank account.

Overseas bank accounts and joint-name bank accounts are not allowed to be used for Direct Credit, unless the certificate owner/payee is the primary account holder.

The registered bank account holder's ID number must be the same as the certificate owner/payee's ID number, as per certificate records.

1.3 Can I remove the registered bank account?

For removal of bank account without any replacement, please complete Section D of '[Request for Contractual Changes Form](#)' and state your request.

Then, kindly submit it via email to i-greatcare@greateasterntakaful.com.



2. How does Direct Credit Facility work?

2.1 Will I be notified of successful Direct Credit of funds into my bank account?

Yes, you will receive email notification upon successful crediting of funds into your bank account, provided you have updated your email address for Direct Credit notification in i-Get In Touch. Please ensure that your registered email address is correct.

2.2 When will my bank account be credited?

Upon approval of your certificate transaction, payment will be credited to your account between 2-3 working days subject to successful bank transfer.

2.3 Do I need to apply for Direct Credit for each transaction?

No. You are only required to apply once for the Direct Credit facility. Your banking information will be used for all fund transfer transactions for the same certificate(s) in the future.

This information will continue to be used until you revoke your information for this Direct Credit facility, or update your i-Get In Touch account with a new bank account.

2. How does Direct Credit Facility work?

2.4 Can benefit payout be made to a Third Party?

Yes. If the person covered is not the certificate owner ("Third Party"), and payment is to be made to a Third Party, kindly complete the [Direct Credit Facility Form](#) and email it to i-greatcare@greateastertakaful.com.

2.5 What happens if my Direct Credit transaction is not successful?

If your Direct Credit transaction is not successful, Great Eastern Takaful Berhad reserves the right to make payment via another Direct Credit attempt.

Unsuccessful credit to your bank account could be due to the following reasons :

- Invalid bank account number
- Closed or inactive bank account
- Different identification number
- You are not the primary bank account holder

Therefore, kindly ensure that your banking information submitted in i-Get In Touch is correct and up-to-date.



Need help? Please contact us at



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](#)

