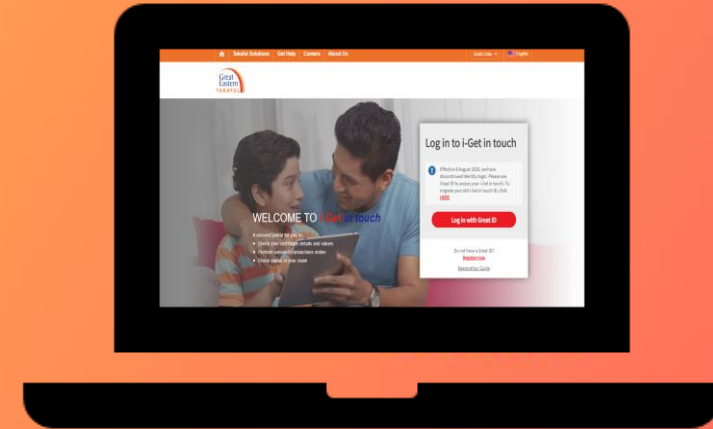


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch:
View e-Certificate



FAQ: i-Get In Touch – View e-Certificate

MAIN MENU

1. e-Certificate



2. Requirements to view e-Certificate



3. View e-Certificate Guide



4. Reminder to acknowledge the e-Certificate Document



5. e-Certificate Document Cancellation



1. e-Certificate

1.1 What is e-Certificate?

e-Certificate is digital way of storing certificate document that allows Certificate Owner to view and manage Takaful Certificate by logging into account in i-Get In Touch portal.

e-Certificate document is available for new application submissions effective from 17th September 2019.

1.2 Where can I view the e-Certificate?

Certificate Owner is able to view e-Certificate at <https://igetintouch.greateasterntakaful.com> by login in or signing up i-Great In Touch (IGIT).

1.3 When can I start to view the certificate in i-Get In Touch?

Certificate Owner will receive SMS and email notification within 2 days from certificate's inforce date when the e-Certificate document is ready in i-Get In Touch portal.

Note: If Certificate Owner did not receive any SMS and email after 2 days from certificate's inforce date, please verify mobile phone number and email address entered during submission via MPOS or contact Customer Careline at 1 300 13 8338 for further advice.

1. e-Certificate

1.4 Can I request to have hard copy instead of e-Certificate?

Customer can submit **Request for Contractual Changes (PSF01)** Form by completing the 'Others' column to re-print the certificate document. Please take note for request on hardcopy, the current re-printing of certificate document charges may apply.

1.5 What is the content of the SMS and email sent to Certificate Owner?

The SMS/email is to notify customer that their certificate is in-force and the e-Certificate document is ready in i-Get In Touch portal.

Example of the contents of the SMS and email sent to customer with e-Certificate document option are as follows:

SMS

GE Takaful: Your e-Certificate Document, for Certificate No: CN1234 is ready. Please log into i-Get In Touch at <https://igetintouch.greasterntakaful.com/>

1. e-Certificate

Email

Subject: Your e-Certificate Document is Now Ready

Dear Mr Abc,

Thank you for choosing Great Eastern Takaful to protect you and your loved ones.

Your e-Certificate Document for Certificate No. CN1234 is ready.

To view and acknowledge receipt of your e-Certificate Document, please log into Great Eastern Takaful's i-Get In Touch at <https://igetintouch.greateasterntakaful.com/>

For guidance on how to log into or sign up with i-Get In Touch, please go to <https://www.greateasterntakaful.com/content/dam/great-eastern/takaful/en/homepage/get-help/i-get-in-touch/igit-registration-with-great-id-faq.pdf>

For further information in relation to your Certificate, please refer to the FAQ in our i-Get In Touch at <https://www.greateasterntakaful.com/en/get-help/frequently-asked-questions.html>

Kindly contact Your Takaful Advisor or our Customer Careline at 1 300 13 8338 if you have any enquiry.
Thank you.

Great Eastern Takaful Berhad



2. Requirement to view e-Certificate

2.1 Do I need to have i-Get In Touch account to view the e-Certificate?

Certificate owner is required to sign up with i-Get In Touch. Please go to <https://www.greateasterntakaful.com/content/dam/great-eastern/takaful/en/homepage/get-help/i-get-in-touch/igit-registration-with-great-id-faq.pdf> for guidance.

2.2 Can I view e-Certificate if the certificate status is 'Lapsed'?

Yes.

2.3 What can I do if I noticed an error in my e-Certificate?

Kindly contact our Customer Careline at 1 300 13 8338 or email to i-greatcare@greateasterntakaful.com

2.4 Is there any specific time for me to view the e-Certificate?

You can view at anytime and anywhere you want.



3. View e-Certificate Guide

3.1 Where can I get step by step guide on how to view e-Certificate?

Steps to download e-Certificate Document from i-Get In Touch is as follows:

1. Log in/Sign Up i-Get In Touch at <https://igetintouch.greateasterntakaful.com/>
2. Tick on Acknowledge check box to acknowledge receipt of the e-Certificate Document
3. Click Continue for confirmation page will be displayed
4. Click on My Portfolio Menu bar
5. Select e-Document tab
6. Select on e-Certificate Document
7. Select the available certificate number from dropdown list
8. Click under Actions icon to download copy of e-Certificate Document

OR

You can go to www.greateasterntakaful.com and follow the below path:

[i-Get In Touch Guide > Tutorial > How to view e-Certificate](#)

3.2 How can I view my e-Medical Card?

With the launch of the GETCare App with effect from 22nd June 2020, certificate holders who have medical rider/ plan with Great Eastern Takaful are able to view and screenshot their e-Medical cards via “GETCare” App.



4. Reminder to acknowledge the e-Certificate document

4.1 Is there any reminder if customer not sign up/ login to i-Get In Touch?

Yes, customer will receive the following reminders:

- SMS and email on the 14th and 30th or 45 day after the 1st notification
- SMS and email will be sent out on the 75th after 60 days of the 1st notification to inform customer on the free-look period expiry.

4.2 I received reminder SMS/ email to acknowledge the e-Certificate document. What should I do?

Please download your e-Certificate Document and tick on declaration to confirm e-Certificate had been acknowledged.

e-Certificate document acknowledgement page will be removed after 60 days.



5. e-Certificate document cancellation

5.1 Can I cancel my e-Certificate contract after in force?

Within 15 days after this certificate has been received by you, you are allowed to cancel the certificate by notifying the Takaful Operator. We shall then immediately refund any contribution that had been paid for this certificate and cancel this certificate contract.

5.2 When is the free-look period going to be expired?

Free-look period will commence 15th day from the certificate acknowledgement date. e-Certificates which remained unacknowledged on the 60th day from the e-Certificate issued date will be auto updated with acknowledgement date and certificate deemed acknowledged by IGIT. The free-look period will expire on the 15th day of acknowledgement date and free-look expired reminder notification will be sent on the 75th day to inform customer on the free-look period expiry.



Need help? Please contact us



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

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