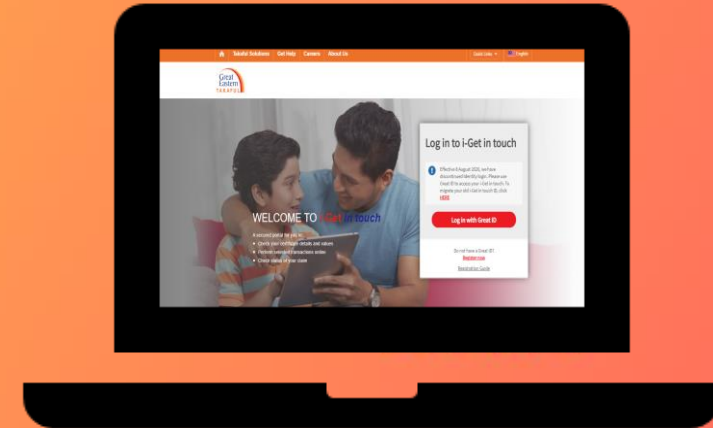


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch: RETRIEVE e-DOCUMENTS



FAQ: i-Get In Touch-Retrieve e-Documents

MAIN MENU

1. e-Documents



2. Navigating e-Documents



3. Technical Problems/Assistance



1. e-Documents

1.1 What are e-Documents?

e-Documents are elected documents which have been made available in the customer portal, i-Get In Touch. Certificate owners can view or download their e-Documents there, and will no longer receive these documents in hardcopy format.

Individual certificate owners with GREAT ID can access their e-Documents by logging in to i-Get In Touch. Key-man certificate owners who are not granted access to i-Get In Touch will continue to receive documents in hardcopy format.

1.2 How many categories of e-Documents are available?

These are the categories of e-Documents available, which can be found under 'My Document' in i-Get In Touch.

- Recent Correspondences
- Important Notification
- Letter
- Certificate Document and Endorsement
- Tax Invoice
- Statement

1. e-Documents

1.3 Which e-Documents can be found on i-Get In Touch?

- Certificate Reinstatement
- ILP Surrender Statement
- Letter on contribution payment method & frequency alteration
- Letter on partial withdrawal
- Letter on change of nominee, address, personal details, contribution due notice
- Pre-Lapse & Lapse Letter
- Surrender Letter
- Short Payment Notice
- Unsuccessful Contribution Deduction Notifications on GIRO/DDA/Credit Card

1.4 Who is eligible to access e-Documents?

Certificate owners are eligible to enjoy the benefits of e-Documents if they have a registered GREAT ID account. However, key-man certificate owners who are not granted access to i-Get In Touch will continue to receive documents in hardcopy format.



1. e-Documents

1.5 What are the benefits of utilizing e-Documents?

- Reduction of paper waste as an effort to protect and preserve our environment.
- Certificate owners can be assured of data security, as e-Documents are stored in user's i-Get In Touch account. Reduced risk of data theft occurring through paper mail.
- Reduced occurrence of missing mail whenever certificate owners change their place of residence.
- Ease of access – Certificate owners are able to view or download e-Documents anytime, anywhere via i-Get In Touch!
- e-Documents are stored in i-Get In Touch for a duration of 2 years.

1.6 Can certificate owners choose to continue receiving documents in hardcopy format?

Other than key-man certificate owners, individual certificate owners will no longer receive hardcopy format of the documents which have been made available in i-Get In Touch.



2. Navigating e-Documents

2.1 How do I know when a new E-Document is uploaded?

- Certificate owner is able to check for latest upload of documents under 'Notifications' and 'Recent Correspondences'.
- Certificate owner will receive email or SMS notification when a new E-Document is uploaded in i-Get In Touch.
 - **Important Tip** : Certificate owners must ensure their latest email address and mobile number is updated to receive the i-Get In Touch notifications. Users can refer to the i-Get In Touch Guide on how to update email address or mobile number [here](#).

2.2 Where can I look for a guide to retrieve e-Documents?

You can look for a step-by-step guide to retrieve e-Documents in i-Get In Touch [here](#).

2.3 How long are e-Documents stored in i-Get In Touch?

The e-Documents can be accessed in i-Get In Touch for a period of two (2) years. Certificate owners are encouraged to download and save a copy of their e-Documents in their personal computers/phones for future reference.

3. Technical Problems/Assistance

3.1 What should I do if my account is locked?

You can unlock your account by resetting your password via the “Forgot your password?” link.

Need help? Please contact us at



1 300 13 8338 (Customer Careline)



i-greatcare@greateasterntakaful.com

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