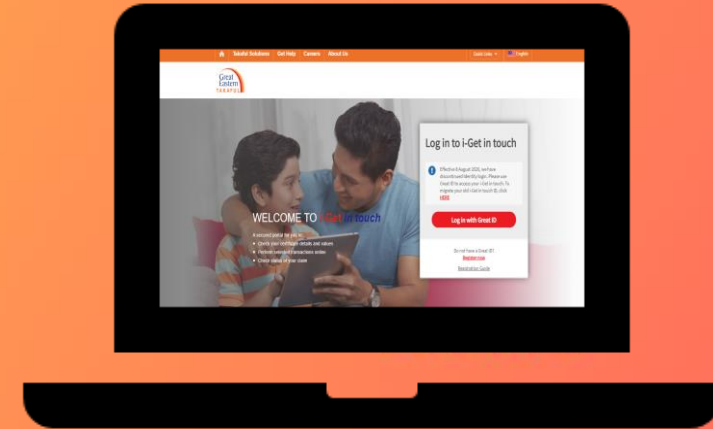


# FREQUENTLY-ASKED-QUESTION (FAQ) i-Get In Touch: INVESTMENT FUND SWITCHING



# FAQ: i-Get In Touch – Investment Fund Switching

## MAIN MENU

**1. Investment Fund Switching**



**2. Requirement for Investment Fund Switching**



**3. Technical Issues/Problems**



## 1. Investment Fund Switching

### 1.1 What is Investment Fund Switching?

Fund Switch is an exercise where you can switch your existing fund to another available fund based on your investment desired/planning.

### 1.2 What are the funds available?

There are 3 funds available, which are i-Great Mekar (high risk), i-Great Majmuk (medium risk) and i-Great Makmur (low risk).

### 1.3 Is there any fee imposed to switch fund? If yes, how much is the fee?

No. You can switch your existing fund to another fund at anytime, and it's free!

### 1.4 Where can I monitor and check daily fund price?

Our daily fund price is available in our official website. Click [here](#) to check the fund price in our website or following the below path:

<https://www.greateastertakaful.com> > Quick Link > Today's Fund Price

Alternatively, you may login to i-Get In Touch portal [here](#) and following the below path:

My portfolio > Fund Price

## 1. Investment Fund Switching

### 1.5 When can I perform fund switch via i-Get In Touch Portal?

You can perform fund switching anytime as long as the certificate status is in force and have value/fund.



## 2. Requirement for Investment Fund Switching

### 2.1 What is the minimum switch amount/fund that I can perform at one time?

Minimum switch amount is RM1000 per fund and minimum amount to remain after the switch is RM1000 per fund. You may choose to switch based on fund amount or fund unit.

Example 1: Switch fund from i-Great Mekar (Fund value - RM1,000) to i-Great Majmuk

Existing Fund & Fund Value	New Fund & Fund Value
i-Great Mekar - RM 3,210	i-Great Majmuk – RM 1,000
	i-Great Mekar – <b>RM 2,210 (Balance)</b>



Example 2: Switch fund from i-Great Majmuk (Fund value – RM1,000) to i-Great Makmur

Existing Fund & Fund Value	New Fund & Fund Value
i-Great Majmuk - RM 1,890	i-Great Makmur – RM 1,000
	i-Great Majmuk – <b>RM 890 (Balance)</b>



\*Fund switch is not allow as the remaining fund value balance is less than RM 1,000. Minimum fund switch amount is RM 1,000 and the remaining amount in the fund is minimum RM 1, 000.

## 2. Requirement for Investment Fund Switching

### 2.2 My current fund is below than RM2000.00, can I still perform a fund switch?

Yes, you still can perform switching fund with the condition: However, ALL the amount/fund must be switched to the new fund.

Existing Fund	New Fund
i-Great Mekar - RM 1, 899	i-Great Majmuk – RM 1,000
	i-Great Mekar – RM 899 (Balance)



Existing Fund	New Fund
i-Great Mekar - RM 1, 899	i-Great Majmuk – RM 1,899
	i-Great Mekar – RM 0



### 2.3 My certificate status now is lapsed, can I perform a fund switch?

No, in order to perform a fund switch, the certificate must be 'In Force'.



## 3. Technical Issues/Problems

### 3.1 Can I submit the request through hard copy instead of performing it through i-Get In Touch portal?

We highly encourage you to perform fund switching via i-Get In Touch self-service portal. However, if you have difficulty, kindly download the 'Investment-Linked plan – Application Form for Amendment (PSF06A)' [here](#) and submit to your nearest branch or email to [i-greatcare@greateasterntakaful.com](mailto:i-greatcare@greateasterntakaful.com)

## FAQ: i-Get In Touch – Investment Fund Switching

Need help? Please contact us



**1 300 13 8338** (Customer Careline)



**[i-greatcare@greateasterntakaful.com](mailto:i-greatcare@greateasterntakaful.com)**



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