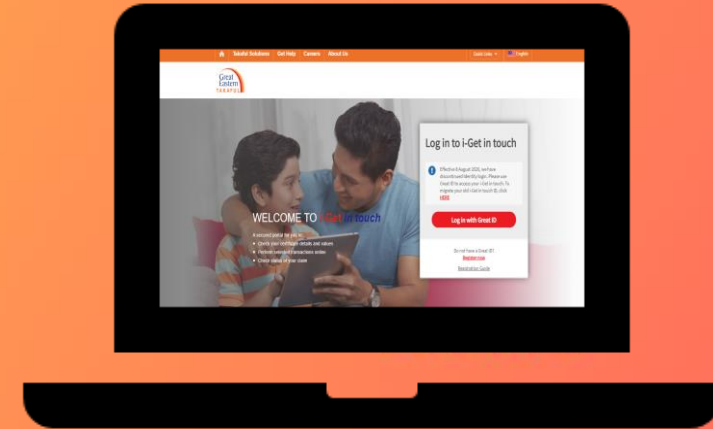


# FREQUENTLY-ASKED-QUESTION (FAQ)

## i-Get In Touch: PERSONAL PROFILE UPDATE



# FAQ: i-Get In Touch – Personal Profile Update

## MAIN MENU

**1. Personal Profile Update**



**2. Certificate Address**



**3. Personal Profile Update Guide**



**4. Technical Issues/Problem**



## 1. Personal Profile Update

### 1.1 What are the changes that can be made at 'My Profile'?

You can change contact details such as:

1. Mobile number
2. Home number
3. Office number
4. Email address
5. Correspondence address.

### 1.2 How long does it take for the updates to be reflected in 'My Profile'?

Updates of contact details and email address will be reflected in the portal immediately while correspondence address will be reflected on the next day.

### 1.3 Can certificate owner do profile updates for both Individual and Group certificates?

Yes, you can do updates for both certificates.

## 1. Personal Profile Update

### 1.4 Can certificate owner update the Beneficiary/Executor address and phone number through the portal?

Certificate owner cannot update their beneficiary/executor address through the portal. However, it can be changed manually by filling in the **Request for Alteration in Personal Details (PSF01A)** form. You can get the form [here](#). Completed form needs to be emailed to [igreatcare@greateasterntakaful.com](mailto:igreatcare@greateasterntakaful.com).



## 2. Certificate Address

### 2.1 What information needed by the certificate owners to update correspondence address?

All certificate owner need are latest address and registered mobile number.

### 2.2 I am residing outside Malaysia. Can I update my new address?

Yes, you can update your overseas address accordingly. Please refer to the [Personal Profile Update Guide](#).

### 2.3 Why the certificate address update is unsuccessful?

It might be due to incomplete information provided. Complete the information as required and ensure no white space.



## 3. Personal Profile Update Guide

### 3.1 How do certificate owner update new contact number?

Please refer to the Personal Profile Update Step by Step Guide [here](#).

### 3.2 How do certificate owner update new correspondence address?

Please refer to the Personal Profile Update Step by Step Guide [here](#).



## 4. Technical Issue/Problem

### 4.1 What should I do if the personal profile update is unsuccessful?

Customer can fill in the **Request for Alteration in Personal Details (PSF01A)** form. You can get the form [here](#). Completed form needs to be emailed to [igreatcare@greateasterntakaful.com](mailto:igreatcare@greateasterntakaful.com).



## FAQ: i-Get In Touch – Personal Profile Update

Need help? Please contact us



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



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



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