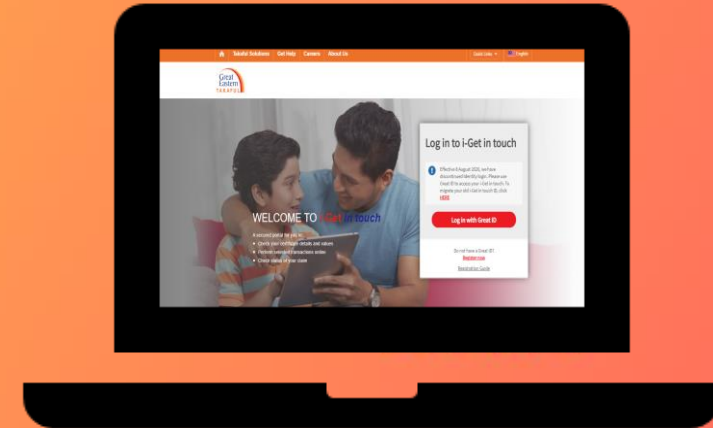


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch: VIEW CLAIM STATUS



FAQ: i-Get In Touch – View Claim Status

MAIN MENU

1. View Claim Status



2. Requirement to View Claim Status



3. Step-by-Step to View Claim Status



4. Technical Issues/Problem



5. Glossary



1. View Claim Status

1.1 What is View Claim Status?

View Claim Status is a new enhancement in customer portal whereby you can check the status of your submitted claim through i-Get In Touch.

1.2 Can I view the status for multiple claims?

Yes, the status will be provided for each claim submitted.

1.3 What are the status available?

The status for the claim that available in i-Get In Touch is Recent, Active and Closed.

2. Requirement to View Claim Status

2.1 What are the requirements for me to view the claim status?

Customer need to have:

1. Great ID
2. Claim submitted for Individual Takaful Plan as well as Employee Benefit Claims
3. List of claims submitted for certificate where Great ID is the Certificate Owner



3. Step-by-Step to View Claim Status

3.1 How to view the claim status in i-Get In Touch?

You can look for the 'How to View Claim Status' tutorial [here](#) or follow the path below:

Login IGIT > My Claim > Claim overview > View



4. Technical Issues/Problem

4.1 Will I be notified once the status is updated?

There will be no notification in IGIT upon claim status update. However, client will still receive SMS through mobile number once claim status is updated.

4.2 What is the duration for the claim record to be available in i-Get In Touch?

Record for settled claims are only showing up to 1 year from notification date.

4.3 What can I do if claim details screen shown as “Information not available at the moment”?





This might be due to our system downtime. The information shall be available once system is back online.



4. Technical Issues/Problem

4.4 What are the buttons under the Claims Overview meant for?

There will be three buttons under the claims overview which are Recent, Active and Closed. Refer the details as follows:

Buttons/Hyperlinks	Event
Recent 	Upon clicking, to display the list of claim where submission/reported/notification within the last 30 days.
Active 	Upon clicking, to display the active (processing in progress) claim list.
Closed 	Upon clicking, to display the closed (approved, declined, withdrawn) claim list.
View 	When claim status = Active or Close, user is able to view the claim detail. Upon clicking, routes user to Claim Details Page

5. Glossary

Item	Screen	Description
Recent	Claims Overview	Upon clicking, to display the list of claim where submission/reported/notification within the last 30 days.
Active	Claims Overview	Upon clicking, to display the active (Claim in Progress) claim list
Closed	Claims Overview	Upon clicking, to display the closed (Admit, repudiate, withdrawn) claim list
Submission/Reported Date	Claims Overview	Date of claim notified to Great Eastern Takaful
Event Date	Claims Overview	Date of claim event such as date of hospital admission, date of accident or date of death
Claims Reference No	Claims Overview	Unique number of claim submission
Certificate No	Claims Overview	Unique number of your Takaful Certificate
Product Name	Claims Overview	List of claim benefit plan and riders
Claim Status	Claims Overview	Claim Status defines what stage your claim is in at a given time. In i-Get In Touch, we have 2 claim status as below: - Active = Claim in Progress - Closed = Claim Settled/Closed
Action	Claims Overview	Contain hyperlink to view claim details. Upon clicking, routes user to Claim Details Page where user able to view claim details.
Claim No.	Claim Details	Unique number of claim submission
Alternative Claim No.	Claim Details	Unique number of Guaranteed Letter Number (Medical Claim specific)
Claim Type	Claim Details	Claim type defines type of Takaful coverage. In i-Get In Touch, list of claim type as below: - Accident - Critical Illness - Death - Medical - Hospitalization - Total Permanent Disability

Item	Screen	Description
Detailed Claim Status	Claim Details	Detailed claim status defines your claim status at a given time. - Claim In Progress : Assessment of claim is in progress - Admit : settlement benefits made using a Claim Form found to be valid by and in an amount approved by the Settlement Administrator - Repudiate : rejection of the request for claim - Withdrawn : withdrawal or cancellation of claim by claimant
Event Person Name	Claim Details	Name of Person Covered
Status Date	Claim Details	Date of last claim status update
Notification Date	Claim Details	Date of claim notified to Great Eastern Takaful
Event Date	Claim Details	Date of claim event such as date of hospital admission, date of accident or date of death
Pending Document Listing	Claim Details	List of claim supporting requested by GE entity to claimant
Payment Status	Claim Details	Defines the payment status at a given time. - Paid - Partially Paid - Unpaid
Payment Method	Claim Details	Defines the payment method at a given time. - GIRO (bank account transfer) - Cheque
Payment Date	Claim Details	Date of claim settlement successfully paid to payee
Incurred Amount	Claim Details	Amount of funds set aside for a claim is the sum of the expected settlement amount and any expenses incurred during claim settlement
GL Description	Claim Details	To indicate that this claim is cashless facility claim (Guaranteed Letter). Default value will be shown is 'PAYMENT TO HOSPITAL/CLINIC' if claim is provider/guaranteed letter claim.
Settlement Amount	Claim Details	Sum amount payable during claim settlement



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