

SERVICE GUIDE FOR LIFE INSURANCE

WHAT SERVICES CAN YOU EXPECT FROM OUR PERSONAL BANKERS/ BANK REPRESENTATIVES?

If you intend to purchase a life insurance product from our Personal Banker/ Bank representative, you can enjoy these value added services:

1. BEFORE YOU BUY A POLICY

Assist You in Choosing the Right Insurance Plan

- Go through with you the Customer Fact Find Form to understand your insurance needs and financial goals.
- Recommend suitable insurance plan after assessing your needs.

Explain Product Features

- Explain the product features, benefits payable, exclusions, premiums and charges.
- Provide Product Disclosure Sheet to assist you in making informed decision and to facilitate product comparison.

2. WHEN YOU DECIDE TO BUY A POLICY

Assist You With the Policy Application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.
- Provide information and assist in making a nomination to ensure policy moneys are received by your beneficiaries in the event of death.

Explain the Policy Terms And Conditions

- You may collect your policy document within 10 working days from our personal bankers/bank representatives.
- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased.
- However, if our personal bankers/bank representatives could not contact you, the policy document will be couriered to you after 10 working days and you can contact your personal bankers/bank representatives for any policy enquiries.

3. DURING THE TERM OF THE POLICY

Continuous Policy Servicing

- Assist in submitting your service requests to Great Eastern Life Assurance (Malaysia) Berhad, e.g. policy modifications, changes of address and frequency of premium payments.

Assist You In Making A Claim

- Assist in submitting your claim forms and documents to Great Eastern Life Assurance (Malaysia) Berhad.

If you have enquiries or require additional information, please feel free to contact OCBC Bank (Malaysia) Berhad's Customer Care Centre at 03-83175000 or Great Eastern Life Assurance (Malaysia) Berhad at 1300-1300 88.

Customer Portal for your Life Policy:

Please visit Great Eastern Life Assurance (Malaysia) Berhad's Customer Portal <https://econnect-my.greateasternlife.com> for online access to your policy information.

PANDUAN PERKHIDMATAN UNTUK INSURANS HAYAT

APAKAH PERKHIDMATAN YANG ANDA HARAPKAN DARI EKSEKUTIF KEWANGAN/ WAKIL BANK KAMI?

Jika anda ingin membeli produk insurans hayat daripada Eksekutif Kewangan/ wakil Bank kami, anda boleh menikmati perkhidmatan nilai tambah:

1. SEBELUM ANDA MEMBELI POLISI

Membantu Anda Memilih Pelan Insurans Yang Sesuai

- Meneliti kandungan Borang Pencarian Fakta Pelanggan untuk memahami keperluan insurans dan matlamat kewangan anda.
- Mencadangkan pelan insurans yang sesuai selepas menilai keperluan anda.

Menerangkan Ciri-Ciri Produk

- Menerangkan ciri-ciri produk, manfaat yang dibayar, pengecualian, premium dan caj-caj.
- Menyediakan Risalah Pemberitahuan Produk, untuk membantu anda dalam membuat keputusan yang tepat dan untuk memudahkan perbandingan produk.

2. APABILA ANDA MEMBUAT KEPUTUSAN UNTUK MEMBELI POLISI

Membantu Anda Dalam Permohonan Polisi

- Menerangkan kepentingan menjawab soalan-soalan di dalam borang cadangan dengan lengkap dan tepat.
- Menghantar permohonan untuk proses pengunderaitan selepas anda menandatangani borang permohonan.
- Mengatur untuk pemeriksaan kesihatan di salah satu klinik panel kami, jika diperlukan.
- Memaklumkan kepentingan membuat penamaan untuk memastikan manfaat yang perlu dibayar diterima oleh penama atau benefisiari anda sekiranya berlaku kematian.

Menerangkan Terma dan Syarat Polisi

- Anda boleh mengambil polisi dokumen anda dalam tempoh 10 hari bekerja, daripada eksekutif kewangan/wakil bank kami.
- Menerangkan terma dan syarat polisi kepada anda bagi memastikan ia merupakan pelan yang betul seperti yang anda beli.
- Namun, jika eksekutif kewangan/ wakil bank kami tidak dapat menghubungi anda, dokumen polisi akan dihantar kepada anda selepas 10 hari bekerja dan anda boleh menghubungi eksekutif kewangan/ wakil bank anda untuk sebarang pertanyaan polisi.

3. SEMASA TEMPOH POLISI

Perkhidmatan Polisi Yang Berterusan

- Membantu dalam mengemukakan permintaan perkhidmatan anda kepada Great Eastern Life Assurance (Malaysia) Berhad, cth. pengubahsuaian polisi, pertukaran alamat dan kekerapan pembayaran premium.

Membantu Anda Dalam Membuat Tuntutan

- Membantu dalam mengemukakan borang tuntutan dan dokumen kepada Great Eastern Life Assurance (Malaysia) Berhad.

Jika anda mempunyai sebarang pertanyaan atau memerlukan maklumat lanjut, sila hubungi Talian Pusat Khidmat Pelanggan OCBC Bank (Malaysia) Berhad di 03-83175000 atau Great Eastern Life Assurance (Malaysia) Berhad di 1300-1300 88.

Portal Pelanggan Untuk Polisi Hayat Anda:

Sila layari Portal Pelanggan Great Eastern Life Assurance (Malaysia) Berhad di <https://econnect-my.greateasternlife.com> untuk mengakses maklumat polisi anda secara dalam talian.