OCBC GE Credit Cards

Application Process - New Policy / New Business via e-Sub Sign-Up

START

(1) GE Agent to complete application form & supporting documents then SCAN & email the to SAC Sales Support Unit for In Principle Approval (IPA)process



(2) GE Agent to submit the GE policy proposal application via e-sub with OCBC GE credit card no: 5401 6299 9999 9999 and expiry date 12/17



(3) IPA approved, obtain completed income docs within 14 days.

Approved



(6) Customer to call OCBC Customer Service to activate the Card upon receiving



(5) OCBC will inform GE agent on the card approval status via email. OCBC will not call customer.

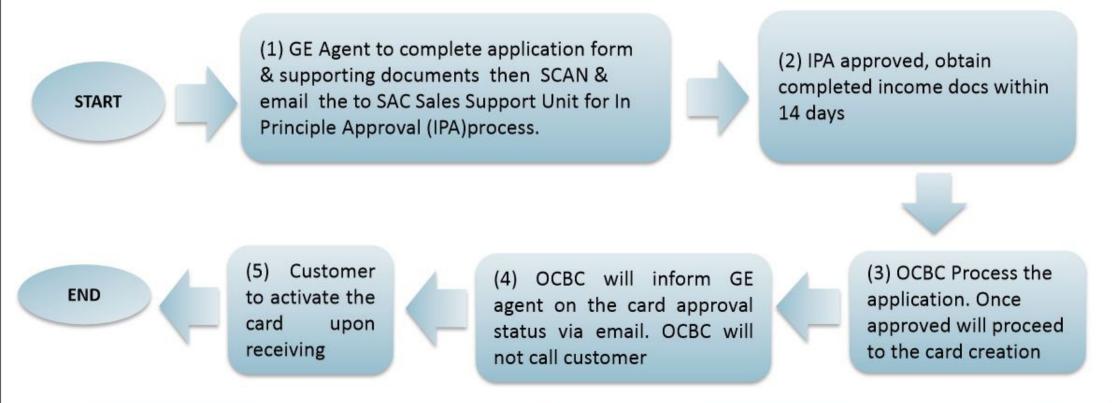


(4)OCBC to charge the premium amount on the OCBC GE card before card activated

<u>REJECTED</u> cases, OCBC will inform GE agent their client's card application is being rejected. If in the case of New Policy Sign-up, GE agent to ask their policyholder to use other payment mode to pay for their premium.

OCBC GE Credit Cards

Application Process - Existing Policyholder Sign-Up



Scenarios:

For existing policy holder who is currently paying monthly/quarterly/half yearly who would like to enjoy the Auto IPP, the policy can only be changed during the insurance premium anniversary to yearly mode to enjoy the 12 months 0% Auto IPP. Agent will have to engage Great Eastern cashier to change the payment mode to yearly and ensure that the payment goes through Auto Debit.

OCBC GE Credit Cards

How to "OPT IN" the Auto-IPP feature for existing GE cardholder?

START

Existing GE card holder to call OCBC contact center **03-83175000** to request to "OPT IN" for the Auto IPP feature



OCBC Contact Centre will perform BAU verification and confirm with the existing GE card holder on their Opt in Auto IPP and update in the system



The new OCBC GE Card holder <u>DO NOT</u> need to opt in for the Auto IPP feature.