

FAQs for Digital Travel Claims

QUESTION	ANSWER
1. I want to submit my claim in paper form. Can I still do that?	From 1 January 2019, QBE Hong Kong will only accept online travel claims.
2. How can I check the claim status after my online submission?	We will contact you via email or phone if further information is required to process your claim. Upon approval of your claim, you will receive an email notification. For enquiries, you may contact our Claims Services team at: claims.qihk@qbe.com / 28283133 (for bank customers) qbetravelclaimhk@qbe.com / 28778608 (for other customers)
3. Do I need to provide the original receipts and supporting documents to QBE Hong Kong or my agent or broker?	No. However, you should keep the original receipts and supporting documents for 90 days after your claim submission. During this period, QBE Hong Kong may request the original copies for auditing purposes.
4. Can I change the payee name to my family member?	Yes. You can choose to enter another payee name when you are submitting your claim online. Please note there may be a longer processing time if you wish the payment to be made to a different payee.
5. Is online claim submission available 24 hours 7 days a week?	Yes. You can access our digital Travel Insurance Claims platform on any device, any time.
6. Which file formats can I upload as supporting documents?	We accept a variety of formats: doc, docx, xls, xlsx, pdf, txt, jpg, jpeg, png, gif, avi, mpg, mp4, mov, wmv.
7. What should I do if I have selected a wrong claim type?	If this happens during the course of your online claim registration, you can click 'Back' at the top of the screen to correct. If your claim has already been submitted, please contact our Claims Services team at: claims.qihk@qbe.com / 28283133 (for bank customers) qbetravelclaimhk@qbe.com / 28778608 (for other customers)
8. If my expenses are in a foreign currency, should I report the amount in that foreign currency or HKD?	Please report the amount in its original currency as shown on your receipts / supporting documents.
9. If I need to register multiple claim types of the same trip, do I need to attach the same receipts and supporting documents each time?	Yes. As each claim type is processed individually, you will need to attach relevant receipts and supporting documents for each claim type to ensure it is handled in a timely and efficient manner.

QUESTION**ANSWER**

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| 10. What should I do if I forget my policy number? | Please contact your agent or broker, or QBE Hong Kong's Claims Services team at:
claims.qihk@qbe.com / 28283133 (for bank customers)
qbetravelclaimhk@qbe.com / 28778608 (for other customers) |
| 11. If the insured is under 18 years of age, can he/she make a claim? | Only a person of at least 18 years of age can file a claim.
A parent or guardian can submit the claim on his/her behalf. |
| 12. If QBE Hong Kong requires further supporting documents to process my claim, how will I be notified? | We will contact you via email if additional supporting documents are required to process your claim. Please simply reply to the email with the required documents. |
| 13. If my policy is a family plan or has multiple insured persons, does each individual need to submit their own claims? | No. Claims can be submitted either by the policy owner or the insured person. |
| 14. For children in a family plan, who would be the payee if they don't have a bank account? | The policy owner can be the payee. |
| 15. If my bank account is a joint account, what should I enter as the payee? | Please check your bank statement or card and enter the right payee name. |
| 16. What should I do if today is the deadline of my claim submission, but the system is down? | In the unlikely event that the system is unavailable, please continue to submit your claim online when the system is back in service. We will take this into account when processing your claim. |
| 17. Can my agent or broker submit an online claim for me? | Yes. Your agent or broker will be able to assist you with your online claim submission. |
| 18. Can I save my progress while registering a claim? | Yes. You can click 'Save For Later' at the bottom of the screen. Following that, you will receive an email with a URL which you can access to resume the claim registration at a later time. |
| 19. What should I do if I entered a wrong bank account number? | If this happens during the course of your online claim registration, you can click 'Back' at the top of the screen to correct.

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| 20. Can the payment be made to a credit card? | No. The payment can only be made to a bank account. |

QUESTION**ANSWER**

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21. After I submitted my claim, I realised I have another claim to register. Can I register another claim?
- Yes. Please submit a new claim online with relevant receipts and supporting documents.
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22. I realised I did not attach the right supporting documents when hitting 'Submit', how can I re-attach the file again?
- You can simply reply to your claim confirmation email and attach the correct supporting documents.
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23. Is there a maximum file size limit for supporting documents submitted online?
- The size limit of each file is 10MB.
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24. If I do not hear from QBE Hong Kong after submitting my claim, who should I contact to find out the status?
- Please contact our Claims Services team at:
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qbetravelclaimhk@qbe.com / 28778608 (for other customers)
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25. If I disagree with the amount paid to me, who should I contact?
- Please contact our Claims Services team at:
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