



Shop / Office Protection Package

QNECT RENEWAL

USER GUIDE

A step-by-step user manual to help you fully understand the Qnect Renewal functionality.

October 2019

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1.0 Login

1. Access the Qnect via web browser.
<http://www.intermediary.qbe.asia/Insurance.html>
2. Enter your username and password and click “Log In”.



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E INSURANCE

[CLICK HERE TO LOG IN](#)

Q-Tools
for intermediaries

Email Address

Password

Remember my username

[LOGIN](#)

QBE Qnect

Email Address

Password

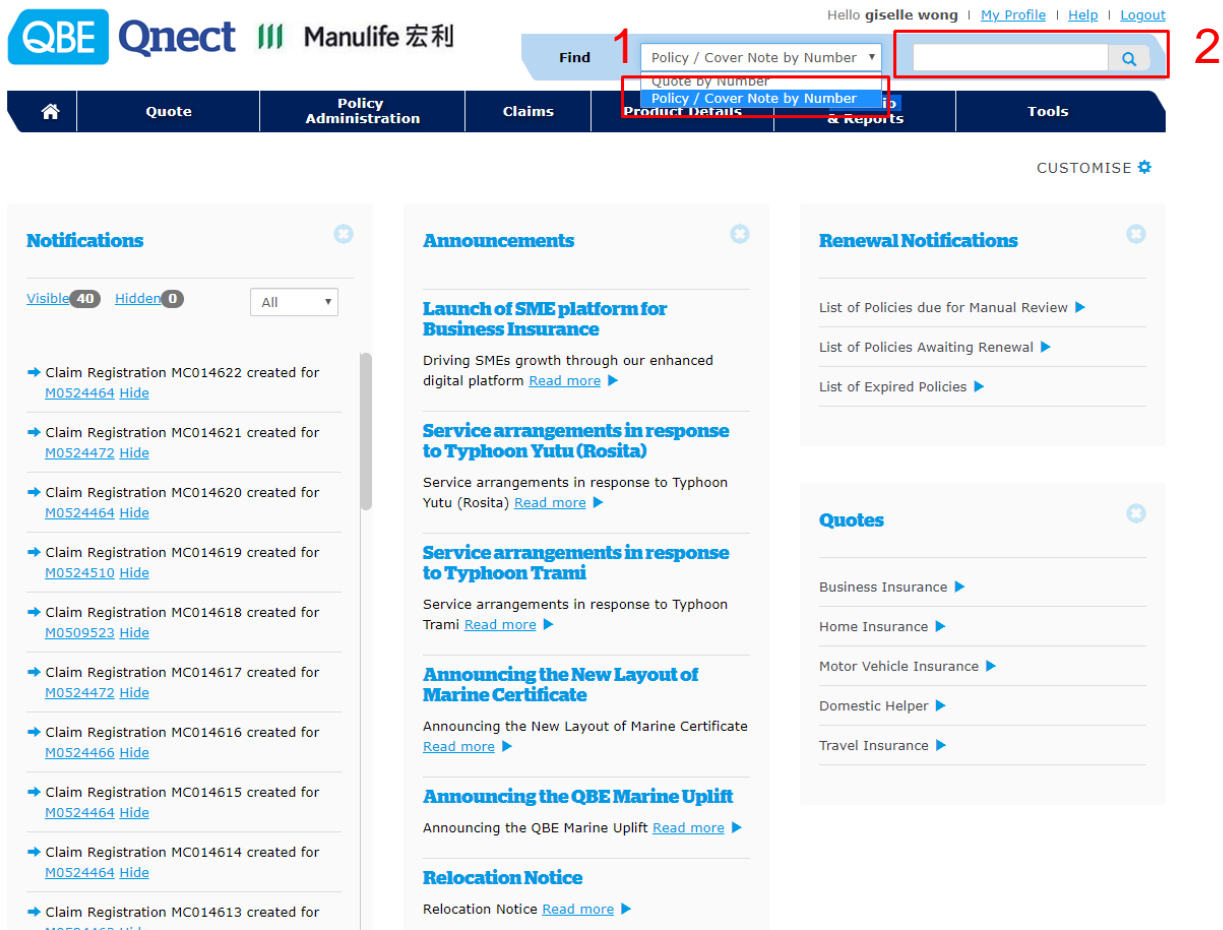
Remember my username

[LOGIN](#)

[Forgot Password?](#)

2.0 Search policy number

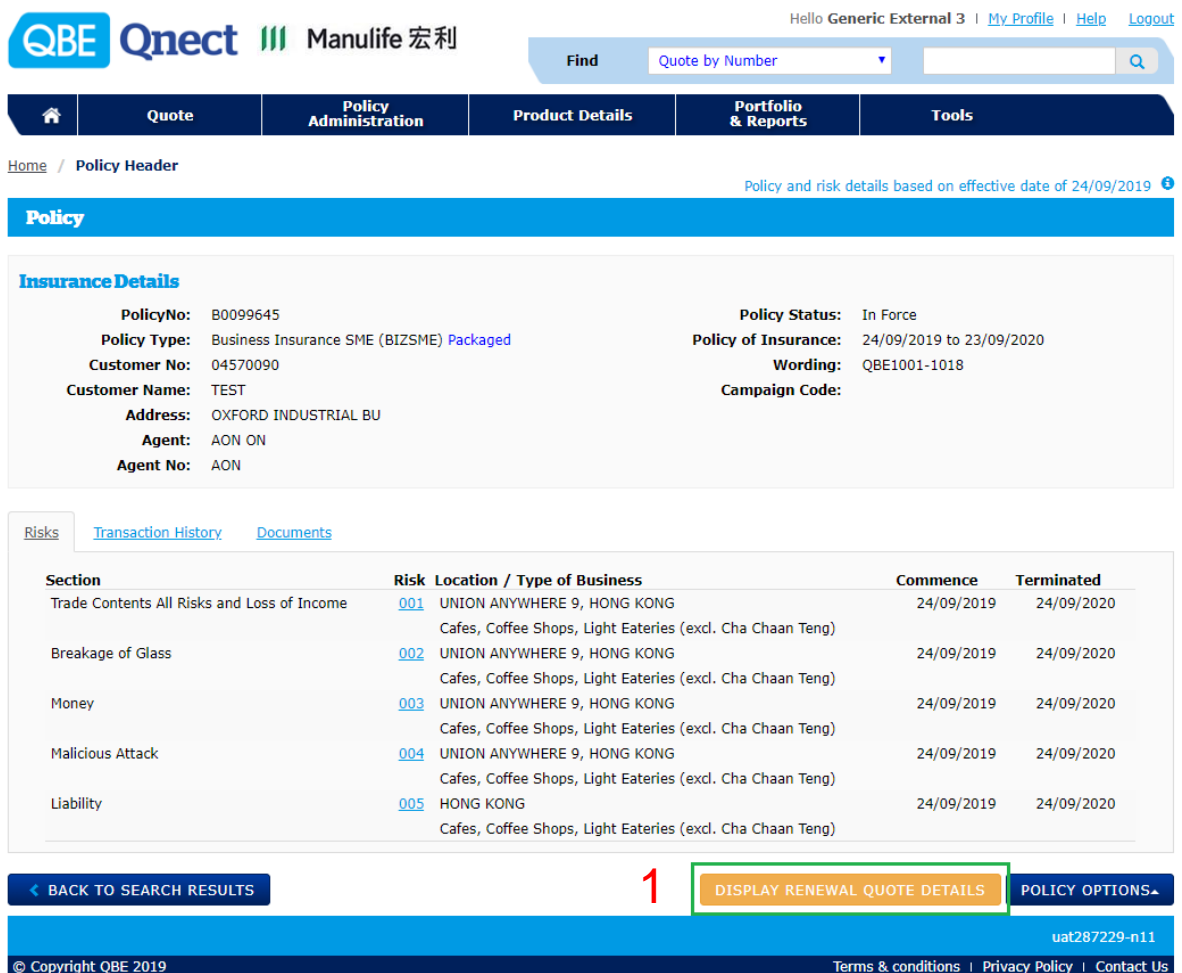
1. Select “Policy/Cover note by Number”
2. Enter the policy number



The screenshot displays the QBE Qnect user interface. At the top right, the user is identified as 'Hello giselle wong' with links for 'My Profile', 'Help', and 'Logout'. A search bar is highlighted with a red box and a red '1' next to it. The search dropdown menu is open, showing options: 'Quote by Number', 'Policy / Cover Note by Number', and 'Product Details'. The 'Policy / Cover Note by Number' option is selected and highlighted with a red box and a red '2' next to it. Below the search bar, a navigation menu includes 'Quote', 'Policy Administration', 'Claims', 'Product Details', 'Reports', and 'Tools'. The main content area is divided into three columns: 'Notifications' (listing claim registrations), 'Announcements' (featuring news about SME platform, typhoon response, and marine certificate layout), and 'Renewal Notifications' (listing policies due for manual review, awaiting renewal, and expired). A 'Quotes' section is also visible at the bottom right.

3.0 Full renewal for SME packages

1. Click “Display Renewal Quote Details”



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Find

Home / Policy Header Policy and risk details based on effective date of 24/09/2019 ⓘ

Policy

Insurance Details

Policy No: B0099645	Policy Status: In Force
Policy Type: Business Insurance SME (BIZSME) Packaged	Policy of Insurance: 24/09/2019 to 23/09/2020
Customer No: 04570090	Wording: QBE1001-1018
Customer Name: TEST	Campaign Code:
Address: OXFORD INDUSTRIAL BU	
Agent: AON ON	
Agent No: AON	

[Risks](#) | [Transaction History](#) | [Documents](#)

Section	Risk	Location / Type of Business	Commence	Terminated
Trade Contents All Risks and Loss of Income	001	UNION ANYWHERE 9, HONG KONG	24/09/2019	24/09/2020
		Cafes, Coffee Shops, Light Eateries (excl. Cha Chaan Teng)		
Breakage of Glass	002	UNION ANYWHERE 9, HONG KONG	24/09/2019	24/09/2020
		Cafes, Coffee Shops, Light Eateries (excl. Cha Chaan Teng)		
Money	003	UNION ANYWHERE 9, HONG KONG	24/09/2019	24/09/2020
		Cafes, Coffee Shops, Light Eateries (excl. Cha Chaan Teng)		
Malicious Attack	004	UNION ANYWHERE 9, HONG KONG	24/09/2019	24/09/2020
		Cafes, Coffee Shops, Light Eateries (excl. Cha Chaan Teng)		
Liability	005	HONG KONG	24/09/2019	24/09/2020
		Cafes, Coffee Shops, Light Eateries (excl. Cha Chaan Teng)		

[← BACK TO SEARCH RESULTS](#)
1
DISPLAY RENEWAL QUOTE DETAILS
[POLICY OPTIONS](#)

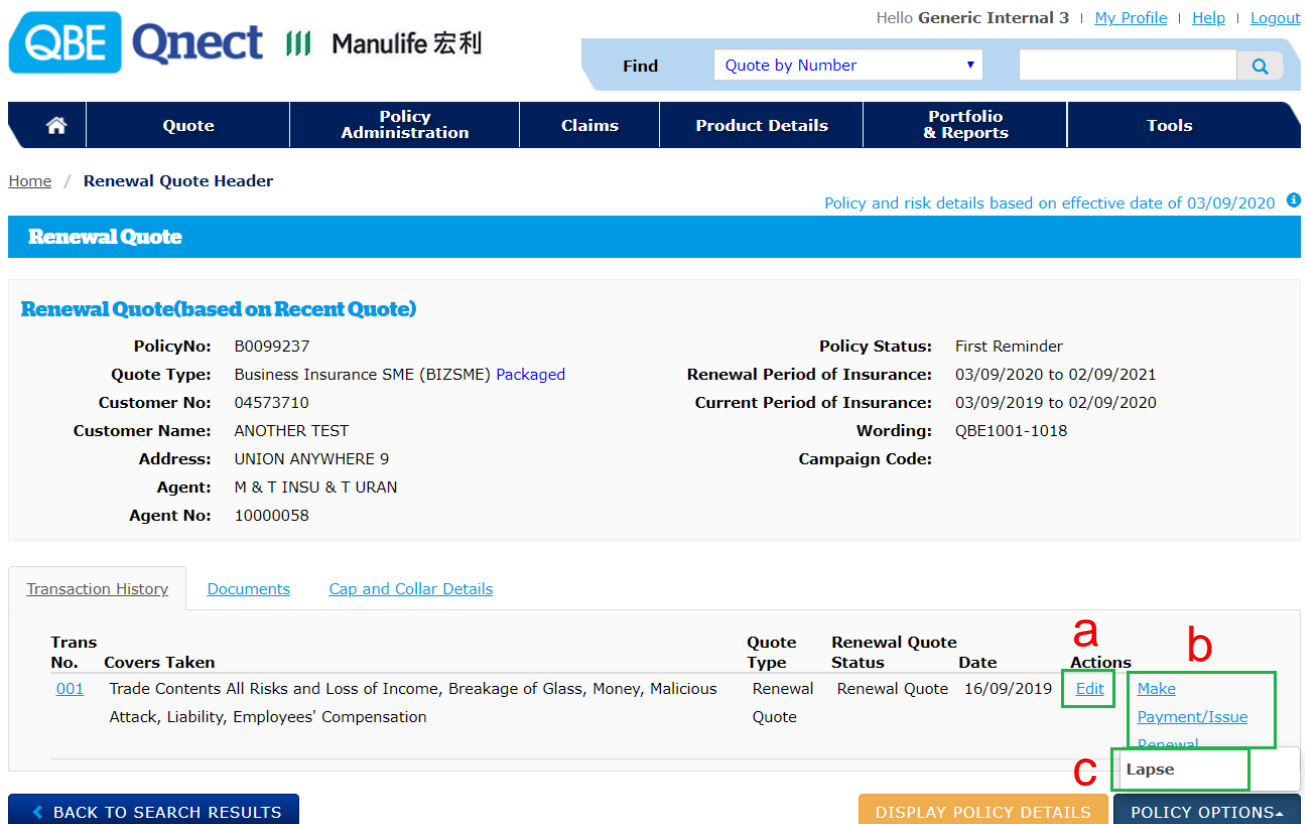
uat287229-n11

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3.1 Full renewal for SME packages

There are 3 actions you can take associated with your renewal transaction

- To **make changes to the renewal terms**, click “Edit”
- If there are **no changes required to the renewal terms**, then click “Make Payment/Issue Renewal”.
- If you wish to **Lapse the policy**, click “Policy Options” and then click “Lapse”.



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Hello Generic Internal 3 | [My Profile](#) | [Help](#) | [Logout](#)

Find

Home / [Renewal Quote Header](#) Policy and risk details based on effective date of 03/09/2020 ⓘ

Renewal Quote

Renewal Quote(based on Recent Quote)

PolicyNo: B0099237	Policy Status: First Reminder
Quote Type: Business Insurance SME (BIZSME) Packaged	Renewal Period of Insurance: 03/09/2020 to 02/09/2021
Customer No: 04573710	Current Period of Insurance: 03/09/2019 to 02/09/2020
Customer Name: ANOTHER TEST	Wording: QBE1001-1018
Address: UNION ANYWHERE 9	Campaign Code:
Agent: M & T INSU & T URAN	
Agent No: 10000058	

Transaction History | [Documents](#) | [Cap and Collar Details](#)

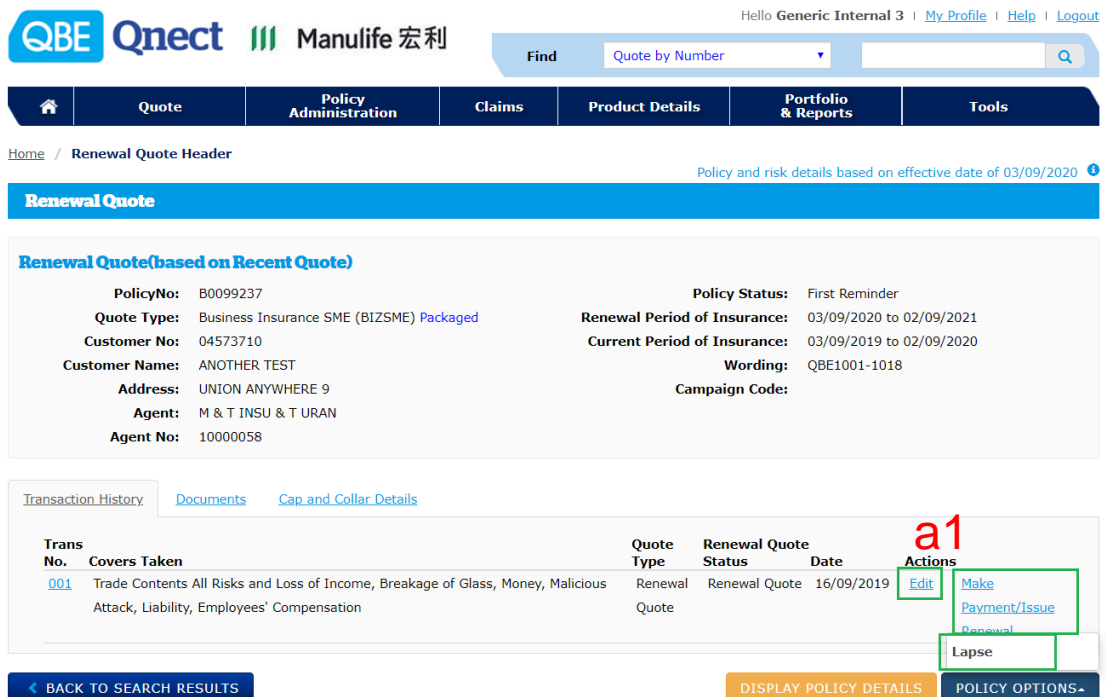
Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Renewal Quote Date	Actions
001	Trade Contents All Risks and Loss of Income, Breakage of Glass, Money, Malicious Attack, Liability, Employees' Compensation	Renewal Quote	Renewal Quote	16/09/2019	<div style="display: flex; gap: 10px;"> a Edit b Make Payment/Issue Renewal c Lapse </div>

[← BACK TO SEARCH RESULTS](#)
[DISPLAY POLICY DETAILS](#)
[POLICY OPTIONS](#)

3.2 Full renewal for SME packages

a. Make changes to the renewal terms

a1. Click “Edit”



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Find: Quote by Number

Home / Renewal Quote Header | Policy and risk details based on effective date of 03/09/2020

Renewal Quote

Renewal Quote(based on Recent Quote)

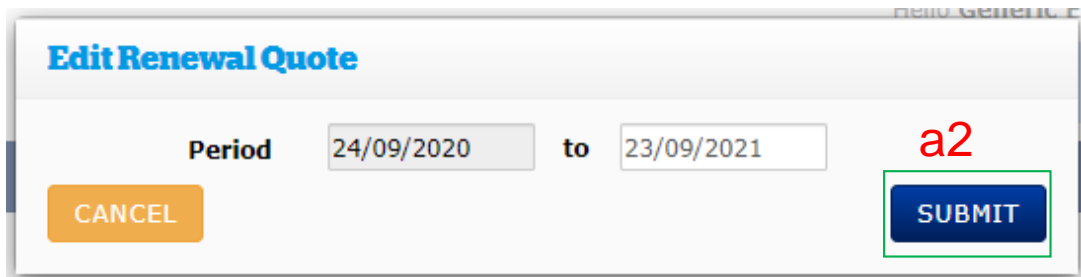
PolicyNo: B0099237	Policy Status: First Reminder
Quote Type: Business Insurance SME (BIZSME) Packaged	Renewal Period of Insurance: 03/09/2020 to 02/09/2021
Customer No: 04573710	Current Period of Insurance: 03/09/2019 to 02/09/2020
Customer Name: ANOTHER TEST	Wording: QBE1001-1018
Address: UNION ANYWHERE 9	Campaign Code:
Agent: M & T INSU & T URAN	
Agent No: 10000058	

Transaction History | Documents | Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Renewal Quote Date	Actions
001	Trade Contents All Risks and Loss of Income, Breakeage of Glass, Money, Malicious Attack, Liability, Employees' Compensation	Renewal Quote	Renewal Quote	16/09/2019	Edit Make Payment/Issue Renewal Lapse

[← BACK TO SEARCH RESULTS](#) | [DISPLAY POLICY DETAILS](#) | [POLICY OPTIONS-](#)

a2. You can change the Expiry Date to not less than 6 months or not more than 16 months from the Inception Date, and then press “Submit”



Edit Renewal Quote

Period: 24/09/2020 to 23/09/2021

[CANCEL](#) | [SUBMIT](#)

3.3 Full renewal for SME packages

a. Make changes to the renewal terms

a3. You can make any changes to the business and cover details

Please note: The Property questions were recently added. You MUST answer these 4 questions in order to proceed with your renewal quotation.

a3

Insured Location Address

Property factors Edit Clear

Building Age *

Construction Type *

Security System on Site *

Additional Fire Protection *

Description of Business

Annual Turnover *

Business Details

Business Type
Cafes, Coffee Shops, Light Teng)

Effective Date
24/09/2020

Inception Date
24/09/2020

Expiry Date
23/09/2021

Account
AON

Transaction
Renewal : 00099907

Trade Contents All Risks

Stock in trade and Goods in trust

Trade fixture, fittings & furniture, machinery, equipment

[Get quote](#)

Cover details

Covers	Sum Insured / Limits
Trade Contents All Risks	\$1,010,000
Loss of Income	\$500,000
Breakage of Glass	\$50,000
Money	\$30,000
Malicious Attack	\$100,000
Public Liability	\$10,000,000

3.4 Full renewal for SME packages


a. Make changes to the renewal terms

a4. For the 'Construction Type' question, **Mixed Construction** will trigger a referral and **Mixed construction including wooden** is a declined risk.

a5. A Referral Message will appear at the top and you will need to click "Refer to QBE".

Customer details

a4

 **Referral Messages Applicable to Intermediaries**
Please review Risk/s based on the following referral reasons:

- due to construction

Customer Type * Personal

Name *
[Long Name](#)

ID Number *

Title

Nationality HONG KONG

Phone Number

Email Address

Unit / Floor Number

Building Number and Name

Street Number and Name

District

Country * HONG KONG

[< Back](#) [Abandon](#)

a5

[Refer to QBE](#) [Save Quote](#)

3.5 Full renewal for SME packages

a. Make changes to the renewal terms

a6. The referral reason is already shown at the top.

a7. You must click the email of the Underwriter to refer this risk (there may be more than one underwriter).

a8: Click “Refer”

Referral Information

No cover is in place until we confirm acceptance.

a6 Referral Reason:
• due to construction

Select risk manual referral is applicable to Public Liability	Select Reason for Referral	<input type="button" value="Add"/>
Risk	Reason	

Please provide any other relevant information for QBE to consider when processing this referral.

a7 Refer to: (You may select multiple addresses).
 glenarvie.lizardo@qbe.com

a8

3.6 Full renewal for SME packages

a. Make changes to the renewal terms

a9. If no referral is required, you can proceed to the Summary screen, where you can add risks (e.g. additional location or Employees Compensation) or attach any relevant documents

a10. Click “Finalise” to save the changes

a9

Your summary

Business Insurance - Shop Protection Pack
Customer View - ON [Print](#)

Insured Location Address
UNION ANYWHERE 9, HONG KONG
[Actions](#)

Cover Section	Annual Premium	Premium Due	Levy	Total Due	
Trade Contents All Risks and Loss of Income	\$3,756.63	\$3,756.63	\$3.20	\$3,759.83	Actions
Breakage of Glass	\$300.00	\$300.00	\$0.26	\$300.26	Actions
Money	\$100.00	\$100.00	\$0.09	\$100.09	Actions
Malicious Attack	\$100.00	\$100.00	\$0.09	\$100.09	Actions
Public Liability	\$235.00	\$235.00	\$0.20	\$235.20	Actions
Policy Totals	\$4,491.63	\$4,491.63	\$3.84	\$4,495.47	

Attachments

Applicable to

File Name / Description

File

[BROWSE](#)
[ATTACH](#)

Applicable to	Date Attached	Description	File Name	Size in MB

[Back](#) [Abandon](#)
[Add Location](#) [Finalise](#)

Business Details

Business Type
Cafes, Coffee Shops, Light Eater (Teng)

Effective Date
24/09/2020

Inception Date
24/09/2020

Expiry Date
23/09/2021

Account
AON

Transaction
Renewal : 0009907

a10

3.7 Full renewal for SME packages

a. Make changes to the renewal terms

a11. Click “Make Payment/Issue Renewal” to select payment method (see section 5 for more details).

Business Type Select Cover Business Details Summary

Customer details

Customer Type * Personal

Name * ANOTHER TEST
[Long Name](#)

ID Number * 112233445566

Title

Nationality HONG KONG

Phone Number

Email Address

Unit / Floor Number

Building Number and Name UNION ANYWHERE 9

Street Number and Name

District

Country * HONG KONG

< Back Abandon

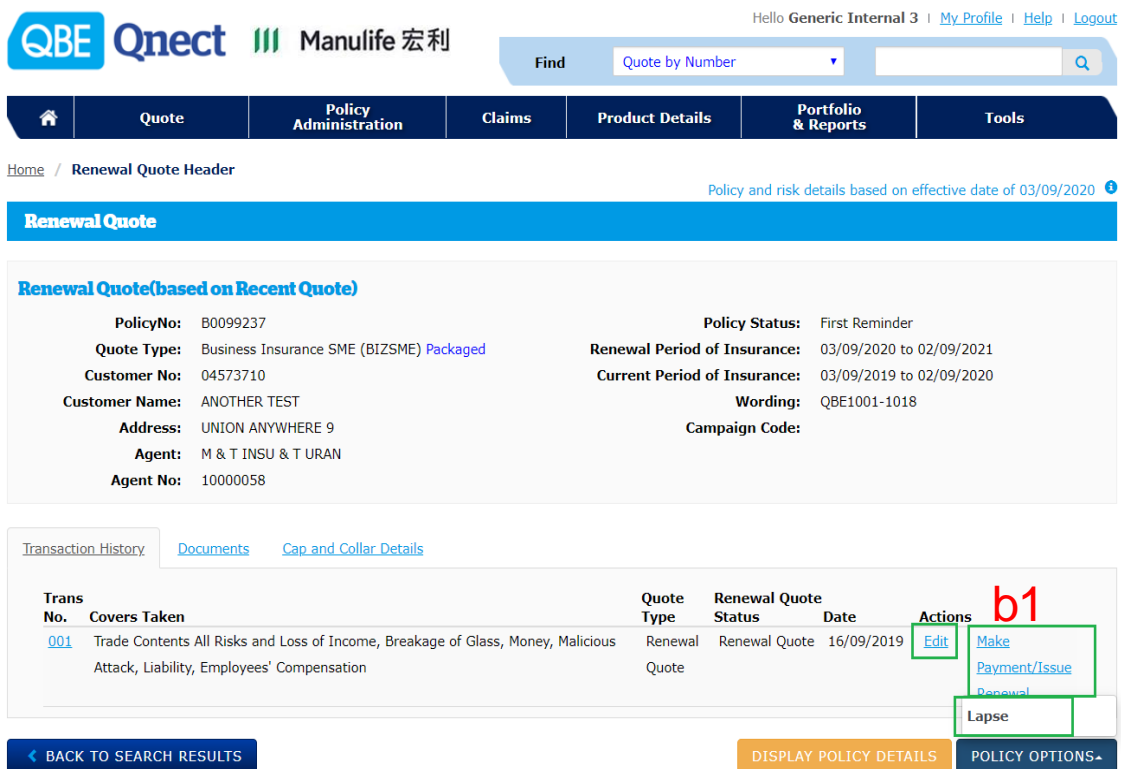
Save Quote Make Payment / Issue Renewal

a11

3.8 Full renewal for SME packages

b. No changes required to the renewal terms

b1. Click “Make Payment/Issue Renewal”



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Find Quote by Number

Home / Renewal Quote Header

Policy and risk details based on effective date of 03/09/2020

Renewal Quote

Renewal Quote(based on Recent Quote)

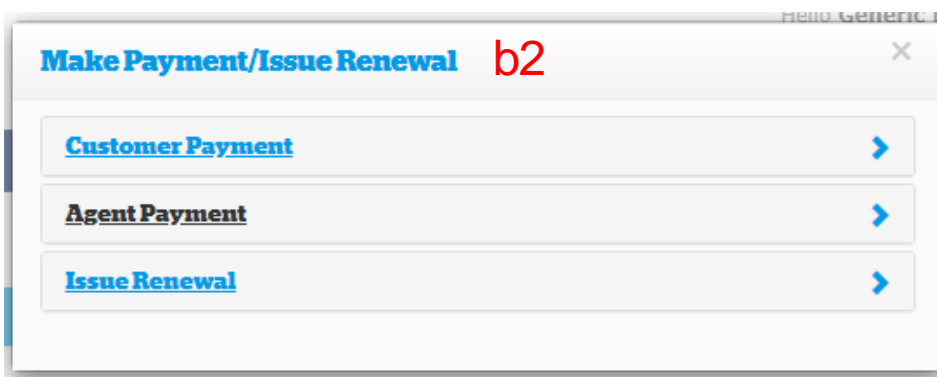
PolicyNo: B0099237	Policy Status: First Reminder
Quote Type: Business Insurance SME (BIZSME) Packaged	Renewal Period of Insurance: 03/09/2020 to 02/09/2021
Customer No: 04573710	Current Period of Insurance: 03/09/2019 to 02/09/2020
Customer Name: ANOTHER TEST	Wording: QBE1001-1018
Address: UNION ANYWHERE 9	Campaign Code:
Agent: M & T INSU & T URAN	
Agent No: 10000058	

Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Quote Date	Actions
001	Trade Contents All Risks and Loss of Income, Breakage of Glass, Money, Malicious Attack, Liability, Employees' Compensation	Renewal Quote	Renewal Quote	16/09/2019	Edit Make Payment/Issue Renewal Lapse

[BACK TO SEARCH RESULTS](#)
[DISPLAY POLICY DETAILS](#)
[POLICY OPTIONS-](#)

b2. Select Payment Method (see section 5 for more details).



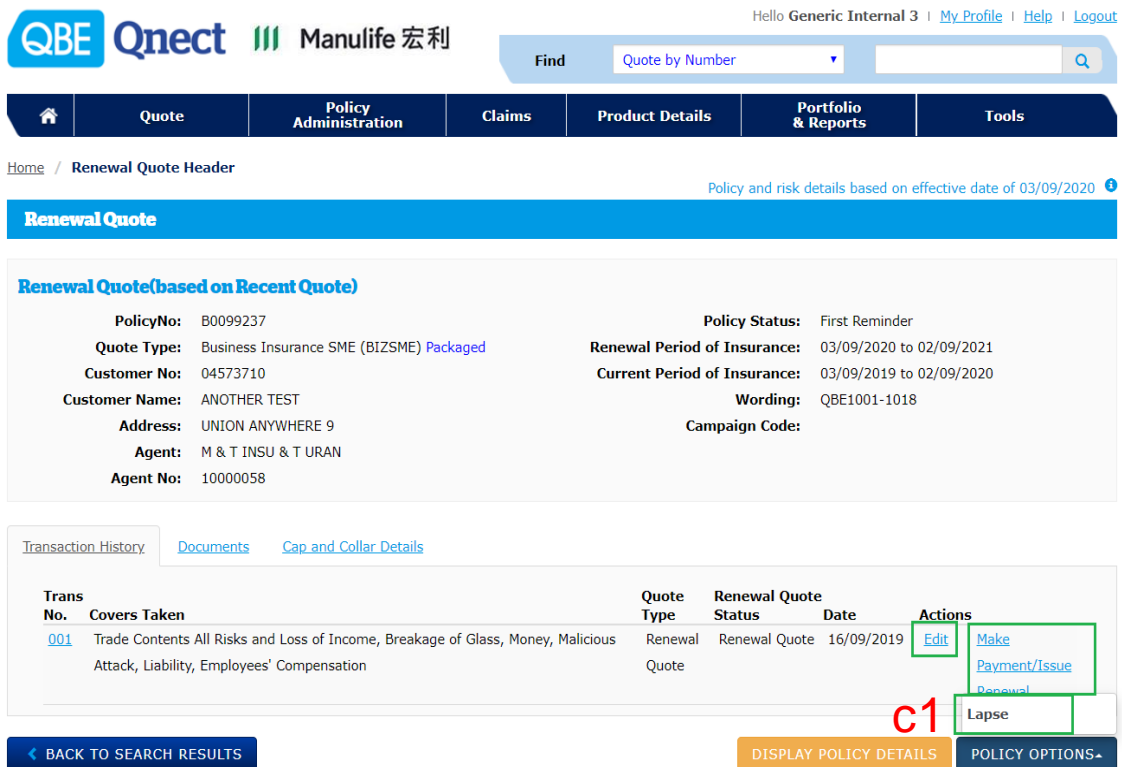
Make Payment/Issue Renewal

- [Customer Payment](#)
- [Agent Payment](#)
- [Issue Renewal](#)

3.9 Full renewal for SME packages

c. Lapse the policy

c1. Click “Policy Options” and then select “Lapse”



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Find Quote by Number

Home / Renewal Quote Header

Policy and risk details based on effective date of 03/09/2020

Renewal Quote

Renewal Quote(based on Recent Quote)

Policy No: B0099237
Quote Type: Business Insurance SME (BIZSME) Packaged
Customer No: 04573710
Customer Name: ANOTHER TEST
Address: UNION ANYWHERE 9
Agent: M & T INSU & T URAN
Agent No: 10000058

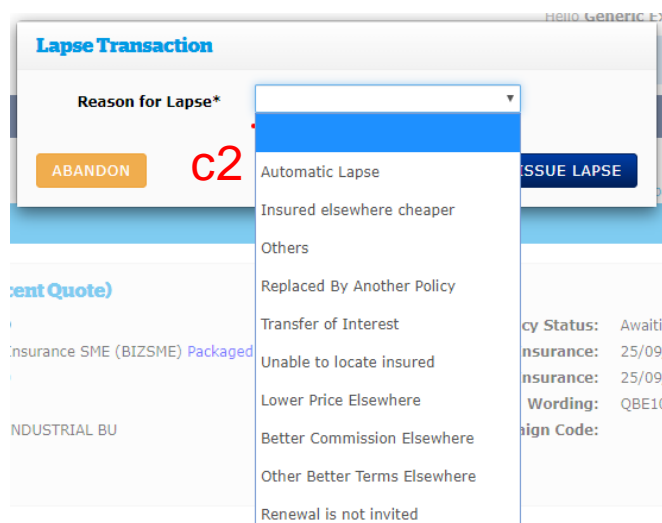
Policy Status: First Reminder
Renewal Period of Insurance: 03/09/2020 to 02/09/2021
Current Period of Insurance: 03/09/2019 to 02/09/2020
Wording: QBE1001-1018
Campaign Code:

Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Quote Date	Actions
001	Trade Contents All Risks and Loss of Income, Breakeage of Glass, Money, Malicious Attack, Liability, Employees' Compensation	Renewal Quote	Renewal Quote	16/09/2019	Edit Make Payment/Issue Renewal Lapse

[← BACK TO SEARCH RESULTS](#)
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[POLICY OPTIONS-](#)

c2. Select the Reason for Lapse then click “Issue Lapse”



Lapse Transaction

Reason for Lapse*

ABANDON

ISSUE LAPSE

- Automatic Lapse
- Insured elsewhere cheaper
- Others
- Replaced By Another Policy
- Transfer of Interest
- Unable to locate insured
- Lower Price Elsewhere
- Better Commission Elsewhere
- Other Better Terms Elsewhere
- Renewal is not invited

Policy Status: Awaiti
Insurance: 25/09/
Insurance: 25/09/
Wording: QBE10
Sign Code:

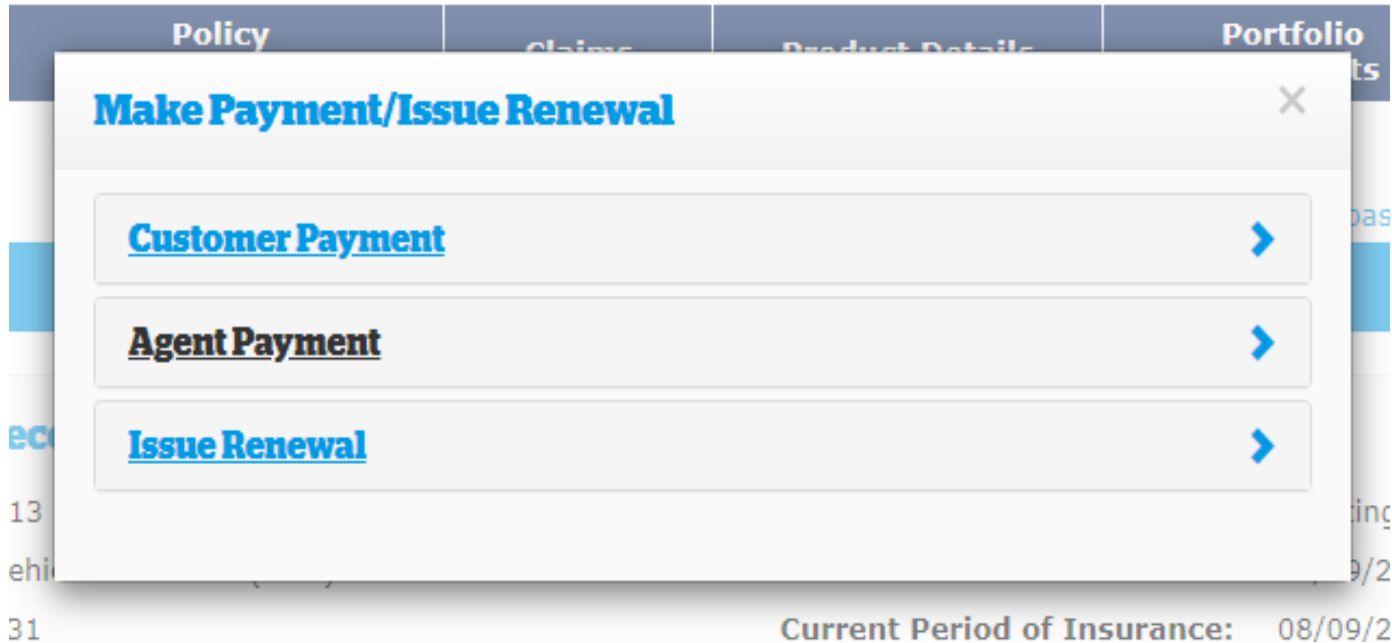
4.0 Payment Methods

There are total 3 payment options:

4.1 Customer payment

4.2 Agent payment

4.3 Issue renewal



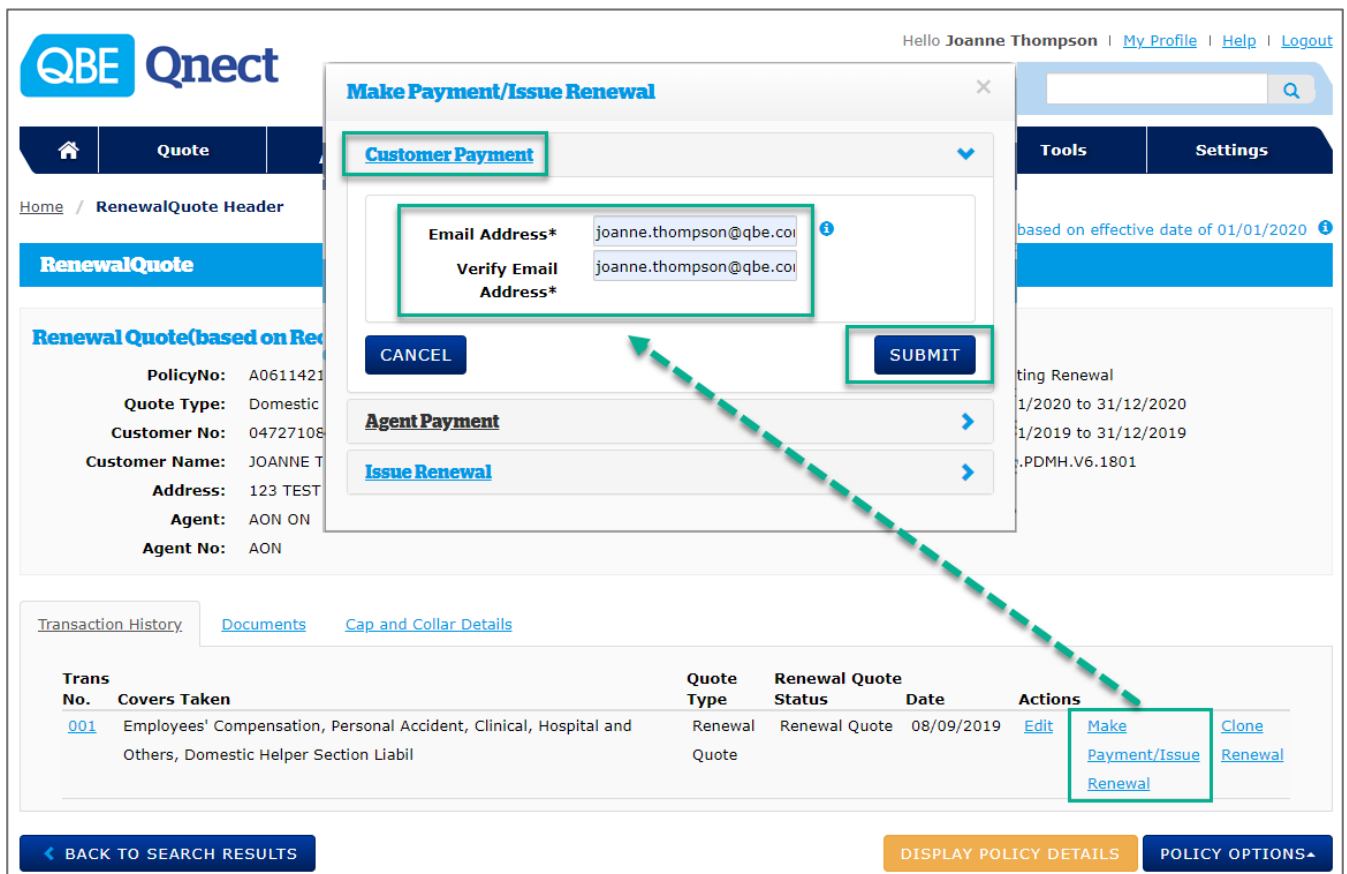
Make Payment/Issue Renewal X

- [Customer Payment](#) >
- [Agent Payment](#) >
- [Issue Renewal](#) >

Current Period of Insurance: 08/09/2

4.1 Option 1: Customer payment

- The payment request will allow the customer to make an online credit card payment (Mastercard/Visa).
- Policy documents will be sent directly to the customer following successful payment.



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Home / [RenewalQuote Header](#)

RenewalQuote

Renewal Quote(based on Renewal)

PolicyNo: A0611421
Quote Type: Domestic
Customer No: 04727108
Customer Name: JOANNE THOMPSON
Address: 123 TEST ST
Agent: AON ONLINE
Agent No: AON

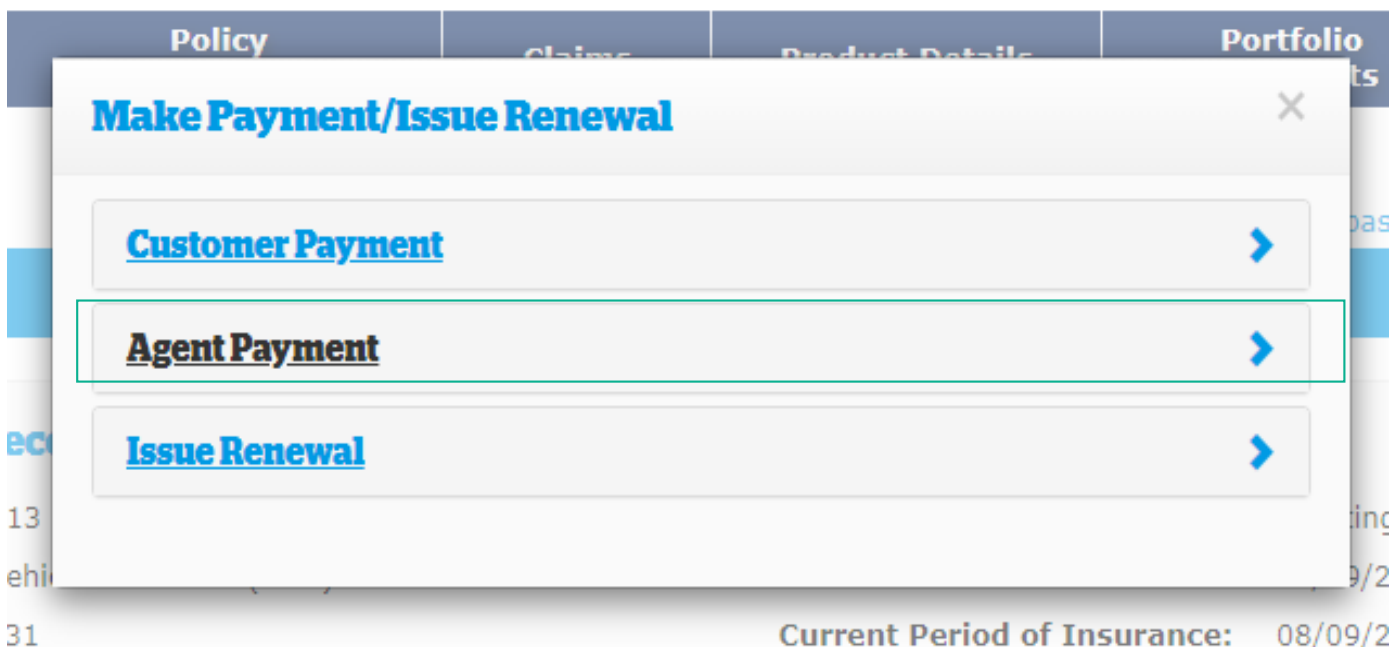
[Transaction History](#) | [Documents](#) | [Cap and Collar Details](#)

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Employees' Compensation, Personal Accident, Clinical, Hospital and Others, Domestic Helper Section Liabil	Renewal Quote	Renewal Quote	08/09/2019	Edit Make Payment/Issue Renewal Clone Renewal

[← BACK TO SEARCH RESULTS](#)
[DISPLAY POLICY DETAILS](#)
[POLICY OPTIONS](#)

4.2 Option 2: Agent payment

- You can pay by credit card (Mastercard /Visa).
- After the payment is made, you can send the policy documents to the customer via Qnect Documents tab.



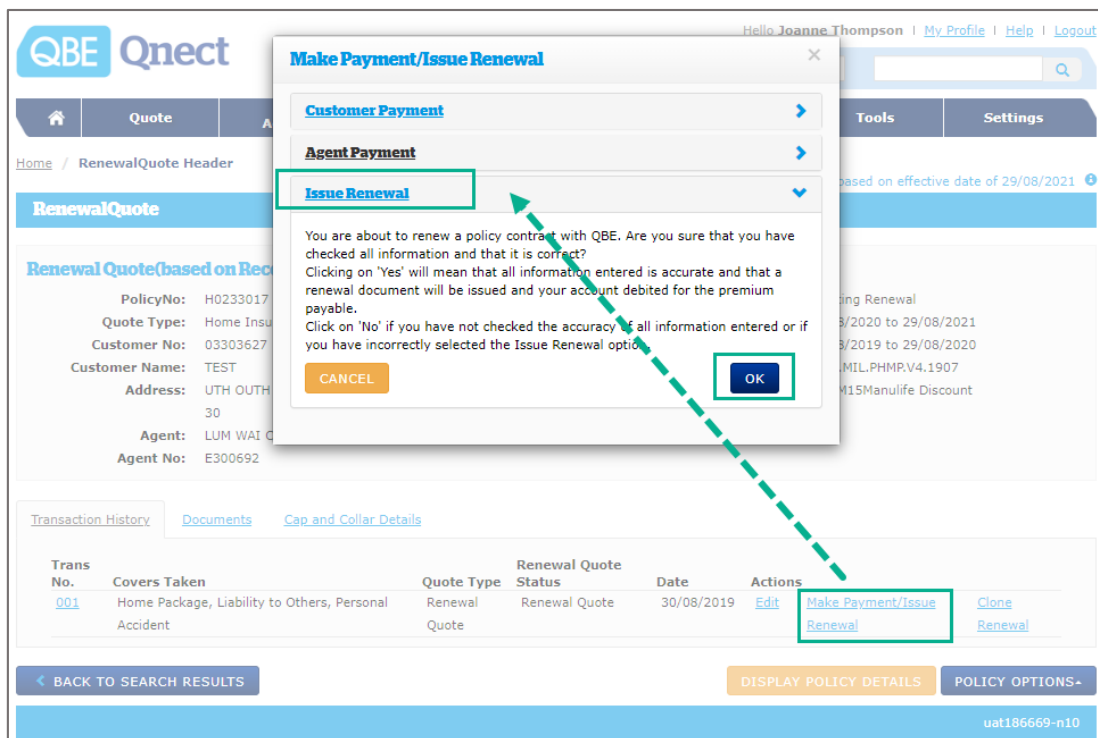
Make Payment/Issue Renewal [X]

- [Customer Payment](#) [>]
- [Agent Payment](#)** [>]
- [Issue Renewal](#) [>]

Current Period of Insurance: 08/09/2

4.3 Option 3: Issue renewal

- Issue Renewal via Credit Card Payment
- Click “OK” will mean that the policy will be renewed and your account debited for premium payable.
- After the payment is made, you can send the policy documents to the customer via Qnect Documents tab.



QBE Qnect

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Quote

Home / RenewalQuote Header

RenewalQuote

Renewal Quote(based on Rec

PolicyNo: H0233017
Quote Type: Home Insu
Customer No: 03303627
Customer Name: TEST
Address: UTH OUTH
30
Agent: LUM WAI C
Agent No: E300692

Tools Settings

based on effective date of 29/08/2021

ing Renewal
3/2020 to 29/08/2021
3/2019 to 29/08/2020
MIL.PHMP.V4.1907
M15Manulife Discount

Make Payment/Issue Renewal

Customer Payment
Agent Payment
Issue Renewal

You are about to renew a policy contract with QBE. Are you sure that you have checked all information and that it is correct?
Clicking on 'Yes' will mean that all information entered is accurate and that a renewal document will be issued and your account debited for the premium payable.
Click on 'No' if you have not checked the accuracy of all information entered or if you have incorrectly selected the Issue Renewal option.

CANCEL OK

Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Home Package, Liability to Others, Personal Accident	Renewal Quote	Renewal Quote	30/08/2019	Edit Make Payment/Issue Renewal Clone Renewal

BACK TO SEARCH RESULTS DISPLAY POLICY DETAILS POLICY OPTIONS-

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