

Making a motor claim just got Easier and Faster

Customers can now submit their Motor claims from any device, anytime, anywhere. **Making a claim is as easy as 1, 2, 3.**

1

Get the **Policy Number** ready

It is on customers' policy confirmation email/policy schedules

2

Have the **Supporting Documents** ready

We accept photos or scans

3

Submit a claim

Visit our website claims.qbe.com/hk/motor to submit a claim

What is in it for you?

- + More focus on business development, less administrative work
- + No need for handwritten forms and papers
- + No need to handle original documents

What is in it for your customers?

- + **Anytime, anywhere:** Accessible 24/7, from anywhere, on any device
- + **Reliability:** Documents are submitted online; no lost documents during delivery
- + **Eco-friendliness:** No more postage, paper forms, printing
- + **Instant tracking:** Online access to claim status, giving customers the control and visibility
- + **Fast validation:** Claims are assessed as soon as they are received
- + **Fast payment:** Payments are processed directly into customers' bank accounts



How can QBE Hong Kong help you?

We have created a comprehensive communication and support plan.

1. Issue a policy schedule and/or email with digital claims information to your customers when a policy is sold
2. Update our website and digital tools with the Digital Claims platform
3. Create a short instructional video to guide the customers
4. Train our customer service centre and prepare FAQs to answer any question that your customers may have

How can you inform your customers?

Please communicate to all your customers via email and/or SMS that the Digital Motor Claims will be available from **9 March 2020**.

What is the roll-out timeline?

RELEASE: **9 March 2020**

Digital claims will be available for everyone

Need more information?

Please contact your QBE Hong Kong distribution representative.

