Qnect enables end-to-end digital services for non-Qnect products!
Regardless it is a Qnect product or non-Qnect product, you can use Qnect as your single touch point to submit quotes, endorse, renew or cancel the policies.

Type of transactions for <u>Non-Qnect Products</u> supported on Qnect:

Endorsement

Cancellation

Quotation

Renewal

Quotation Dashboard

Let's click on above bubble ⭕ to find out more!

Create Quote

Personal Insurance | **Commercial Insurance**

Please ensure that you meet the following
requirement to apply for a SME insurance policy.

Employee < 200
Number of Employees
is less than 200

Step 1: Select Product

You can submit **one or more than one non-Qnect commercial products** per new business quotation for each customer.

This function is not applicable to renewal quote.

Instant Quote and Bind ⓘ

Business
Insurance SME

Request for Quote ⓘ

Contractors All Risk	Director's and Officer Liability	Fire	Property All Risk	Marine Cargo	Medical Malpractice	Freight Forwarders

Pleasure Craft	Group Personal Accident	Professional Indemnity	Product / Public Liability	Employees' Compensation

Besides sending email, you can also submit a quotation request through Qnect for non-Qnect products. This allows you to manage all your submitted quotes at one single point.

Next

Click Next to start quotation

Back to Menu

Fire

① Quote   ② Confirm   ③ Finish

Account Information

Hi TEST UAT2 INT, this is your account

Account Number
1234567

Step 2: Fill in Quote Details

You will have to fill in the quote details separately for each selected product.

1. Input account number

Quotation

Tell us more about the insured

Customer Name
Chan Tai Man

Search Existing Customer

2. Fill in the customer name. You can either search an existing customer or create a new customer

Period of Insurance
04/01/2021   to   03/01/2022

3. Fill in the period of insurance

Enter all relevant details for quotation below
Please provide the quotation of the following.....

4. Key in the relevant details for the quotation in the free-text field

File upload

Quotation form (download here) or any other relevant supporting documents (such as claims records). Max size per file 15MB

Add files +

Fire - Quotation Form.pdf 👁 ✕

5. Upload the files of supporting documents if required.

Next

Click Next to proceed

Back to Menu

Fire

① Quote ② Confirm ③ Finish

Confirm

Step 3: Submit Request for Quote

You can review and confirm the quote details before submission.

Account selection

Account number
1234567

Click on the edit icon ✏ to amend the quotation details if required.

Customer selection

Customer name
Chan Tai Man

Fire information

Period of insurance
04/01/2021 - 03/01/2022

Quote details
Please provide the quotation of the following.....

Uploaded documents
- Fire - Quotation Form.pdf

Submit Click Submit

Back to Menu

Step 4: Finish Reuqest for Quote

After submission, you can find the quotation number and link of your submitted request here.

QBE underwriter will follow up your submitted case accordingly. Our underwriters will contact you via emails for any updates or additional information required.

Quotation number will be automatically issued upon submission.

Reference number with prefix of **"GQ"** refers to **Quote Request.**

Fire

1 Quote   2 Confirm   3 Finish

Finished

✅ **Quotation Submitted**

Quotation Number GQ-HK15BE1

Click here to view the quotation request details

Check your previous quotation request

Quotation No.	Client Name	Product Type	Submission Date	Status	Status Change Date
GC-HK15BE2	ABC Company	Fire	04/01/2021	Pending Quotation	04/01/2021
GR-HK15BE4	ABC Company	Fire	04/01/2021	Pending Quotation	04/01/2021
GQ-HK14Z85	Chan Tai Man	Fire	30/12/2020	Pending Quotation	30/12/2020

View All

You can also view a full list of your previous quotation requests or other transaction requests.

Click **View All** to Quotation Dashboard for a full list of submitted quotations and other transaction requests

Quotation Document
If the quotation is ready by QBE underwriter, you can download the document here.

Step 5: View Quote Details
By clicking the quotation number link, you can view the submitted quotation details here.

Quotation

Quotation Documents

No document available

Quotation Summary
From here you can find the quotation summary such as status, product, insured person and insurance period.

Quotation no.: GQ-HK15BE1

Status: Pending Quotation

Product
Fire

Insured
Chan Tai Man

Period of Insurance
04/01/2021 to 03/01/2022

Submit Change

Correspondence

Date	Subject
04/01/2021	Quotation Request
04/01/2021	Fire - Quotation Form

Submit change to Underwriter ✕

Change Details

Send to
smartqcuwuathkg@qbe.com

Cc to

Subject
QBE Quotation - Fire - Chan Tai Man

Message
I'd like to make the following change in the quotation..|

File upload

📄 (Add files +)

Send

Submit Change
You can submit change on your quotation request by clicking here.

Correspondence
From here, you can download and view your initial quotation request, the submitted documents, and the correspondence with QBE underwriters.

Policy Details

Policy No. F0123456
Fire (FFF)

Status ✓ In Force
Insured Period 📅 27/01/2020 to 26/01/2021

Policy Options ⌃

1	Endorsement
2	Cancellation
3	**Renewal**
	Lapse
	New Claim

Click on each policy option to learn more

Policy Details

Insured	Address
ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON

Documents ⟳

Transaction Type (Expand/Collapse)	Effective Date	Document Type
Renewal Issue	27/01/2020	
Renewal Issue	27/01/2019	
New Business Issue	27/01/2018	

Endorse/Renew/Cancel

You can now endorse, renew or cancel a non-Qnect product policy on the Policy Header page.

Claims	**Transaction History**	**Risks**

Claim No.	Date of Submission	Risk Type	Paid Amount	Outstanding Amount	Total Incurred Amount	Status

Endorsement

Policy No.	Policy Type	Client Name	Address	Period of Insurance	Policy Status
F0123456	Fire	ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON	27/01/2020 - 26/01/2021	✅ In Force

Endorsement Information

Effective Date

1. Indicate the effective date of the endorsement

Effective Date
04/01/2021

Please provide details of the changes you wish QBE to endorse

Relevant Information
Please change the address of the insured person as following....

2. Fill in the details of changes you wish QBE to endorse

File Upload

Only .jpe and .pdf files. 15MB max file size.

Add files +

3. Upload supporting documents if required.

Cancel   Submit

4. Click Submit

Click here to return to Policy Header

Confirmation ✕

Please confirm the changes you want QBE to endorse

Effective Date
04/01/2021

Relevant Information
Please change the address of the insured person as following....

File Uploaded
No document

Cancel   Confirm

5. Review and confirm the request

⊘ Endorsement Details Submitted ✕

Your changes have been submitted.

Reference Number: GE-HK15BE2
Please note your request is subject to underwriting approval.

OK

6. Your request is referred to underwriter for approval. A reference number is generated here for you to track the progress.
Reference number with prefix of **"GE"** refers to **Endorsement Request.**

Confirm Renewal ✕

If you wish to continue renewing this policy with no changes on risks or terms and conditions, select REQUEST FOR RENEWAL WITHOUT CHANGES.

Otherwise, if there are any changes required to the policy, select REQUEST FOR RENEWAL WITH CHANGES.

[Request for Renewal with Changes]   [Request for Renewal without Changes]

For non-Qnect product policy that one-click renewal is not available, you can request renewal here by choosing to **renew the policy with changes** or **without changes**

Renew Policy with Changes

Policy No.	Policy Type	Client Name	Address	Period of Insurance	Policy Status
F0123456	Fire	ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON	27/01/2020 - 26/01/2021	✅ In Force

Renewal Information

Please outline the changes you wish to make to the policy for renewal.

Relevant Information
I'd like to renew the policy with the following change....

File Upload

Only .jpe and .pdf files. 15MB max file size.

[Add files +]

[Cancel] [Submit]

Renew Policy without Changes

Policy No.	Policy Type	Client Name	Address	Period of Insurance	Policy Status
F0123456	Fire	ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON	27/01/2020 - 26/01/2021	✅ In Force

Renewal Information

Please outline the changes you wish to make to the policy for renewal.

Relevant Information
Dear QBE, please renew this policy per the renewal terms.

File Upload

Only .jpe and .pdf files. 15MB max file size.

[Add files +]

[Cancel] [Submit]

- If "Request for Renewal with Changes" is selected, you should outline the changes you wish to make to the policy for renewal.
- If "Request for Renewal without Changes" is selected, the policy will be renewed with no changes on existing risks or terms and conditions. Renewal information will be populated by default.

Go Next »

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Renew Policy with Changes

Policy No.	Policy Type	Client Name	Address	Period of Insurance	Policy Status
F0123456	Fire	ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON	27/01/2020 - 26/01/2021	✅ In Force

Renewal Information

Please outline the changes you wish to make to the policy for renewal.

Relevant Information
I'd like to renew the policy with the following change....

1. Outline the changes or condition you wish to make to the policy for renewal

File Upload

Only .jpe and .pdf files. 15MB max file size.

2. Upload supporting documents if required.

Add files +

Cancel   Submit

Click here to return to Policy Header

3. Click Submit

Confirmation

Please review and confirm the changes you wish QBE to make for the policy renewal

Relevant Information
I'd like to renew the policy with the following changes:

File Uploaded
No document

Cancel   Confirm

4 Review and confirm the request

Change Request Submitted

Your changes have been submitted.

Reference Number: GR-HK15BE4
Please note that your request is subject to underwriting approval.

OK

**5. Your request is referred to underwriter for approval. A reference number is generated here for you to track the progress.
Reference number with prefix of "GR" refers to Renewal Request.**

Cancellation

Policy No.	Policy Type	Client Name	Address	Period of Insurance	Policy Status
F0123456	Fire	ABC COMPANY	XYZ BUILDING, 123 NATHAN ROAD, KOWLOON	27/01/2020 - 26/01/2021	✅ In Force

Cancellation Request

Effective Date

Effective Date
04/01/2021 📅

Please provide the rationale for your cancellation request

Relevant Information
My client want to cancel the policy because of the following reason....

File Upload

Only .jpe and .pdf files. 15MB max file size.

Add files +

Cancel   Submit

1. Indicate the effective date of the policy cancellation

2. Fill in the reasons for the cancellation request.

3. Upload supporting documents if required.

4. Click Submit

Click here to return to Policy Header 👆

Confirmation

Please confirm the cancellation details

Effective Date
04/01/2021

Relevant Information
My client want to cancel the policy because of the following reason...

File Uploaded
No document

Cancel   Confirm

5. Review and confirm the request

✓ Change Request Submitted

Your changes have been submitted.

Reference Number: GC-HK15BE2

Please note that your request is subject to underwriting approval.

OK

6. Your request is referred to underwriter for approval. A reference number is generated here for you to track the progress.
Reference number with prefix of **"GC"** refers to **Cancellation Request.**

Quotation Dashboard

Standard Quotes Tab

For standard quotes you created for **Qnect products**, you can search the quote records here

Negotiated Quotes Tab

For any quotes or requests referring to underwriters for **non-Qnect products**, you can search the quotes or other transaction requests in this tab

Standard Quotes	Negotiated Quotes

Click here to switch to **Negotiated Quotes search tab**

Quotation search by

You can search the standard quotes by **customer, quote no. or product type**

○ Customer   ● Quote Number   ○ Product Type

Quote Number
00239822

Search

☐ Include Expired Quotes

Or search by any **keywords**, such as partial client name, policy type, status, etc.

Recent Records

Q Search / Filters

By clicking the quote number link, you can view the **policy quote details**

Quote Number	Client Name	Policy Type	Status	Expires
00239822	TESTING1	Motor Vehicle Insurance (MVA)	✓ Issued	17/11/2021

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Consolidated Dashboard

The search of standard quotes (for Qnect products) and negotiated quotes (for non-Qnect products) are combined into Quotation Dashboard.

Quotation Dashboard

Standard Quotes | **Negotiated Quotes**

Click here to switch to **Standard Quotes search tab**

Quotation search by

Account Number	Start Date	End Date	
1234567			Search

Recent Records

All | Pending | Completed   🔍 Filter

Show 10 ⌄ Entries

⚠ Escalated for processing   👤 Agent Action   💬 QBE Action

By clicking the reference link, you can view the quotation and other transaction request details:
- Prefix of GQ : Quote Request
- Prefix of GE : Endorsement Request
- Prefix of GR : Renewal Request
- Prefix of GC : Cancellation Request
- Prefix of GREF: Referral

Quotation No.	Client Name	Product Type	Submission Date	Status	Status Change Date
⌃ GQ-HK15BE2	Chan Tai Man		04/01/2021		
GQ-HK15BE3	Chan Tai Man	Employees' Compensation	04/01/2021	💬 **Pending Review**	04/01/2021
GQ-HK15BE4	Chan Tai Man	Property All Risk	04/01/2021	💬 **Pending Review**	04/01/2021
GQ-HK15BE1	Chan Tai Man	Fire	04/01/2021	💬 **Pending Review**	04/01/2021
GC-HK15BE2	ABC Company	Fire	04/01/2021	💬 **Pending Review**	04/01/2021
GR-HK15BE4	ABC Company	Fire	04/01/2021	💬 **Pending Review**	04/01/2021
GE-HK15BE2	ABC Company	Fire	04/01/2021	💬 **Pending Review**	04/01/2021

Negotiated Quotes Tab

This search page consolidates all quotation, endorsement, renewal, and cancellation requests referring to underwriters.

Check the quotation or request status instantly from here. Types of status include:

- **Pending Review** – Request is being reviewed by underwriters. Once the review is completed, you will be notified by email with the response and status update.
- **Pending Document Issuance** – Request is awaiting underwriters to issue document.
- **Policy Issued** – Request is completed with policy issued.
- **Quotation Issued** – Quotation has been issued. You can view and download the quotation document from the reference link
- **Information Required** – QBE underwriters require additional information to proceed the request. You will receive an email to ask for further information.
- **Declined by Client** – Request/ Quote is declined by client
- **Declined by QBE** – Request/ Quote is declined by QBE underwriter. Please refer to the reject reason from the reference link.
- **Archived** – Request is obsolete and archived.
- **Converted** – Request is converted to another case type after clarification with requester.

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