

Negotiated Quote Submission & Dashboard

Q1: What does negotiated quote mean? What products require negotiated quote?

A1: Negotiated quote means that the quotation has to be manually reviewed and handled by our underwriters. For non-Qnect products that Quote and Bind is not available on Qnect yet (mainly commercial line products), you may have to submit a negotiated quote request. Currently you can send your quote requests to our Central Mailbox, and now you can also submit it via Qnect.

	Personal					Commercial		
	Domestic Helper	Home Content	Private Motor	Personal Accident	Single Travel	Business Solution	SME	Others
Create Quote								
Quote & Bind	✓	✓	✓	✓	✓	✓	✓	
Negotiated Quote								✓

Q2: How many products can I submit per quotation request?

A2: Maximum of 3 products can be chosen per request for the same customer. For example, you can create a quote of Fire + Property All Risk + Employees' Compensation at the same time for one customer.

Q3: Is there a time limit for me to register a quote on Qnect? Can I save my progress before submission?

A3: Currently, the timeout limit for Qnect session is about 1 hour. Save function is not available on Qnect quote submission at the moment.

Q4: How do I know I have submitted all required information for negotiated quote in Qnect?

A4: If you are not sure what information or documents you should submit, you can download the Quotation Form on the first page of Create Quote for your reference, or contact our Relationship Manager for more information.

Q5: I've missed out some key information or supporting documents/ made mistakes at my first quotation submission. How can I make changes or re-submit the correct files?

A5: There are two ways to submit changes:

- 1) Go to the quotation and click the "**Submit Change**" to submit changes or re-attach files;
- 2) If our underwriters found that you missed out any supporting documents in the first submission, they will contact you through email to ask for supplementary information. In this case, you can reply their emails directly as usual with revised document or change details. The conversations and attachments in this email thread will be tracked under your quotation record in Qnect.

Q6: Can I read the quotation details in my first submission?

A6: No. The details of first submission or changes won't be displayed on Qnect at this stage. This feature is under development for the subsequent phase.

Q7: How do I check the quotation status?

A7: **For Qnect Quote & Bind Products** - If you look for the quotation via Quote Search, the latest status is displayed under the quotation details.

Transaction History		Documents			
Trans No.	Covers Taken	Quote Type	Quote Status	Date	Actions
001	Personal Accident	Quick Quote	Issued	22/08/2020	Edit Convert to Full Binding Quote Clone

For non-Qnect Products - You can go to **New Quote > Quotation Dashboard** to look for a full list of quotation, where you can see a full list of negotiated quotes with status and the last status change date.

Show 10 entries

Quotation No.	Client Name	Product Type	Submission Date	Status	Status Change Date
QQ-HK14QZ1	Testing	Medical Malpractice	21/08/2020	Pending Quotation	21/08/2020

Q8: How can I escalate to speed up my quotation request?

A8: Our system will automatically escalate the long pending quote requests for priority processing. You can see the status changed into red colour in such case. Else, you can contact our Relationship Manager to ask for priority handling if it is urgent.

Q9: Can we still send enquiries through email to Central Mailbox?

A9: Yes. Negotiated Quote provides you an alternative channel to get in touch with QBE, but we still welcome you to reach out via our Central Mailbox.

Q10: Are only cases created on Quote requests be shown on the Qnect Quotation Dashboard?

A10: No, all quote requests submitted through Qnect or Central Mailbox will be shown on the Qnect Dashboard.

Q11: Do I have to choose the Account Number on the Quotation Dashboard?

A11: Yes, when you are on the Quotation Dashboard, you have to first select the associated customer accounts under your Qnect account to display the details.

Q12: If my Qnect account is suspended/ I forgot the password / the system is down, how can I submit the information and documents without login my Qnect account?

A12: In case you cannot login to your Qnect account, you can still submit your information to us to our Central Mailbox.

- Please send it to underwriting.agency@qbe.com

Pay Fast

Q1: Can I use Pay Fast to send the payment link for quote and policy?

A1: No, policy number must be provided instead of quotation number for Pay Fast. Pay Fast is only applicable to issued policies, and it allows you to collect outstanding payment during endorsement as well.

Q2: How long will the payment link stay valid?

A2: The link will stay valid for 30 days from the sent date. It is also indicated in the email to customer.

Q3: Does the payment link remain valid if the payment was made?

A3: No, the used link will become invalid after the payment is done. When the client clicks on the link again, a message will be shown to inform that the payment has been completed already.

Q4: How can I change the payment amount if payment link has been sent to client?

A4: The payment amount cannot be changed once the link is sent. You may have to issue a new payment link with correct amount and inform your client to pay using the new link and ignore the old one. The old link will expire automatically after 30 days.

Q5: How do I find my payment status?

A5: You can go to **Agent Payment Dashboard > Adhoc Payment Flow Monitor** where you can check the payment status.
