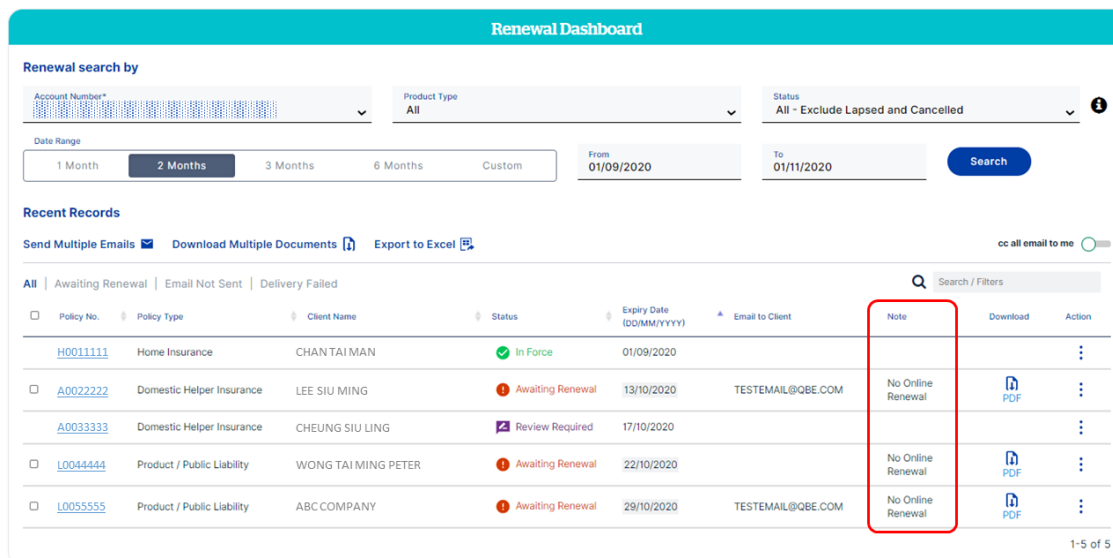


### eRenewal & Renewal Dashboard

#### Q1: How do I know which products can be renewed online?

**A1:** Please check on Qnect Renewal Payment Dashboard. If message “No Online Renewal” shows on “Note” column, online payment function will not available for customer. If no message is shown, that means the renewal email will contain online payment and renewal function. Once customer pays online to confirm renewal, you (the agent) will receive a confirmation email.

#### Renewal Dashboard



Policy No.	Policy Type	Client Name	Status	Expiry Date (DD/MM/YYYY)	Email to Client	Note	Download	Action
<a href="#">H0011111</a>	Home Insurance	CHAN TAI MAN	In Force	01/09/2020				
<a href="#">A0022222</a>	Domestic Helper Insurance	LEE SIU MING	Awaiting Renewal	13/10/2020	TESTEMAIL@QBE.COM	No Online Renewal		
<a href="#">A0033333</a>	Domestic Helper Insurance	CHEUNG SIU LING	Review Required	17/10/2020				
<a href="#">L0044444</a>	Product / Public Liability	WONG TAI MING PETER	Awaiting Renewal	22/10/2020		No Online Renewal		
<a href="#">L0055555</a>	Product / Public Liability	ABC COMPANY	Awaiting Renewal	29/10/2020	TESTEMAIL@QBE.COM	No Online Renewal		

#### Q2: Where can I find the list of expiring policies awaiting renewal on Qnect?

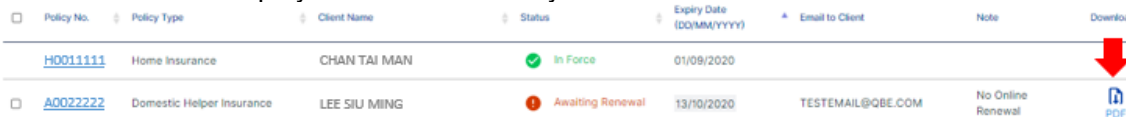
**A2:** On the Renewal Dashboard, you can filter the expiring policies by applying filter of Status = Awaiting Renewal. The search result will show you a full list of policies awaiting renewal for your action.

#### Q3: What if my customers do not have an email address for eRenewal?

**A3:** You can go to Renewal Dashboard to search for the policies awaiting renewal, where you can download the Renewal Notice, print it out and send to customer.

#### Q4: Where can I download the renewal notice?

**A4:** On the renewal dashboard, if the renewal notice is available for download, you will be able to see a PDF icon displayed next to the Policy Number. Click on the icon to download.



Policy No.	Policy Type	Client Name	Status	Expiry Date (DD/MM/YYYY)	Email to Client	Note	Download
<a href="#">H0011111</a>	Home Insurance	CHAN TAI MAN	In Force	01/09/2020			
<a href="#">A0022222</a>	Domestic Helper Insurance	LEE SIU MING	Awaiting Renewal	13/10/2020	TESTEMAIL@QBE.COM	No Online Renewal	

## Frequently Asked Questions (FAQs)

**Q5: When I send the Renewal Notice email to my client, why some renewal notice emails are issued with payment links and some do not?**

**A5:** A payment link will be automatically generated and included in the Renewal Notice Email if the renewing product is either a Personal Line product or a Qnect product. Payment links will not be generated for commercial line product renewals.

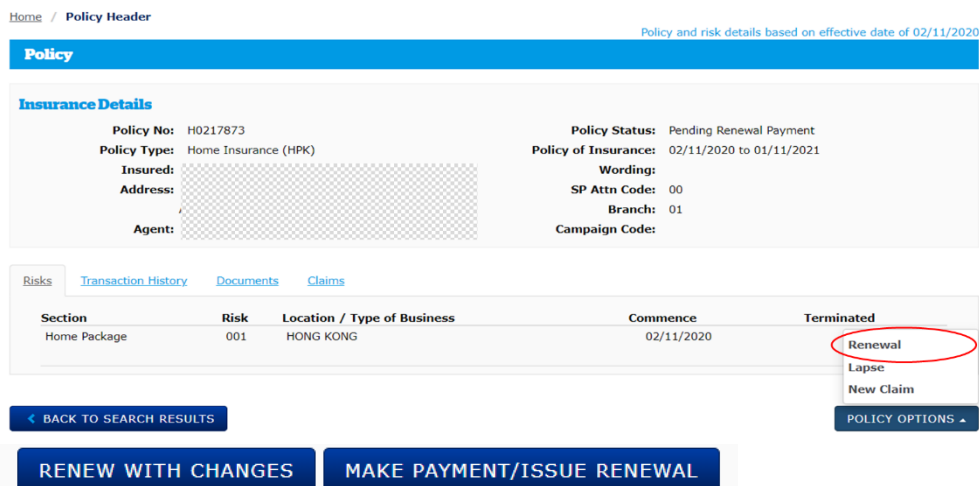
**Q6: If the client did renewal payment through the payment link, will the link remain valid?**

**A6:** No, the payment link can only be used once.

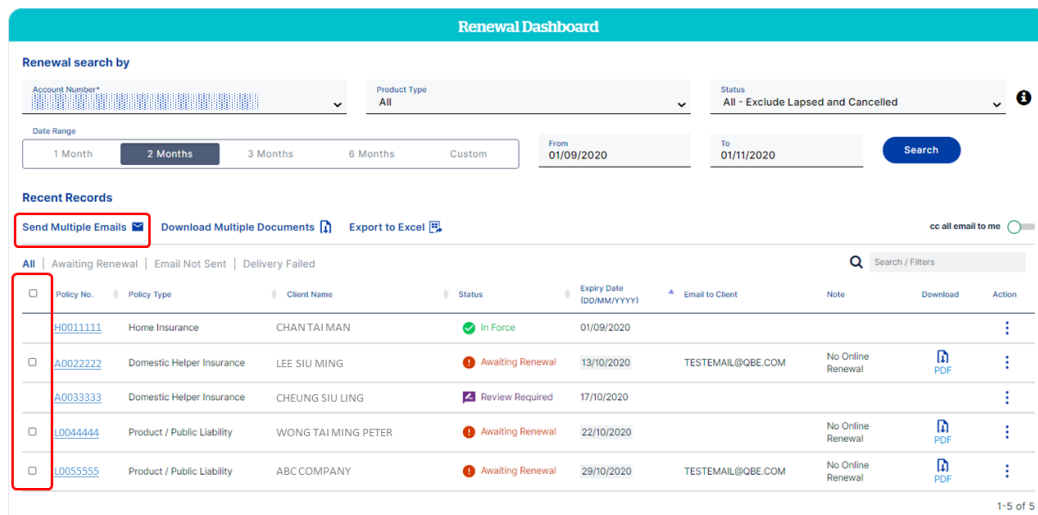
**Q7: Is there any difference for me to send out the renewal notice email from the policy search compared to the e-Renewal Dashboard?**

**A7:** You can send out renewal notice emails to clients via the policy search **or** e-renewal dashboard. The key difference will be:

- **Renewal via Policy Search:** You have to search a specific policy to trigger renewal, and only one renewal notice can be sent to one customer for one policy at a time. You can also do renew policy with change.



- **Renewal via Renewal Dashboard:** You can check the expiring policies under your account and send renewal notices to customer(s) for one or multiple selected policies. The renewal premium and terms are pre-set, and you will not be able to change it.



## Frequently Asked Questions (FAQs)

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**Q8: Can I still confirm my payment by filling a payment slip on the renewal notice?**

**A8:** Yes! Payment slip is still accepted. Please send the payment slip to the Relationship Manager's email, or QBE's Central Email Box: [underwriting.agency@qbe.com](mailto:underwriting.agency@qbe.com) or mail or drop off to QBE box in your office. However, please note the renewal process is faster if you confirm renewal (with or without change) on Qnect for personal line products.

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**Q9: Can I use the "Issue Renewal" function after sending a renewal notice email to customer?**

**A9:** Yes, you can use "Issue Renewal" function if the customer has not settled the payment.

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**Q10: What if my customer cannot renew policy on time?**

**A10:** Renewal must be completed before the expiry date and cannot be backdated so please remind customers to renew on time.

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**Q11: Will QBE still help us to send out the physical copies of renewal notices?**

**A11:** No. After 30<sup>th</sup> September 2020, QBE will stop printing the renewal notices for our agents. Please go to Renewal Dashboard to either download the renewal notice or send out a e-Renewal Notice emails to your clients.

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**Q12: Can agents make an endorsement on Qnect?**

**A12:** Yes! Agent can get an renewal quote for Motor, Home and Domestic Helper products on Qnect.

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**Q13: Does QBE need MPF records for renewing Employees Compensation?**

**A13:** Yes! Customer needs to submit MPF records for renewal quote. Please send the MPF records to our Central Mailbox: [underwriting.agency@qbe.com](mailto:underwriting.agency@qbe.com)

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**Q14: For expired policies, how many days will pass before a policy is auto lapsed?**

**A14:** 90 days.

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**Q15: After sending renewal notice to customer, can I use "Pay Fast" to settle premium?**

**A15:** No, "Pay Fast" is only applicable to "In Force" policy. For all paper application product or commercial product renewal, you may use "Pay Fast" once the policy is issued (becomes "In Force").

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