

Qnect 升級界面，嶄新體驗

立即瀏覽Qnect新網址：partner.qbe.com/hk 了解更多！
建議使用Chrome瀏覽器以獲得最佳的Qnect體驗。



New Login Page 新登錄頁面

根據不同地區設有各地獨特的登錄頁面，設計更加簡潔鮮明

- 如使用舊的Qnect網址作登錄，系統會根據您的IP位置替您連接到新的地區登錄頁面。
- 您可以使用任何區域的登錄頁面，登錄到其他區域的Qnect帳戶。

Email Address 登錄電郵地址

登錄電郵地址不再區分大小寫

Forgot Password 忘記密碼

您現在可以使用您的登錄電郵地址來重設密碼

Forgot Password

Please provide the email address used as your login ID. We'll email you a link for resetting your password.

Email Address
tm.chan@abqe.com

[Reset Password](#)

Welcome

Log in by entering your account details.

Email Address
tm.chan@abe.com

Password

Remember Me

[Forgot Password?](#) [Login](#)

[qbe.com/hk](#) [FAQ](#) [Scheduled maintenance](#)

FAQ常見問題

解答有關使用Qnect的常見問題

Scheduled Maintenance 系統維修

預早了解Qnect系統升級/維修之時間及安排

點擊以下的星星標示 ，了解 Qnect 的各項更新!



 **New Business/ Endorsement Email Notification 新生意/ 更改保單電郵通知**

1. 主頁

全新主頁 - 更簡單易用的主頁面，讓您輕鬆查找各Qnect工具和資料。

The screenshot shows the QBE website homepage with a dark blue navigation bar at the top containing the QBE logo and menu items: Product, New Business, Policy Admin, Renewal, Claims, Training, Portfolio Management, and Settings. A search bar is on the right with the text 'Search quote or policy number'. Below the navigation bar is a 'Quick Quote' section with five buttons: Commercial Lines, Personal Accident, Domestic Helper, Home, and Motor Vehicle. A large teal and green banner reads 'Manage your customer payment easier!' with a sub-headline 'New interface with enhanced functions on payment dashboard' and a 'Read More' button. Below the banner are two columns: 'Recovered Transactions' and 'Renewal Notifications'. The 'Recovered Transactions' column lists five items with edit and delete icons. The 'Renewal Notifications' column lists three items with right-pointing arrows. On the right side, there is a 'Notification' sidebar with a blue '46' badge, containing several announcement cards with right-pointing arrows. Callout boxes are placed around the page to explain these features.

Quick Quote 快速報價
為某些Qnect普及產品而設的報價捷徑

Banners 滾動橫額
顯示Qnect的近期亮點，例如新產品、新功能或推廣優惠等等

Recovered Transaction 恢復交易
系統將自動儲存您未完成的報價申請，您可以從此處繼續完成提交報價。

Renewal Notifications

續保提示

替您快速查找各種待審核、待續保或過期之保單的捷徑

Announcements/ Notification 通告/通知

了解最新的QBE通告及通知



2.報價管理

新的「報價管理」儀表板包含了Qnect產品的一般報價和非Qnect產品的協商報價，讓您輕鬆搜尋報價記錄。

前往 New Business (新生意)
> Quotation Dashboard (報價管理)

Standard Quotes Tab

「一般報價」選項

您可以在此處搜索您所提交的Qnect產品之報價記錄

您可以按客戶資料、報價單號碼或產品類別來搜索報價

Quotation Dashboard

The screenshot shows the Quotation Dashboard interface. At the top, there are two tabs: "Standard Quotes" (highlighted in teal) and "Negotiated Quotes" (highlighted with a dashed orange box and a hand icon pointing to it, with a callout: "點擊此處切換至「協商報價」"). Below the tabs is a search section titled "Quotation search by" with three radio buttons: "Customer", "Quote Number" (selected), and "Product Type". A search input field contains "Quote Number 00239822" and a "Search" button. There is a checkbox for "Include Expired Quotes" which is unchecked. Below the search section is a "Recent Records" table with columns: Quote Number, Client Name, Policy Type, Status, and Expires. The first row shows: 00239822, TESTING1, Motor Vehicle Insurance (MVA), Issued (with a green checkmark), and 17/11/2021. A hand icon points to the "00239822" link in the table, with a callout: "點擊此處查看報價詳情頁面". In the bottom right corner, there is a "Search / Filters" input field with a magnifying glass icon, and a callout: "按任何關鍵字搜索，例如客戶名稱、保單種類、狀態等.". The page number "1-1 of 1" is displayed at the bottom right.

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



2. 報價管理

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前往 New Business (新生意)
> Quotation Dashboard (報價管理)

Quotation Dashboard

點擊此處切換
至「一般報價」

Standard Quotes

Negotiated Quotes

Negotiated Quotes 「協商報價」選項

您可以在此處搜索您所提交的**非Qnect產品**
(大多數商業產品) 之報價記錄

Quotation search by

Account Number
1234567 – CHAN TAI MAN

Start Date

End Date

Search

Recent Records

All | Pending | Completed

Filter

Show 10 Entries

Escalated for processing Agent Action QBE Action

Quotation No.	Client Name	Product Type	Submission Date	Status	Status Change Date
GREF-HK14Q46		Domestic Helper Insurance			29/09/2020
GQ-HK14QZ1	Testing	Medical Malpractice	21/08/2020	Pending Quotation	29/09/2020
GQ-HK14QU6	Test3	Contractors All Risk	18/08/2020		29/09/2020


點擊報價號碼，可以查看已提交的報價內容、與核保員的報價對話及報價文件

查閱報價狀態

3. 報價詳情

所有報價詳細資料都顯示於新設計的「報價詳情」頁面

Quote Details

 **Quote No. 00239822**
Motor Vehicle Insurance (MVA) **Period** 📅 18/11/2020 to 17/11/2021
Quote Expiry Date ⌚ 02/01/2021



Quote Details

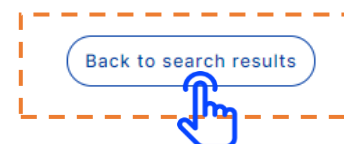
Customer No.	Customer Name	Address
04901381	TESTING1	1 STREET

Documents

Effective Date	Quote Type	Quote Status	Document Type
18/11/2020	Full Binding Quote	Issued	

Transaction History

Trans No.	Covers Taken	Quote Type	Quote Status	Date	Actions
001	Private Motor	Full Binding Quote	Issued	18/11/2020	 



點擊此處返回
「報價管理」儀表板

4. 保單詳情




新的「保單詳情」頁面設計具有更清楚的顯示欄、更明顯的操作按鈕和續保提醒欄。

Renewal Reminder 續保提醒

若保單即將到期，在保單詳情的頂部將顯示一個續保提醒欄，提醒您保單即將需要續保。

點擊提醒欄，您將會切換到「續保詳情」頁面



Policy Details


 This policy is expiring soon. Click to view the renewal details.  

點擊此處切換至「續保詳情」頁面



Policy No. A0123456
Domestic Helper Insurance (DMH)

Status  In Force
Period  21/11/2018 to 20/11/2020

Policy Options 

Endorsement

View Policy

New Claim 




Policy Options 保單選項

保單選項操作按鈕，可用於：保單修定、查看保單、續保、提交索賠等。

Document 文件

「文件顯示欄」讓您輕鬆查看和下載所需的文檔。

Documents

Transaction Type (Expand/Collapse)	Effective Date	Document Type		
Batch Renewal - Expiry Notice	21/11/2020	<ul style="list-style-type: none">Renewal NoticeRenewal Notice Intermediary Copy	 Email	 Download All 
New Business Issue	21/11/2018			

Claims/ Transaction History/ Risks

理賠/交易記錄/風險


此選項欄供您在理賠、交易記錄和風險之詳細信息間切換。

Claims

Transaction History


Risks

Claim No.	Date of Submission	Risk Type	Paid Amount	Outstanding Amount	Total Incurred Amount	Status
AC767855	18/11/2020	DHP	N/A	N/A	N/A	New

點擊此處查看索賠詳情頁面 





[Back to search results](#)

返回首頁工具欄 



5. 續保詳情

新的「續保詳情」頁面，續保的操作按鈕和資料更明顯易用。

Renewal Quote Details

 Below are the renewal details. Click to view the current policy details. 

← 點擊此處切換至「保單詳情」頁面

 **Policy No.** A0123456 **Status**  Awaiting Renewal **Renewal Period** 21/11/2020 to 20/11/2022 **Domestic Helper Insurance (DMH)** [Policy Options](#)

Renewal Quote Details

Customer No.	Customer Name	Address
01234567	LEE SIU LING	FLAT A, ABC BUILDING, 123 STREET

Documents

Effective Date	Quote Type	Quote Status	Document Type	
21/11/2020	Renewal Quote	Renewal Quote	<ul style="list-style-type: none">Policy WordingQuotation	Email Download All

Renewal Quote Document
續保報價單
您可以從此處下載續保報價、保單條款等文件。

Transaction History

[Cap and Collar](#)

Trans No.	Covers Taken	Quote Type	Quote Status	Date	Actions
001	Employees' Compensation, Personal Accident, Clinical, Hospital and Others, Domestic Helper Section Liabil	Renewal Quote	Renewal Quote	21/11/2020	Edit Pay/Renew

Renew Policy 續保
點擊此處選擇以信用卡付款或向客戶發送付款鏈結來更新保單。

6. 索賠詳情

「索賠詳情」頁面現採用了更簡單的設計，便於追蹤索賠進度。

Claim Details

Claim Status 索賠狀態

您可以在這裡查閱客戶提交的索賠處理狀態

Claim No. AC767855

Claim Submitted > Awaiting Documents > Review in Progress > Claim Resolved

Policy Number	Date of Claim	Policy Type	Policyholder	Status
A0123456	18/11/2020	Domestic Helper Insurance (DMH)	LEE SIU LING	Review in Progress

Financials [財務記錄頁面]

顯示索賠所涉及的金額，以及已支付或未支付之理賠金額

Financials

Documents

Documents [索賠文件頁面]

您可以在此處查看和下載您通過 eClaims 電子理賠所提交的文件記錄

Show 10 Entries

Filter

File Name	Document Type	Size
ClaimsDetails_AC767855.pdf		0.16

1-1 of 1

Back



7. 付款管理

所有的客戶網上交易都被合併到同一個「付款儀表板」中，方便查閱和統一管理。

前往 Portfolio Management (帳戶管理)
> Payment Dashboard (付款管理)

Payment Dashboard

Online Payment Transactions							
Recent Records							
All Pending Completed			Search / Filters				
Policy No.	Policyholder	Payment Method	Opt-In	Status Change Date	Days in Status	Status	Action
A0012345	CHAN TAI MAN	B2B Client	-	18/11/2020 12:24:35	0	Payment Activated	⋮
H0011111	LEE SIU MING	B2B Client	-	18/11/2020 12:19:16	0	Payment Activated	⋮
A0022222	CHEUNG SIU LING	B2B Client	-	18/11/2020 11:57:18	0	Payment Email Sent	⋮
E0033333	TEST	PayFast Client	-	18/11/2020 11:54:41	0	Payment Failed	⋮
E0044444	TEST	PayFast Client	-	18/11/2020 11:51:35	0	Payment Failed	⋮
E0055555	ABC COMPANY	PayFast Client	-	18/11/2020 11:50:04	0	Payment Failed	⋮
A0066666	WONG TAI MING PETER	B2B Client	-	18/11/2020 11:44:39	0	Payment Activated	⋮
E0077777	HO MEI MEI AMY	PayFast Client	-	18/11/2020 11:42:42	0	Payment Activated	⋮
E0088888	TEST	PayFast Client	-	18/11/2020 11:41:32	0	Payment Activated	⋮
E0099999	TEST	PayFast Client	-	18/11/2020 11:36:46	0	Payment Email Sent	⋮

按付款狀態過濾記錄

Comprehensive Payment Transactions 綜合付款管理

不同類型的網上付款交易都可以在同一個付款儀表板中找到

按任何關鍵字搜索，例如客戶名稱、付款方式、付款狀態等。

您可以從此處即時查看客戶的付款狀態

Action 操作選項
您可選擇重新發送付款鏈結、發送付款確認、發送旅遊保險短信給予您的客戶



8. 我的帳戶

新功能讓您可以在Qnect中上傳個人頭像。



My Profile

Profile

Password

Your Profile Details



Name

CHAN TAI MAN

Intermediary

ABC Agency

Email Address

tm.chan@abcagency.com

Country Code

+852

1234 5678

Select your preferred language

English

繁體中文

If you would like to modify any other details,
please contact your eBusiness Coordinator.

Update

上傳個人頭像

在「我的帳戶」中，您可以上傳您的頭像圖片到Qnect





您的付款收據 Your Payment Receipt

Dear <Customer>.

感謝您投保昆士蘭保險香港，您的付款已成功。您的保單已生效，我們將會在24小時內透過電郵傳送保單文件。

Thank you for insuring with QBE Hong Kong. Your payment made for the policy is well received and the policy has been issued. Please note that the Policy documents will be sent to the designated email within the next 24 hours.

[保單詳情 Policy Details](#)

保單號碼 Policy Number:	<Policy Number>
客戶名稱 Customer Name:	<Customer Name>
付款金額 Payment Amount:	HKD\$<xx,xxx.xx>
收據編號 Receipt Number:	<Receipt Number>

網上理賠 eClaims

您的一站式理賠平台
All you need for claims at QBE

- 提交索賠申請 Submit claims
- 所需文件清單 Review documents to prepare
- 查詢理賠進度 Check claims status

[查看更多 Find out more](#)

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您客戶的付款收據 Your Customer's Payment Receipt

Dear <Agent Name>.

感謝您推廣昆士蘭保險香港，您的客戶付款已成功。您的客戶保單已生效，我們會盡快電郵發出相關保單文件到指定的電郵地址。

Thank you for representing QBE Hong Kong. Your customer has issued the payment and the policy has been issued. Please note that the Policy documents will be sent to the designated email in due course.

[保單詳情 Policy Details](#)

保單號碼 Policy Number:	<Policy Number>
客戶名稱 Customer Name:	<Customer Name>
付款金額 Payment Amount:	HKD\$<xx,xxx.xx>
收據編號 Receipt Number:	<Receipt Number>



852 2828 1998

[線上查詢](#)
Click to Whatsapp us

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您的保單文件 Your Policy Documents

Dear <Customer Name>.

感謝您投保昆士蘭保險香港，您的保單已生效，隨郵件附上保單文件。如您對承保範圍或保單文件有任何疑問，請隨時與您的持牌保險代理人聯繫。

Thank you for insuring with QBE Hong Kong. Your policy has been issued with policy documents attached.

Should you have any enquiries on the insurance coverage, [Policy Schedule](#) or [Policy Wording](#), please do not hesitate to contact your Licensed Insurance Agent.

[保單詳情 Policy Details](#)

保單號碼 Policy Number:	<Policy Number>
客戶名稱 Customer Name:	<Customer Name>
付款金額 Payment Amount:	HKD\$<xx,xxx.xx>
收據編號 Receipt Number:	<Receipt Number>



您的持牌保險代理人聯絡資料
Licensed Insurance Agent Contact

Janet Shum  6713 7133  janet.shum@qbe.com

網上理賠 eClaims

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