

Welcome to a new experience on Qnect!

Let's visit Qnect (New URL : partner.qbe.com/hk) to find out more!

We recommend using Chrome to access Qnect for the optimized experience.



New Login Page

A region-specific login page with simpler and neater design.

- If using the old Qnect link to login, you will be redirected to the new login page based on your IP location.
- You can login to the Qnect account of any region regardless which regional page you use.

Login Email Address

Login email address is **no longer case-sensitive**.

Forgot Password

You can now use your **login email address to reset the password**.

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@abde.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](#)

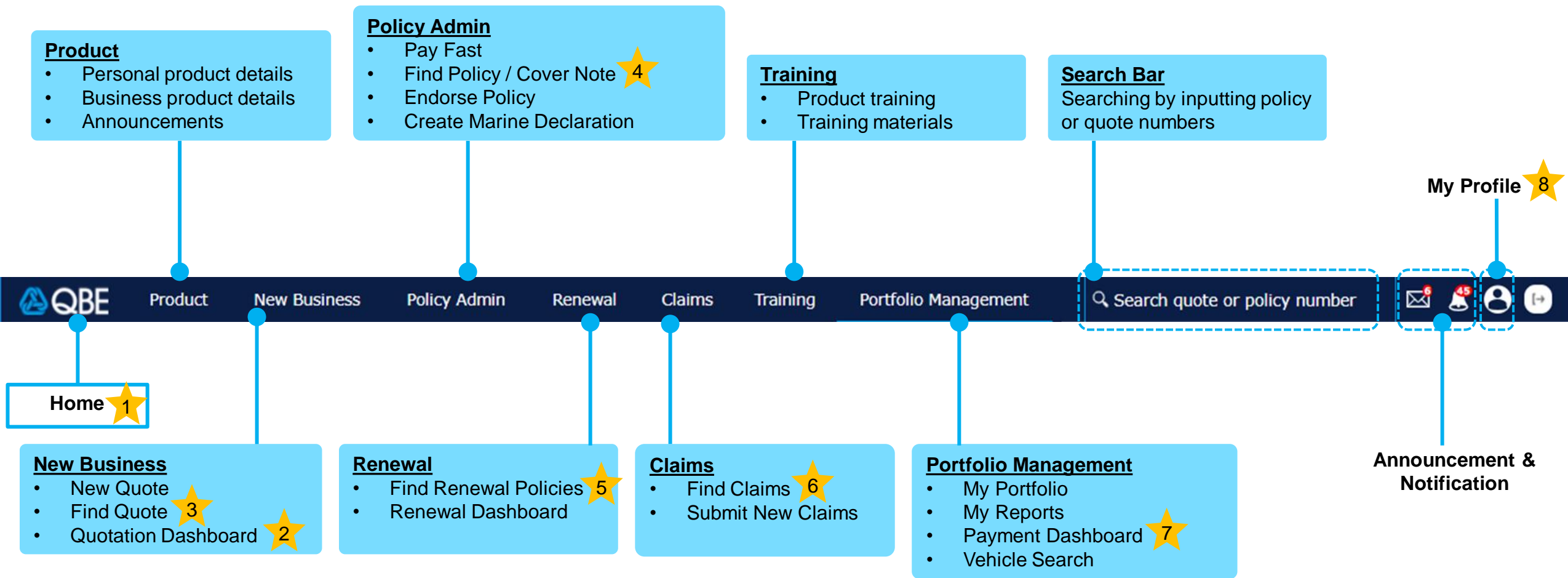
FAQ

Answering some common questions about the use of Qnect website.

Scheduled Maintenance

Advising you the upcoming system maintenance schedule.

Let's click on the star  to find out what are NEW in Qnect!



 **9** New Business/ Endorsement Email Notification

1. Home Page

A simpler and more user-friendly design enables you to look for the Qnect tools easily.

The screenshot shows the QBE Qnect Home Page. At the top is a navigation bar with 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 the subtext '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' panel with a '46' badge, containing several announcement items with right-pointing arrows. Callout boxes are placed around the page to describe these features.

Quick Quote
Shortcuts to create new quotes of certain Qnect popular products

Rolling Banners
Displaying the recent highlights of Qnect such as new products, new features or promotions

Recovered Transaction
Unfinished quotes will be automatically saved, and you can resume your quote submission from here.

Renewal Notification
Shortcuts to find policies for manual review, policies awaiting renewal, or expired policies

Announcement/ Notification
A single list view to know about the latest QBE's announcements and notification.

2. Quotation Dashboard

Combining the search of standard quotes and negotiated quotes for your easy tracking.

Go to [New Business](#) > [Quotation Dashboard](#)

Standard Quotes Tab

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

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

Quotation Dashboard

Standard Quotes

Negotiated Quotes

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

Quotation search by

Customer Quote Number Product Type

Quote Number
00239822

Search

Include Expired Quotes

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

Search / Filters

Recent Records

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

Click here to have a look of the **New Quote Header**

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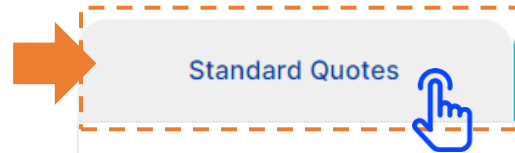
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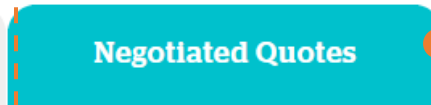
Quotation Dashboard

Click here to switch back to **Standard Quote** tab



Negotiated Quotes Tab

For any negotiated quotes you created for non-Qnect products (for most commercial products), you can search the quotes in this tab



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

By clicking the quote no., you can view the quote submission details with the correspondence or any quotation documents shared by our underwriters

Check the quotation status instantly from here


Back to Header Toolbar



3. New Quote Header

Quote header is designed with a new look with all quotation details neatly displayed.

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

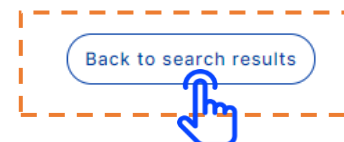
Customer No.	Customer Name	Address
04901381	TESTING1	1 STREET

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	 



Click here to return to **Quotation Dashboard**




4. New Policy Header

Policy header is designed a new layout with obvious actions buttons and renewal reminder bar.

Renewal Reminder

A reminder will be displayed on top of the Policy Header to remind you the policy is expiring soon. Click on the bar to switch to the **renewal details view**



Policy Details


 This policy is expiring soon. [Click to view the renewal details.](#)  

Click here to switch to **Renewal Details view**



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

A more obvious action button for: Endorsement, view policy, renewal, submit claims, etc.

Document

Document tab now stands out as an individual section for you to easily view and download the required documents.

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

Multiple tabs for you to switch in between **claims, transaction history, and risks** details.

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

Click here to see the **New Claims Header**





[Back to search results](#)

Back to Header Toolbar 



5. New Renewal Header

Renewal header is designed with a new layout with obvious action buttons for renewal.

Renewal Quote Details

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

Click here to switch to **Policy Details view**

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

Domestic Helper Insurance (DMH)

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
From here you can email or download the renewal quote, policy wording, etc.


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
Click here to renew policy by either pay by credit card or send customer a payment link.

[Back to search results](#)

Back to Header Toolbar 

6. New Claims Header

Claims header is now in a simpler design to track the claims progress with ease.

Claim Details

Claims Status

From here you can check the processing status of your customer's claims submission

Claim No. AC767855



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

Financials Tab

Showing the financial records of claims reimbursement

Financials

Documents

Show 10 Entries



Filter

File Name	Document Type	Size
ClaimsDetails_AC767855.pdf		0.16

Documents Tab

From here you can view and download the records of your claim submission via eClaims

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Back



7. Payment Dashboard

All customer's online payments are now consolidated in a single Payment Dashboard for easy search and monitoring.

Go to Portfolio Management > Payment Dashboard

Payment Dashboard

Online Payment Transactions							
Recent Records							
All Pending Completed							
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	⋮	⋮
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	⋮

Filter the records by payment status: **All / Pending / Completed**

Comprehensive Payment Transactions

Different types of online payments transactions are consolidated in a single payment dashboard

Search by any **keywords**, such as partial client name, payment method, status, etc.

You can check the customer's payment status instantly from here

Action
For you to resend payment link/ payment confirmation/ travel SMS to your customer.

8. My Profile


New function allows you to upload your profile picture in Qnect.



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

Upload profile picture

Under **My Profile**, you can now upload your profile picture in Qnect



9. Email Notification

Email notification for new business and endorsement are now designed with a clearer layout.



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

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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

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