



User Guide

--- Domestic Helper Insurance ---

Version: August 2020

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Part A

Login

登入

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DO MORE

The QBE Insurance platform has been designed to support your growth by allowing you more flexibility in how you do business and providing valuable analytical insights.

[FOR MORE](#)



Connect with QBE

QBE Insurance platform enables you to do business wherever you are. We give you the choice of connecting with us on the move via your mobile or tablet devices and from your office.



Get Started

wongyiuwah@gmail.com

Password

Remember my username

[LOGIN](#)

[Forgot Password?](#)

1. Login with **Email Address**

利用電郵地址登入

2. Key in **Password**

輸入密碼

3. [LOGIN](#)

4. If you forget your password, please **“Forgot Password”**

假如您忘記密碼，請  **“Forgot Password”**

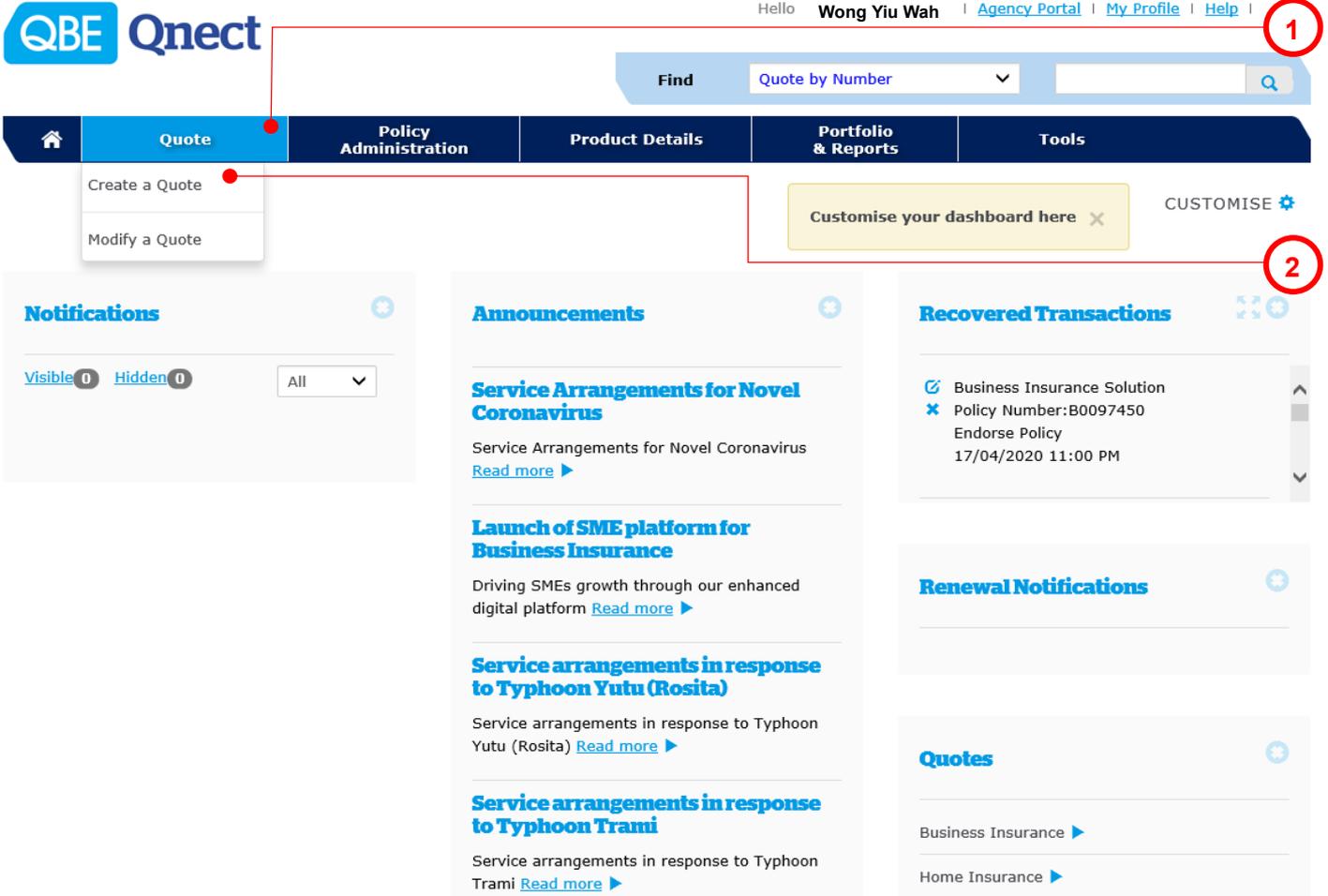
Part B

Create Quote

建立報價

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- Ms. Ng Yuk Kam (D546879(0))
- Period of Insurance: 1 August 2020 to 31 July 2021 (One Year)
- Plan Type: Comprehensive
- Optional Cover: Medical Expenses for Cancer & Heart Disease
- Helper's Name: Rosemary (Filipino)
- Helper's Passport Number: 741741741
- Helper's Date of Birth: 1 May 1980
- Address: Rm 3015, 30/F, Starlight Building, 50 Long Road, Wanchai, Hong Kong
- Email Address: ngyukkam@email.com



The screenshot displays the Qnect user interface. At the top left is the QBE Qnect logo. The top right shows the user's name 'Wong Yiu Wah' and navigation links for 'Agency Portal', 'My Profile', and 'Help'. A search bar is located below the navigation links. The main navigation menu includes 'Quote', 'Policy Administration', 'Product Details', 'Portfolio & Reports', and 'Tools'. The 'Quote' menu is expanded, showing 'Create a Quote' and 'Modify a Quote' options. A 'Customise your dashboard here' button is visible. The dashboard content includes sections for 'Notifications', 'Announcements', 'Recovered Transactions', 'Renewal Notifications', and 'Quotes'. Red circles and lines highlight the 'Quote' menu and the 'Create a Quote' option, corresponding to the numbered steps in the instructions below.

1. Choose **“Quote”** from the main menu
從主頁面選單中，選擇 **“Quote”**
2. Select **“Create a Quote”**
選擇 **“Create a Quote”**

New Quote

To obtain a new quote, choose a policy type, then click **Create Quote**.

Product Type*

Account Number*

Inception Date*

Years of Cover*

Expiry Date

Business Insurance SME

Domestic Helper Insurance 3

Home Insurance

Motor Vehicle Insurance

Personal Accident Insurance

Aug 2020 4

Su	Mo	Tu	We	Th	Fr	Sa
						1 1
2	3	4	5	6	7	8

7

3. Select **“Domestic Helper Insurance”** from Product Type
從 **“Product Type”** 選項中選擇 **“Domestic Helper Insurance”**
4. System will default system date as **“Inception Date”** but can change it according to customer’s needs
系統已預設保單之 **“Inception Date”** 為即日，惟可以根據客戶實質需要去改變
5. Please select 1 (1 year) or 2 (2 years) for **“Years of Cover”**
“Years of Cover” 可選擇 1 (一年) 或 2 (兩年)
6. **“Expiry Date”** will be set to 1 year or 2 years after the **“Inception Date”** selected, according to the **“Years of Cover”**
“Expiry Date” 會根據 **“Years of Cover”**，自動設定為 **“Inception Date”** 起計的一年或兩年後
7. 6

Find

Home
Quote
Policy Administration
Product Details
Portfolio & Reports
Tools

Effective Date: 01/08/2020 • Period of Insurance: 01/08/2020 to 31/07/2021 Account: 10000186 • Quick Quote:

Domestic Helper Quick Quote

Plan Type 8

Helper's Nationality* 9

The helper performs duties as a driver, gardener or lives away from the employment location 10

Optional Covers

Medical Expenses for Cancer & Heart Disease 11

12

Comprehensive
 Premium HK\$ **1,000.84**
 Commission Adjustment

Employee's Liability	Personal Accident	Surgical and Hospitalization Expenses	Clinical Expenses	Dental Expenses	Cancer and Heart Disease Extension
Up to HKD100M any one event	Up to HKD200,000 per person	Up to HKD30,000 per year	Up to HKD4,000 per year	Up to HKD1,500 per year	Up to 100,000 per year

Wong Yiu Wah
Insurance, Personal Expenses and more...

8. Select **“Plan Type”**
選擇 **“Plan Type”**
9. Select **“Helper’s Nationality”**
選擇 **“Helper’s Nationality”**
10. Check the box if the helper performs duties as a driver, gardener or lives away from the employment location
假如家傭需要履行司機或園丁職務或其居住及工作地點並非相同，請勾選方格
11. If **“Comprehensive”** is selected, **“Medical Expenses for Cancer & Heart Disease”** can be added as an **“Optional Cover”**
如果選擇 **“Comprehensive”**，可以投保 **“Optional Cover” - “Medical Expenses for Cancer & Heart Disease”**
12. [Back to Contents](#) 返回目錄

Can adjust the commission rate to make the quote more competitive

可調整佣金百分比令報價更具競爭力

- 13. [Commission Adjustment](#) to adjust the commission rate
- [Commission Adjustment](#) 去調整佣金百分比

- 14. Input new commission rate

輸入新佣金百分比

- 15. **CALCULATE**

- 16. **SAVE**

- 17. **OK**

- 18. **OBTAIN QUOTE**

Cover	Commission	New Commission Rate	New Commission Amount
Domestic Helper	\$446.60	30	\$297.73
Total	\$446.60		\$297.73

Comprehensive Premium HK\$ **1,000.84** [Commission Adjustment](#)

- Employee's Liability**: Up to HKD100M any one event
- Personal Accident**: Up to HKD200,000 per person
- Surgical and Hospitalization Expenses**: Up to HKD30,000 per year
- Clinical Expenses**: Up to HKD4,000 per year
- Dental Expenses**: Up to HKD1,500 per year PLUS Loss of Services Cash Allowance, Repatriation Expenses and more...
- Cancer and Heart Disease Extension**: Up to 100,000 per year

OBTAIN QUOTE **CONVERT TO POLICY**

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Domestic Helper

Customer Details

SEARCH FOR EXISTING CUSTOMER

Customer Type*

Name*

ID Number*

Gender

Date of Birth

Home Telephone Number

Business Telephone Number

Mobile Number

Fax Number

Email Address

Unit / Floor Number

Building Number and Name

Street Number and Name*

District

Country*

Search Customer

Customer Type

Search By

Name

Total Premium **1,000.84** HKD

19. If Ms. Ng is an existing customer, to retrieve her details

如果吳小姐已是現有客戶， 取得她的資料

20.

21. If Ms. Ng is a new customer, enter her information in the fields provided (* is compulsory)

如果吳小姐是新客戶，按表單內容輸入她的資料 (* 必須填寫)

22.

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Quote

Quote Header (based on Recent Quote)

Quote No: 00166163	Period of Insurance: 01/08/2020 to 31/07/2021
Quote Type: Domestic Helper Insurance (DMH)	Quote Expiry Date: 05/10/2020
Customer No: 04729117	Wording: UWD,PDMH.V6.1801
Customer Name: NG YUK KAM	Branch: 01
Address: RM 3015 30/F STARLIGHT BUILDING 50 LONG ROAD WANCHAI	
Agent: Wong Yiu Wah	
Agent No: 10000000	

Transaction History

Documents

Effective Date	Email	Quote Type	Quote Status	Document Type
01/08/2020		Quick Quote	Issued	<p>Quote Documents:</p> <ul style="list-style-type: none"> Policy Wording Quotation

[CHECK FOR DOCUMENTS](#)

- 23. Documents to enter the documents folder
 Documents 進入文件夾頁面
- 24. **“Document Type”**
 document link to view the document
 文件連結去檢閱文件
- 25. to send the **“Quotation”** to the customer
 將 **“Quotation”** 發送給客戶

QBE Hongkong & Shanghai Insurance Limited
 QBE Insurance (Asia) Limited, 279 Queen's Road, Queen's Bay, Hong Kong
 Customer Service Hotline: +852 2622 5998 - Customer Service Fax: +852 2622 0380
 香港保險有限公司
 香港保險有限公司, 279 皇后大道中, 皇后大道中, 香港
 客戶服務熱線: +852 2622 5998 - 客戶服務傳真: +852 2622 0380
 www.qbe.com.hk

Page 1 of 3 Date of issue 07/07/2020

Domestic Helper Protector QUOTATION

NG YUK KAM
 50 LONG ROAD
 RM 3015 30/F
 STARLIGHT BUILDING
 WANCHAI
 HONG KONG

Quotation Number 報價號碼 01 00166163 DMH-Q001	Proposed Period of Insurance 建議保期 01/08/2020 to 31/07/2021 (Both Dates Inclusive)	Account Number 賬號號碼 10000000 Wong Yiu Wah
---	---	---

Name of Proposed Insured
NG YUK KAM

Thank you for requesting a QBE quotation. We are pleased to provide the detailed quote information below. When reviewing this, please pay particular attention to the "Important Information About Your Quotation" section. Please contact your broker or QBE agent if you need to discuss any item on this quotation.

IMPORTANT NOTE:
IA Levy collected by the Insurance Authority has been imposed on relevant policy (except for certain exempted insurance classes) at the applicable rate and would be remitted in accordance with the prescribed arrangements. Policy holders / customers should pay the levy in accordance with the law. For further information, please visit www.ia.org.hk.

Indicative Premium (HKD)	992.44	Total Premium Due HKD	1,000.84
IA Levy	0.84		
EC Levy	7.56		

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Correspondence

001G6163DMH

From: Wong Yiu Wah Date: 7/7/2020 Quick Quote

To* 26

Cc

Bcc

Subject 27

Text 28

Quote Documents:

Attachments Policy Wording 29

Quotation

30



26. **“To”** – System will default it to be the customer email address
(can add other email addresses, using semicolon (;) to separate them)
“To” – 系統會預設它為客戶之電郵地址 (可以加入其他電郵地址 ; 並以 (;) 相隔)
27. **“Subject”** – System will default the **“Subject”** to be the customer name but you may enter your own subject
“Subject” – 系統會預設 **“Subject”** 為客戶名稱，但您可以輸入自定之郵件標題
28. **“Text”** – System will default the email content but you may enter your own email content
“Text” – 系統會預設郵件內容，但您可以輸入自定之郵件內容
29. **“Attachments”** – System will default **“Policy Documents”** to be sent and you may uncheck the box besides the document’s name if you do not want to send it
“Attachments” – 系統已預設附上 **“Policy Documents”**，但如該文件是不需要，可以剔除對應之方格
30. 

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31. A pop-up message will show that the email has been sent and then  
頁面會有顯示電子郵件已發送，然後  

Customer NG YUK KAM

QnectAsia@qbe.com

To ngyukkam@email.com



The following documents are attached to this email.



32. The customer receives the “**Policy Documents**” email with the attachments
客戶收到 “**Policy Documents**” 電郵及附件

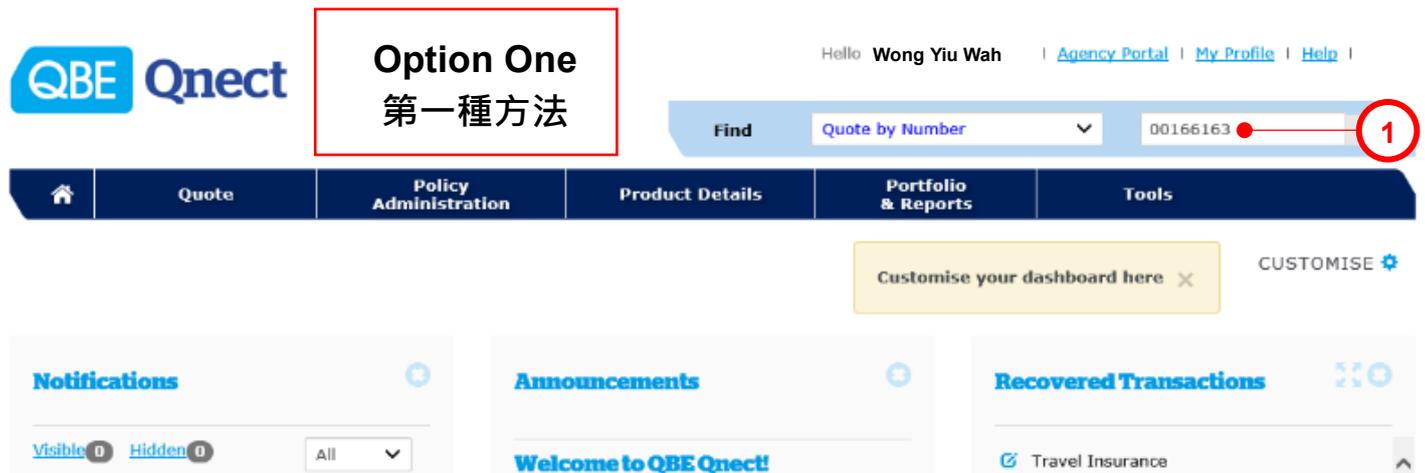
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Part C

Issue Policy

簽發保單

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Option One 第一種方法

There are two options of find an existing Quote in Qnect in order to issue the Policy:

Option One 第一種方法

Use “Find” option (top right-hand side of the Qnect Home page)

利用 Qnect 頁面右上方之 “Find” 功能

- Input **00166163** in “Quote by Number”
由 “Quote by Number” 輸入 **00166163**

1

Option Two 第二種方法

Use “Policy Administration” – “Find a Quote”
利用 “Policy Administration” 中之 “Find a Quote” 功能

2

Same Steps

相同步驟

“Search By” – “Quote Number”

從 “Search By” 中，選擇 “Quote Number”

- Input **00166163**
輸入 **00166163**

“Search By” – “Customer”

從 “Search By” 中，選擇 “Customer”

3

SEARCH FOR EXISTING CUSTOMER

Personal

4

Select “Search By” – “Name”

從 “Search By” 中
選擇 “Name”

5

Select “Search By” – “ID Number”

從 “Search By” 中
選擇 “ID Number”

6

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Option Two 第二種方法

Hello **Wong Yiu Wah** | [Agency Portal](#) | [My Profile](#) | [Help](#) |

Find

Home | Quote | **Policy Administration** | Product Details | Portfolio & Reports | Tools

- Create a Marine Declaration
- Find a Quote
- Find a Policy / Cover Note
- Endorse a Policy
- Find Renewal Policies

Customise your dashboard here

CUSTOMISE

Notifications

Visible Hidden

Announcements

Welcome to QBE Qnect!

welcome to QBE Qnect! [Read more](#)

Recovered Transactions

- Domestic Helper Insurance
- Quick Quote - Fast Quote

Quote Search

For a quote search, enter either the quote number or client name.

Search By

Include Expired Quotes

Search Results

Quote Number	Client Name	Policy type	Status	Expires
00166163	NG YUK KAM	Domestic Helper Insurance (DMH)	Issued	31/07/2021

Search Customer

Customer Type

Search By

Name

Search Customer

Customer Type

Search By

ID Number

Search Customer

Customer Type

Search By

Name

Search Customer

Customer Type

Search By

ID Number

Search Results

Quote Number	Client Name	Policy type	Status	Expires
00166163	NG YUK KAM	Domestic Helper Insurance (DMH)	Issued	31/07/2021

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Domestic Helper

Error Messages

- Field must be entered

11

Domestic Helper

Plan* ⓘ

Medical Expenses for Cancer & Heart Disease ⓘ

Helper's Name*

Nationality* ⓘ

HKID / Passport Number*

Date of Birth (DD/MM/YYYY)*

The helper performs duties as a driver, gardener or lives away from the employment location

[Clauses \(0\)](#)

Premium Breakdown:	Annual Premium	Premium Due	Levy	Total Due
Employees' Compensation	\$70.00	\$70.00	\$7.62	\$77.62
Personal Accident	\$49.00	\$49.00	\$0.04	\$49.04
Clinical, Hospital and Others	\$872.44	\$872.44	\$0.74	\$873.18
Employer's Liability	\$1.00	\$1.00	\$0.00	\$1.00
Total	\$992.44	\$992.44	\$8.40	\$1,000.84

Total Premium 1,000.84 HKD

12

13

14

11. **Error Messages** is just a normal reminding message to request you fill in the Domestic Helper's information

Error Messages 是一個正常的信息提示去提醒您輸入家傭的資料

12. Enter Domestic Helper's information:

Helper's Name, Nationality, HKID / Passport Number and Date of Birth (DD/MM/YYYY)

輸入家傭資料: 姓名、國籍、身份證號碼/護照號碼、出生日期 (日/月/年)

13.

14.

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Domestic Helper

Replaces Policy Number

15

15. For Renewal case, please enter Existing Policy Number in the “Replaces Policy Number”

若為續保，請在 “Replaces Policy Number” 中輸入現有保單號碼

For New Business, please leave the “Replaces Policy Number” blank

若為新保單，“Replaces Policy Number” 則不須輸入任何資料

Customer Details

SEARCH FOR EXISTING CUSTOMER

Customer Type*	Personal	▼
Name*	NG YUK KAM	
ID Number*	D546879(0)	
Title		▼
Gender		▼
Date of Birth		
Nationality		▼
Home Telephone Number		
Business Telephone Number		
Mobile Number		
Fax Number		
Email Address	ngyukkam@email.com	
Unit / Floor Number	RM 3015 30/F	
Building Number and Name	STARLIGHT BUILDING	
Street Number and Name*	50 LONG ROAD	
District	WANCHAI	
Country*	HONG KONG	▼

CLEAR

16

Total Premium **1,000.84** HKD

SAVE PENDING

ISSUE QUOTE

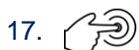
MAKE PAYMENT ▲



17

16. Review or edit **Customer Details**

檢閱或修改客戶資料



MAKE PAYMENT ▲

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Email Address	<input type="text" value="ngyukkam@email.com"/>
Unit / Floor Number	<input type="text" value="RM 3015 30/F"/>
Building Number and Name	<input type="text" value="STARLIGHT BUILDING"/>
Street Number and Name*	<input type="text" value="50 LONG ROAD"/>
District	<input type="text" value="WANCHAI"/>
Country*	<input type="text" value="HONG KONG"/>
	<input type="button" value="CLEAR"/>

Total Premium **1,000**

Customer Payment
Pay Now
Issue Policy

18

18. Three options for “**Make Payment**”, namely “**Customer Payment**”, “**Pay Now**” and “**Issue Policy**”
- “**Make Payment**” 有三種模式以供選擇，包括 “**Customer Payment**”，“**Pay Now**” 及 “**Issue Policy**”
- If you select “**Customer Payment**”, please refer to Step 19 to Step 34
如果您選擇 “**Customer Payment**”，請參考步驟 19 至步驟 34
 - If you select “**Pay Now**”, please refer to Step 35 to Step 51
如果您選擇 “**Pay Now**”，請參考步驟 35 至步驟 51
 - If you select “**Issue Policy**”, please refer to Step 52 to Step 63
如果您選擇 “**Issue Policy**”，請參考步驟 52 至步驟 63

“Make Payment” by “Customer Payment”



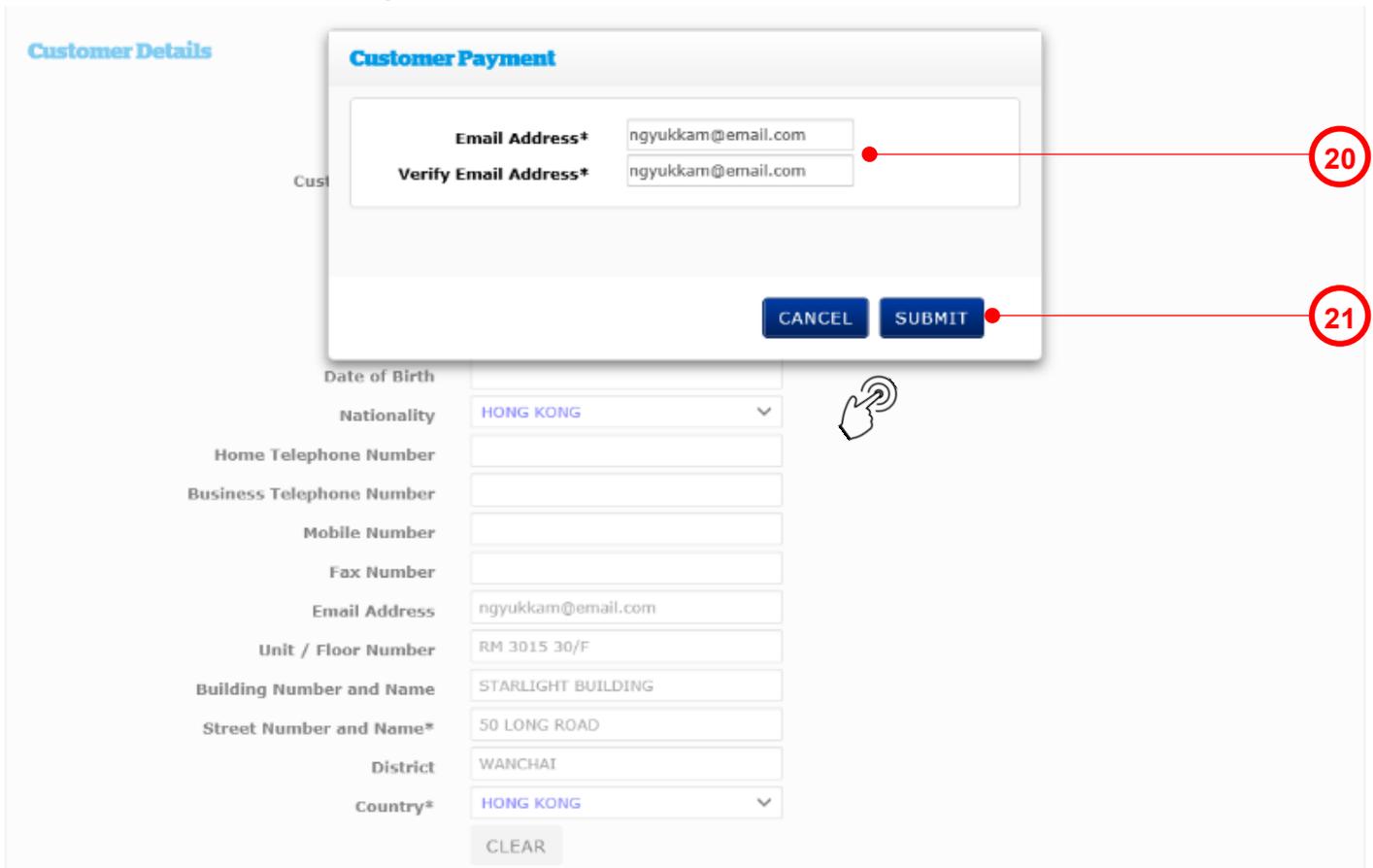
Total Premium 1,000.00

Customer Payment
Pay Now
Issue Policy

SAVE PENDING ISSUE QUOTE MAKE PAYMENT

19. Customer selects “Customer Payment”

客戶選擇 “Customer Payment”



Customer Details

Customer Payment

Email Address* ngyukkam@email.com

Verify Email Address* ngyukkam@email.com

CANCEL SUBMIT

Date of Birth

Nationality HONG KONG

Home Telephone Number

Business Telephone Number

Mobile Number

Fax Number

Email Address ngyukkam@email.com

Unit / Floor Number RM 3015 30/F

Building Number and Name STARLIGHT BUILDING

Street Number and Name* 50 LONG ROAD

District WANCHAI

Country* HONG KONG

CLEAR

20. Verify customer’s email address

核對客戶電郵地址

21. SUBMIT

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Policy

Insurance Details

Policy No: A0614174
Policy Type: Domestic Helper Insurance (DMH)
Insured: NG YUK KAM
Address: RM 3015 30/F STARLIGHT BUILDING 50 LONG
 ROAD WANCHAI
Agent: Wong Yiu Wah

Policy Status: Pending New Business
Policy of Insurance: 01/08/2020 to 31/07/2021
Wording: UWD.PDMH.V6.1801
SP Attn Code: 00
Branch: 01

22

[Risks](#) | [Transaction History](#) | [Documents](#)

Section	Risk	Location / Type of Business	Commence	Terminated
Employees' Compensation	001	HONG KONG	01/08/2020	
Personal Accident	002	HONG KONG	01/08/2020	
Clinical, Hospital and Others	003	HONG KONG	01/08/2020	
Domestic Helper Section Liabil	004	HONG KONG	01/08/2020	

22. The “Policy Status” will show “Pending New Business”

“Policy Status” 會顯示 “Pending New Business”

- The customer will receive a “Payment Request Email” and can use the “Make Payment” link enclosed to settle the premium

客戶收到 “Payment Request Email” 後，可利用隨件附上之 “Make Payment” 連結去繳付保費

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Qnect - Domestic Helper Insurance Policy Payment request for A0614174

QnectAsia@qbe.com

To ngyukkam@email.com

Dear NG YUK KAM,

23

Thank you for insuring with QBE.

Your Domestic Helper Insurance Policy has been successfully processed for the period from 1 Aug 2020 to 31 Jul 2021.

To ensure the validity of your insurance coverage, please click on the "Make Payment" link below to make payment. This link will be valid for the next 5 days (upon receiving this email) or up to and including the Inception Date of your policy, whichever is sooner. Please ensure you complete the premium payment process, otherwise, your insurance cover will not be in force.

Should you have any queries, please do not hesitate to contact your intermediary Wong Yiu Wah.

[Make Payment >](#)



23. Customer receives the “**Payment Request Email**”

客戶收到 “**Payment Request Email**”

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Domestic Helper Protector Payment - Policy Summary - A0614174

Policy Summary

Important Notice

- I / We are not aware of any conditions for which my/our Domestic Helper may require medical or surgical treatment.
- I / We shall accept the policy subject to the usual policy conditions prescribed by the QBE Hongkong & Shanghai Insurance Limited ("the Company") therein.
- I / We understand that any claim for Accident Death benefit under Section 5 of the Policy shall be payable to the legal representative of the Domestic Helper.
- I / We confirm that my/our application for insurance / policy of domestic helper insurance have never been declined or cancelled by other insurers.
- I / We declare that the information given above is true and correct. To the best of my / our knowledge, all material facts that are likely to affect the assessment of this application have been disclosed. I / We understand that my/our application will not become effective until it has been accepted by the Company. I / We further agreed that my proposal and declaration should form the basis of the contract between me / us and the Company and considered as being incorporated therein.
- The Insured Person (s) has/ have read and consented to the [Personal Information Collection Statement](#)

I agree with the declarations and confirm the details contained in this page are true and correct.

Insured			
Full Name	NG YUK KAM		
Plan Details			
Plan	Comprehensive	Year of Cover	1
Cancer and Heart Disease Extension	Y		
Inception Date	01/08/2020	Expiry Date	31/07/2021
Insured Person			
Rosemary			

If there are any errors or omission, please click on 'Abandon' and contact your intermediary. Otherwise please make the payment.

Domestic Helper Protector Policy - (Comprehensive)

Premium HKD 1,000.84

MAKE PAYMENT >



24. Customer reviews the “Importance Notice” under the “Policy Summary”

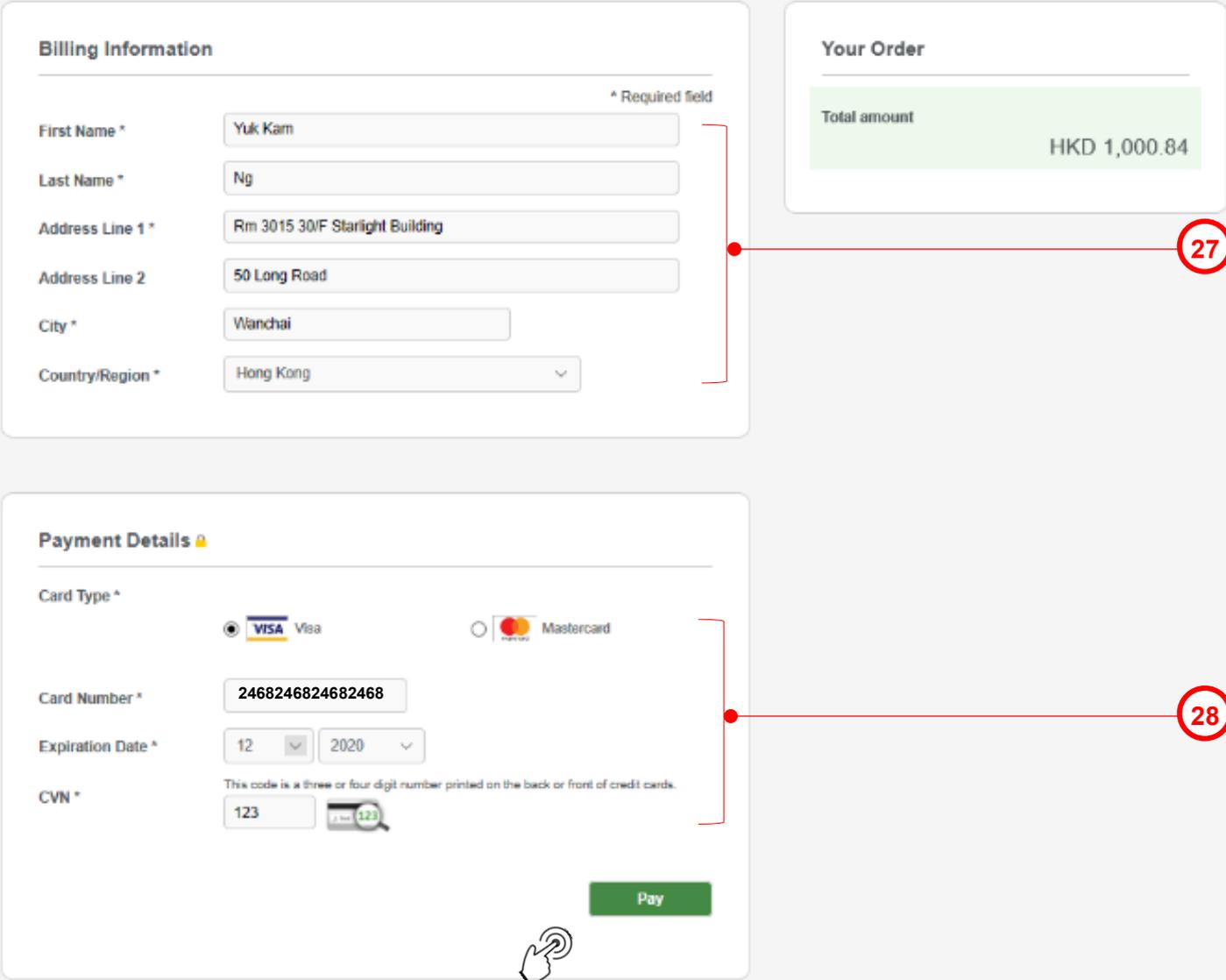
客戶檢閱 “Policy Summary” 內之 “Importance Notice”

25. Customer agrees to “Policy Summary” and checks the box

客戶同意 “Policy Summary” 並在方格內打勾

26. MAKE PAYMENT >

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Billing Information

* Required field

First Name * Yuk Kam

Last Name * Ng

Address Line 1 * Rm 3015 30/F Starlight Building

Address Line 2 50 Long Road

City * Wanchai

Country/Region * Hong Kong

Your Order

Total amount HKD 1,000.84

Payment Details

Card Type *

VISA Visa Mastercard Mastercard

Card Number * 2468246824682468

Expiration Date * 12 2020

CVN * 123

This code is a three or four digit number printed on the back or front of credit cards.

Pay

27. Customer inputs the “**Billing Information**”

客戶輸入 “**Billing Information**”

28. Customer inputs the “**Payment Details**”

客戶輸入 “**Payment Details**”

29.  

Payment Confirmation

Payment Confirmation

Thank you for insuring with QBE.
Your policy has been issued. Policy documents will be sent to your contact email address in 24 hours.
You may print payment confirmation details for your reference.

Policy Details

Policy Number	A0614174 - DMH
Insured	NG YUK KAM
Period of Insurance	From 1 Aug 2020 To 31 Jul 2021
Receipt number	5940924010756948004002
Amount	HKD 1,000.84

30

CLOSE

31

30. Customer receives the “**Payment Confirmation**”

客戶收到 “**Payment Confirmation**”

31.  

32. At the same time, Customer receives the “**Payment Receipt**” email

與此同時，客戶收到 “**Payment Receipt**” 電郵

Qnect - Domestic Helper Insurance Policy A0614174 Payment Receipt - NG YUK KAM

QnectAsia@qbe.com

To nguyukkam@email.com

32

Thank you for insuring with QBE.

Your policy has been issued. Policy documents will be sent to your contact email address in 24 hours.

You may print policy confirmation details for your reference.

Policy Details

Policy Number : A0614174 - DMH
Insured : NG YUK KAM
Period of Insurance : From: 1 Aug 2020 To: 31 Jul 2021
Payment Amount : HKD 1,000.84
Receipt Number : 5940924010756948004002

Made possible



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Qnect - Domestic Helper Insurance A0614174 Policy Document

QnectAsia@qbe.com

To ngyukkam@email.com

 Attached file: Schedule - Client Copy-ASIA_17998440.pdf 82 KB	 Attached file: Policy Wording-ASIA_17998453.pdf 2 MB
 Attached file: Summary of Benefits-ASIA_17998454.pdf 1 MB	 Attached file: Receipt-ASIA_17998429.pdf 37 KB

Domestic Helper Insurance

Policy Number: **A0614174**
Insured Helper(s): **Rosemary**
Period of Insurance: **01/08/2020 - 31/07/2021**
Premium: **HKD 992.44**
IA Levy: **HKD 0.84**
EC Levy: **HKD 7.56**
Total Amount: **HKD 1000.84**

Dear NG YUK KAM,

33

Thank you for choosing QBE as your insurer for your Domestic Helper Insurance policy. The policy document is attached for your record.

If you have any enquiries on the coverage, Policy Schedule and Policy Wording, please do not hesitate to contact your agent - (Wong Yiu Wah).

Domestic Helper claims are now easier and faster with QBE Claims claims.qbe.com/hk/helper. From 1 May 2019, only online submission on the QBE Claims will be accepted.

QBE Hong Kong

33. Customer receives the “Policy Document” email

客戶收到 “Policy Document” 電郵

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Qnect - Domestic Helper Insurance Policy A0614174 Payment Receipt- NG YUK KAM

QnectAsia@qbe.com

To Wong Yiu Wah

34

Dear Wong Yiu Wah,

Please note that the insured (NG YUK KAM) online credit card payment for Policy A0614174 with payment amount HKD 1,000.84 was successful. The policy documents will be sent to the insured under a separate email shortly. If you have any further queries, please contact your designated account handler.

Made possible


34. Agent receives the “**Payment Receipt**” email

Agent 收到 “**Payment Receipt**” 電郵

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“Make Payment” by “Pay Now”

The screenshot displays the Qnect payment interface. At the top right, the 'Customer Payment' dropdown menu is open, with 'Pay Now' selected and circled in red with the number 35. Below this, the 'Total Premium' is shown as 1,000.00. Three buttons are visible: 'SAVE PENDING', 'ISSUE QUOTE', and 'MAKE PAYMENT'. The 'Billing Information' section contains fields for First Name (Yuk Kam), Last Name (Ng), Address Line 1 (Rm 3015 30/F Starlight Building), Address Line 2 (50 Long Road), City (Wanchai), and Country/Region (Hong Kong). The 'Your Order' section shows a total amount of HKD 1,000.84. The 'Payment Details' section shows 'Card Type' with 'VISA' selected, 'Card Number' (2468246824682468), 'Expiration Date' (12/2020), and 'CVN' (123). A green 'Pay' button is at the bottom right. Red lines and circles with numbers 36, 37, and 38 point to the billing information, payment details, and the 'Pay' button respectively.

35. Customer selects “Pay Now”

客戶選擇 “Pay Now”

36. Customer inputs the “Billing Information”

客戶輸入 “Billing Information”

37. Customer inputs the “Payment Details”

客戶輸入 “Payment Details”

38.  

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Payment Confirmation

Payment Confirmation

Thank you for insuring with QBE.
Your policy has been issued. Policy documents will be sent to your contact email address in 24 hours.
You may print payment confirmation details for your reference.

Policy Details

Policy Number	A0614174-DMH
Insured	NG YUK KAM
Period of Insurance	From 1 Aug 2020 To 31 Jul 2021
Receipt number	5940924010756948004002
Amount	HKD 1,000.84

39

CLOSE



40

39. Customer receives the “Payment Confirmation”

客戶收到 “Payment Confirmation”

40.  [CLOSE](#)

41. At the same time, Agent receives the “Payment Receipt” email

與此同時，Agent 收到 “Payment Receipt” 電郵

Qnect - Domestic Helper Insurance Policy A0614174 Payment Receipt - NG YUK KAM

QnectAsia@qbe.com

To Wong Yiu Wah

41

Dear NG YUK KAM,

Thank you. Your payment has been accepted.

This is your confirmation for:

Policy Details

Policy Number : A0614174

Insured : NG YUK KAM

Period of Insurance : From: 1 Aug 2020 To: 31 Jul 2021

Payment Amount : HKD 1,000.84

Receipt Number : 5940924010756948004002

Made possible



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Policy

Insurance Details

Policy No: A0614174
Policy Type: Domestic Helper Insurance (DMH)
Insured: NG YUK KAM
Address: RM 3015 30/F STARLIGHT BUILDING 50 LONG ROAD WANCHAI
Agent: Wong Yiu Wah

Policy Status: In Force
Policy of Insurance: 01/08/2020 to 31/07/2021
Wording: UWD.PDMH.V6.1801
SP Attn Code: 00
Branch: 01

42

[Risks](#) [Transaction History](#) [Documents](#)

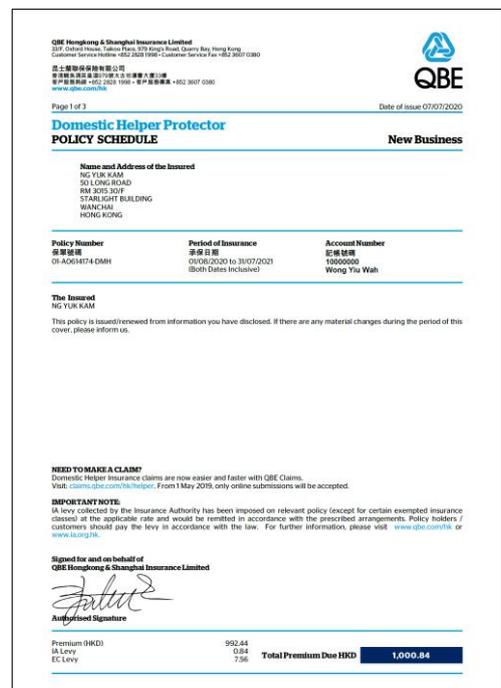
Transaction Type (expand/collapse)	Effective Date	Email	Document Type
<input checked="" type="radio"/> New Business Issue	01/08/2020	<input checked="" type="checkbox"/>	Policy Documents: Schedule - Client Copy Schedule - Intermediary Copy Policy Wording Debit Credit Note - Client Copy Debit Credit Note - Intermediary Copy Summary of Benefits Receipt

43

[CHECK FOR DOCUMENTS](#) [POLICY OPTIONS](#)

44

- 42. [Documents](#) to enter the documents folder
[Documents](#) 進入文件夾頁面
- 43. “Document Type”
 document link to view the document
 文件連結去檢閱文件
- 44. to send the “Policy Document” to the customer
 將 “Policy Document” 發送給客戶



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From: Wong Yiu Wah Date: 7/7/2020 New Business Issue

To* 45

Cc

Bcc

Subject 46

Text 47

Attachments **Policy Documents:**

- Schedule - Client Copy
- Schedule - Intermediary Copy
- Policy Wording
- Debit Credit Note - Client Copy
- Debit Credit Note - Intermediary Copy
- Summary of Benefits
- Receipt

SEND 49

Message Sent

Your e-mail has been sent.

OK 50

- 45. **“To”** – System will default it to be the customer email address (can add other email addresses, using semicolon (;) to separate them)
“To” – 系統會預設它為客戶之電郵地址 (可以加入其他電郵地址 ; 並以 (;) 相隔)
- 46. **“Subject”** – System will default the **“Subject”** to be the customer name but you may enter your own subject
“Subject” – 系統會預設 **“Subject”** 為客戶名稱，但您可以輸入自定之郵件標題
- 47. **“Text”** – System will default the email content but you may enter your own email content
“Text” – 系統會預設郵件內容，但您可以輸入自定之郵件內容
- 48. **“Attachments”** – System will default **“Policy Documents”** to be sent and you may uncheck the box besides the document’s name if you do not want to send it
“Attachments” – 系統已預設附上 **“Policy Documents”**，但如該文件是不需要，可以剔除對應之方格
- 49.
- 50. A pop-up message will show that the email has been sent and then
 頁面會有顯示電子郵件已發送，然後

Qnect - Domestic Helper Insurance A0614174 Policy Document

QnectAsia@qbe.com

To ngyukkam@email.com

 Attached file: Schedule - Client Copy-ASIA_17998440.pdf 82 KB	 Attached file: Policy Wording-ASIA_17998453.pdf 2 MB
 Attached file: Summary of Benefits-ASIA_17998454.pdf 1 MB	 Attached file: Receipt-ASIA_17998429.pdf 37 KB

Domestic Helper Insurance

Policy Number: **A0614174**
Insured Helper(s): **Rosemary**
Period of Insurance: **01/08/2020 - 31/07/2021**
Premium: **HKD 992.44**
IA Levy: **HKD 0.84**
EC Levy: **HKD 7.56**
Total Amount: **HKD 1000.84**

Dear NG YUK KAM,

51

Thank you for choosing QBE as your insurer for your Domestic Helper Insurance policy. The policy document is attached for your record.

If you have any enquiries on the coverage, Policy Schedule and Policy Wording, please do not hesitate to contact your agent - (Wong Yiu Wah).

Domestic Helper claims are now easier and faster with QBE Claims claims.qbe.com/hk/helper. From 1 May 2019, only online submission on the QBE Claims will be accepted.

QBE Hong Kong

51. Customer receives the “Policy Document” email

客戶收到 “Policy Document” 電郵

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“Make Payment” by “Issue Policy”



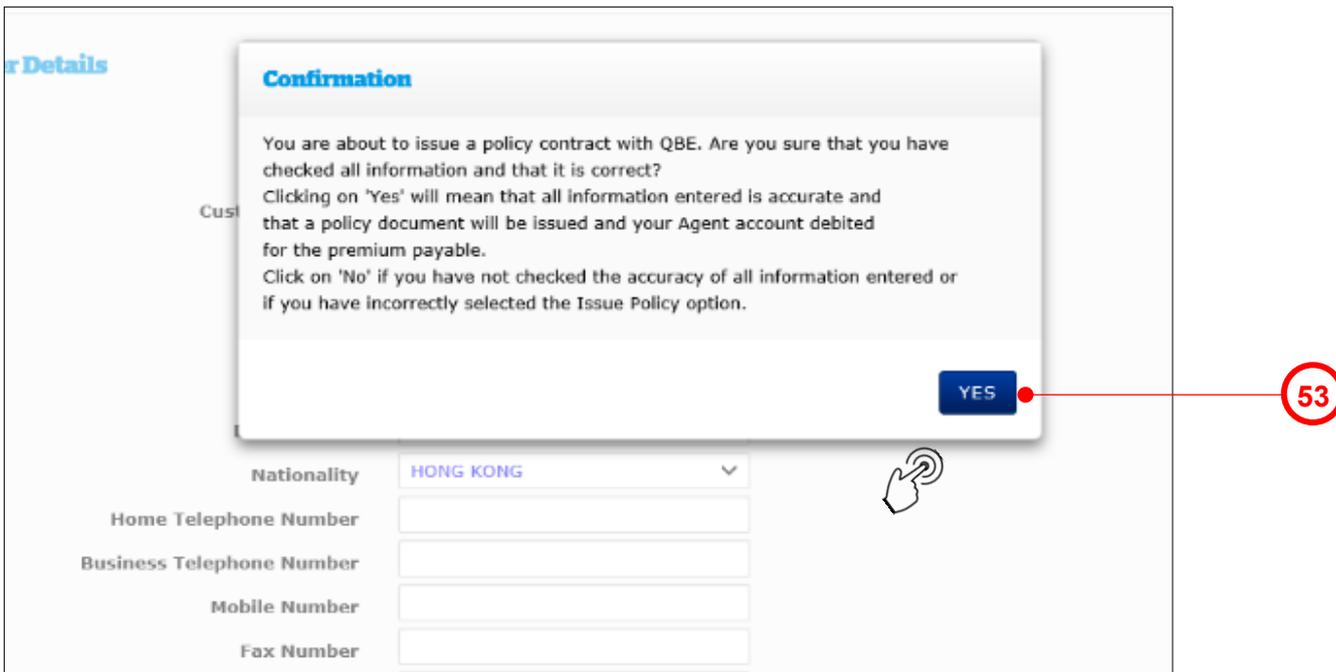
Customer Payment
Pay Now
Issue Policy ● 52

Total Premium 1,000

SAVE PENDING ISSUE QUOTE MAKE PAYMENT ▾

52. Customer selects “Issue Policy”

客戶選擇 “Issue Policy”



Confirmation

You are about to issue a policy contract with QBE. Are you sure that you have checked all information and that it is correct?
Clicking on 'Yes' will mean that all information entered is accurate and that a policy document will be issued and your Agent account debited for the premium payable.
Click on 'No' if you have not checked the accuracy of all information entered or if you have incorrectly selected the Issue Policy option.

YES ● 53

Nationality HONG KONG ▾

Home Telephone Number

Business Telephone Number

Mobile Number

Fax Number

53. YES

Policy

Insurance Details

Policy No: A0614174
Policy Type: Domestic Helper Insurance (DMH)
Insured: NG YUK KAM
Address: RM 3015 30/F STARLIGHT BUILDING 50 LONG ROAD WANCHAI
Agent: Wong Yiu Wah

Policy Status: In Force
Policy of Insurance: 01/08/2020 to 31/07/2021
Wording: UWD.PDMH.V6.1801
SP Attn Code: 00
Branch: 01

54

[Risks](#) [Transaction History](#) [Documents](#)

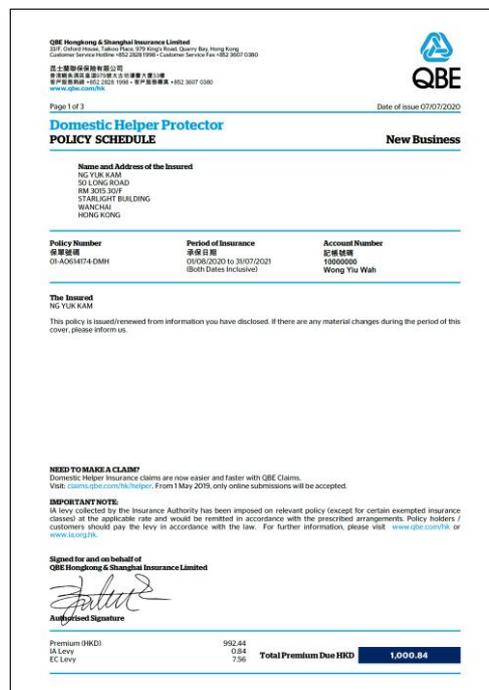
Transaction Type (expand/collapse)	Effective Date	Email	Document Type
<input checked="" type="radio"/> New Business Issue	01/08/2020		Policy Documents: Schedule - Client Copy Schedule - Intermediary Copy Policy Wording Debit Credit Note - Client Copy Debit Credit Note - Intermediary Copy Summary of Benefits

55

[CHECK FOR DOCUMENTS](#) [POLICY OPTIONS](#)

56

- to enter the documents folder
 進入文件夾頁面
- “Document Type”**
 document link to view the document
 文件連結去檢閱文件
- to send the “Policy Document” to the customer
 將 “Policy Document” 發送給客戶



[Back to Contents](#) 返回目錄

Correspondence
A0614174DMH

From: Wong Yiu Wah **Date:** 7/7/2020 New Business Issue

To* 57

Cc

Bcc

Subject 58

Text

Dear NG YUK KAM,

 Thank you for choosing QBE as your insurer for your Domestic Helper Insurance policy.
 The policy document is attached for your

59

Attachments

Policy Documents:

Schedule - Client Copy

Schedule - Intermediary Copy

Policy Wording

Debit Credit Note - Client Copy

Debit Credit Note - Intermediary Copy

Summary of Benefits

60

61

Message Sent

Your e-mail has been sent.

62

57. **“To”** – System will default it to be the customer email address
(can add other email addresses, using semicolon (;) to separate them)
“To” – 系統會預設它為客戶之電郵地址 (可以加入其他電郵地址 ; 並以 (;) 相隔)
58. **“Subject”** – System will default the **“Subject”** to be the customer name but you may enter your own subject
“Subject” – 系統會預設 **“Subject”** 為客戶名稱，但您可以輸入自定之郵件標題
59. **“Text”** – System will default the email content but you may enter your own email content
“Text” – 系統會預設郵件內容，但您可以輸入自定之郵件內容
60. **“Attachments”** – System will default **“Policy Documents”** to be sent and you may uncheck the box besides the document’s name if you do not want to send it
“Attachments” – 系統已預設附上 **“Policy Documents”**，但如該文件是不需要，可以剔除對應之方格
61. 
62. A pop-up message will show that the email has been sent and then 
頁面會有顯示電子郵件已發送，然後 

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Customer NG YUK KAM

QnectAsia@qbe.com

To ngyukkam@email.com

 Attached file: Policy Wording-ASIA_18004212.pdf 2 MB	 Attached file: Summary of Benefits-ASIA_18004210.pdf 1 MB
 Attached file: Schedule - Client Copy-ASIA_18004201.pdf 82 KB	 Attached file: Debit Credit Note - Client Copy-ASIA_18004203.pdf 40 KB

Domestic Helper Insurance

Policy Number: **A0614174**
Insured Helper(s): **Rosemary**
Period of Insurance: **01/08/2020 - 31/07/2021**
Premium: **HKD 992.44**
IA Levy: **HKD 0.84**
EC Levy: **HKD 7.56**
Total Amount: **HKD 1000.84**

Dear NG YUK KAM,

63

Thank you for choosing QBE as your insurer for your Domestic Helper Insurance policy. The policy document is attached for your record.

If you have any enquiries on the coverage, Policy Schedule and Policy Wording, please do not hesitate to contact your agent - (Wong Yiu Wah).

Domestic Helper claims are now easier and faster with QBE Claims claims.qbe.com/hk/helper. From 1 May 2019, only online submission on the QBE Claims will be accepted.

QBE Hong Kong

63. Customer receives the “Policy Document” email

客戶收到 “Policy Document” 電郵

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Part D

Endorsement 更改保單

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Find

1
Use “Policy Administration” – “Endorse a Policy”
利用 “Policy Administration” 中之 “Endorse a Policy” 功能

2
“Search By” – “Policy Number / Cover Note”
從 “Search By” 中，
選擇 “Policy Number / Cover Note”
▪ Input **A0614174**
輸入 **A0614174**

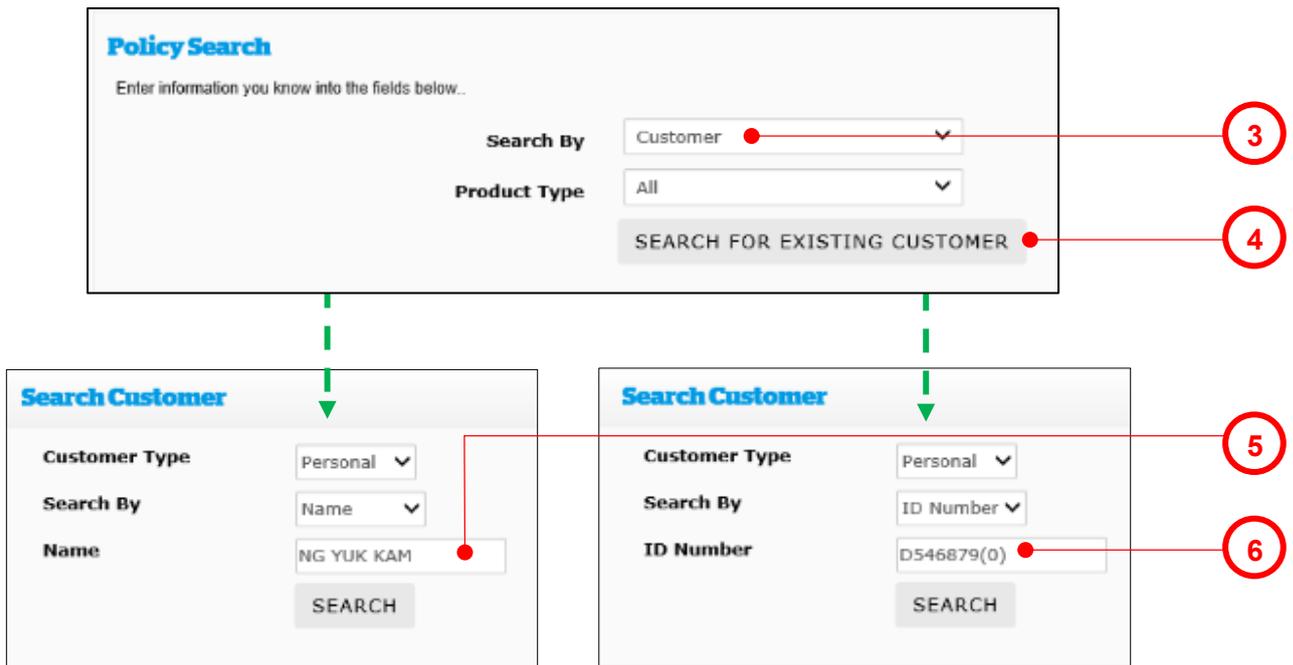
3
“Search By” – “Customer”
從 “Search By” 中，
選擇 “Customer”

4
SEARCH FOR EXISTING CUSTOMER
Personal

5
Select “Search By” – “Name”
從 “Search By” 中選擇
“Name”

6
Select “Search By” – “ID Number”
從 “Search By” 中選擇
“ID Number”

[Back to Contents](#) 返回目錄



Policy

Policy Search
Enter information you know into the fields below..

Effective Date*: 07/07/2020
Search By: Policy Number / Cover Note
Policy Number*: A0614174 (2)
SEARCH

Search Results

Policy / Cover Note #	Name of insured	Policy type	Status	Expires	Links
A0614174 (7)	NG YUK KAM	Domestic Helper Insurance (DMH)	In Force	31/07/2021	

- Policy Number **A0614174** and go to the policy details
 Policy Number **A0614174** 去進入保單內容

Policy

Insurance Details

Policy No: A0614174
Policy Type: Domestic Helper Insurance (DMH)
Insured: NG YUK KAM
Address: RM 3015 30/F STARLIGHT BUILDING 50 LONG ROAD WANCHAI
Agent: Wong Yiu Wah

Policy Status: In Force
Policy of Insurance: 01/08/2020 to 31/07/2021
Wording: UWD.PDMH.V6.1801
SP Attn Code: 00
Branch: 01

8

[Risks](#) [Transaction History](#) [Documents](#)

Section	Risk	Location / Type of Business	Commence	Terminated
No risks are active based on the effective date of inquiry. Click here to inquire based on Inception Date of the policy.				

Endorsement
View Policy

POLICY OPTIONS

10

9

8. “Insurance Details” main page

“Insurance Details” 頁面

9.  POLICY OPTIONS

10. Select “Endorsement”

選擇 “Endorsement”

- Name: Rosemary **Bae**
- Email Address: ngyukkam**ivy**@email.com
- Address: Rm **4008**, **40**/F, Starlight Building, 50 Long Road, Wanchai, Hong Kong

11. System will default endorsement “**Effective Date**” as policy effective date but it can be changed according to the customer’s needs.

系統已預設修改保單之 “**Effective Date**” 為保單生效日期，但可以根據客戶之實質需要去改變

12. Select “**Reason**” (e.g. “**Error correction**”)

選擇 “**Reason**” (例如 “**Error correction**”)

13. **SUBMIT**

Domestic Helper

Domestic Helper MODIFY

Plan* Comprehensive ⓘ

Medical Expenses for Cancer & Heart Disease ⓘ

Helper's Name* Rosemary Bae ⓘ

Nationality* Filipino

HKID / Passport Number* 741741741

Date of Birth (DD/MM/YYYY)* 01/05/1980

The helper performs duties as a driver, gardener or lives away from the employment location

[Clauses \(0\)](#)

Premium Breakdown:	Annual Premium	Premium Due	Levy	Total Due
Total	\$992.44	\$0.00	\$0.00	\$0.00

CALCULATE PREMIUM >

Total Premium 0.00 HKD

14. **MODIFY**

15. Change “**Helper’s Name**” to **Rosemary Bae**

更改 “**Helper’s Name**” 為 **Rosemary Bae**

16. **NEXT** >

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Customer Details

Customer Type*	Personal	▼
Name*	NG YUK KAM	
ID Number*	D546879(0)	
Title		▼
Gender	Female	▼
Date of Birth		
Nationality	HONG KONG	▼
Home Telephone Number		
Business Telephone Number		
Mobile Number		
Fax Number		
Email Address	ngyukkamivy@email.com	●
Unit / Floor Number	RM 4008 40/F	●
Building Number and Name	STARLIGHT BUILDING	
Street Number and Name*	50 LONG ROAD	
District	WANCHAI	
Country*	HONG KONG	▼

Total Premium 0.00 HKD

17. Change the “Email Address”

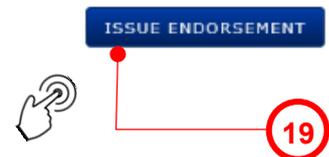
更改 “Email Address”

18. Change the “Address”

更改 “Address”

19.  

20.  



Endorsement has been successfully issued.





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Policy

Insurance Details

Policy No: A0614174
Policy Type: Domestic Helper Insurance (DMH)
Insured: NG YUK KAM
Address: RM 4008 40/F STARLIGHT BUILDING 50 LONG ROAD WANCHAI
Agent: Wong Yiu Wah
Policy Status: In Force
Policy of Insurance: 01/08/2020 to 31/07/2021
Wording: UWD.PDMH.V6.1801
SP Attn Code: 00
Branch: 01



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[Risks](#) [Transaction History](#) [Documents](#)

Transaction Type (expand/collapse)	Effective Date	Email	Document Type
Endorsement Issue	01/08/2020		Policy Documents: Schedule - Client Copy Schedule - Intermediary Copy Endorsement Note - Client Copy Endorsement Note - Intermediary Copy

22

23

- to enter the documents folder
 進入文件夾頁面
- “Document Type”**
 document link to view the document
 文件連結去檢閱文件
- to send the “Endorsement” to the customer
 將 “Endorsement” 發送給客戶

Policy Number 01-A0614174-DMH-E001
 保單號碼
 Page 2 of 3

Domestic Helper

Plan	Comprehensive Plan (All sections)
Year of Cover	1
Helper	Rosemary Bae
Optional Cover	Medical Expense for Cancer & Heart Disease



QBE Hongkong & Shanghai Insurance Limited
 237, Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong
 Customer Service Hotline +852 2328 1999 - Customer Service Fax +852 3077 0380
 香港保險有限公司
 香港中區皇后大道中237號
 客戶服務熱線 +852 2328 1999 - 客戶服務傳真 +852 3077 0380
 www.qbe.com.hk

Page 1 of 3 Date of Issue 07/07/2020

Domestic Helper Protector Endorsement

Policy Schedule

Name and Address of the Insured
 NG YUK KAM
 50 LONG ROAD
 RM 4008 40/F
 STARLIGHT BUILDING
 WANCHAI
 HONG KONG

Policy Number 保單號碼	Period of Insurance 承保日期	Account Number 戶口號碼
01-A0614174-DMH-E001	01/08/2020 to 31/07/2021 (Both Dates Inclusive)	10000000 Wong Yiu Wah

The Insured
 NG YUK KAM
 The updated Schedule of the Policy with effect from 01/08/2020 as follows:

NEED TO MAKE A CLAIM?
 Domestic Helper Insurance claims are now easier and faster with QBE Claims.
 Visit: www.qbe.com.hk/claims. From May 2020, only online submissions will be accepted.

IMPORTANT NOTE:
 IA Levy collected by the Insurance Authority has been imposed on relevant policy (except for certain exempted insurance classes) at the applicable rate and would be remitted in accordance with the prescribed arrangements. Policy holders / customers should pay the levy in accordance with the law. For further information, please visit www.qbe.com.hk or www.ia.gov.hk.

Signed for and on behalf of
 QBE Hongkong & Shanghai Insurance Limited

 Authorized Signature

Premium HKD: 0.00 Total Premium Due HKD: 0.00

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Correspondence
A0614174DMH

From: Wong Yiu Wah Date: 7/7/2020 Endorsement Issue

To* ngyukkamivy@email.com ✓

Cc

Bcc

Subject Customer NG YUK KAM

Text
Dear NG YUK KAM,

Thank you for choosing QBE as your insurer for your domestic helper protector policy. The policy document is attached for your record.

Attachments

Policy Documents:

Schedule - Client Copy

Schedule - Intermediary Copy

Endorsement Note - Client Copy

Endorsement Note - Intermediary Copy

SEND

Message Sent

Your e-mail has been sent.

OK

24. **“To”** – System will default it to be the customer email address
(can add other email addresses, using semicolon (;) to separate them)
“To” – 系統會預設它為客戶之電郵地址 (可以加入其他電郵地址 ; 並以 (;) 相隔)
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“Attachments” – 系統已預設附上 **“Policy Documents”**，但如該文件是不需要，可以剔除對應之方格
28. **SEND**
29. A pop-up message will show that the email has been sent and then **OK**
 頁面會有顯示電子郵件已發送，然後 **OK**

Customer NG YUK KAM

QnectAsia@qbe.com

To ngyukkamivy@email.com



Dear NG YUK KAM, ●

30

Thank you for choosing QBE as your insurer for your domestic helper insurance policy. The policy document is attached for your record.

If you have any enquiries on the coverage, Policy Schedule and Policy Wording, please do not hesitate to contact your agent - (Wong Yiu Wah).



30. Customer receives the “Policy Document” email

客戶收到 “Policy Document” 電郵

~ End ~

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