

# FAQ for Motor Claims



QUESTIONS	ANSWERS
1. I want to submit my claim online. When can I start to do that?	From 9 March 2020, QBE Hong Kong will accept motor claims online.
2. Is digital claim submission available 24 hours 7 days a week?	Yes. You can access our Digital Motor Claims platform anytime.
3. Is there a time limit for a claim submission?	Yes. All claim submissions must be made within 14 days of date of loss/ incident.
4. How can I check my claim status after submission?	You can check your claim status online at <a href="#">here</a> .
5. Can my agent or broker submit an online claim for me?	Yes. Your agent or broker will be able to assist you with your online claim submission
6. What should I do if my claim cannot be submitted before deadline due to a disruption to the online system?	In the unlikely event that the system is unavailable, please continue to submit your claim online when the system is back in service. We would grant special handling for delayed claim submissions resulting from system disruptions.
7. What should I do if I forget my policy number?	<p>You may find your policy number in the policy confirmation email. If it is still unavailable, please contact your agent, broker or QBE Hong Kong's Claims Services team (Monday to Friday 9:00am – 5:30pm) at:</p> <p><a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a>/ 852 2877 8608, or <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a>/ 852 2828 3133 (for Hang Seng Bank customers)</p>
8. What should I do if I have selected a wrong claim type?	<p>If this happens during the course of your online claim submission, you can click 'Back' at the top of the screen to correct.</p> <p>If the issue persists, you may contact our Claims Services team (Monday to Friday 9:00am – 5:30pm) at:</p> <p><a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a>/ 852 2877 8608, or <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a>/ 852 2828 3133 (for Hang Seng Bank customers)</p>
9. Can I save my progress while registering a claim?	Yes. You can click 'Save For Later' at the bottom of the screen. Following that, you will receive an email with a URL which you can access to resume the claim registration at a later time.
10. Do I need to provide the original receipts and supporting documents to QBE Hong Kong or my agent or broker?	<p>No – for motor windscreen claims. However, please retain the original copy of the receipts and supporting documents for 3 months after your claim submission. QBE Hong Kong may request them for auditing purposes.</p> <p>Yes – for non-motor windscreen claims. You need to provide the original signed Authorization Letter within 14 days after your claim submission. However, QBE Hong Kong may also request the original receipts and supporting documents for further processing or auditing purposes.</p>



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11. Which file formats can I upload as supporting documents?	We accept a variety of formats: doc, docx, xls, xlsx, pdf, txt, jpg, jpeg, png, gif, avi, mpg, mp4, mov, wmv.
12. Is there a file size limit for supporting documents submitted online?	The size limit of each file is 20MB.
13. I realised I did not attach the right documents when hitting 'Submit', how can I re-attach the file again?	You can simply reply to your claim confirmation email and attach the correct supporting documents.
14. If QBE Hong Kong requires further supporting document to process my claim, how will I be notified?	We will contact you via email if additional supporting documents are required to process your claim. Please simply reply to the email with the required documents.
15. If I need to register multiple claim types under the same policy, do I need to attach the same receipts and supporting documents each time?	No. If the multiple claim types originate from the same loss/incident, you only need to attach relevant receipts and supporting documents once.
16. What should I do if I entered a wrong bank account number?	<p>If this happens during the course of your online claim submission, you can click 'Back' at the top of the screen to correct.</p> <p>If your claim has already been submitted, please contact our Claims Services team (Monday to Friday 9:00am – 5:30pm) at: <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a>/ 852 2877 8608, or <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a>/ 852 2828 3133 (for Hang Seng Bank customers)</p>
17. Can the payment be made to a credit card?	No. The payment can only be made to a bank account.
18. If my bank account is a joint account, what should I enter as the payee?	Please note that we can only issue payments to the policy holder (i.e. the registered owner of the insured vehicle). In other words, we do not accept a joint account. Please provide an individual bank account number held by the policy holder.
19. If the repair cost was not paid by the policy holder, what should I enter as the payee?	Please note that we can only issue payments to the policy holder (i.e. the registered owner of the insured vehicle). Please provide an individual bank account number held by the policy holder.
20. If I do not agree with the amount approved by QBE Hong Kong, what should I do?	<p>Please reply to your claim confirmation email with your request and supporting documents (if any).</p> <p>You can also contact the responsible case handler or our Claims Services team (Monday to Friday 9:00am – 5:30pm) at: <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a>/ 852 2877 8608, or <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a>/ 852 2828 3133 (for Hang Seng Bank customers)</p>
21. After my claim submission, I realised I have another claim to register. Can I register another claim?	Yes. Please submit a new claim online with relevant receipts and supporting documents.



## QUESTIONS

## ANSWERS

22.

If I do not hear from QBE Hong Kong after submitting my claim, who should I contact to find out the claim status?

Please contact our Claims Services team (Monday to Friday 9:00am – 5:30pm) at:

[qbehksiclaims@qbe.com](mailto:qbehksiclaims@qbe.com)/ 852 2877 8608, or  
[claims.gihk@qbe.com](mailto:claims.gihk@qbe.com)/ 852 2828 3133 (for Hang Seng Bank customers)

