

## QUESTIONS

## ANSWERS

1. I want to submit my claim in paper form. Can I still do that?

From 1 May 2019, QBE Hong Kong will only accept digital domestic helper claims.
2. How can I check my claim status after submission?

We will contact you via email or phone if further information is required to process your claim. Upon approval of your claim, you will receive an email notification.

For enquiries, you may contact our Claims Services team at:

[claims.qihk@qbe.com](mailto:claims.qihk@qbe.com)/ 852 2828 3133 (for Hang Seng Bank customers)  
[qbehksiclaims@qbe.com](mailto:qbehksiclaims@qbe.com)/ 852 2877 8608 (for other customers)
3. Do I need to provide the original receipts and supporting documents to QBE Hong Kong or my agent or broker?

No. However, you should keep the original receipts and supporting documents for 90 days after your claim submission. During this period, QBE Hong Kong may request the original copies for auditing purposes.
4. Is digital claim submission available 24 hours 7 days a week?

Yes. You can access our digital claims platform on any device, any time.
5. 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.
6. What should I do if I have selected a wrong claim type?

If this happens during the course of your claim registration online, you can click 'Back' at the top of the screen to correct.

If your claim has already been submitted, please contact our Claims Services team at:

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[qbehksiclaims@qbe.com](mailto:qbehksiclaims@qbe.com)/ 852 2877 8608 (for other customers)
7. 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?

Yes. As each claim type is processed individually, you will need to attach relevant receipts and supporting documents for each claim type to ensure it is handled in a timely and efficient manner



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8. What should I do if I forget my policy number?	You may find your policy number in the policy confirmation email. If it is still unavailable, please contact your agent or broker, or QBE Hong Kong's Claims Services team at: <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a> / 852 2828 3133 (for Hang Seng Bank customers) <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a> / 852 2877 8608 (for other customers)
9. 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.
10. If my bank account is a joint account, what should I enter as the payee?	Please check your bank statement or card and enter the right payee name.
11. What should I do if today is the deadline of my claim submission, but the system is down?	In the unlikely event that the system is unavailable, please continue to submit your claim online when the system is back in service. We will take this into account when processing your claim.
12. 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
13. 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.
14. What should I do if I entered a wrong bank account number?	If this happens during the course of your claim registration online, you can click 'Back' at the top of the screen to correct.  If your claim has already been submitted, please contact our Claims Services team at: <a href="mailto:claims.gihk@qbe.com">claims.gihk@qbe.com</a> / 852 2828 3133 (for Hang Seng Bank customers) <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a> / 852 2877 8608 (for other customers)
15. Can the payment be made to a credit card?	No. The payment can only be made to a bank account.



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16. 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.
17. 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.
18. Is there a maximum file size limit for supporting documents submitted online?	The size limit of each file is 10MB.
19. 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 at: <a href="mailto:claims.qihk@qbe.com">claims.qihk@qbe.com</a> / 852 2828 3133 (for Hang Seng Bank customers) <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a> / 852 2877 8608 (for other customers)
20. Can I check my claim status online?	The claim status function is currently unavailable online. We will contact you via email or phone if further information is required to process your claim. Upon approval of your claim, you will receive a notification via email.
21. If I do not agree with the amount paid to me, who can I talk to?	Please contact our Claims Services team at: <a href="mailto:claims.qihk@qbe.com">claims.qihk@qbe.com</a> / 852 2828 3133 (for Hang Seng Bank customers) <a href="mailto:qbehksiclaims@qbe.com">qbehksiclaims@qbe.com</a> / 852 2877 8608 (for other customers)
22. Is there a time limit for claim submission?	Yes. All claim submission must be made within 30 days of date of loss/ incident.
23. How do I know whether the payment has been made to my bank account?	You will receive a notification through email once your claim has been approved.

