

Qnect is now revamped with a refreshing new look and improved user experience!

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



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@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

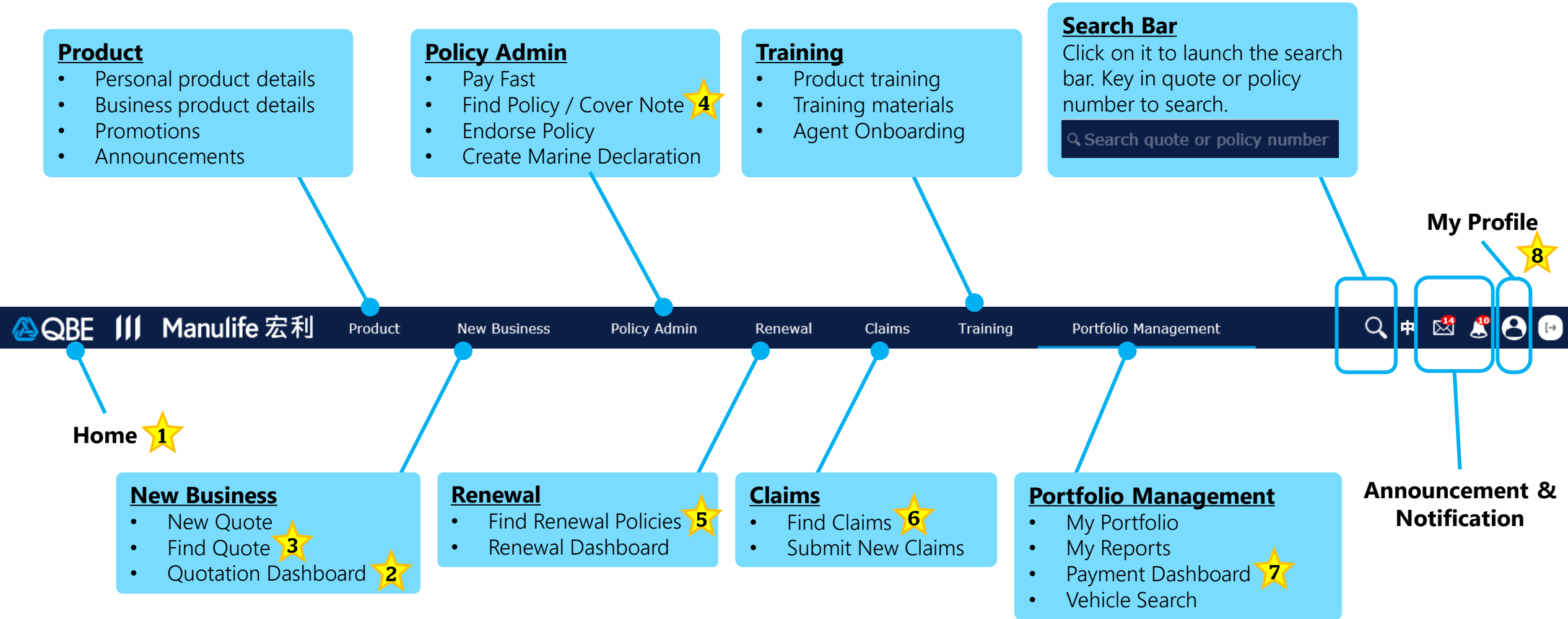
Answering some common questions about the use of Qnect website

Scheduled Maintenance

Advising you the upcoming system maintenance schedule

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

 **Let's click on the Star ★ to find out what are NEW in Qnect!!**



★9 **New Business/ Endorsement Email Notification**

1. Home Page

Quick Quote

Shortcuts to create new quotes of certain Qnect popular products

Quick Quote



Rolling Banners

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

Manage your customer payment easier!

New interface with enhanced functions on payment dashboard

[Read More](#)

Recovered Transaction

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

Recovered Transactions

Interior Renovation Prestige Full Binding Quote - Customer 19/11/2020 12:27 PM	✎ 🗑️
Motor Vehicle Insurance Full Binding Quote - Policy Review 19/11/2020 11:57 AM	✎ 🗑️
Home Insurance Quick Quote - Fast Quote 16/11/2020 05:04 PM	✎ 🗑️
Interior Renovation Prestige Full Binding Quote - Damage 16/11/2020 02:17 PM	✎ 🗑️
Motor Vehicle Insurance Quote Number:00237154	✎ 🗑️

Renewal Notifications

- [List of Policies due for Manual Review](#)
- [List of Policies Awaiting Renewal](#)
- [List of Expired Policies](#)

Renewal Notification

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

Announcement Notification ⁴⁰

Panel Repairer Selection is now on Motor eClaims
Panel Repairer Selection is now on Motor eClaims

eClaims is Now Ready For All Products
With effect from 09 August 2020, you and your customers can use eClaims for online claims submission for all insurance products.

Go Green with eRenewal Notice
QBE's commitment to protect our environment, starting from 30 September 2020, we will move to paperless eRenewal Notice.

Welcome to QBE Qnect!
Welcome to QBE Qnect!

QBE latest Work-From-Home arrangement
QBE employees are asked to work from home effective Monday 23 March 2020, until the situation stabilises

Service Arrangements for Novel Coronavirus
Service Arrangements for Novel Coronavirus

Announcement/Notification

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

New Home Page

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



Standard Quotes Tab

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

Quotation Dashboard

Standard Quotes

Negotiated Quotes



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

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

Quotation search by

Customer Quote Number Product Type

Quote Number
00239822

Search

Include Expired Quotes

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

Recent Records

Search / Filters

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

1-1 of 1



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

New Design

Quotation Dashboard has combined the search of standard quotes and negotiated quotes for your easy tracking.



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

Quotation Dashboard

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

Standard Quotes | **Negotiated Quotes**

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

1-3 of 3

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

New Design
Quotation Dashboard has combined the search of standard quotes and negotiated quotes for your easy tracking.

3. New Quote Header

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	Edit Clone

New Design

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

[Back to search results](#)



Click here to return to **Quotation Dashboard**

Back to Header Toolbar






4. New Policy Header


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

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

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

 **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 Details

Insured LEE SIU LING	Address FLAT A, ABC BUILDING, 123 STREET
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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](#)





New Design




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

5. New Renewal Header

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**
Domestic Helper Insurance (DMH) **Status**  Awaiting Renewal
Renewal Period 21/11/2020 to 20/11/2022 [Policy Options](#) 

Renewal Quote Details

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



Renewal Quote Document
From here you can download the renewal quote, policy wording, etc.

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

New Design
Renewal header is redesigned with a new layout with some obvious action buttons for renewal.

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](#)

6. New Claims Header

Claim Details

Claims Status

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

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

Showing the financial records of claims reimbursement

Financials Documents

Click here to view the Claims Documents

Paid Amount	Outstanding Amount	Total Incurred Amount
N/A	478.80	478.80

Back

New Design

Claims header is now in a simpler design for your ease to track the claims progress



6. New Claims Header

Claim Details

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

Documents

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

Financials

Documents

Show 10 Entries



Filter

File Name	Document Type	Size
ClaimsDetails_AC767855.pdf		0.16

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Back

New Design

Claims header is now in a simpler design for your ease to track the claims progress



Comprehensive Payment Transactions

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

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	⋮	⋮
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

Or 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

Comprehensive Payment Dashboard

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



8. My Profile



Step 1: Upload profile picture

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

My Profile

Profile

Password

Business Card

Your Profile Details



Name

CHAN TAI MAN

Intermediary

Manulife Hong Kong

Email Address

tm.chan@manulife.com

Country Code

+852

Mobile No.

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

My Profile

Profile

Password

Business Card

Your Business Card



Share to



Save

Step 2: Share your Business Card

Your profile picture will be displayed in your business card, and you can share it to your customers via Facebook, Whatsapp, WeChat or email.

New Feature

This new function allows you to upload your profile picture in Qnect.



9. Email Notification

New Business and Endorsement

For new business and endorsement, you and your customer will now receive the email notification with redesigned layouts.



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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33/F Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong

www.qbe.com/hk

此乃系統發出之電子郵件，請勿回覆此電郵。
This is an automatically generated email, please do not reply.



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產品，您客戶的付款已成功。您客戶的保單已生效，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>

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www.qbe.com/hk

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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>

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- 查詢理賠進度 Check claims status

[查看更多 Find out more](#)

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

Janet Shum [852 2828 1998](tel:852-2828-1998) janet.shum@qbe.com

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New Email Layout

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

Back to Header Toolbar

