

c.Change - Writepay Reporting

Stage 1. Writepay – c.Change Reporting

A number of reports have been placed on c.Change to assist with Instalment Billing Policies. Additionally, the Intermediary's Statement of Account is also available on-line within c.Change.

Report	Description	Available in report format (pdf)	Available as data file (csv)
commission & fee settled	A detailed breakdown report of all the commission and broker fee that has been collected and paid by QBE to the intermediary's bank account for the month. This report is updated monthly.	Yes	Yes
instalment dishonours	A listing of all premium instalments that have dishonoured. This report is updated daily.	Yes	Yes
outstanding authorisations (DDR)	A listing of all client policies where the DDR form has not yet been returned to QBE. This report is updated daily.	Yes	Yes
statement of account	The intermediary's statement of account with QBE, detailing all policies debtors and commission. The statement of account is updated monthly.	Yes	No

Stage 2. To View Reports

- Log into **Partner Portal**, click on the **c.Change** link
- Hover over **writepay** to view available reports

NOTE: If you do not see the 'writepay' menu and require access, contact your eBusiness Advisor who will then enable this option for you



Stage 3. Commission & Fee Settlement Report

This report shows a detailed breakdown of all the commission and broker fee that has been collected and paid by QBE to the intermediary's bank account for the month. This report is updated Monthly.

- To view the Commission & Fees paid into your bank account
- Select **wirepay > Commission & Intermediary Fee Settlement Report**
- From the report screen, click on the drop-down box to select an account number

NOTE: QBE has an automatic monthly reconciliation file that is available for certain broking packages. Contact your local EBA for further information on the reconciliation file

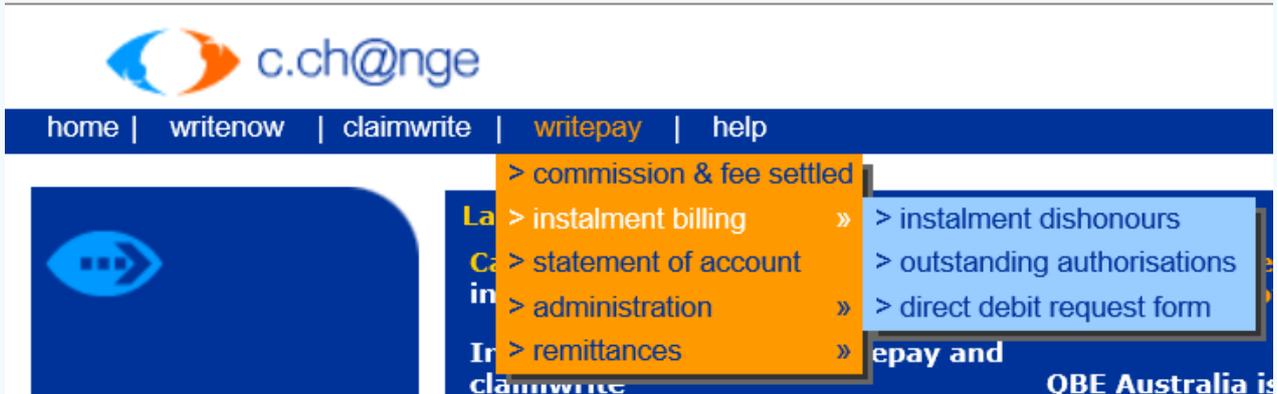
Stage 4. Open Report

- Report is available as a PDF document or excel CSV file
- To open report, select the appropriate month required

Accounting Month	
2020 November	download csv file
2020 June	download csv file
2020 May	download csv file
2010 July	download csv file
2010 June	download csv file
2010 May	download csv file
2010 April	download csv file
2010 March	download csv file
2010 February	download csv file
2010 January	download csv file
2009 December	download csv file
2009 November	download csv file

Stage 5. Instalment Billing

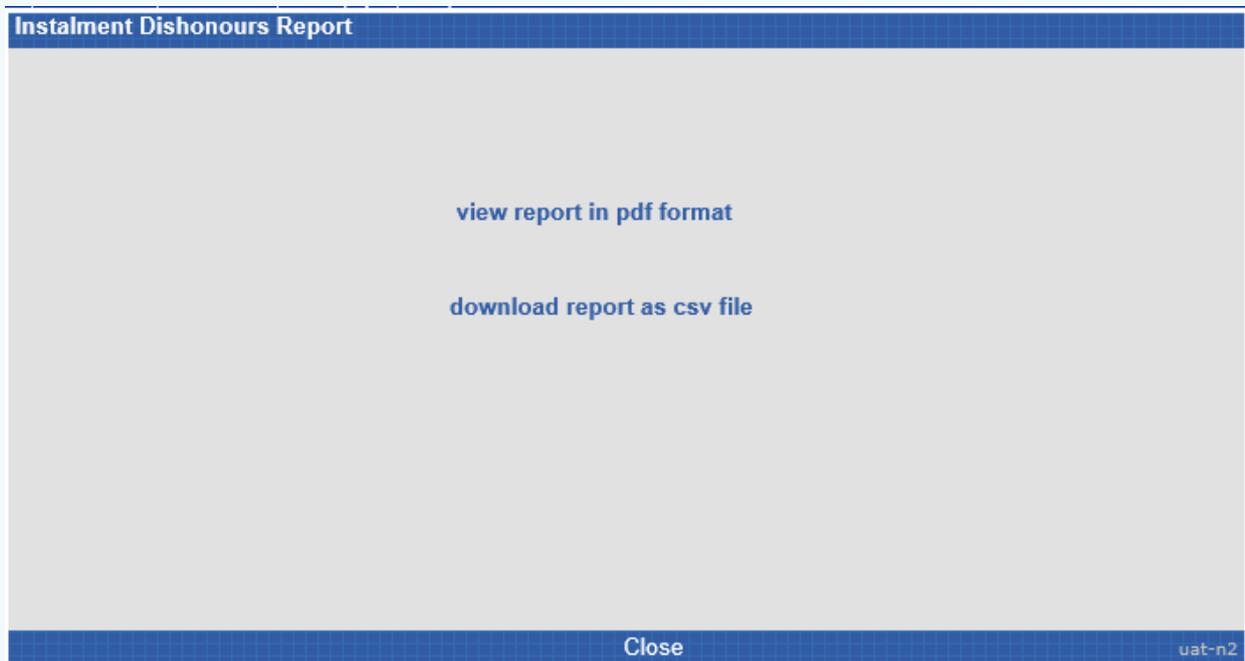
- Select **'instalment billing'** option to view the following reports:
 - **Instalment dishonours**
 - **Outstanding authorisations**
 - **Blank Direct Debit request form**



Stage 6. Instalment Dishonours Report

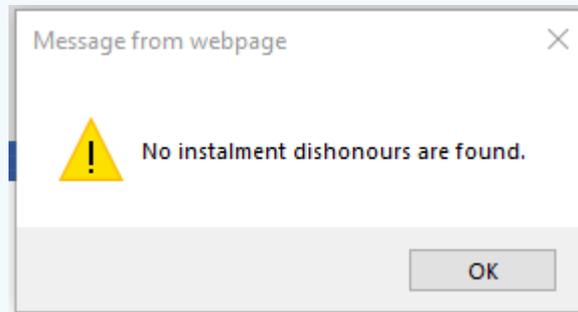
This report will show a listing of all premium instalments that have dishonoured. This report is updated daily

- Select **writepay > instalment billing > instalment dishonours**
- Select to view the report as a PDF format or CSV format by clicking on the link provided



Stage 7. No Instalment Dishonours

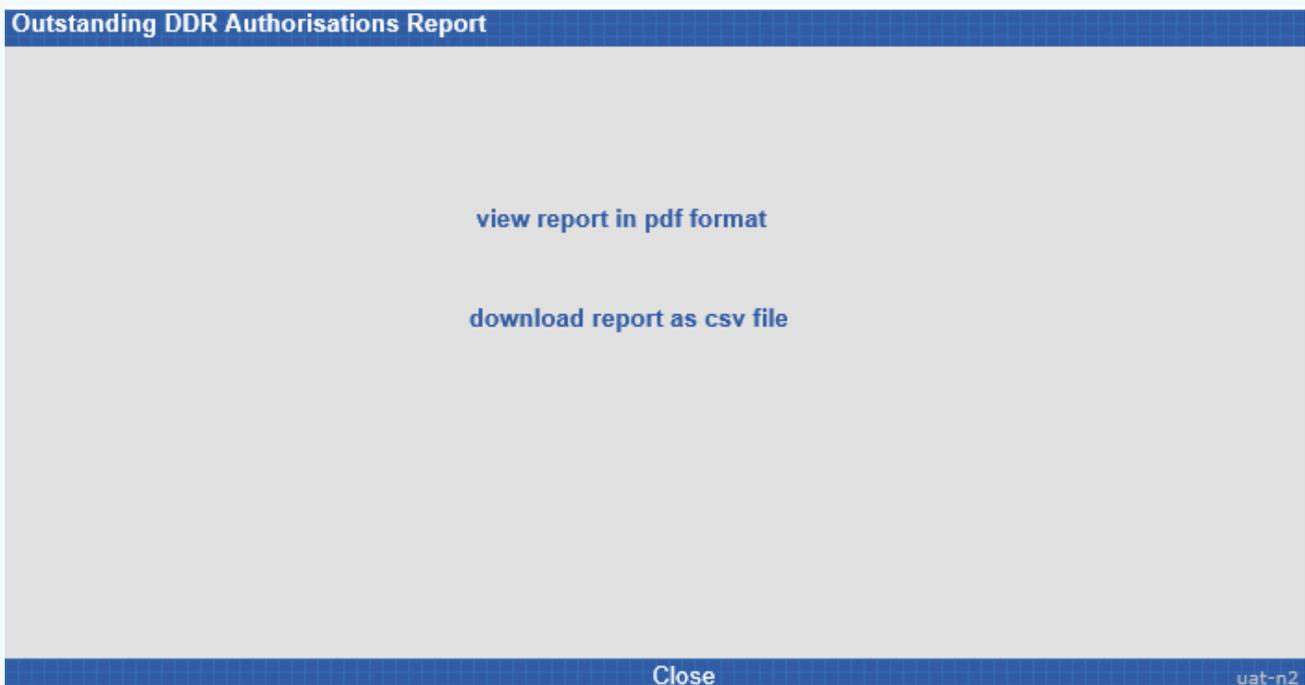
- The report will only be available if there has been a dishonour payment
- Should there be NO policies with dishonours, the following message will appear



Stage 8. Outstanding Authorisation

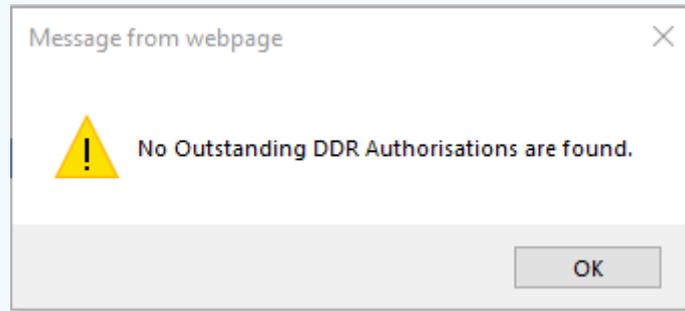
This report will show a listing of all insured policies where the DDR form has not yet been returned to QBE. This report is updated daily

- Select **writepay > instalment billing > outstanding authorisations**
- Select to view the report as a PDF format or CSV format by clicking on the link provided



Stage 9. No Outstanding DDR Authorisations

- The report will only be available if there are any outstanding DDR Authorisations
- Should there be NO policies outstanding, the following message will appear



Stage 10. Direct Debit request form

To obtain **direct debit request form**

- Select **writeway > instalment billing > direct debit request form**
- The form will open as a PDF document.

QBE | QBE Insurance (Australia) Limited
ABN 78 003 191 035

Direct Debit Request

To: The Manager,
 QBE Insurance (Australia) Limited

POLICY NUMBER
(if available)

Authorisation

	Surname	Given Name(s)
I/We (Name in full)		
Business Name (as applicable)		
Address		
	State	Postcode

authorise QBE Insurance (Australia) Limited ABN 78 003 191 035 (User No. 185156) to arrange for funds to be debited under the Direct Debit system from my/our account at the financial institution named below.
 This authorisation is to remain in force in accordance with the terms described in the Direct Debit Service Agreement, which has been read and understood.

Signature	1)	<input checked="" type="checkbox"/>	Date
	2)	<input checked="" type="checkbox"/>	Date

Please complete either section (1) or (2)

(1) Financial Institution Account Details

Name of Financial Institution

Branch Name

Branch Address

State Postcode

Account Name

B.S.B. No. / Account No.

(Please note that not all accounts can be debited, e.g. passbook accounts. If in doubt please refer to your Financial Institution.)

(2) Credit Card Details

Card Type Mastercard Visa Card

Cardholder's Name

Card Number

Expiry Date

Stage 11. Statement of Account

This is the Intermediary Statement of Account with QBE, detailing all the policies debtors and commission. The statement of account is updated **monthly**

- Select **writepay > Statement of account**
- Select **account number** from dropdown box then click on the **accounting month** required
- The document will open in a PDF version



Stage 12. Email Notification

Email updates to the intermediary can be set up in c.Change for all events listed in this document. To set up **email notification**:

- Log into **Partner Portal** and click on the **c.Change** link
- Go to **writepay > administration > email notification**



Stage 13. Select the Event

- Select the **Event** you would like to be kept informed about
- Click **Edit**

NOTE: You are required to set up each event individually

Notification of Accounts

Event: Commission & Broker Fee Settled
Writepay Reconciliation File Available
Writepay Instalment Dishonours
Statement of Account Available

Email addresses:

Select Event, then click Edit

Edit Close uat-n2

Stage 14. Enter email address

- Enter the **email address** that is to receive the notification
- Click **Save**

NOTE: If you would like to enter several email addresses, simply separate these with a comma within the "Email addresses" box

Notification of Accounts

Event: Commission & Broker Fee Settled

Email addresses:

Enter email address or addresses and click Save

Save Cancel uat-n2