

QBE Connect

A unique model for Employees' Compensation:
Helping injured employees to return to work
with empathy and expertise.

Factsheet



QBE Connect approach

Some insurance companies are stuck in the traditional way of managing employees compensation injuries. You may find that employees compensation injuries can get tangled in red tape, becoming an impersonal experience for all stakeholders. At QBE we are committed to providing quality claims and injury management to employers and injured employees through our QBE Connect model.

The QBE Connect model emphasises a collaborative and holistic approach to the analysis, planning and coordination of each injured employee's claim. Our service management approach, QBE Connect, is a fully integrated approach focusing on a collaboration between risk, health, legal, and insurance experts to prioritise prevention, resolution, and recovery.

1



Claim report via eClaims



2



Advice on ECO and liability



3



QBE contact Injured Employee within 3 days (sick leave > 7 days)



4



Discuss strategies with Employer

5



Arrange & monitor treatment progress*



6



Return to work planning & monitoring



7



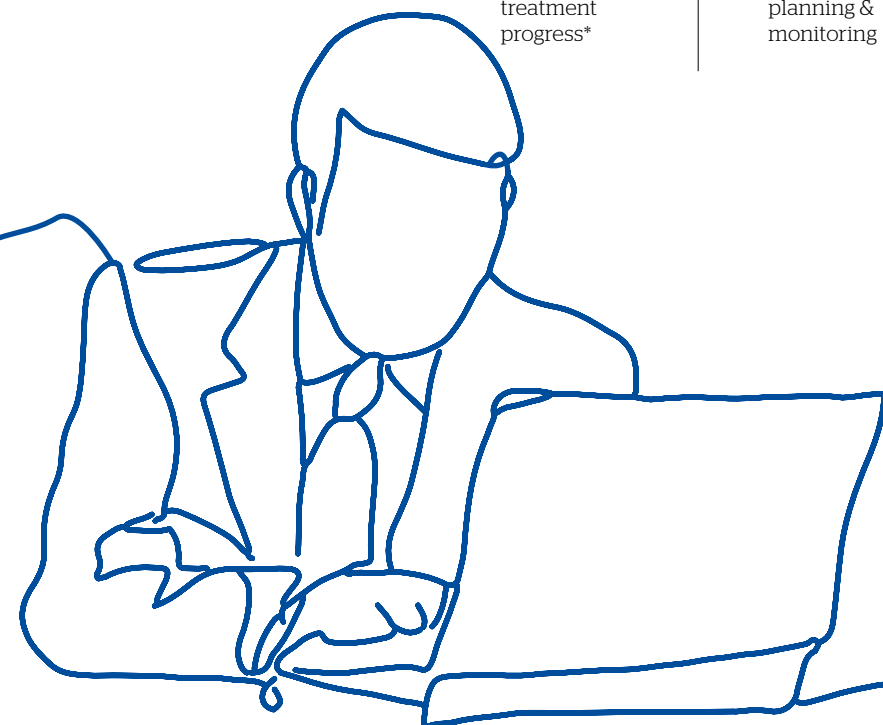
Guidance & explanation on Labour Department procedures



8



Timely claim settlement



Benefits for employers

We believe that OBE Connect delivers important benefits to you as an employer. We assist you in keeping workers compensation insurance premiums sustainable by working with you in proactively managing injuries and claims cost, in addition to helping you identify workplace risks and prevention measures. QBE can assist you in workplace and staff training, and more to support awareness and prevention. In addition to the above, we also provide:



> Specialised and timely medical treatment to facilitate recovery and ensure appropriate treatment.



> Supporting injured employees' early return to work to reduce the cost of compensation. As well as, retaining skilled and experienced employees, minimising the impact to your business productivity and operations.



> Proactive claims management approach ensuring that claims are progressed in a timely and efficient manner.

QBE panel treatment:

- > Private, specialised, and timely medical treatment and investigations
- > Provides close communication on treatment and recovery progress
- > Issuance of medical certificates and referral letters
- > Focused on the employee's return to work and provision of suitable duty certification
- > Enables maximum medical improvement (MMI).

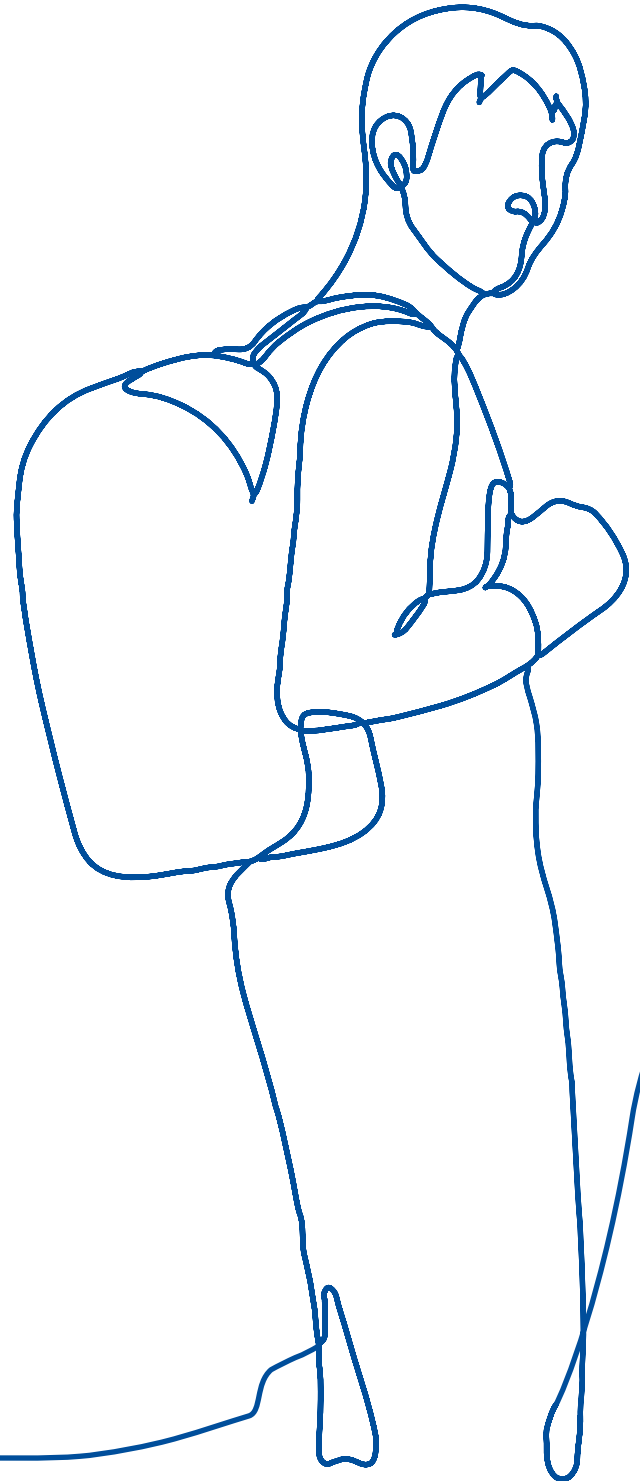
Early return to work:

- > Reducing costs of compensation
- > Retaining skilled and experienced employees
- > Reducing costs of training new employees
- > Minimising loss of productivity
- > Reducing impact to workplace morale.

eClaims

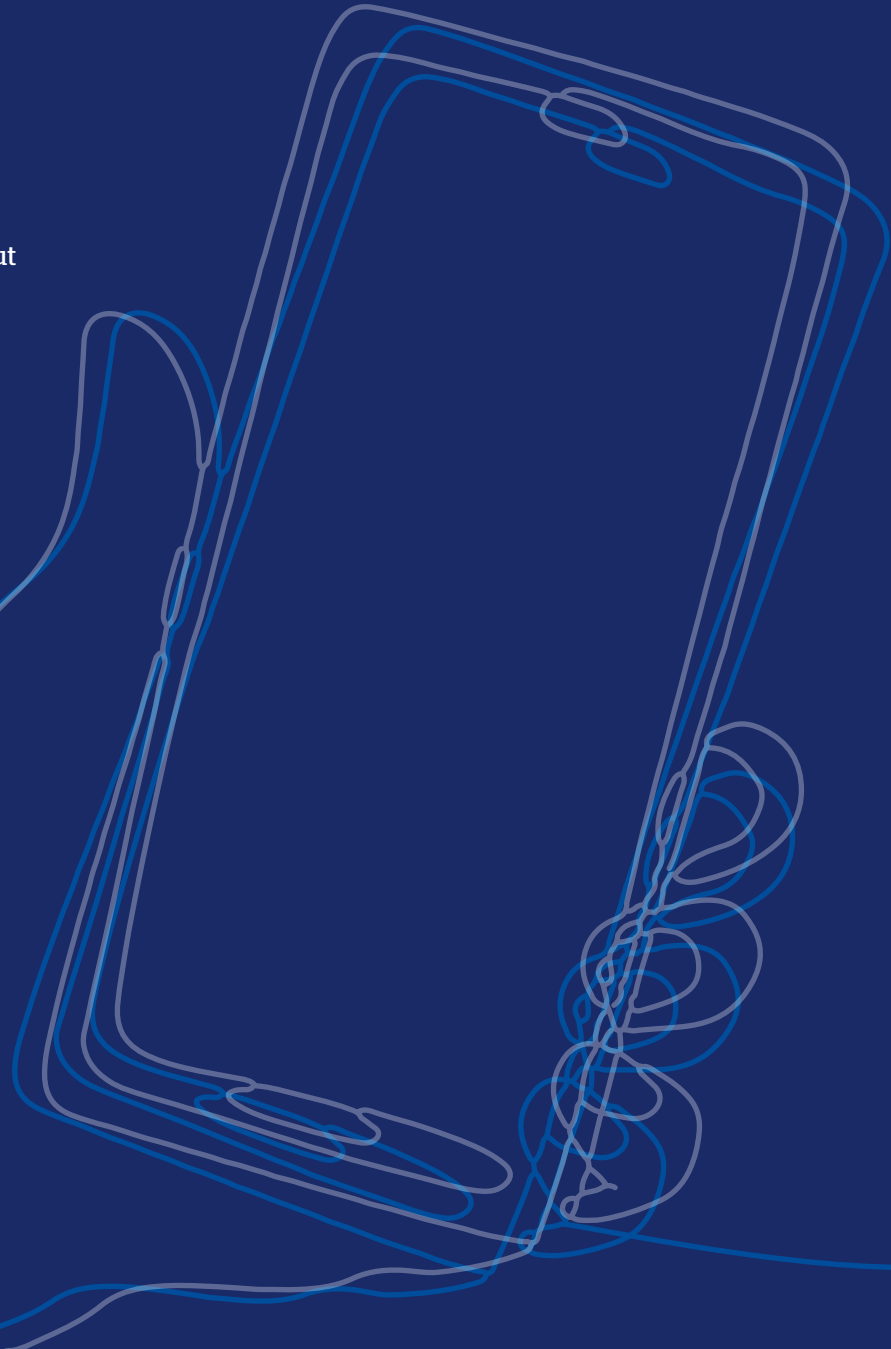
eClaims make your claims simple, easy and fast.

[QBE.com/hk/en/eclaims](https://www.qbe.com/hk/en/eclaims)



Like to know more?

If you would like to know more about the QBE Connect model please contact the QBE Hong Kong office.



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