



# QNECT RENEWAL USER GUIDE

A step-by-step user manual to help you fully understand the Qnect Renewal functionality.

September 2019

Qnect  
[www.intermediary.qbe.asia/Insurance.html](http://www.intermediary.qbe.asia/Insurance.html)

QBE Hong Kong Website  
[www.qbe.com/hk](http://www.qbe.com/hk)

# Table of Contents

1.0	Introduction	3
2.0	How to start	4
2.1	Login	5
2.2	Search Policy Number	6
3.0	One-click Renewal (aka: Quick Renewal)	7
3.1 – 3.2	One-click renewal for Non-Qnect products	8
4.0	Full Renewal	10
4.1 – 4.3	Full renewal for Domestic Helpers products(HKSI and Manulife)	11
4.4 – 4.8	Full renewal for Home products (Manulife only)	14
5.0	Payment Methods	19
5.1	Option 1: Customer payment	20
5.2	Option 2: Agent payment	21
5.3	Option 3: Issue renewal	22
6.0	Products unable to renew through Qnect	23

# 1. Introduction

In Qnect, there are two types of online renewal – one-click renewal and full renewal.

- **One-click renewal:** If the policy terms remain the same, quick renewal allows you to issue the policy immediately.
- **Full renewal:** changes can be made to the policy on renewal and the renewal premium will be updated immediately.

## 2. How to start?

2.1 Login

2.2 Search policy number

## 2.1 Login

1. Access the Qnect via web browser.  
<http://www.intermediary.qbe.asia/Insurance.html>
2. Enter your username and password and click “Log In”.



### DO MORE

The QBE Insurance platform has been designed to support your growth by allowing you more flexibility in how you do business and providing valuable analytical insights.

[FIND OUT MORE](#)



#### Connect with QBE

QBE Insurance platform enables you to do business wherever you are. We give you the choice of connecting with us on the move via your mobile or tablet devices and from your office.



**E INSURANCE**

[CLICK HERE TO LOG IN](#)

**Q-Tools**  
for intermediaries

Email Address

Password

Remember my username

[LOGIN](#)

**QBE Qnect**

Email Address

Password

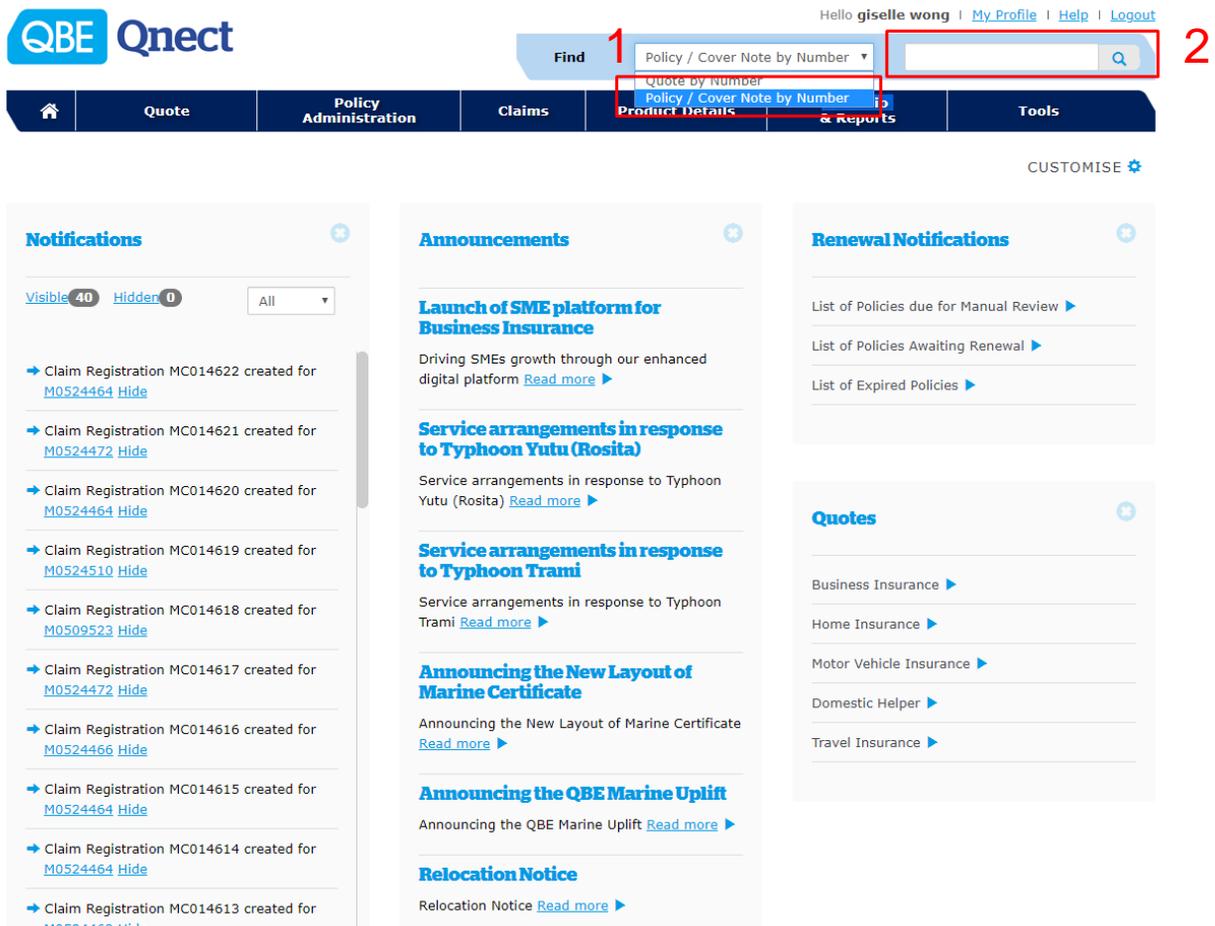
Remember my username

[LOGIN](#)

[Forgot Password?](#)

## 2.2 Search policy number

1. Select “Policy/Cover note by Number”
2. Enter the policy number



The screenshot displays the QBE Qnect dashboard. At the top right, the user is identified as 'Hello giselle wong' with links for 'My Profile', 'Help', and 'Logout'. A search bar is located in the top navigation area, with a red box around it and a red '2' next to it. The search dropdown menu is open, showing options: 'Quote by Number', 'Policy / Cover Note by Number', and 'Product Details'. A red box highlights the 'Policy / Cover Note by Number' option, with a red '1' next to it. Below the search bar, the main navigation menu includes 'Quote', 'Policy Administration', 'Claims', 'Product Details', 'Reports', and 'Tools'. The dashboard content is divided into three columns: 'Notifications' (listing claim registrations), 'Announcements' (featuring news about SME platform, typhoon response, and marine certificate), and 'Renewal Notifications' (listing policies due for review, renewal, and expiration). A 'Quotes' section is also visible at the bottom right.

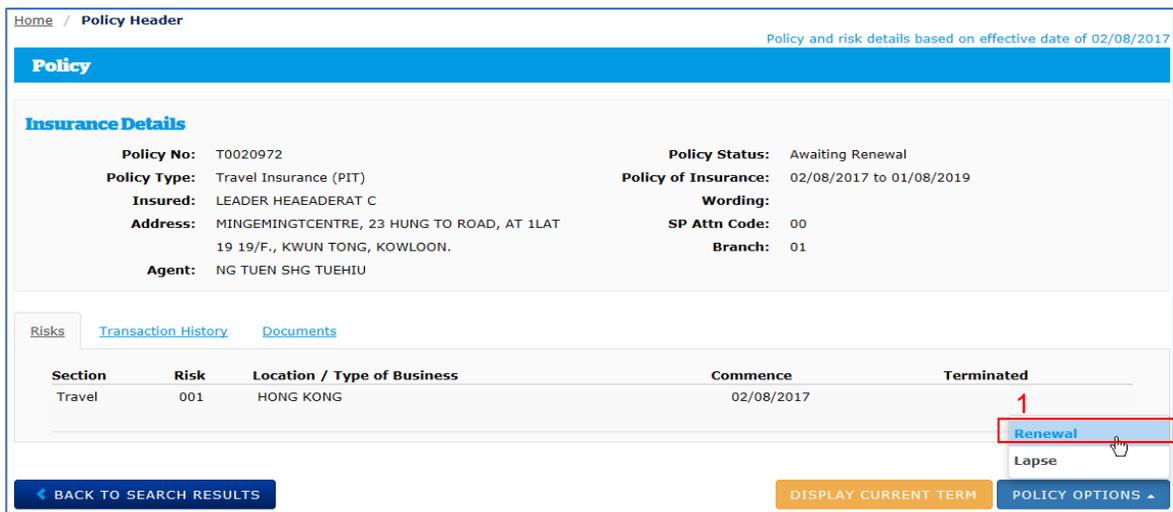
## 3. One-click Renewal

### 3.1 One-click renewal for non-Qnect products

# 3.1 One-click renewal for Non-Qnect products

Once you enter the policy number, you will see this page...

## 1. Click on Policy Options “Renewal”



Home / Policy Header Policy and risk details based on effective date of 02/08/2017

### Policy

**Insurance Details**

<b>Policy No:</b> T0020972	<b>Policy Status:</b> Awaiting Renewal
<b>Policy Type:</b> Travel Insurance (PIT)	<b>Policy of Insurance:</b> 02/08/2017 to 01/08/2019
<b>Insured:</b> LEADER HEAEADERAT C	<b>Wording:</b>
<b>Address:</b> MINGMINGTCENTRE, 23 HUNG TO ROAD, AT 1LAT 19 19/F., KWUN TONG, KOWLOON.	<b>SP Attn Code:</b> 00
<b>Agent:</b> NG TUEN SHG TUEHIU	<b>Branch:</b> 01

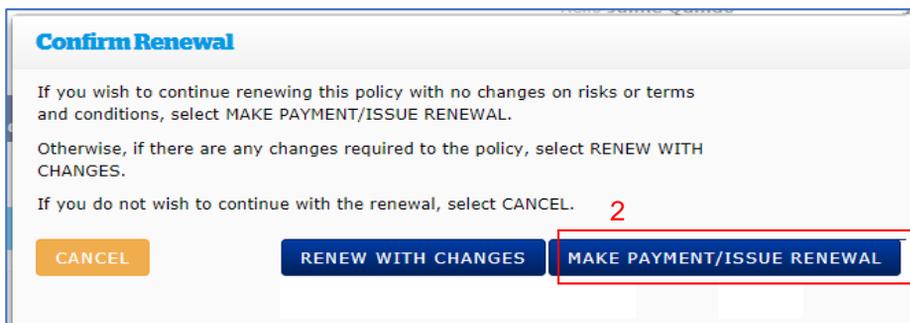
[Risks](#) [Transaction History](#) [Documents](#)

Section	Risk	Location / Type of Business	Commence	Terminated
Travel	001	HONG KONG	02/08/2017	

**1** [Renewal](#) [Lapse](#)

[← BACK TO SEARCH RESULTS](#) [DISPLAY CURRENT TERM](#) [POLICY OPTIONS ▾](#)

## 2. Select Make Payment/Issue Renewal



### Confirm Renewal

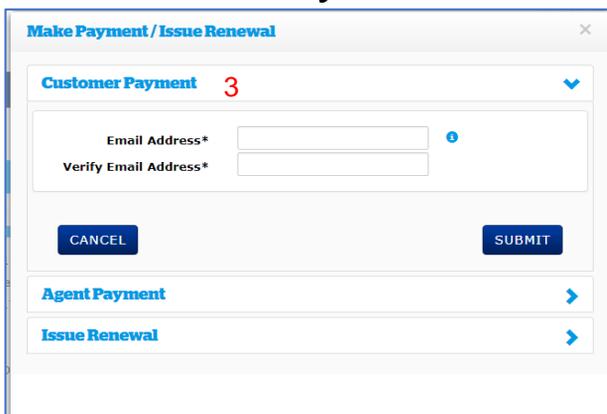
If you wish to continue renewing this policy with no changes on risks or terms and conditions, select MAKE PAYMENT/ISSUE RENEWAL.

Otherwise, if there are any changes required to the policy, select RENEW WITH CHANGES.

If you do not wish to continue with the renewal, select CANCEL.

**2** [CANCEL](#) [RENEW WITH CHANGES](#) [MAKE PAYMENT/ISSUE RENEWAL](#)

## 3. Select Payment Method



### Make Payment / Issue Renewal

**3** [Customer Payment](#) [Agent Payment](#) [Issue Renewal](#)

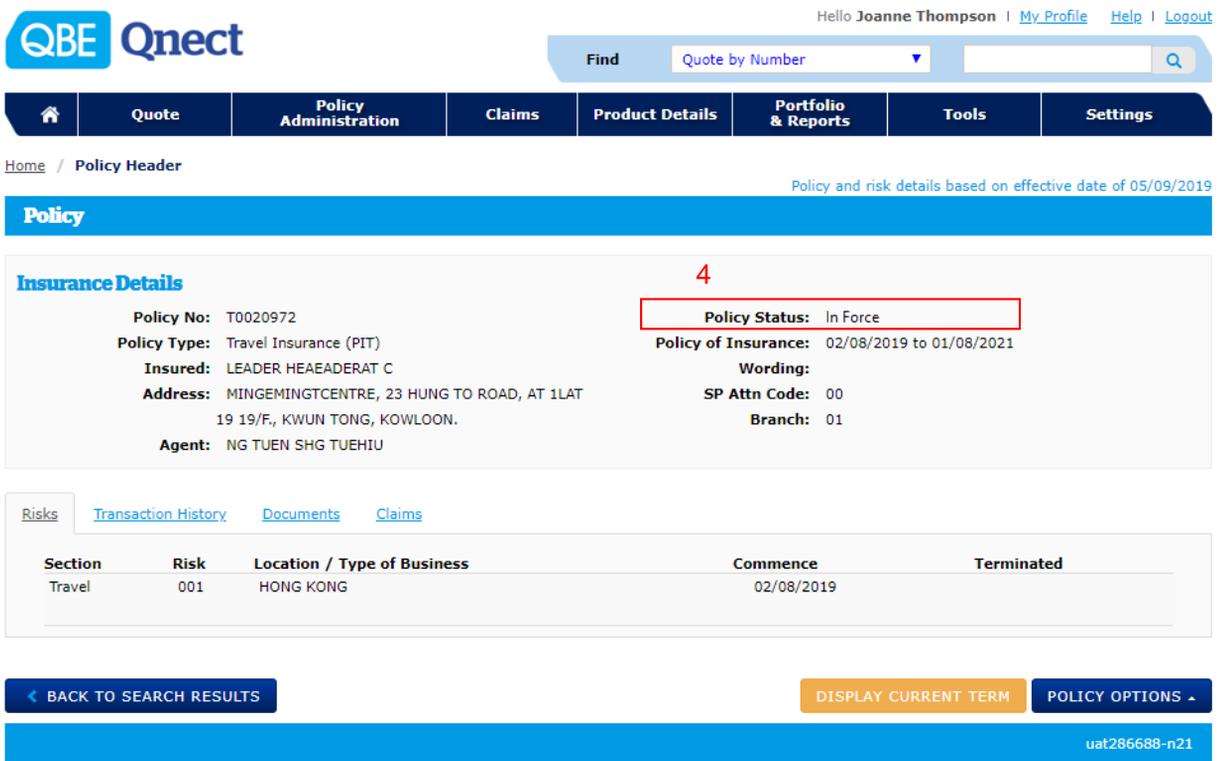
Email Address\*

Verify Email Address\*

[CANCEL](#) [SUBMIT](#)

# 3.2 One-click renewal for Non-Qnect products

## 4. Renewal completion page with updated policy period



QBE Qnect

Hello Joanne Thompson | [My Profile](#) | [Help](#) | [Logout](#)

Find

Home / Policy Header

Policy and risk details based on effective date of 05/09/2019

### Policy

**Insurance Details**

Policy No: T0020972

Policy Type: Travel Insurance (PIT)

Insured: LEADER HEAEADERAT C

Address: MINGEMINGCENTRE, 23 HUNG TO ROAD, AT 1LAT  
19 19/F., KWUN TONG, KOWLOON.

Agent: NG TUEN SHG TUEHIU

**Policy Status:** In Force

**Policy of Insurance:** 02/08/2019 to 01/08/2021

**Wording:**

**SP Attn Code:** 00

**Branch:** 01

Risks | [Transaction History](#) | [Documents](#) | [Claims](#)

Section	Risk	Location / Type of Business	Commence	Terminated
Travel	001	HONG KONG	02/08/2019	

[← BACK TO SEARCH RESULTS](#) [DISPLAY CURRENT TERM](#) [POLICY OPTIONS ↓](#)

uat286688-n21

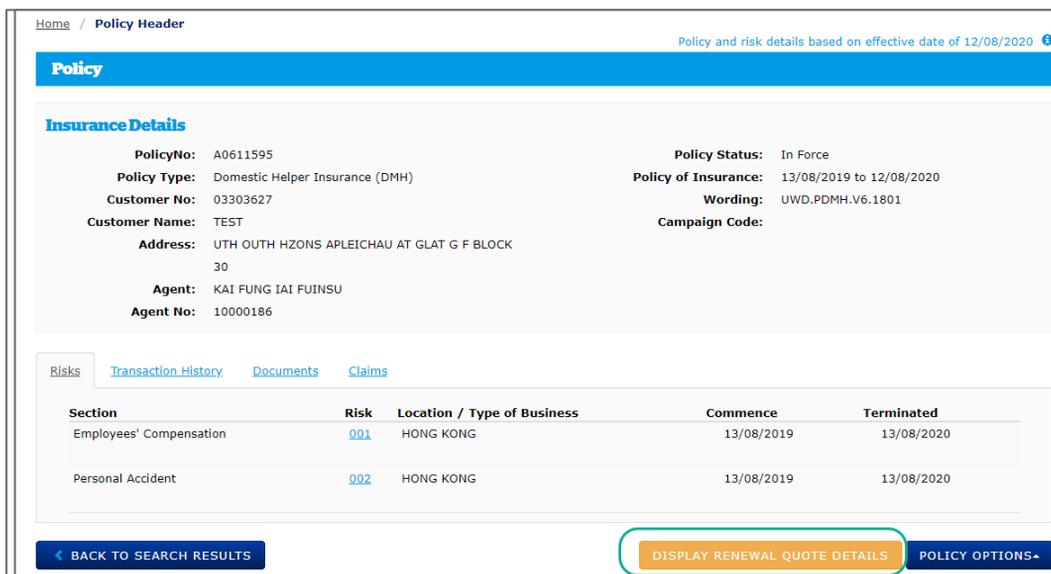
## 4. Full Renewal

4.1 – 4.3 Full renewal for Domestic Helpers products(HKSI and Manulife)

4.4 – 4.8 Full renewal for Home products (Manulife only)

# 4.1 Full renewal for Domestic Helpers products

1. Go to the Renewal Quote Header screen and select “Display Renewal Quote Details”.



Home / Policy Header Policy and risk details based on effective date of 12/08/2020

**Policy**

**Insurance Details**

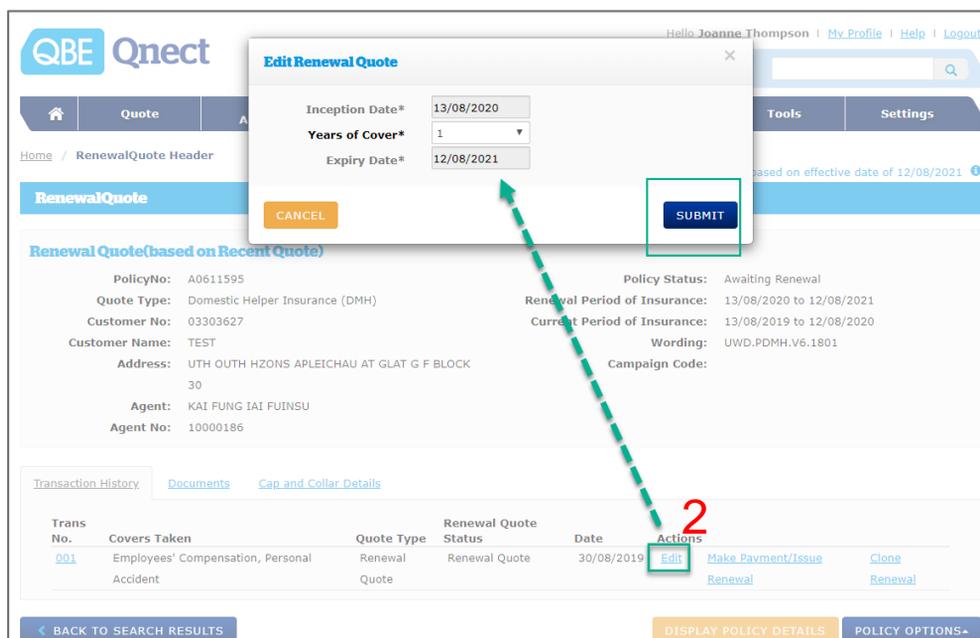
<b>Policy No:</b> A0611595	<b>Policy Status:</b> In Force
<b>Policy Type:</b> Domestic Helper Insurance (DMH)	<b>Policy of Insurance:</b> 13/08/2019 to 12/08/2020
<b>Customer No:</b> 03303627	<b>Wording:</b> UWD.PDMH.V6.1801
<b>Customer Name:</b> TEST	<b>Campaign Code:</b>
<b>Address:</b> UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK 30	
<b>Agent:</b> KAI FUNG IAI FUINSU	
<b>Agent No:</b> 10000186	

**Risks** | Transaction History | Documents | Claims

Section	Risk	Location / Type of Business	Commence	Terminated
Employees' Compensation	<a href="#">001</a>	HONG KONG	13/08/2019	13/08/2020
Personal Accident	<a href="#">002</a>	HONG KONG	13/08/2019	13/08/2020

[← BACK TO SEARCH RESULTS](#)
[DISPLAY RENEWAL QUOTE DETAILS](#)
[POLICY OPTIONS](#)

2. From the Edit Renewal Quote window, you can click “Edit” to change the Years of Cover and then press “Submit”.



QBE Qnect Hello Joanne Thompson | My Profile | Help | Logout

Home / RenewalQuote Header

**RenewalQuote**

**Renewal Quote(based on Recent Quote)**

<b>Policy No:</b> A0611595	<b>Policy Status:</b> Awaiting Renewal
<b>Quote Type:</b> Domestic Helper Insurance (DMH)	<b>Renewal Period of Insurance:</b> 13/08/2020 to 12/08/2021
<b>Customer No:</b> 03303627	<b>Current Period of Insurance:</b> 13/08/2019 to 12/08/2020
<b>Customer Name:</b> TEST	<b>Wording:</b> UWD.PDMH.V6.1801
<b>Address:</b> UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK 30	<b>Campaign Code:</b>
<b>Agent:</b> KAI FUNG IAI FUINSU	
<b>Agent No:</b> 10000186	

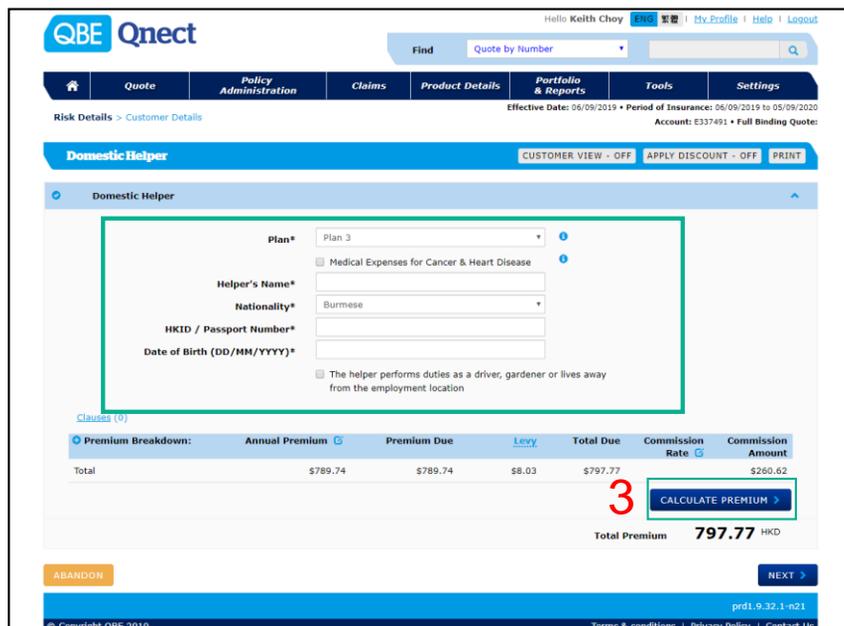
**Transaction History** | Documents | Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
<a href="#">001</a>	Employees' Compensation, Personal Accident	Renewal Quote	Renewal Quote	30/08/2019	<a href="#">Edit</a> <a href="#">Make Payment/Issue</a> <a href="#">Clone</a> <a href="#">Renewal</a>

[← BACK TO SEARCH RESULTS](#)
[DISPLAY POLICY DETAILS](#)
[POLICY OPTIONS](#)

## 4.2 Full renewal for Domestic Helpers products

- You can make changes to the fields highlighted below, then press “Calculate Premium” (to see the new premium for changes made).



QBE Qnect

Hello Keith Choy [EN](#) [繁](#) | [My Profile](#) | [Help](#) | [Logout](#)

Find

Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Risk Details > Customer Details Effective Date: 05/05/2019 • Period of Insurance: 05/05/2019 to 05/05/2020 Account: E337491 • Full Binding Quote:

Domestic Helper CUSTOMER VIEW - OFF APPLY DISCOUNT - OFF PRINT

Domestic Helper

Plan\* Plan 3 ⓘ

Medical Expenses for Cancer & Heart Disease ⓘ

Helper's Name\*

Nationality\* Burmese

HKID / Passport Number\*

Date of Birth (DD/MM/YYYY)\*

The helper performs duties as a driver, gardener or lives away from the employment location

Clauses (0)

Premium Breakdown:	Annual Premium	Premium Due	Levy	Total Due	Commission Rate	Commission Amount
Total	\$789.74	\$789.74	\$8.03	\$797.77		\$260.62

3

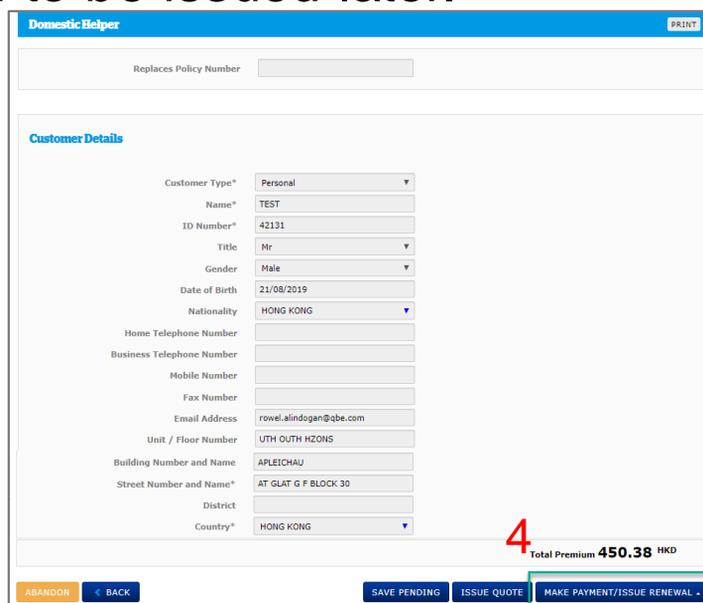
Total Premium **797.77** HKD

ABANDON

prtl.9.32.1-n21

© Copyright QBE 2019 Terms & conditions | Privacy Policy | Contact Us

- On Customer Details screen, a new Renewal Quote can be generated, or can be saved to be issued later.



Domestic Helper

Replaces Policy Number

Customer Details

Customer Type\* Personal

Name\* TEST

ID Number\* 42131

Title Mr

Gender Male

Date of Birth 21/08/2019

Nationality HONG KONG

Home Telephone Number

Business Telephone Number

Mobile Number

Fax Number

Email Address rowel.alindogan@qbe.com

Unit / Floor Number UTH OUTH HZONS

Building Number and Name APLEICHAU

Street Number and Name\* AT GLAT G F BLOCK 30

District

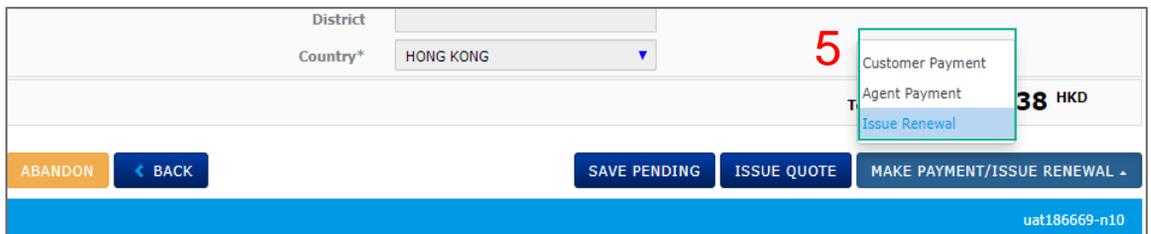
Country\* HONG KONG

4 Total Premium **450.38** HKD

ABANDON

# 4.3 Full renewal for Domestic Helpers products

5. Press “Make Payment/Issue Renewal” button to choose payment method.



District: [Dropdown]  
Country\*: HONG KONG

5 **Issue Renewal**

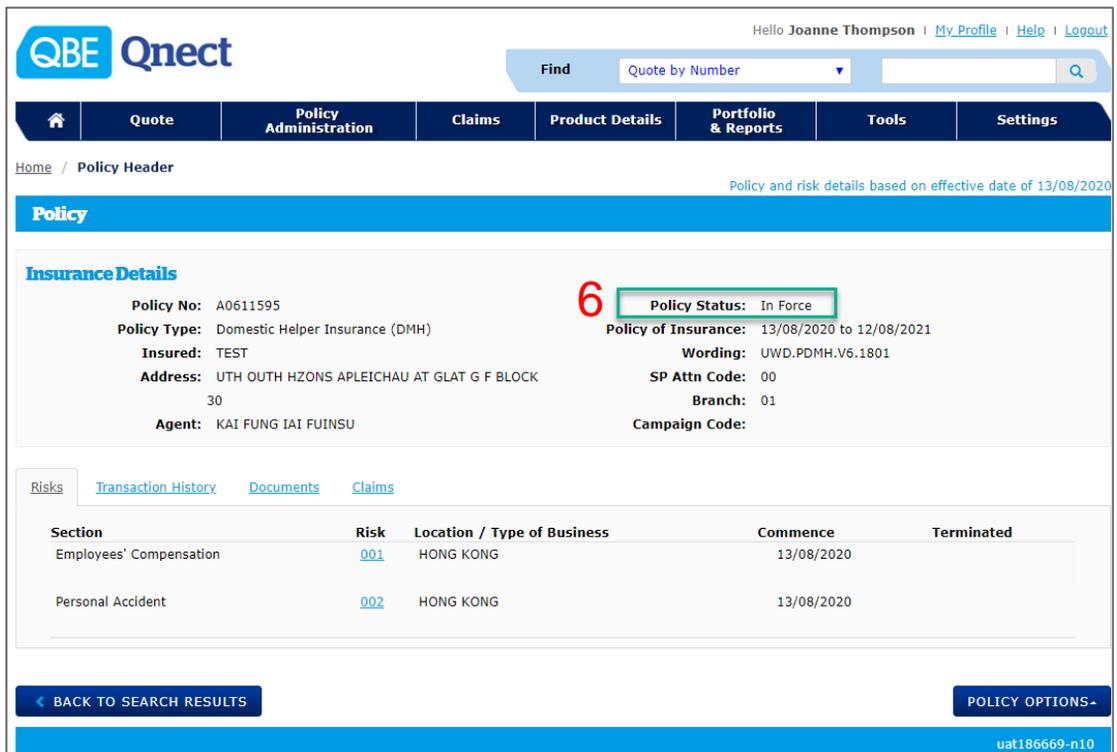
Customer Payment  
Agent Payment  
Issue Renewal

38 HKD

ABANDON < BACK SAVE PENDING ISSUE QUOTE MAKE PAYMENT/ISSUE RENEWAL

uat186669-n10

6. The Policy Status will be updated to “In Force” when the Renewal is completed.



QBE Qnect Hello Joanne Thompson | My Profile | Help | Logout

Find Quote by Number [Search]

Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Home / Policy Header Policy and risk details based on effective date of 13/08/2020

**Policy**

**Insurance Details**

6 **Policy Status: In Force**

Policy No: A0611595  
Policy Type: Domestic Helper Insurance (DMH)  
Insured: TEST  
Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK 30  
Agent: KAI FUNG IAI FUINSU

Policy of Insurance: 13/08/2020 to 12/08/2021  
Wording: UWD.PDMH.V6.1801  
SP Attn Code: 00  
Branch: 01  
Campaign Code:

Risks Transaction History Documents Claims

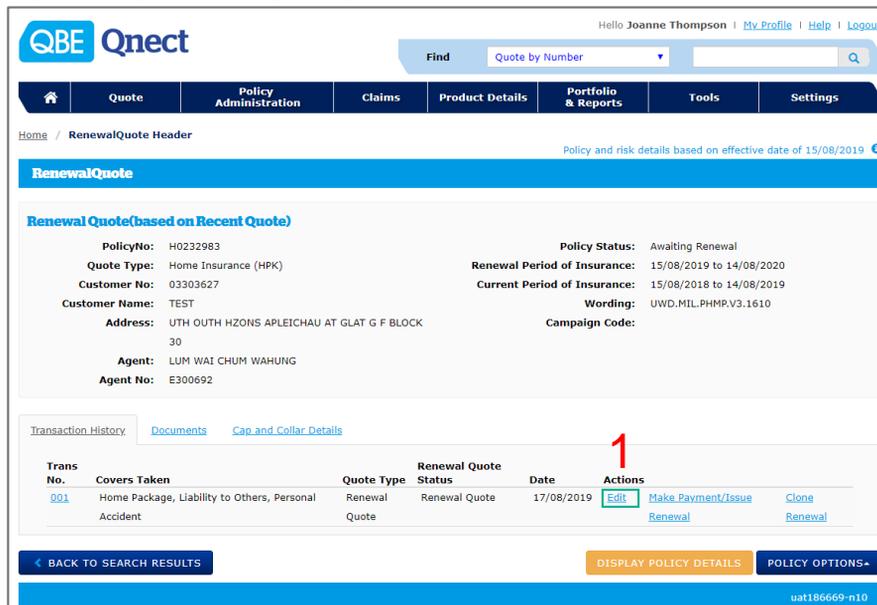
Section	Risk	Location / Type of Business	Commence	Terminated
Employees' Compensation	<a href="#">001</a>	HONG KONG	13/08/2020	
Personal Accident	<a href="#">002</a>	HONG KONG	13/08/2020	

< BACK TO SEARCH RESULTS POLICY OPTIONS -

uat186669-n10

# 4.4 Full renewal for Home products

1. If you want to make changes to the renewal terms, go to the Renewal Quote Header screen and select “Edit”.



QBE Qnect Hello Joanne Thompson | My Profile | Help | Logout

Find Quote by Number

Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Home / RenewalQuote Header Policy and risk details based on effective date of 15/08/2019

**RenewalQuote**

**Renewal Quote(based on Recent Quote)**

Policy No: H0232983 Policy Status: Awaiting Renewal  
 Quote Type: Home Insurance (HPK) Renewal Period of Insurance: 15/08/2019 to 14/08/2020  
 Customer No: 03303627 Current Period of Insurance: 15/08/2018 to 14/08/2019  
 Customer Name: TEST Wording: UWD.MIL.PHMP.V3.1610  
 Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK Campaign Code:  
 30  
 Agent: LUM WAI CHUM WAHUNG  
 Agent No: E300692

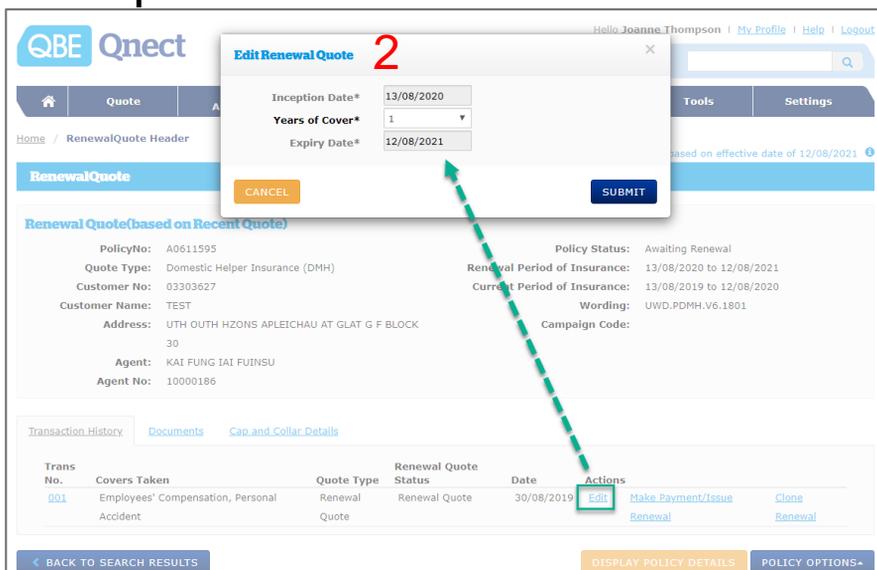
Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Home Package, Liability to Others, Personal Accident	Renewal Quote	Renewal Quote	17/08/2019	<a href="#">Edit</a> <a href="#">Make Payment/Issue Renewal</a> <a href="#">Clone Renewal</a>

BACK TO SEARCH RESULTS DISPLAY POLICY DETAILS POLICY OPTIONS-

uat186669-n10

2. From the Edit Renewal Quote window, you can change the Expiry date to be less than or greater than 12 months from Inception date or press “Submit”.



QBE Qnect Hello Joanne Thompson | My Profile | Help | Logout

Find Quote by Number

Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Home / RenewalQuote Header Policy and risk details based on effective date of 12/08/2021

**RenewalQuote**

**Renewal Quote(based on Recent Quote)**

Policy No: A0611595 Policy Status: Awaiting Renewal  
 Quote Type: Domestic Helper Insurance (DMH) Renewal Period of Insurance: 13/08/2020 to 12/08/2021  
 Customer No: 03303627 Current Period of Insurance: 13/08/2019 to 12/08/2020  
 Customer Name: TEST Wording: UWD.PDMH.V6.1801  
 Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK Campaign Code:  
 30  
 Agent: KAI FUNG IAI FUINSU  
 Agent No: 10000186

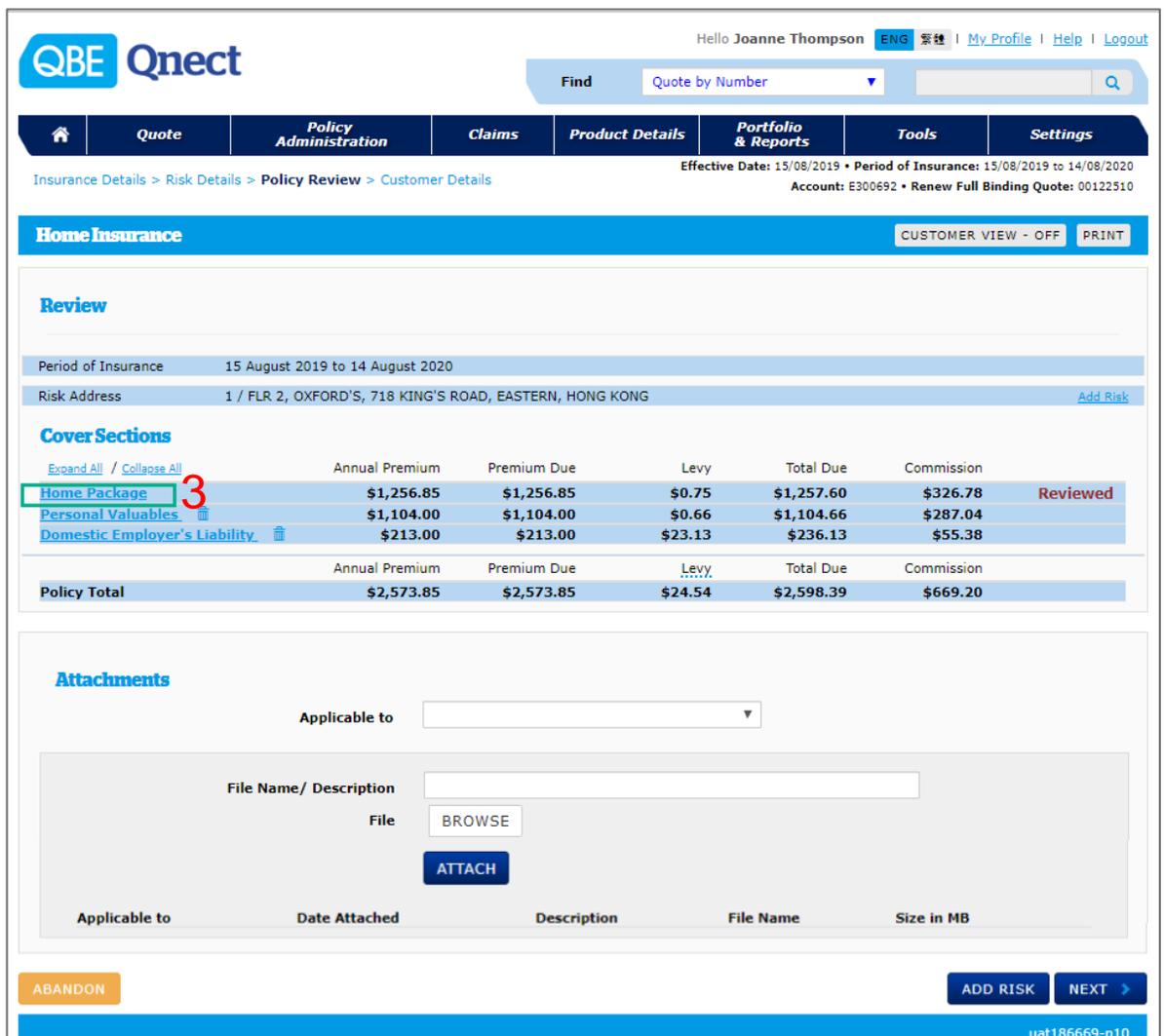
Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Employees' Compensation, Personal Accident	Renewal Quote	Renewal Quote	30/08/2019	<a href="#">Edit</a> <a href="#">Make Payment/Issue Renewal</a> <a href="#">Clone Renewal</a>

BACK TO SEARCH RESULTS DISPLAY POLICY DETAILS POLICY OPTIONS-

# 4.5 Full renewal for Home products

- From the Review screen, click on the risk section if changes to the renewal terms are required. This will take you to the risk details screen. Otherwise press “Next”.



QBE Qnect Hello Joanne Thompson ENG 繁體 | My Profile | Help | Logout

Find Quote by Number

Home Insurance CUSTOMER VIEW - OFF PRINT

**Review**

Period of Insurance 15 August 2019 to 14 August 2020

Risk Address 1 / FLR 2, OXFORD'S, 718 KING'S ROAD, EASTERN, HONG KONG [Add Risk](#)

**Cover Sections**

[Expand All](#) / [Collapse All](#)

	Annual Premium	Premium Due	Levy	Total Due	Commission	
<b>Home Package</b> 3	\$1,256.85	\$1,256.85	\$0.75	\$1,257.60	\$326.78	<b>Reviewed</b>
<a href="#">Personal Valuables</a>	\$1,104.00	\$1,104.00	\$0.66	\$1,104.66	\$287.04	
<a href="#">Domestic Employer's Liability</a>	\$213.00	\$213.00	\$23.13	\$236.13	\$55.38	
<b>Policy Total</b>	<b>\$2,573.85</b>	<b>\$2,573.85</b>	<b>\$24.54</b>	<b>\$2,598.39</b>	<b>\$669.20</b>	

**Attachments**

Applicable to

File Name/ Description

File

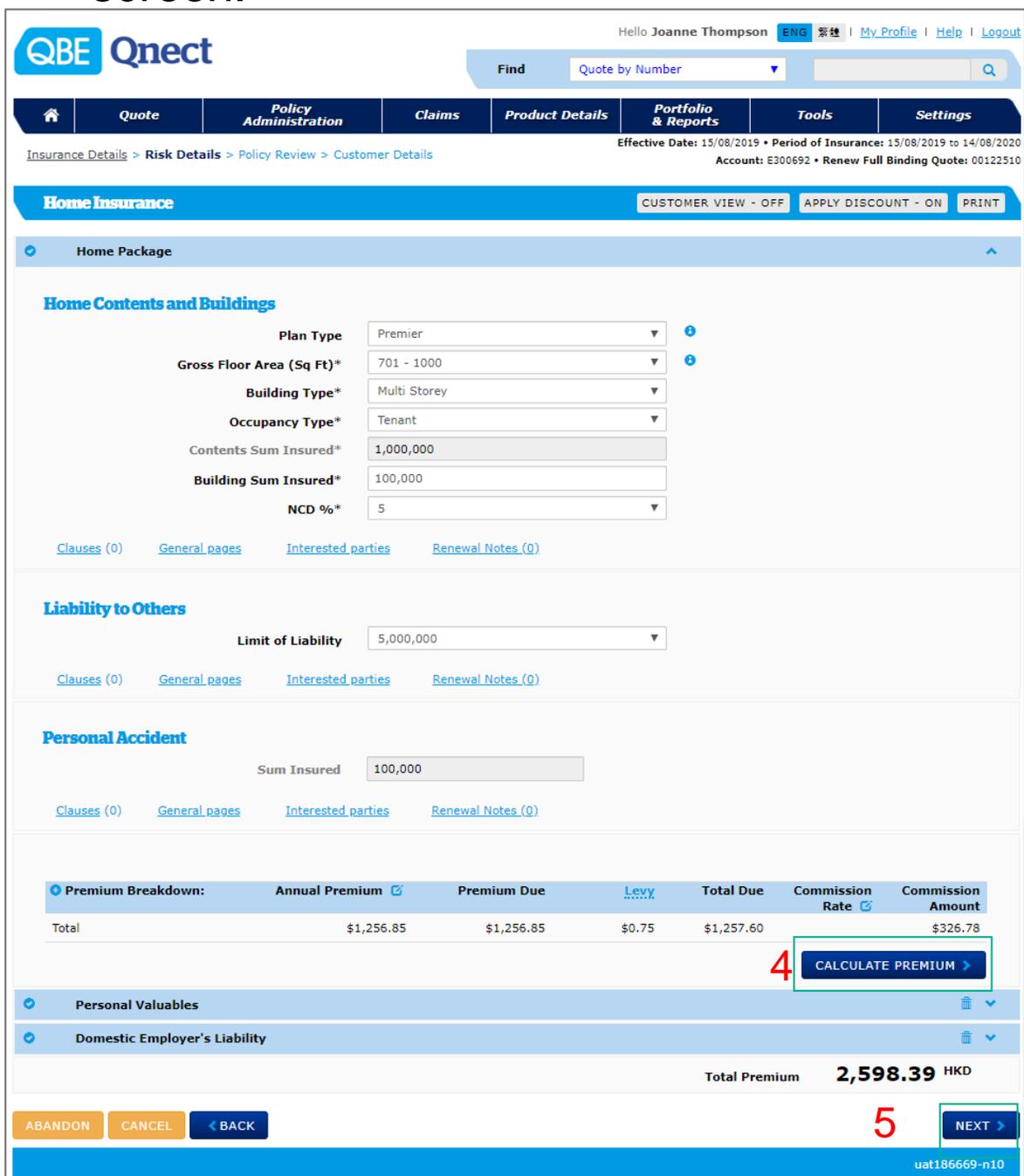
Applicable to	Date Attached	Description	File Name	Size in MB

ABANDON

uat186669-n10

# 4.6 Full renewal for Home products

4. You can make changes to any field that's not protected, then press Calculate Premium (to see the new premium for changes made).
5. Press "Next" to the Customer Details screen.



The screenshot displays the QBE Qnect web interface for a Home Insurance policy. The user is logged in as Joanne Thompson. The interface shows the following details:

- Home Package:** Home Contents and Buildings, Liability to Others, and Personal Accident.
- Home Contents and Buildings:** Plan Type (Premier), Gross Floor Area (701 - 1000), Building Type (Multi Storey), Occupancy Type (Tenant), Contents Sum Insured (1,000,000), Building Sum Insured (100,000), and NCD % (5).
- Liability to Others:** Limit of Liability (5,000,000).
- Personal Accident:** Sum Insured (100,000).
- Premium Breakdown:**

Premium Breakdown:	Annual Premium	Premium Due	Levy	Total Due	Commission Rate	Commission Amount
Total	\$1,256.85	\$1,256.85	\$0.75	\$1,257.60		\$326.78
- Total Premium:** 2,598.39 HKD

Red annotations on the screenshot indicate the 'CALCULATE PREMIUM' button (4) and the 'NEXT' button (5).

# 4.7 Full renewal for Home products

- Customer Details screen is displayed and this is where the Renewal is issued with the amended Renewal Terms. A new Renewal Quote can be generated, or can be saved to be issued later too.



Hello Joanne Thompson ENG 繁體 | [My Profile](#) | [Help](#) | [Logout](#)

Find

Quote by Number

Home
Quote
Policy Administration
Claims
Product Details
Portfolio & Reports
Tools
Settings

Insurance Details > Risk Details > Policy Review > Customer Details
Effective Date: 15/08/2019 • Period of Insurance: 15/08/2019 to 14/08/2020  
Account: E300692 • Renew Full Binding Quote: 00122510

**Home Insurance**
PRINT

Replaces Policy Number

**Insured Address**

**Insured Address\*** 1 / FLR 2, OXFORD'S, 718 KING'S ROAD, EASTERN, HONG KONG

EDIT
CLEAR

**Customer Details**

Customer Type*	Personal
Name*	TEST
ID Number*	42131
Title	Mr
Gender	Male
Date of Birth	21/08/2019
Nationality	HONG KONG
Home Telephone Number	<input type="text"/>
Business Telephone Number	<input type="text"/>
Mobile Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	rowel.alindogan@qbe.com
<input type="checkbox"/> Check the box if Customer Address is the same as Insured Address	
Unit / Floor Number	UTH OUTH HZONS
Building Number and Name	APLEICHAU
Street Number and Name*	AT GLAT G F BLOCK 30
District	<input type="text"/>
Country*	HONG KONG

ABANDON
← BACK

SAVE PENDING
ISSUE QUOTE
MAKE PAYMENT/ISSUE RENEWAL ▾

# 4.8 Full renewal for Home products

- Press Make Payment/Issue Renewal button to pay by credit card or to Issue the Renewal.



Street Number and Name\* AT GLAT G F BLOCK 30

District

Country\* HONG KONG

Customer Payment

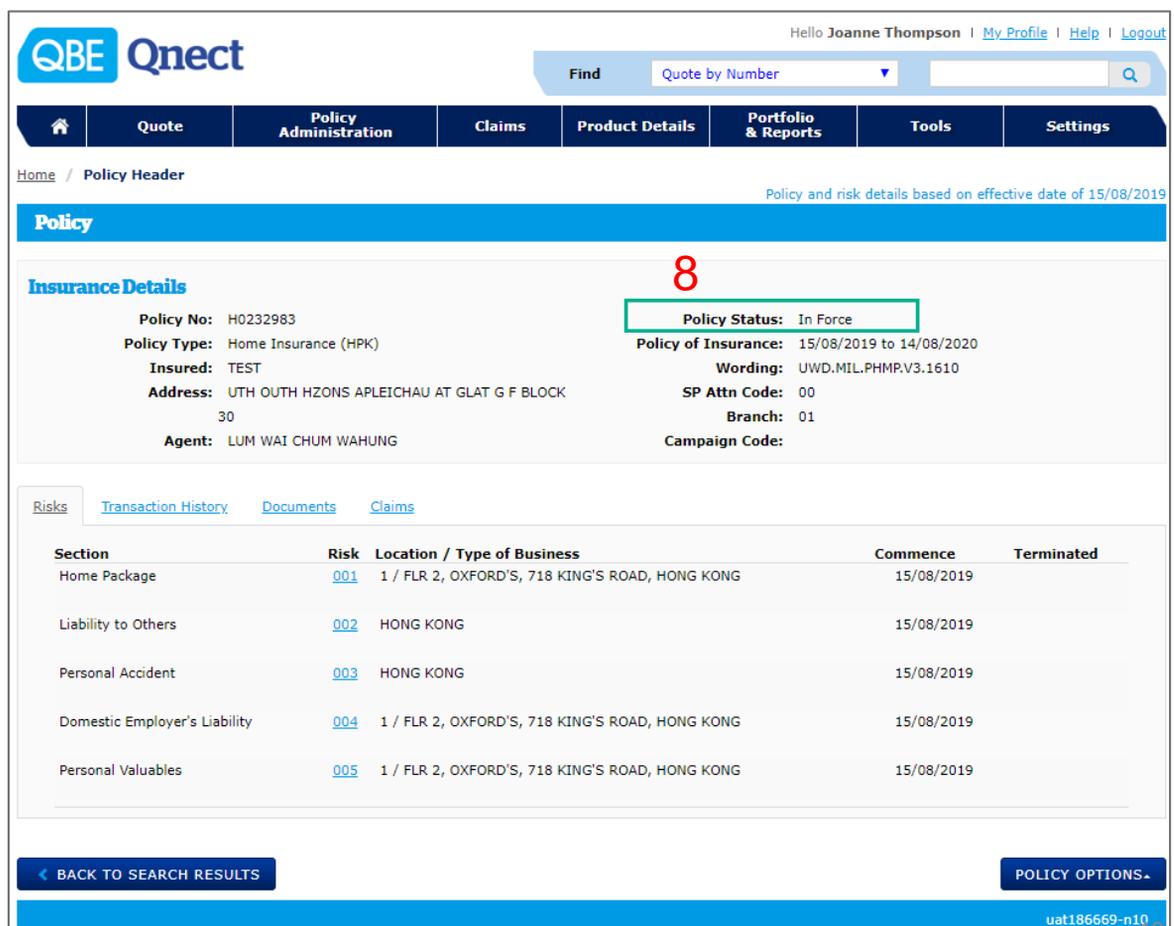
Agent Payment

Issue Renewal

ABANDON < BACK SAVE PENDING ISSUE QUOTE MAKE PAYMENT/ISSUE RENEWAL

uat186669-n10

- The Policy Status will be updated to “In Force” when the Renewal is Issued.



QBE Qnect Hello Joanne Thompson | My Profile | Help | Logout

Find Quote by Number

Home Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Home / Policy Header Policy and risk details based on effective date of 15/08/2019

**Policy**

**Insurance Details**

Policy No: H0232983

Policy Type: Home Insurance (HPK)

Insured: TEST

Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK 30

Agent: LUM WAI CHUM WAHUNG

**Policy Status: In Force**

Policy of Insurance: 15/08/2019 to 14/08/2020

Wording: UWD.MIL.PHMR.V3.1610

SP Attn Code: 00

Branch: 01

Campaign Code:

Risks Transaction History Documents Claims

Section	Risk	Location / Type of Business	Commence	Terminated
Home Package	001	1 / FLR 2, OXFORD'S, 718 KING'S ROAD, HONG KONG	15/08/2019	
Liability to Others	002	HONG KONG	15/08/2019	
Personal Accident	003	HONG KONG	15/08/2019	
Domestic Employer's Liability	004	1 / FLR 2, OXFORD'S, 718 KING'S ROAD, HONG KONG	15/08/2019	
Personal Valuables	005	1 / FLR 2, OXFORD'S, 718 KING'S ROAD, HONG KONG	15/08/2019	

< BACK TO SEARCH RESULTS POLICY OPTIONS

uat186669-n10

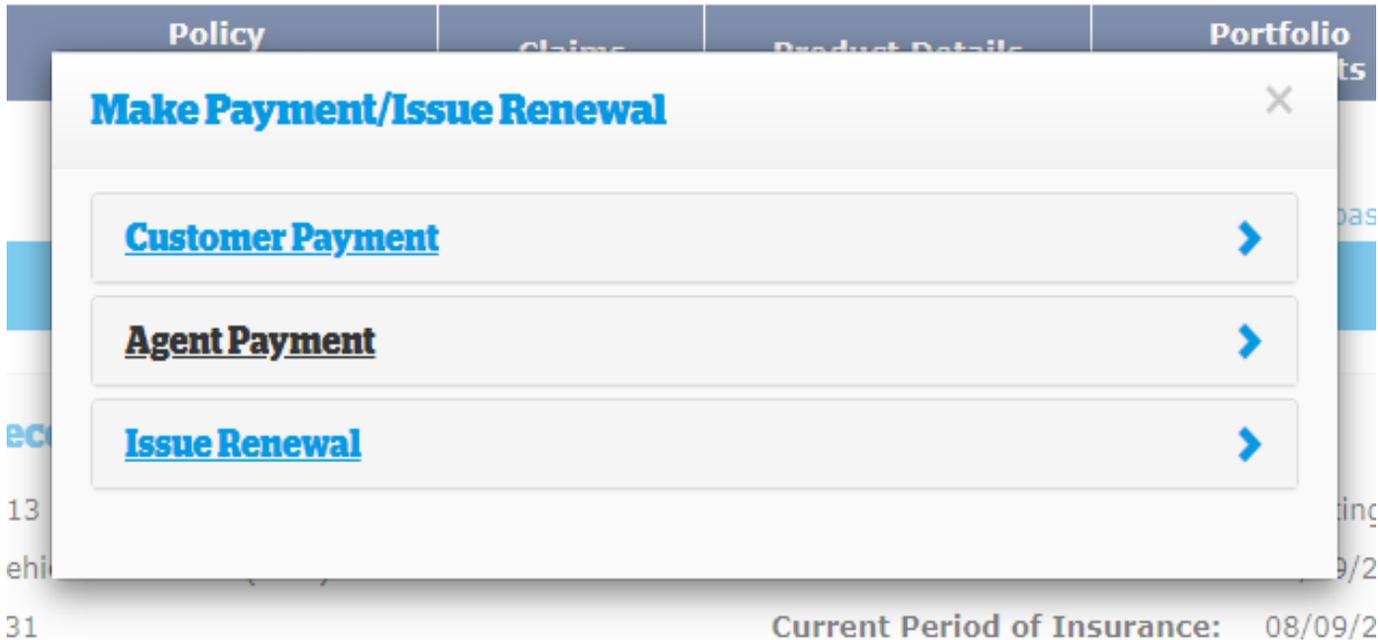
# 5. Payment Methods

There are total 3 payment options:

5.1 Customer payment

5.2 Agent payment

5.3 Issue renewal



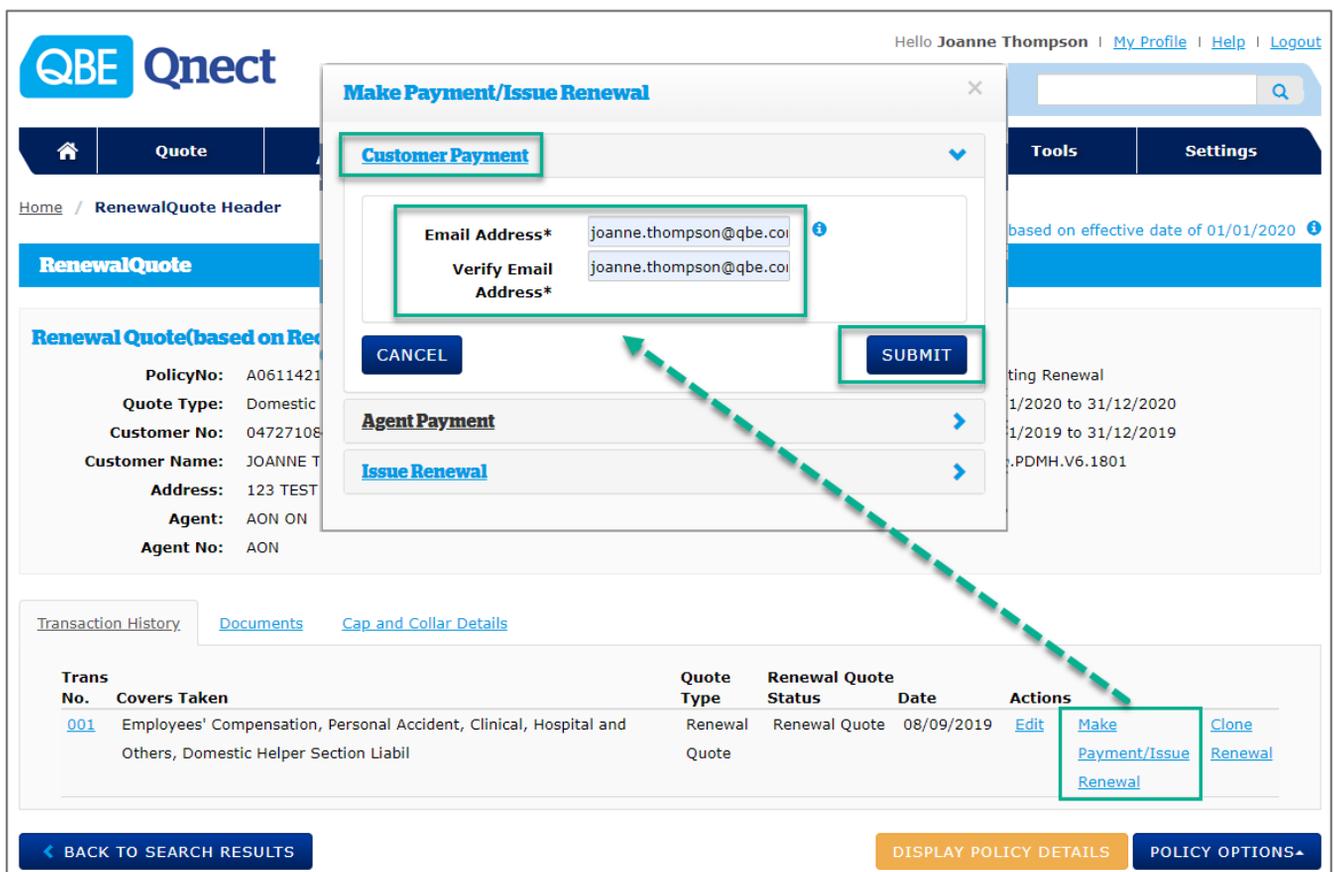
The screenshot shows a web application interface with a modal window titled "Make Payment/Issue Renewal". The modal has a close button (X) in the top right corner. It contains three options, each with a blue arrow pointing right:

- [Customer Payment](#)
- [Agent Payment](#)
- [Issue Renewal](#)

At the bottom of the modal, there is a label "Current Period of Insurance:" followed by the date "08/09/2".

# 5.1 Option 1: Customer payment (Applicable to Manulife Only)

- The payment request will allow the customer to make an online credit card payment (Mastercard/Visa).
- Policy documents will be sent directly to the customer following successful payment.



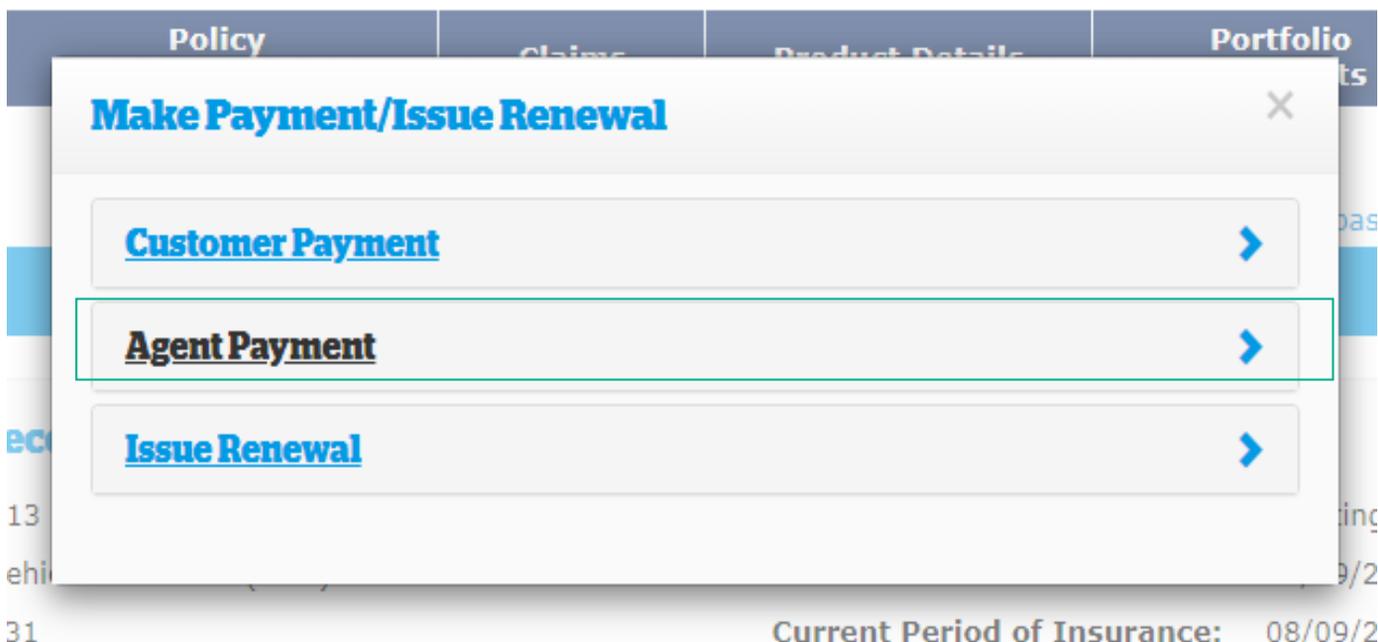
The screenshot displays the QBE Qnect user interface. At the top right, it says "Hello Joanne Thompson" with links for "My Profile", "Help", and "Logout". The main content area shows a "RenewalQuote" for a policy with details like PolicyNo: A0611421, Quote Type: Domestic, Customer No: 04727108, and Customer Name: JOANNE T. A modal window titled "Make Payment/Issue Renewal" is open, with the "Customer Payment" option selected. Inside the modal, there are input fields for "Email Address\*" and "Verify Email Address\*", both containing "joanne.thompson@qbe.co". There are "CANCEL" and "SUBMIT" buttons. A dashed green arrow points from the "SUBMIT" button to the "Make Payment/Issue Renewal" link in the table below. The table lists transaction details for a renewal quote.

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Employees' Compensation, Personal Accident, Clinical, Hospital and Others, Domestic Helper Section Liabil	Renewal Quote	Renewal Quote	08/09/2019	<a href="#">Edit</a> <a href="#">Make Payment/Issue Renewal</a> <a href="#">Clone Renewal</a>

At the bottom of the page, there are three buttons: "BACK TO SEARCH RESULTS", "DISPLAY POLICY DETAILS", and "POLICY OPTIONS".

## 5.2 Option 2: Agent payment (Applicable to Manulife Only)

- You can pay by credit card (Mastercard /Visa).
- After the payment is made, you can send the policy documents to the customer via Qnect Documents tab.



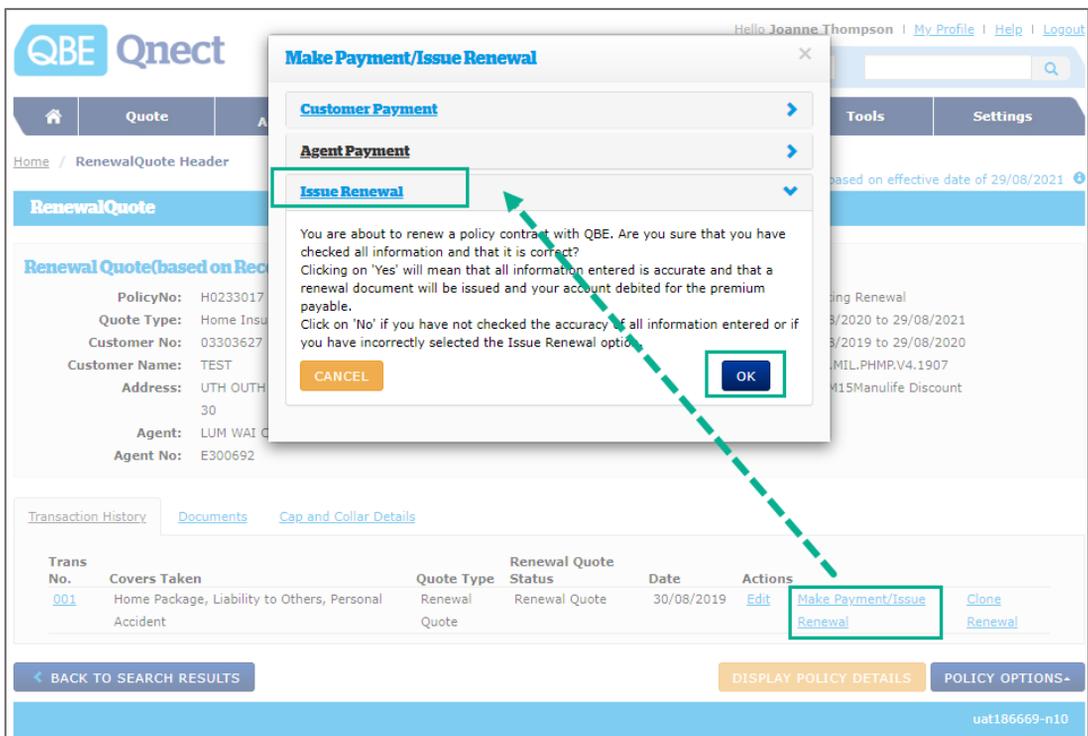
**Make Payment/Issue Renewal** ×

- [Customer Payment](#) >
- [Agent Payment](#)** >
- [Issue Renewal](#) >

Current Period of Insurance: 08/09/2

## 5.3 Option 3: Issue renewal

- Issue Renewal via Credit Card Payment **(applicable to Manulife only)**.
- Or, Issue Renewal via Credit Terms **(applicable to HKSI only)**.
- Click “OK” will mean that the policy will be renewed and your account debited for premium payable.
- After the payment is made, you can send the policy documents to the customer via Qnect Documents tab.



QBE Qnect

Hello Joanne Thompson | My Profile | Help | Logout

Quote

Home / RenewalQuote Header

Tools Settings

RenewalQuote

Renewal Quote(based on Rec

PolicyNo: H0233017  
Quote Type: Home Insu  
Customer No: 03303627  
Customer Name: TEST  
Address: UTH OUTH  
30  
Agent: LUM WAI C  
Agent No: E300692

based on effective date of 29/08/2021

ing Renewal  
3/2020 to 29/08/2021  
3/2019 to 29/08/2020  
MIL.PHMP.V4.1907  
M15Manulife Discount

Transaction History Documents Cap and Collar Details

Trans No.	Covers Taken	Quote Type	Renewal Quote Status	Date	Actions
001	Home Package, Liability to Others, Personal Accident	Renewal Quote	Renewal Quote	30/08/2019	Edit Make Payment/Issue Renewal Clone Renewal

← BACK TO SEARCH RESULTS

DISPLAY POLICY DETAILS

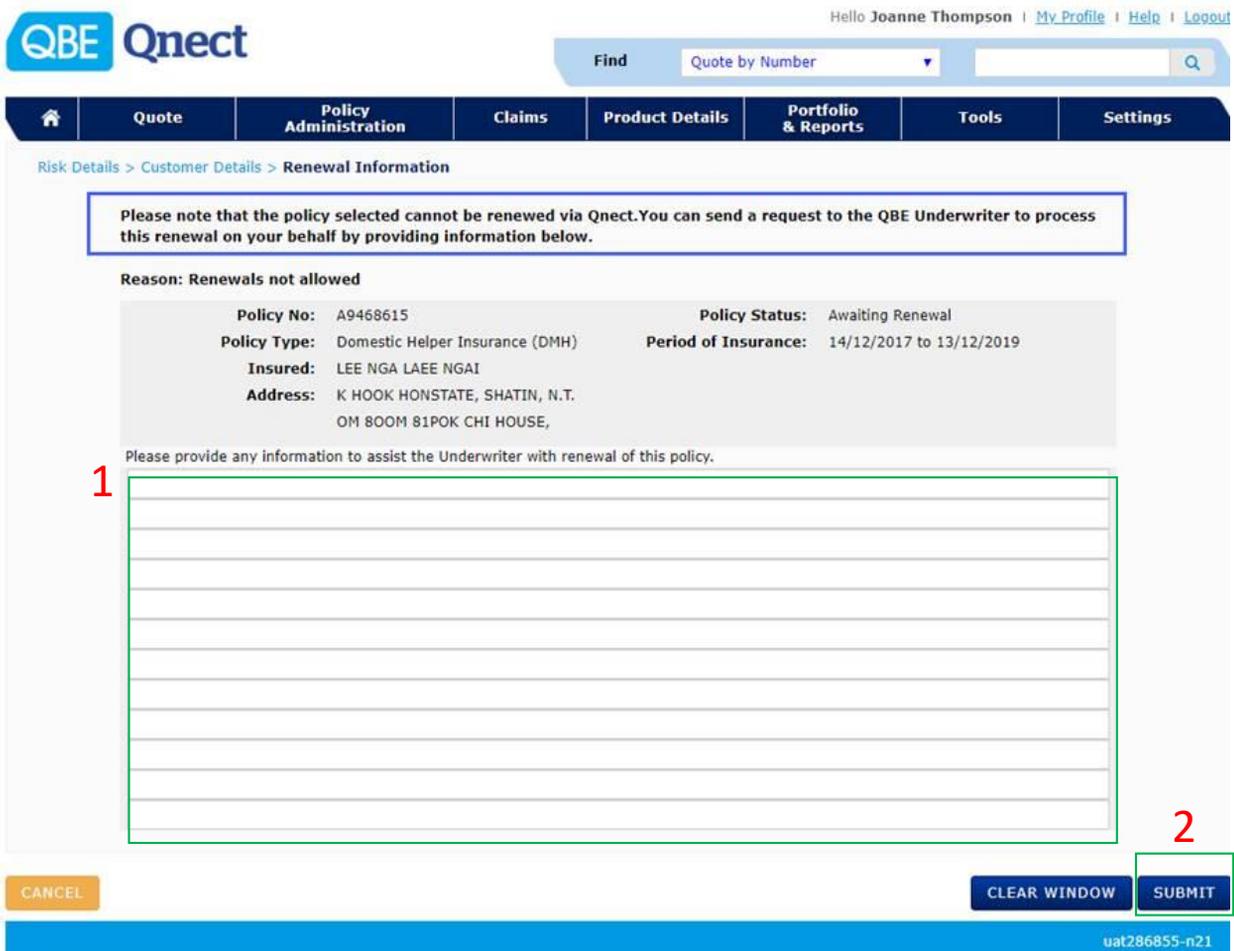
POLICY OPTIONS-

uat186669-n10

# 6. Products unable to renew through Qnect

For products that can't be renewed via Qnect, you will get this screen when the click on the "Renewal" policy option.

1. Type renewal information in the single-line box
2. Click "Submit"
3. QBE representative will help to renew this policy manually.



QBE Qnect

Hello Joanne Thompson | [My Profile](#) | [Help](#) | [Logout](#)

Find Quote by Number

Home Quote Policy Administration Claims Product Details Portfolio & Reports Tools Settings

Risk Details > Customer Details > Renewal Information

Please note that the policy selected cannot be renewed via Qnect. You can send a request to the QBE Underwriter to process this renewal on your behalf by providing information below.

Reason: Renewals not allowed

Policy No:	A9468615	Policy Status:	Awaiting Renewal
Policy Type:	Domestic Helper Insurance (DMH)	Period of Insurance:	14/12/2017 to 13/12/2019
Insured:	LEE NGA LAEE NGAI		
Address:	K HOOK HONSTATE, SHATIN, N.T. OM 800M 81POK CHI HOUSE,		

Please provide any information to assist the Underwriter with renewal of this policy.

1

2

CANCEL CLEAR WINDOW SUBMIT

uat286855-n21

