



# User Guide

# Residential Fire Insurance



## Residential Fire Insurance vs Home Insurance



### Residential Fire Insurance ( Landlord only )

- **Provide comprehensive coverage:** home structures, garage, outbuildings, walls, gates and fences against insured perils such as fire explosion or bursting of water pipes.
- To apply for a bank mortgage, the property owner is required to obtain a suitable fire insurance policy in compliance with the bank's specifications.



### Home Insurance ( Landlord / Occupier )

- **For landlord or occupier's home provide protection:** burglary, fire, flooding, typhoon or even personal liabilities.
- Make decisions independently according to personal requirements.

## 1. Information Required

- Location and Gross Floor Area
- Building Type
- Building Age
- Outstanding Loan Amount
- Mortgage Bank
- Loan No.
- Last past 3 years of Claim record
- Insured Information (HKID no., Email address, Phone no., Postal Address)

## 2. Product Details

- [Residential Fire Insurance Brochure](#)

## 3. How to Quote

- [Qnect Tutorial \(Chinese only\)](#)
- [FAQ of Residential Fire](#)

## 4. How to Claim

- [eClaims Platform](#)
- [Claim Status](#)
- [Claims FAQ](#)
- **Claims Hotline : +852 2877 8608**
- **Claims Email : [claims.hk@qbe.com](mailto:claims.hk@qbe.com)**



You can click "ASK QBE" on Qnect and will get instant reply from real person for any question about Qnect.

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