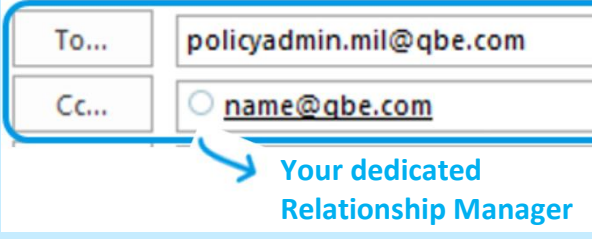


E-mailboxes for Insurance Quotation and Policy Administration Services Hong Kong Agents User Guide

QBE Hong Kong has introduced two new e-mailboxes dedicated to support our business partners' insurance business needs, effective **5 August 2019**:

1 QBE New E-mailboxes	2 Email Subject
<p>Email underwriting requests:</p>  <p>Email policy administration requests:</p> 	<p>Format:</p> <p><Agent Account Number with QBE Hong Kong> – <Insured's Full Name or Policy Number></p> <p>Examples:</p> <ul style="list-style-type: none"> • 300681 – Chan Tai Man • 300681 – B0063696

All requests sent to these e-mailboxes will be triaged to the appropriate underwriters or the policy administration team to ensure they are handled in a timely manner.

Please refer below for detailed Scope of Services and Email Subject Guidelines.

Scope of Services

Underwriting services

- New Business Quote
- Renewal Quotation for an existing policy
- Policy Endorsement, e.g. additional coverage or top-ups
- Policy Cancellation
- Issuance of Motor cover note
- Other underwriting-related requests

Policy administration services

- Cover note issuance
- Policy status enquiries
- Document issuance

Email Subject Guidelines

To speed up your request, please **follow the email subject guidelines below** to ensure your request is processed in a timely manner.

Email subject template for both Underwriting and Policy Administration services:

<Agent Account Number> – <Insured’s Name or Policy Number>

Example 1: Email subject: 300681 – Chan Tai Man

Example 2: Email subject: 300681 – B0063696

Agent Account Number with QBE Hong Kong

This is your 6- or 7-digit unique agent account number with QBE Hong Kong.

Please contact your Relationship Manager if you are unsure about your Agent Account Number.

Insured’s Name or Policy Number

Please provide the **full name of the insured**.

If this is an in-force transaction with QBE Hong Kong, please provide the **Policy Number** only.