



QBE 2023 Manulife Agency Communication Convention

QBE 2023 Manulife Agency Communication Convention - Agenda

Time	Topic / Activity
▪ 1400	Guest be seated
▪ 1430	Start of the Event
▪ 1435	Opening & Opening Speech
▪ 1450	Announcement of Appreciation Dinners Challenge Winners
▪ 1455	Announcement of Top Agent Club Member and the 2023 Incentive Campaign
▪ 1505	QBE's Digital Capability
▪ 1520	Quiz Game
▪ 1530	Lucky Draw Part I
▪ 1540	QBE GI Agents Sharing
▪ 1600	Singer Performance
▪ 1615	Lucky Draw Part II and Prize Presentation
▪ 1630	End of the Event

2022總業務增長

20

%

2022新業務增長

75

%

Top 1 增長業務渠道

2023重點產品



旅遊保險

- 即時出單 (Qnect & B2C)
- 保障內容簡單清晰
- 新冠病毒保障
- 快捷索賠(eClaims)



家居保險

- 即時出單 (Qnect & B2C)
- 客戶群大
- 業主及租戶保障
- 基本版計劃切合市場需求
- 寵物臨時居所保障
- 家傭僱主責任自選保障
- 第三者責任自選保障
- 快捷索賠(eClaims)



中小企 商業保險

- 即時報價及出單 (Qnect)
- 靈活選擇保障內容
- 多達300種覆蓋行業
- 僱員補償保險屬強制性保險，易開啟對話
- 報價具有競爭力，包括金融行業，行政辦公室，西餐廳，零售業，美容美髮服務，進出口貿易等

QBE服務團隊介紹

關係經理

數碼大使

客戶服務

- 櫃檯員工
- 客服熱線
- Qchat WhatsApp 線上聊天
- Qnect Live Chat 真人對話
- 客戶網上服務平台
- 保單行政服務

核保團隊

- 零售及中小企
 - 企業核保部
 - 特殊風險核保部

理賠團隊

- 僱員補償保險
- 汽車保險
- 特殊風險
- 財產保險
- 意外和健康保險



QBE關係經理及數碼大使



Keith Choy
業務發展經理



Jack Ho
關係經理



Janet Shum
關係經理



Kinki Lam
關係經理



Alfred Chow
關係經理



Tulip Yeung
關係經理



Crystal Ho
數碼大使

QBE核保團隊



Kelvin Woo
企業核保業務主管



Andex Fung
中小企商業保險
核保業務主管



Ben Patrick
僱員補償及責任保險
核保業務主管



Patrick Chang
個人保險核保業務主管



Cynthia Huang
財務及專業風險
部門核保主管



Clara Yip
貨運保險
部門核保主管



Yanni Lau
財產保險
部門核保主管



Angus Cheung
海上服務責任保險
部門核保主管

宏利團隊介紹



Albert Mak

業務拓展及經銷培訓
助理副總裁



Pian Lai

康健及企業業務
助理副總裁



Michelle Law

經銷業務拓展高級總監



Gary Chui

經銷業務拓展經理

Announcement of Appreciation Dinners Challenge Winners

最傑出保險代理人及分區晚宴挑戰賽
勝出者名單

最傑出保險代理人及分區晚宴挑戰賽 - 勝出者名單

首5個 最高新業務分區

- 組別1：持牌代理人數目50或以上



87270
KS - Alan CW Chan's
District



80100
Central - Jack
Kwan's District



83360
SA District



87190
KS - George Lung's
District



83330
HKW - Kelvin
Wong's District

最傑出保險代理人及分區晚宴挑戰賽 - 勝出者名單

首5個 最高新業務分區

- 組別2：持牌代理人數目少於50



80120
MF Eric Ng's District



87210
VW - Tommy Lam's
District



85000
KS - Alan Chung's
District



87470
87470 District



87040
Trinity - Jennifer
Lee District

最傑出保險代理人及分區晚宴挑戰賽 -勝出者名單

首3個 GI代理人增長分區



81820
MF Jenny Wong's
District



80110
MF Ray lu's District



84260
KS - Bon Chiu's
District

最傑出保險代理人及分區晚宴挑戰賽 - 勝出者名單

首10名 最高新業務 資深保險代理人



Gallant Sin
(KS - Alan CW Chan's District)



Tony Chan
(KS - Alan Chung's District)



Mark Cheung
(VW - Tommy Lam's District)



Hui Tsz Kin
(MF Eric Ng's District)



Lee Chung On
(MF Eric Ng's District)



Renee Ho
(SA District)



Cheung Fat Chung
(SV Raymond Wan's District)



William Fan
(HKW - Kelvin Wong's District)



Arthur Chan
(87470 District)



Takson Lam
(Central - Jack Kwan's District)

最傑出保險代理人及分區晚宴挑戰賽 -勝出者名單

首3名 最高新業務 新晉保險代理人



Mabel Wong
(Dick Wong's District)



Clara Lo
(PIF District)



Alvin Lau
(HKW - Stanley
Wong's District)

最傑出保險代理人及分區晚宴挑戰賽 -勝出者名單

首10名 最高僱員補償保險新生意代理人



Gallant Sin
(KS - Alan CW Chan's
District)



Mark Cheung
(VW - Tommy Lam's
District)



Lee Chung On
(MF Eric Ng's District)



Hui Tsz Kin
(MF Eric Ng's District)



Arthur Chan
(87470 District)



Takson Lam
(Central - Jack
Kwan's District)



Issac Hung
(KS - William Pang's
District)



Cheung Fat Chung
(SV Raymond Wan's
District)



Renee Ho
(SA District)



Kenny Yu
(UD Kenny Yu's
District)

最傑出保險代理人及分區晚宴挑戰賽 - 勝出者名單

首3個 最高Qnect續保使用率分區

首3名最高Qnect續保使用率代理人



80100
Central - Jack
Kwan's District



83330
HKW - Kelvin
Wong's District



83260
PWI District



Lam Pui Ha
(Central - Jack
Kwan's District)



Stephen Lau
(Hong Kong
Peninsula East)



Bede Cheung
(KS - CH Ho's
District)

Top Agent Club and the 2023 Incentive Campaign

卓越代理人(鑽石會員)及2023第一季度推廣優惠

卓越代理人 (鑽石會員)

- 200+ 位代理人入選
- 合格代理人將於1月內收到
QBE的電郵
- 獨家獎賞將於2023年2月起
陸續登陸

 QBE



EXCLUSIVE REWARDS 獨家獎賞



Annual Appreciation Dinner

QBE最傑出代理人及分區年度晚宴

Terms & Conditions: Exclusive invitation to agents with annual GWP Production of HK\$1M
條件及細則：一般保險年度保費達到一百萬或以上，代理人獲得獨家邀請此活動。



Exclusive Agents Branding on QBE Documents

一般保險卓越代理人獨家標誌會在QBE一般保險保單上顯示



Exclusive Event Invitation

獨家活動邀請



Other Exclusive Benefits and Privileges

其他專屬QBE卓越代理人獨家禮遇



2023年推廣及優惠

產品	獎賞條件	獎賞	推廣期
住宅火險	簽發新保單 (首選類型客戶)	獨家優惠保費率 低至0.04%	1月1日至6月30日
私家車保險 (綜合保險)	簽發新保單	50倍Qclub積分	1月1日至3月31日
旅遊保險	簽發新保單 (Qnect / B2C客戶平台)	毛保費\$500港元或以上，可獲\$100港元電子禮券	1月18日至2月28日
家居保險	簽發新保單 (Qnect / B2C客戶平台)	<ul style="list-style-type: none">毛保費\$4,000港元或以上，可獲\$1,000港元電子禮券毛保費\$3,000至 \$3,999港元，可獲\$750港元電子禮券毛保費\$2,000至 \$2,999港元，可獲\$500港元電子禮券毛保費\$1,500至 \$1,999港元，可獲\$100港元電子禮券	1月18日至4月30日
獎勵旅遊 (Incentive Trip)	所有於推廣期內簽發的新保單, 最低保費需達到\$5萬港元	首30名一般保險代理人，可參加QBE安排的獎勵旅遊	1月18日至5月31日

QBE 創建更靈活的未來

Qnect 與你一同進步



Qnect 回顧



407,000 +

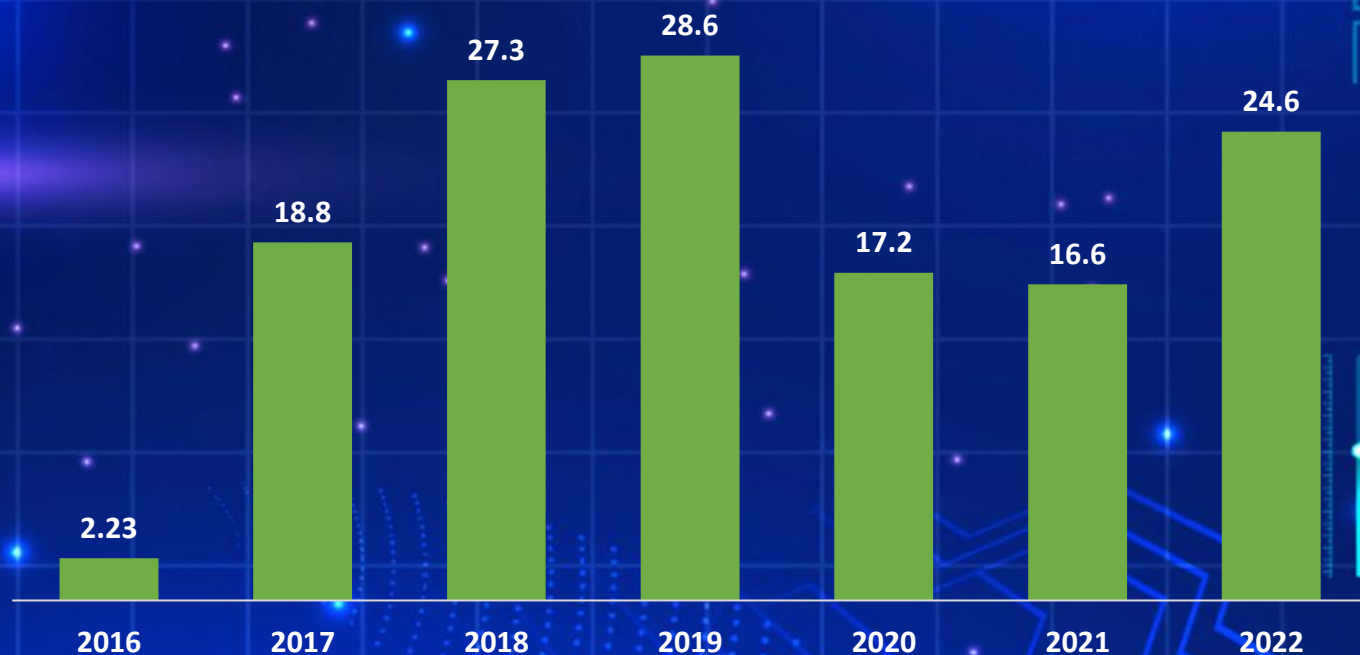
2016-2022 Qnect簽發保單總數



4,000 +

2022年度代理人使用Qnect 人數

Qnect年度佣金總額 (百萬港元)



■ Qnect 年度已付佣金

Qtouch

The desktop view of the QBE Qtouch website features a navigation bar with the QBE logo and 'Qtouch' text. The main menu includes 'Personal Insurance', 'Business Insurance', 'eClaims', 'Promotions', 'Announcements', and 'Training & Agent Onboarding'. The 'Personal Insurance' section is highlighted with a blue background and a family photo. Below the header, there is a sub-header 'Personal Insurance' and a tagline 'We help protect the things that matter to you and your family.' A text box explains the importance of insurance and lists various products offered. At the bottom, three product categories are listed: Travel, Domestic Helper, and Golfer.

QBE | Qtouch Payment QClub Contact Us **Qnect**

Personal Insurance | Business Insurance | eClaims | Promotions | Announcements | Training & Agent Onboarding

Personal Insurance

We help protect the things that matter to you and your family.

Having the right insurance takes the worry out of the unexpected. You want to be adequately covered and at the right price.

At QBE Hong Kong, we offer a wide range of personal insurance products with competitive pricing and the flexibility to meet your unique needs. From your home to your car to your travel needs, we can provide a policy that is right for you.

Our personal insurance products

- Travel**
Enjoy a worry-free holiday with our travel protection
- Domestic Helper**
Comprehensive cover to protect your domestic helper and you
- Golfer**
Golf with confidence

The mobile view of the QBE Qtouch website displays a promotional banner for 'Qnect Motor Comprehensive Insurance' which offers 50x Qclub Points. Below the banner, there is a section for 'CURRENT PROMOTION' with a date range of 1 Jan 2023 to 31 March 2023. A text box with a dollar sign icon explains the promotion: 'Each new Motor Comprehensive Insurance policy issued on Qnect during the promotion period, agent can get 50x Qclub points.' Below this, there is a 'Terms & Conditions' section with three numbered points detailing the promotion's scope and duration.

QBE | Qtouch

Qnect Motor Comprehensive Insurance can get 50x Qclub Points

CURRENT PROMOTION

Promotion Period: 1 Jan 2023 to 31 March 2023

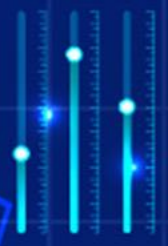
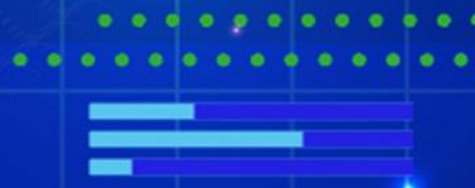
Each new Motor Comprehensive Insurance policy issued on Qnect during the promotion period, agent can get 50x Qclub points.

Terms & Conditions:

1. For policy issued from 1 January 2023 to 31 March 2023 (both days inclusive), each policy will be entitled 50x Qclub points.
2. The above promotions are only applicable to Motor Comprehensive Insurance policies issued on the Qnect during the "Promotion Period" and are subject to the policy issuance date.
3. The Qclub points will be sent to the entitled agents' Qclub App within one month after the "Promotion Period".



Qnect 管理報價 + 保單



快速報價 + 電子保單

Travel Insurance

Number of Insured Person(s):

Total Number of Adult(s): 1

Total Number of Child(ren): 0

Total Number of Seniors: 0

Select Plan

Plan*

Top Ups 📌 *We have suggested some Top Up covers for this trip. You may add or de-select any Top Ups, as required*

Cruise Voyage

[Clauses \(0\)](#)

CALCULATE PREMIUM >

Premium Breakdown:	Insurance Premium	Premium Due	Levy	Total Due	Commission Rate	Commission Amount
Silver	\$157.00	\$157.00	\$0.16	\$157.16	28.0%	\$43.96
Gold	\$213.00	\$213.00	\$0.21	\$213.21	28.0%	\$59.64


Total Premium \$157.16 HKD


ABANDON
< BACK
NEXT >





全面保單服務

Policy Details

 **Reminder** This policy is expiring soon. Click to view the renewal details. >

 **Policy No. V0334022**
Motor (MVA)

Status  In Force

Insured Period  22/02/2022 to 21/02/2023









[Policy Options](#) ▾

Policy Details

Insured
AU CHUNHAU CAU CHUN

Address
AT ELAT E,F BLOCK 1, THE MERTON . 380. 38 PRAYA KENNEDY TOWN
KENNEDY TOWN, HK

Documents

Transaction Type (Expand/Collapse)	Effective Date	Document Type		
Batch Renewal - Expiry Notice	22/02/2023	<ul style="list-style-type: none">Renewal NoticeRenewal Notice Intermediary Copy	 Email	 Download All ▾
Renewal Issue	22/02/2022	<ul style="list-style-type: none">QBE eClaims and Panel Network	 Email	 Download All ▾
Renewal Issue	22/02/2021	<ul style="list-style-type: none">QBE eClaims and Panel Network	 Email	 Download All ▾
Renewal Issue	22/02/2020	<ul style="list-style-type: none">QBE eClaims and Panel Network	 Email	 Download All ▾

續保提示

更改保單資料 / 提交索賠

下載或發送保單文件



Qnect 管理續保



Qnect 續保清單

My Portfolio

Manage policies | **Manage renewals** | Manage payments

Account number: ALL | Expiry date: From 10/01/2023 To 10/03/2023 | Advanced Search

cc me in all emails | Send multiple emails | Bulk download

Search Results: All | **Awaiting renewal** | Email not sent | Delivery failed | Search | Export

POLICY NO.	CUSTOMER NAME	PRODUCT TYPE	STATUS	EXPIRY DATE	CUSTOMER EMAIL	REMARKS	PDF	Actions
V0333523	AN WAI HAN WAN WAI	Private Motor	Awaiting Renewal	08/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0334022	AU CHUNHAU CAU CHUN	Private Motor	Awaiting Renewal	21/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0334103	K KEE HOK KEK KEE H	Private Motor	Awaiting Renewal	10/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0334434	U YUE TIU YUU YUE T	Private Motor	Awaiting Renewal	27/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0383104	AN CHORHAN CAN CHOR	Private Motor	Awaiting Renewal	16/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0383432	O LOK MSD LOO LOK M	Private Motor	Awaiting Renewal	22/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0450754	AI HUNGAI HAI HUNG	Private Motor	Awaiting Renewal	02/03/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0493850	CHUN CI CHU CHUN C	Private Motor	Awaiting Renewal	10/02/2023	TESTEMAIL@QBE.COM		PDF	Actions
V0494014	O KEN FAO KEQ KEN F	Private Motor	Awaiting Renewal	09/02/2023	TESTEMAIL@QBE.COM		PDF	Actions

跟蹤狀態

發送續保電郵

Message: A0659669 - QBE Renewal Notice for Personal Accident Protection Plus Insurance...

QnectAsia@qbe.com | 10 April 2023

Attached file: Renewal Notice-A0659669.pdf

Translate message to English | Never translate from Chinese Traditional | Translation preferences

QBE

您的續保通知 Your Renewal Notice

保單號碼 Policy Number: A0659669

產品名稱 Product Name: Personal Accident Protection Plus Insurance Policy

客戶姓名 Client Name: ABR003

續保日期 Expiry Date: 19 Oct 2023

續保費 Renewal Premium: HKD 300.00

立即續保 Pay by Credit Card

致 ABR003:

感謝您對網上續保服務的支持。您的保單即將到期，您可以輕鬆快捷地在網上續保（請參閱以上“續保”按鈕），以確保保單有效。

續保費將由網上續保服務以信用卡扣款。以上保費單經已發送給您，請與保單中心聯絡。

如有任何保費查詢，請與保單中心聯絡。

Dear ABR003:

Your policy will expire soon. To stay protected, you can renew the policy online easily by clicking the above "Pay by Credit Card" button.

The corresponding documents are attached for your reference. Please disregard this email if the above policy has been renewed and the document has been received.

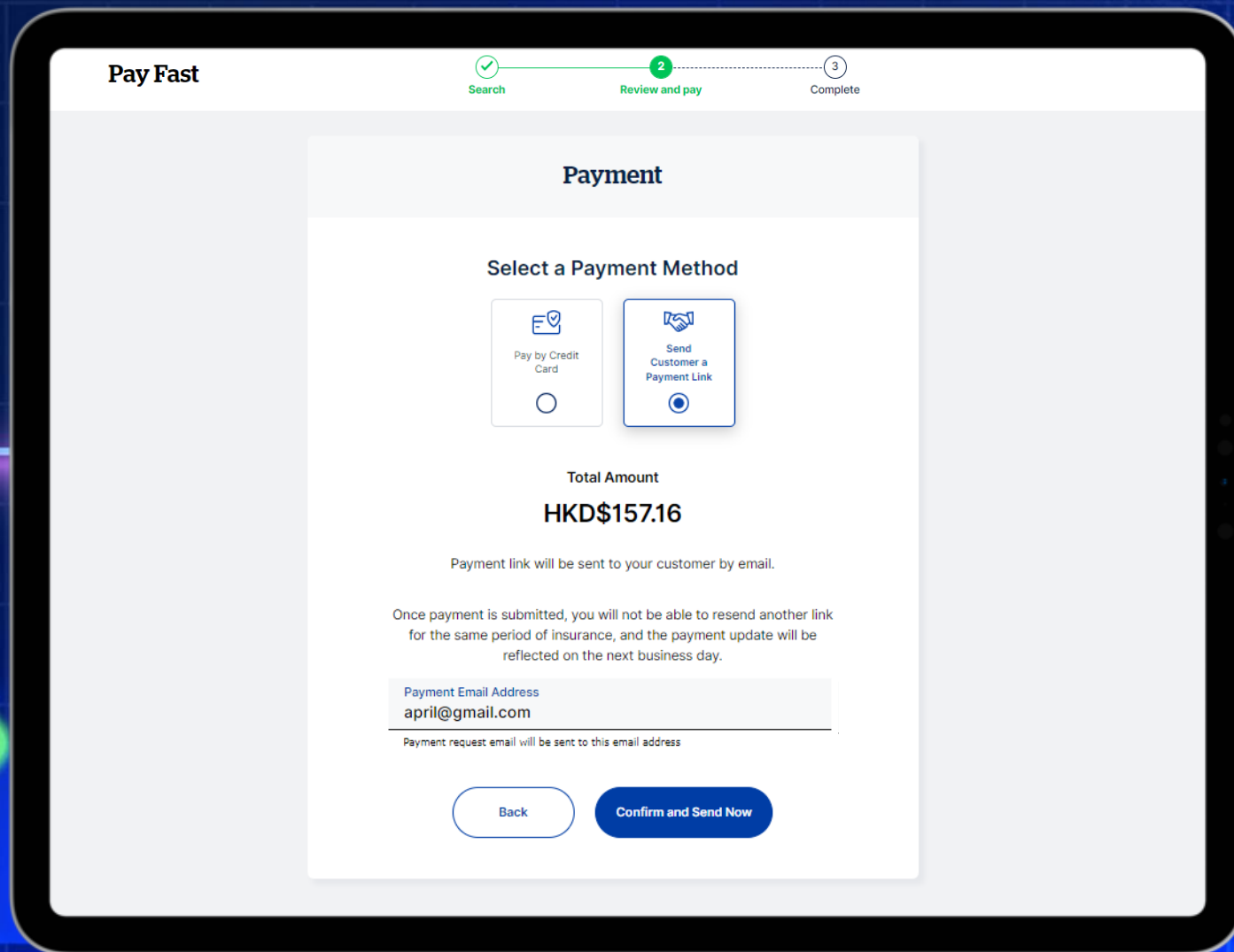
If there are any changes required to the policy, please contact your licensed insurance intermediary.

客戶在線支付並立即獲得續保確認



Qnect 管理付款

Payfast 發送付款連結

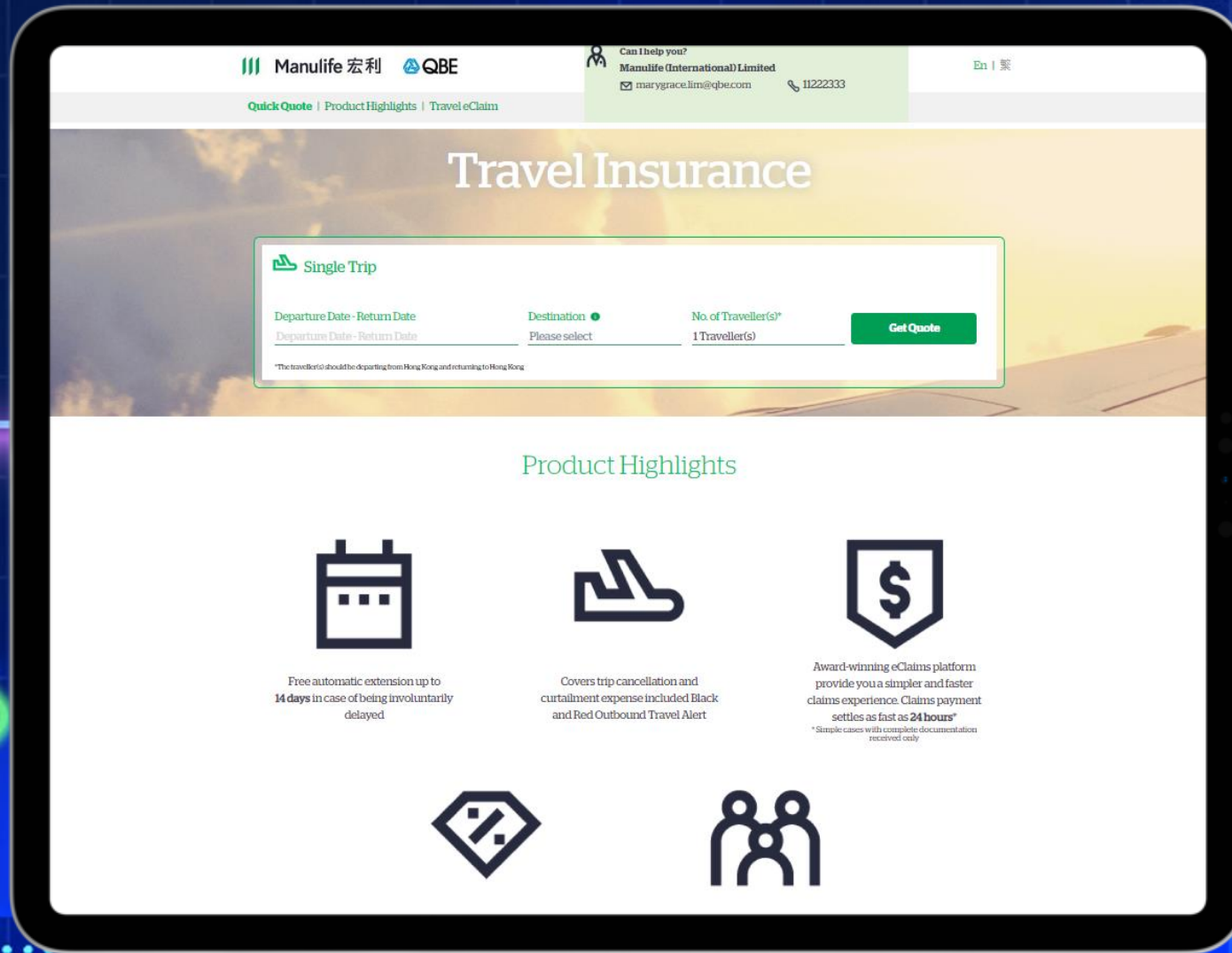




B2C
更多在線商機



B2C 分享越多，得到越多



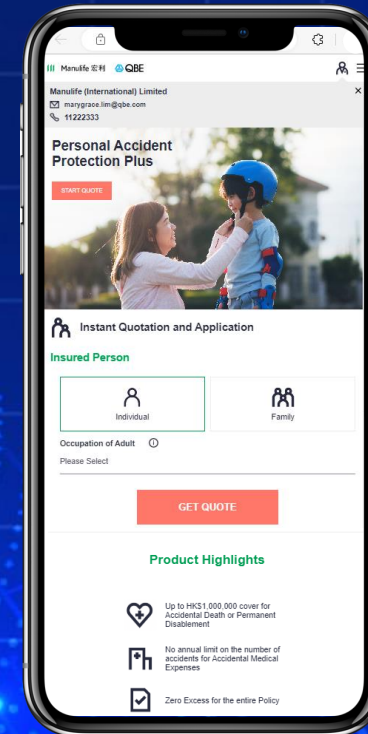
單次旅遊



家居保險



個人意外



2023 Qclub 新 Look



會員等級

本年度會員賺取積分

寫電郵至
關係經理

打電話至關係經
理辦公室電話

打電話至關
係經理手提
電話

致電QBE客戶服
務熱線

發送WhatsApp至
Qchat線上聊天

其他功能:

- 賬戶積分更新查詢
- 推廣優惠禮券自動存入Qclub 賬戶
- 分享電子禮券功能

Download Qclub App now:



eClaims

The screenshot shows the QBE Travel Insurance Claims website. At the top left is the QBE logo, and at the top right is the language selector '中文'. The main heading is 'Travel Insurance Claims' with the subtitle 'Simple Online Insurance Claim Experience'. Below this, there are two main sections: 'Start your claim here' and 'or you may want to'. The 'Start your claim here' section contains two input fields: 'Your Policy Number*' and 'Date of Loss/Incident*' (with a calendar icon), and a 'Start >' button. Below the input fields is a link 'How to find my policy number?'. The 'or you may want to' section contains two buttons: 'Check Claim Status' and 'Read the FAQ'. Below these sections, there is a video player showing hands typing on a keyboard, with a play button and the text 'We will email a link to you to complete your claim later'. To the right of the video is a section titled 'Documents to prepare' with a list of claim types.

QBE 中文

Travel Insurance Claims

Simple Online Insurance Claim Experience

Start your claim here

Your Policy Number*

Date of Loss/Incident*

[Start >](#)

[How to find my policy number?](#)

or you may want to

[Check Claim Status](#)

[Read the FAQ](#)

Documents to prepare

Select claim types

- Travel Delayed
- Lost Personal Item
- Damaged Personal Item
- Baggage Delay
- Visited A Doctor
- Stayed in Hospital
- Trip Cancellation
- Trip Curtailment
- Rental Vehicle Excess
- Travel Re-routing
- Missed Event
- Missed Connection
- Serious Body Injury & Death
- Personal Liability
- Other Claim

檢查索賠狀態

所需證明文件

eClaims保險獎



Winner of Insurance Asia Awards 2019 – Digital General Insurance Initiative of the Year, Hong Kong

Recognised for enhancing customer claims experience using the QBE Digital Claims platform



InsuranceAsia News Awards for Excellence 2020 – Claims Initiative of the Year, Hong Kong

Recognised for Digital Claims Motor Claims initiative



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Hong Kong

Recognised for Digital Claims platform which now includes Motor insurance



Winner of Insurance Asia Awards 2021 - Claims Initiative of the year and Digital Initiative of the year, Hong Kong

Recognised digital home claims platform



Winner of Insurance Asia Awards 2022 – Digital Insurance Initiative of the Year, Singapore & Hong Kong

Recognised for new end-to-end (E2E) digital Interior Renovation Prestige (IRP) product



Winner of Insurance Asia Awards 2022 – Insurtech Initiative of the Year, Hong Kong

Recognised operational efficiency Renewal Pricing Strategies (RPS) solution.

QBE持續專注於數碼創新，為香港的客戶、業務夥伴、市民和社區提供卓越的價值和優勢，因此持續受到認可。

eClaims 回顧



57,000+

2017-2022 eClaims 處理索賠個案



99% 滿意率

127M

\$253M

2017-2022 eClaims 已支付索賠總額

