Personal Accident Protection Plus

USER GUIDE

November 2019

Qnect
www.intermediary.qbe.asia/Insurance.html

QBE Hong Kong Website
www.qbe.com/hk

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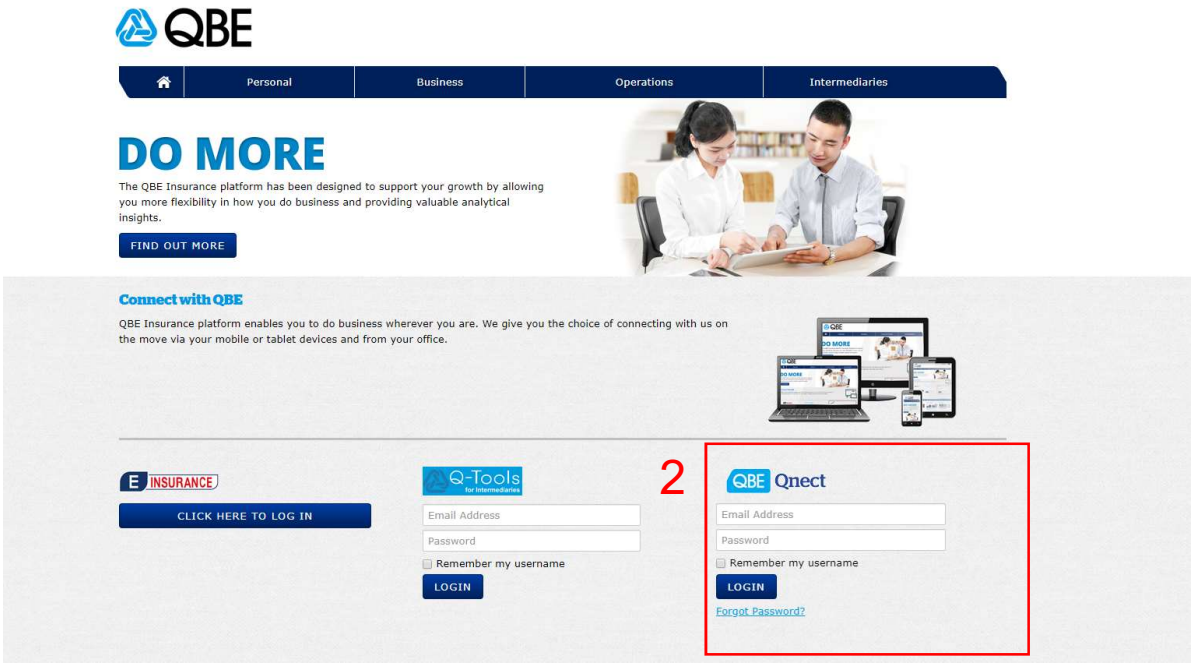
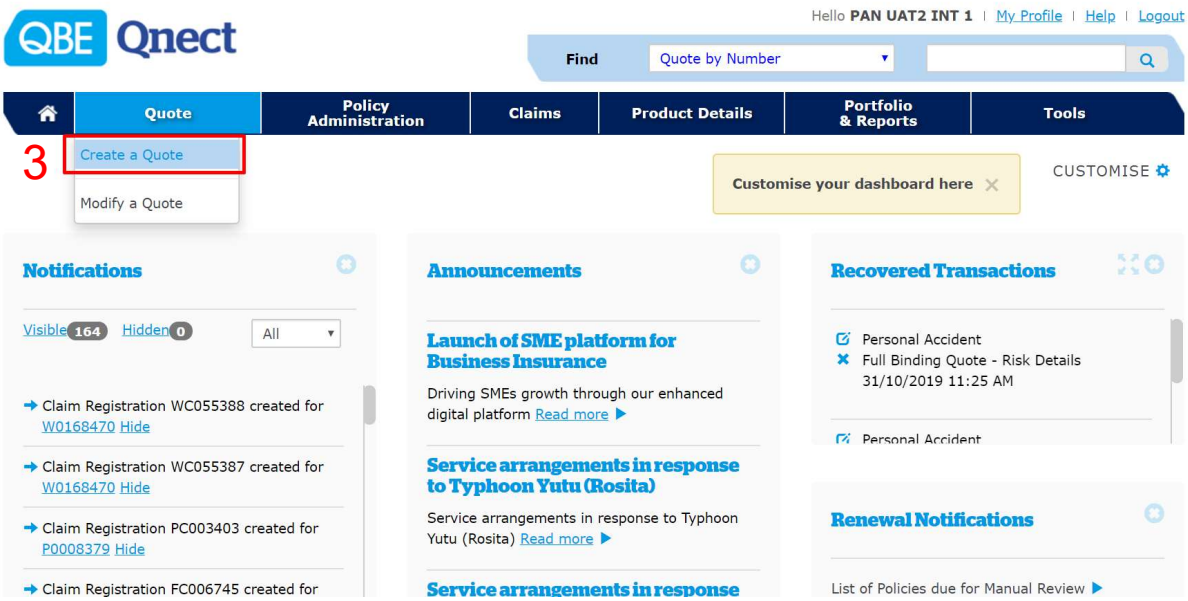
1. How to start?

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

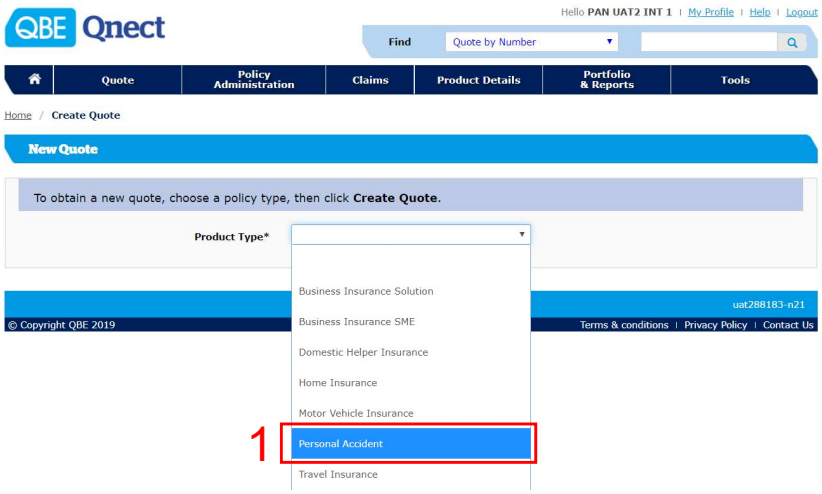


3. Click “Create quote”

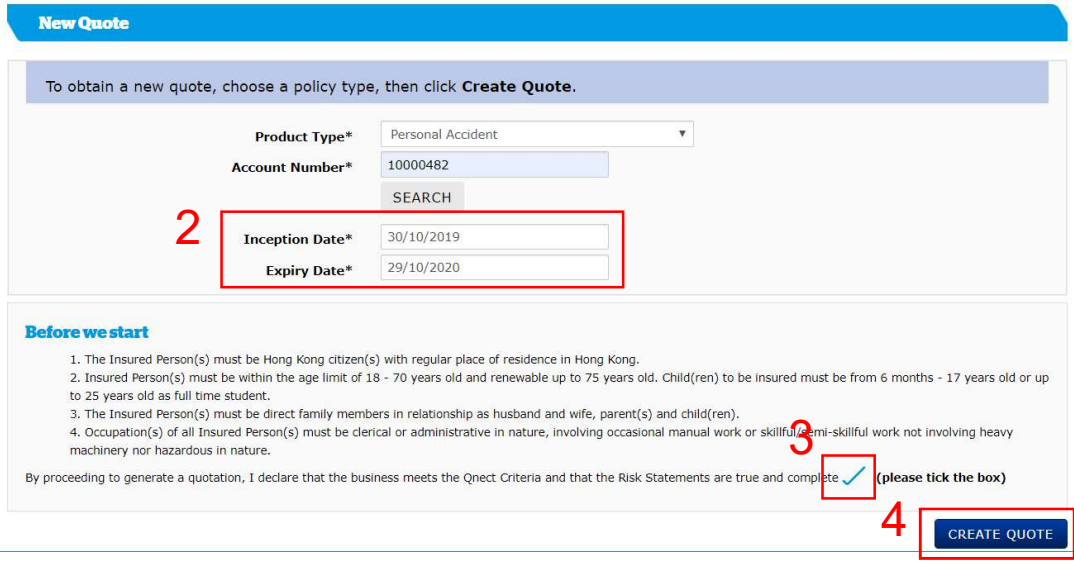


2.1 Create Personal Accident quote

1. On “New Quote” screen, select “Personal Accident” from product type

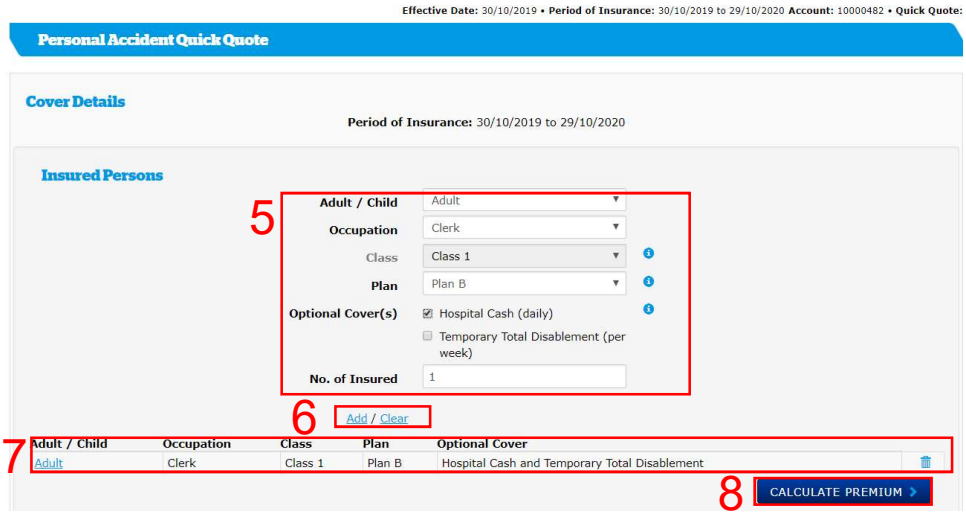


2. Input inception date. System will default Expiry Date as 1 year after Inception Date
3. Review the message in “Before we start” and then tick the box if you agreed
4. Click “Create quote”

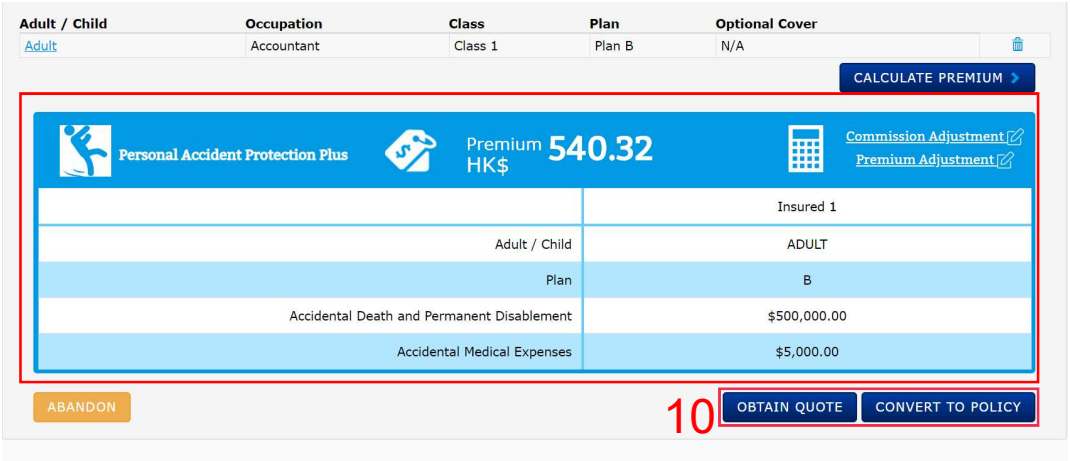


2.2 Create Personal Accident quote

5. On “Insurance Details” screen, select the correct information in “Insured Persons” section
6. Select “Add” or “Clear”
7. If you select “Add”, the summary will be shown as below
8. Click “Calculate Premium”

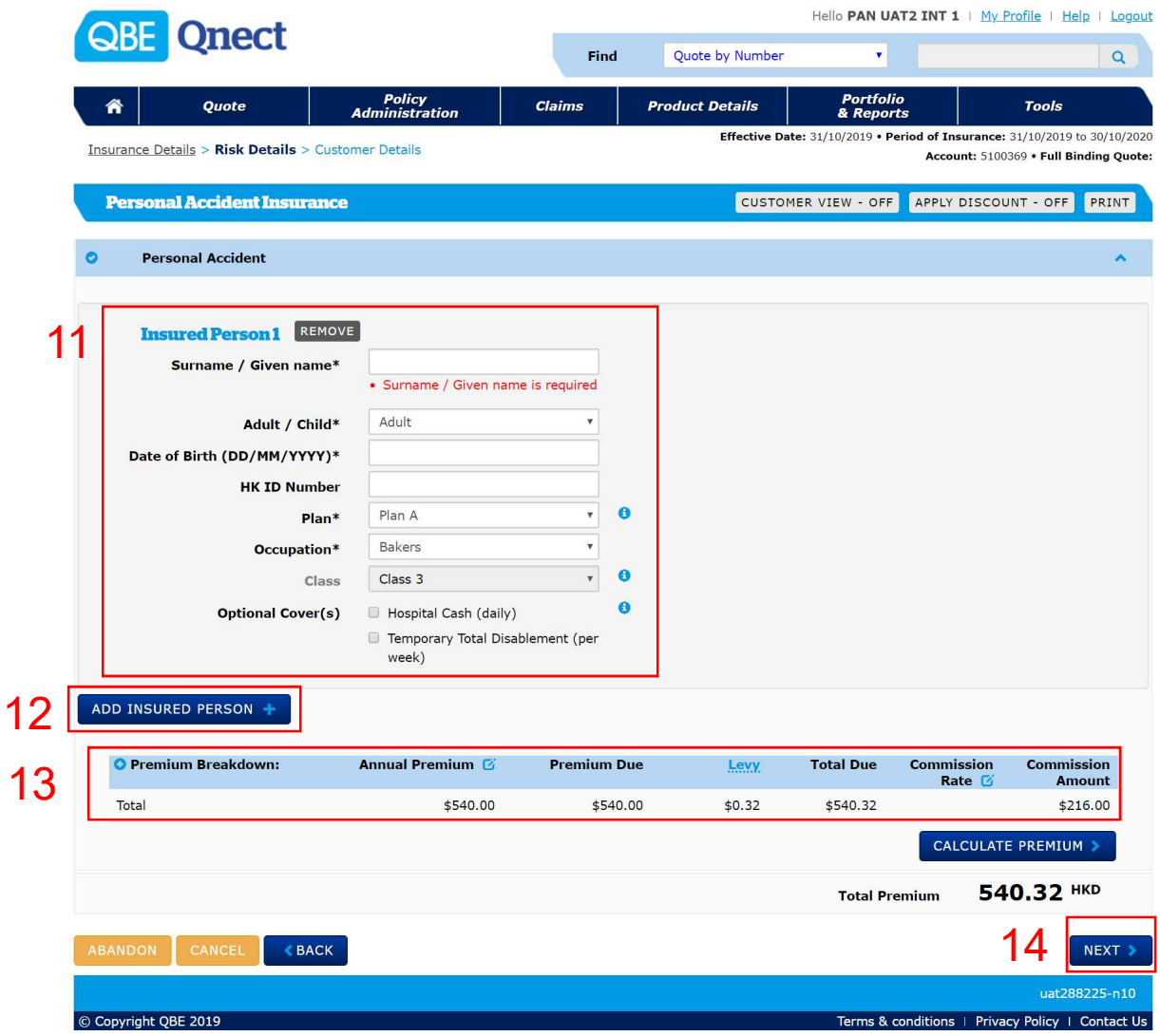


9. After you click on “Calculate Premium”, policy summary will be shown as below. Please carefully check the information.
10. Click “Obtain Quote” to prepare Quick Quote for the customer or click “Convert to Policy” to issue the policy directly.



2.3 Create Personal Accident quote

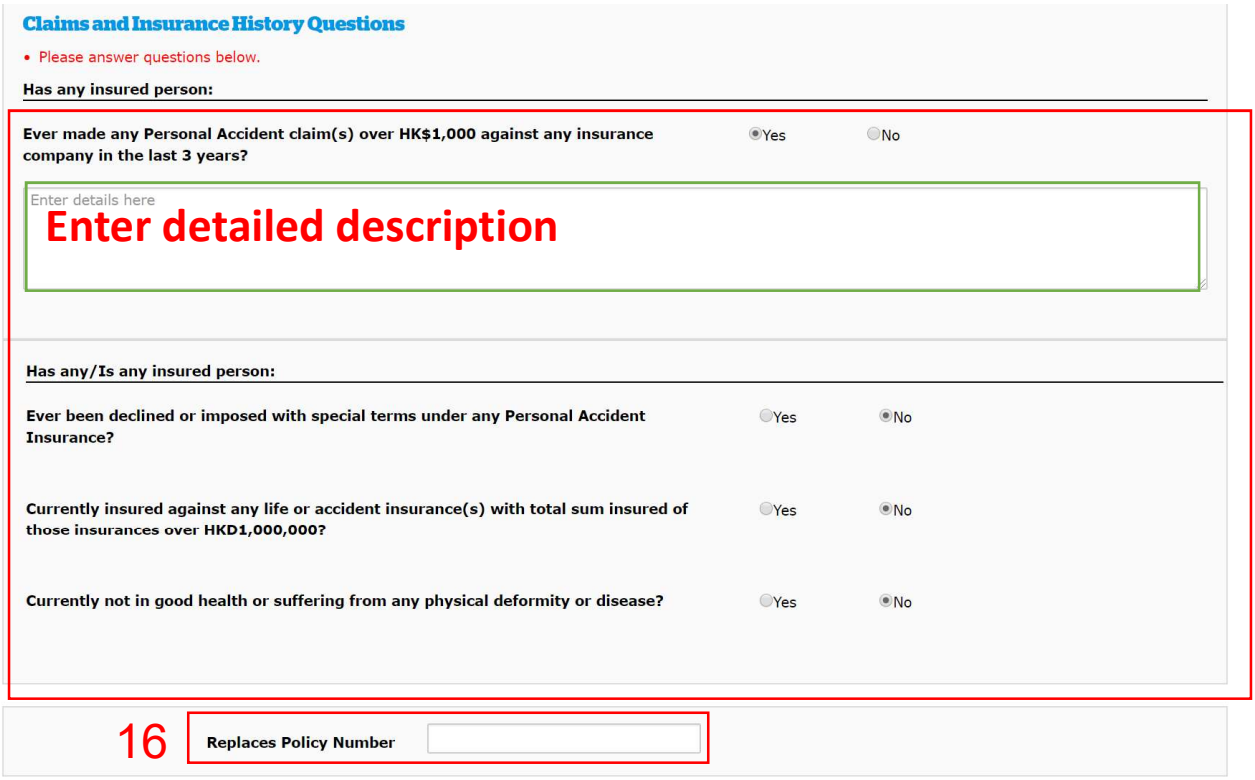
11. On “Risk Details” screen, fill in insured person’s details
12. Click “Add Insured Person” if needed
13. Review “Premium Breakdown”
14. Click “Next”



2.4 Create Personal Accident quote

15. On “Customer Details” screen, answer 4 “Yes/No” questions. If your answer is “Yes”, you should fill in detailed description

16. Input “Replaces Policy Number” if needed



2.5 Create Personal Accident quote

17. In “Customer Details” section, if the client is an existing customer, select “Search for existing customer” to retrieve his/her details

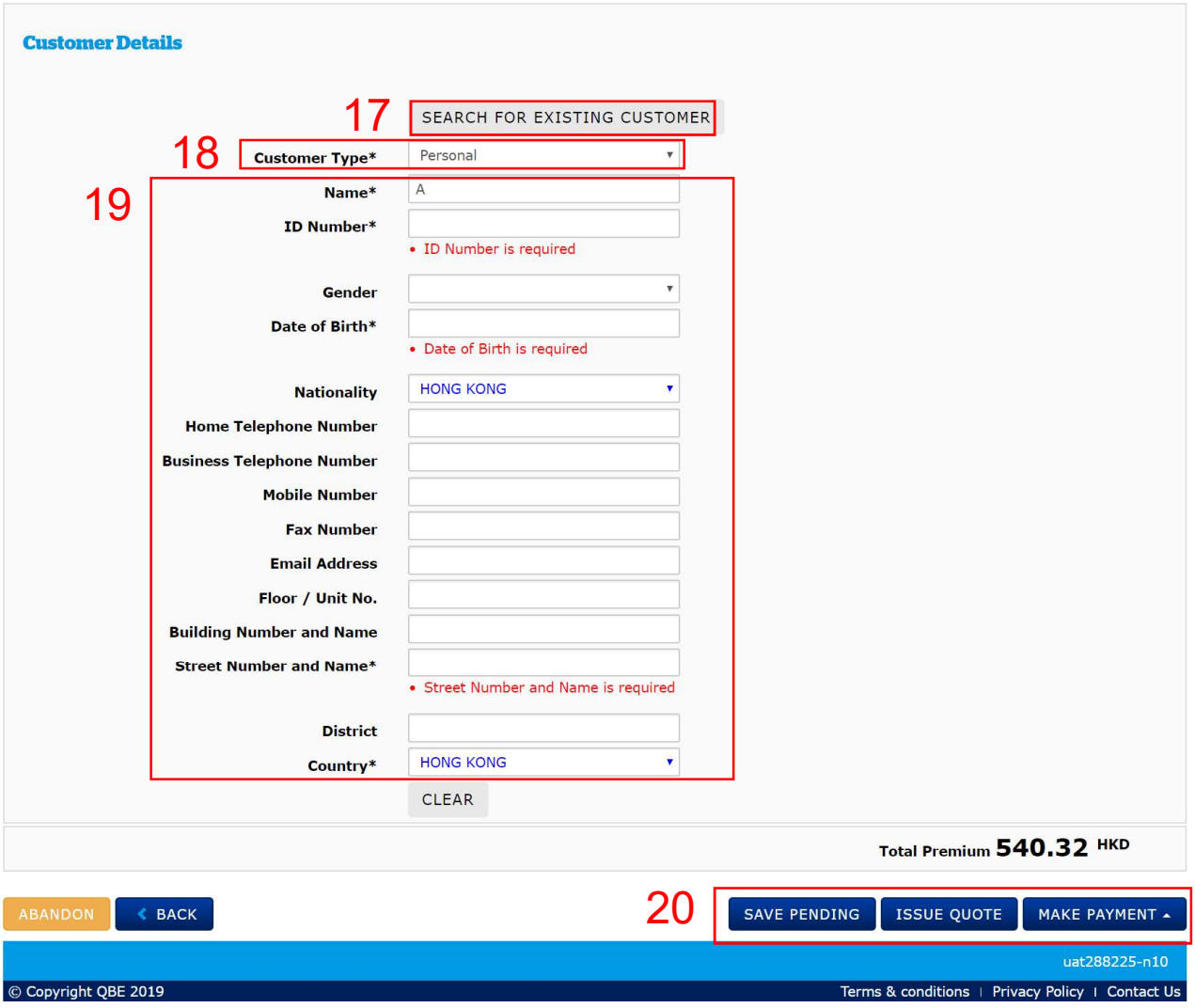
18. Select “Customer Type”

19. Fill in the details

20. Click “Save Pending” to save the new Quote/

    Click “Issue Quote” to generate a new Quote/

    Click “Make Payment” to issue Policy (see section 3 for more details)

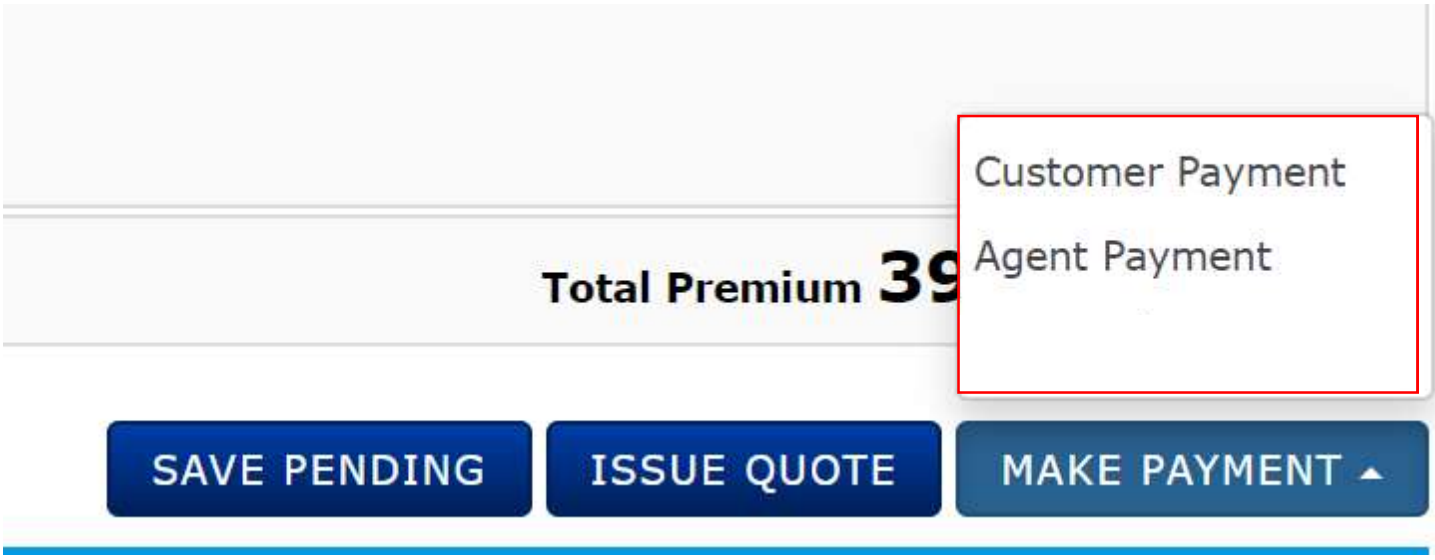


3. Payment Methods

There are total 2 payment options:

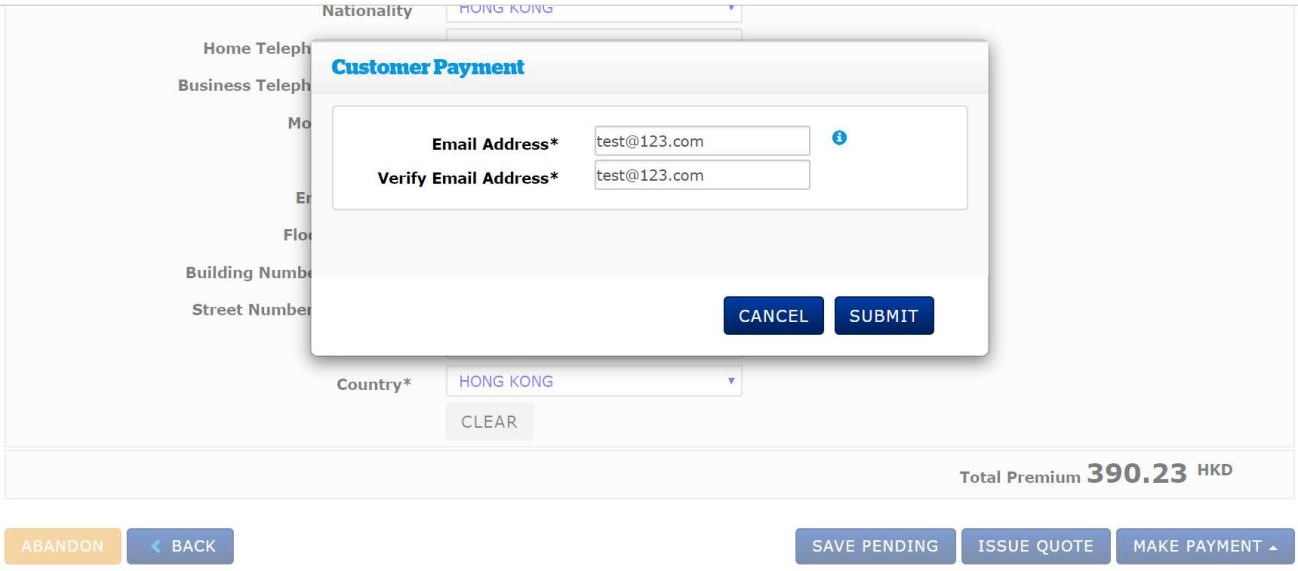
3.1 Customer payment

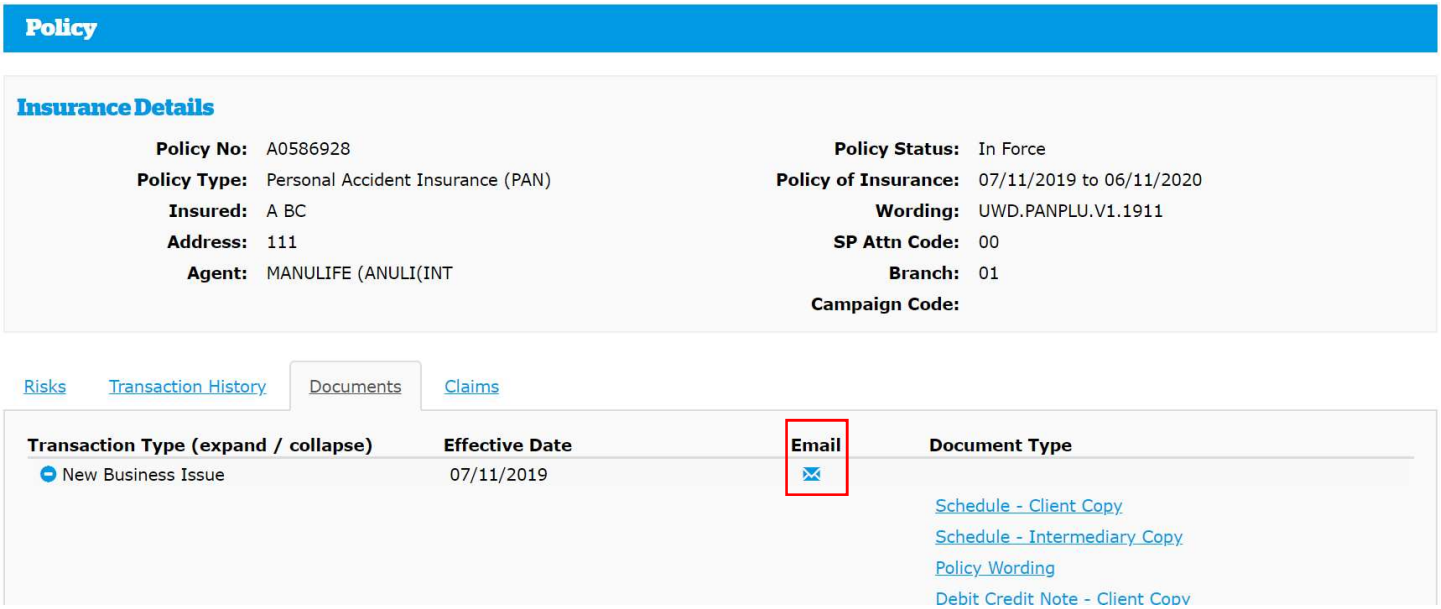
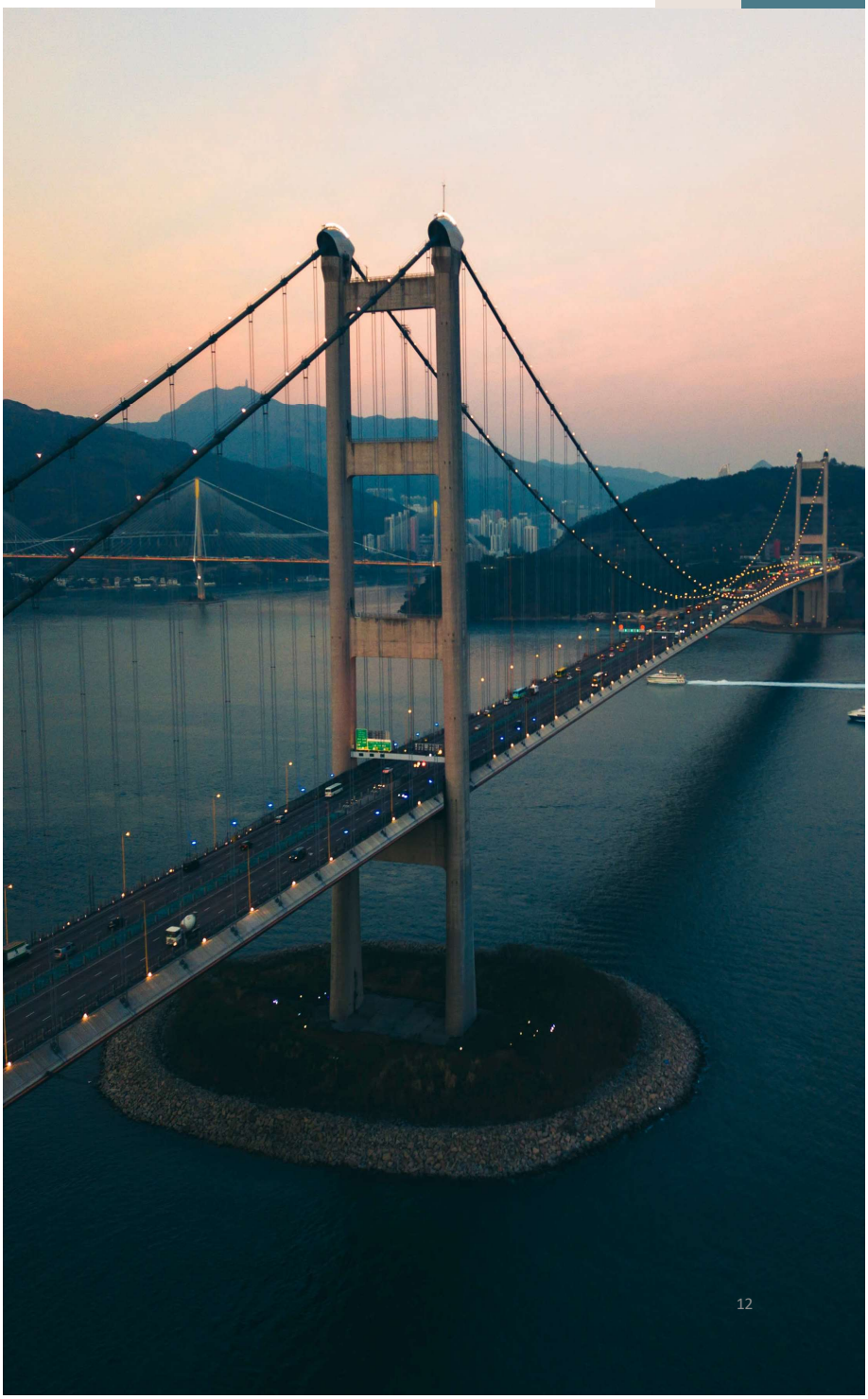
3.2 Agent payment



3.1 Option 1: Customer payment

- 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.



3.2 Option 2: Agent payment

- 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.