



QNECT RENEWAL

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

September 2019

Qnect www.intermediary.qbe.asia/Insurance.html QBE Hong Kong Website www.qbe.com/hk

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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. <u>http://www.intermediary.qbe.asia/Insurance.</u> <u>html</u>
- 2. Enter your username and password and click "Log In".





2.2 Search policy number

- 1. Select "Policy/Cover note by Number"
- 2. Enter the policy number

QBE Qnect	Find Policy / Cover Note	Hello giselle wong <u>My Profile</u> <u>Help</u> Logo by Number
A Quote Pol Admini	icy Claims Product Defails	by Number i 5 Tools
tifications O	Announcements	Renewal Notifications
le 40 Hidden 0 All V	Launch of SME platform for Business Insurance	List of Policies due for Manual Review 🕨
Claim Registration MC014622 created for	Driving SMEs growth through our enhanced digital platform <u>Read more</u>	List of Policies Awaiting Renewal List of Expired Policies
laim Registration MC014621 created for 0524472 Hide	Service arrangements in response to Typhoon Yutu (Rosita)	
aim Registration MC014620 created for <u>0524464 Hide</u>	Service arrangements in response to Typhoon Yutu (Rosita) <u>Read more</u>	Quotes
m Registration MC014619 created for 24510 Hide	Service arrangements in response to Typhoon Trami	Business Insurance 🕨
n Registration MC014618 created for 09523 <u>Hide</u>	Trami <u>Read more</u>	Home Insurance 🕨
aim Registration MC014617 created for <u>)524472</u> <u>Hide</u>	Announcing the New Layout of Marine Certificate	Motor Vehicle Insurance
laim Registration MC014616 created for 10524466 Hide	Announcing the New Layout of Marine Certificate Read more	Travel Insurance
aim Registration MC014615 created for 0524464 Hide	Announcing the QBE Marine Uplift	
aim Registration MC014614 created for 0524464 Hide	Relocation Notice	
laim Registration MC014613 created for	Relocation Notice Read more	



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 Head	ler		P	olicy and risk details based on ef	fective date of 02/08/201
Policy					
Insurance Detai	ils				
Policy	No:	T0020972	Policy Status:	Awaiting Renewal	
Policy T	ype:	Travel Insurance (PIT)	Policy of Insurance:	02/08/2017 to 01/08/2019	
Insu	red:	LEADER HEAEADERAT C	Wording:		
Addr	ess:	MINGEMINGTCENTRE, 23 HUNG TO ROAD, AT 1LAT	SP Attn Code:	00	
		19 19/F., KWUN TONG, KOWLOON.	Branch:	01	
Ag	ent:	NG TUEN SHG TUEHIU			
Risks Transactio	on Hist	tory Documents			
Section	Risk	Location / Type of Business	Commen	ce Termir	nated
Travel	001	HONG KONG	02/08/	2017	1
					Renewal
					Lapse
SACK TO SEAR	CH R	ESULTS		DISPLAY CURRENT TERM	POLICY OPTIONS

2. Select Make Payment/Issue Renewal

Confirm Renev	val							
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 a CHANGES.	are any changes required to the policy, select RENEW WITH							
If you do not wish to continue with the renewal, select CANCEL.								
CANCEL	RENEW WITH CHANGES MAKE PAYMENT/ISSUE RENEWAL							

3. Select Payment Method

Customer Payment 3	~
Email Address* Verify Email Address*	0
CANCEL	SUBMIT
Agent Payment	3



3.2 One-click renewal for Non-Qnect products

4. Renewal completion page with updated policy period

OPE	Onor	-+	_	Hello Joanne Thompson <u>My Profile</u> <u>Help</u> Log						
WDE	Que	.		Find	Quote by	Number	•	٩		
ñ	Quote	Policy Administratio	n Claims	Produ	ict Details	Portfolio & Reports	Tools	Settings		
Home / Polic	y Header									
Policy						Policy and ris	< details based on ef	fective date of 05/09/2019		
Insurance	Details				4					
	Policy No:	T0020972			Policy	Status: In Force				
	Policy Type:	Travel Insurance (PIT)			Policy of Ins	surance: 02/08/20	019 to 01/08/2021			
	Insured:	LEADER HEAEADERAT C	;		v	Vording:				
	Address:	MINGEMINGTCENTRE, 2	23 HUNG TO ROAD, AT 1LA	λT	SP At	tn Code: 00				
		19 19/F., KWUN TONG, K	OWLOON.			Branch: 01				
	Agent:	NG TUEN SHG TUEHIU								
<u>Risks</u>	ansaction Histor	<u>ry Documents Cl</u>	aims							
Section	Risk	Location / Type o	f Business		Co	ommence	Termir	ated		
Travel	001	HONG KONG				02/08/2019				
🔇 ВАСК ТО	SEARCH RE	SULTS				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".

ome / Policy Header				Policy and risk o	letails base	d on effective date of 12/08/202
Policy						
Insurance Details						
PolicyN	D: A0611595			Policy Status:	In Force	
Policy Typ	e: Domestic Helper Ir	surance (I	омн)	Policy of Insurance:	13/08/20	19 to 12/08/2020
Customer N	o: 03303627			Wording:	UWD.PDM	IH.V6.1801
Customer Nam	e: TEST			Campaign Code:		
Addres	s: UTH OUTH HZONS	APLEICHA	U AT GLAT G F BLOCK			
	30					
Agen	t: KAI FUNG IAI FUIN	ISU				
Agent N	b: 10000186					
Risks Transaction I	History Documents	<u>Claims</u>	8			
Section		Risk	Location / Type of Business	Commenc	e	Terminated
Employees' Compe	nsation	<u>001</u>	HONG KONG	13/08/2	019	13/08/2020
Personal Accident		002	HONG KONG	13/08/2	019	13/08/2020
SACK TO SEARCH	RESULTS			DISPLAY RENEWA	ι quote ί	DETAILS POLICY OPTIONS

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

Content Edit Renewal Quote A Quote Inception Date* Years of Cover* Expiry Date* 1 1 20/08/2020 Inception Date* Years of Cover* Expiry Date* 10/08/2020 Inception Date* Years of Cover* Expiry Date* 10/08/2021 RenewalQuote Header CANCEL Policy No: Additisps Quote Type: Domestic Helper Insurance (DMH) Customer Name: 11/08/2020 to 12/08/2021 Customer Name: 12/08/2021 Customer Name: 13/08/2020 to 12/08/2021 Customer Name: 13/08/2020 to 12/08/2021 Customer Name: 13/08/2019 to 12/08/2021 Customer Name: 13/08/2019 to 12/08/2021 Wording: UW D.PDMH.V6.1801 UWD.POMH.V6.1801 Transaction History Documents Cap and Collar Details Transaction History Documents Cap and Collar Details Transaction Personal Renewal Quote 30/08/2019 Extring Policy Status Accident Quote Renewal Quote 30/08/2019 Extring Policy Status Renewal Quote <					Hello Jo	oanne Thompson M	<u>y Profile Help Logo</u> u	
Inception Date* 13/08/2020 Years of Cover* 1 7 Years of Cover* 1 7 Expiry Date* 12/08/2021 Submit RenewalQuote Addeese Outer Submit PolicyNe: Add11595 PolicyNe: Availing 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: 13/08/2020 to 12/08/2020 Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK Campaign Code: 33/08/2019 to 12/08/2020 Agent No: 10000186 Renewal Quote Campaign Code: Actions Transaction History Documents Cap and Collar Details Renewal Quote Status Date Actions No. Covers Taken Quote Type Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone Moded Quote Quote Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone	QBE Qne	CT Edit Renew	al Quote			×	٩	
CANCEL SUBMIT SUBMIT <td c<="" th=""><th>Quote</th><th>A Incep Year eader E</th><th>otion Date* s of Cover* xpiry Date*</th><th>13/08/2020 1 v 12/08/2021</th><th></th><th>Tools</th><th>Settings</th></td>	<th>Quote</th> <th>A Incep Year eader E</th> <th>otion Date* s of Cover* xpiry Date*</th> <th>13/08/2020 1 v 12/08/2021</th> <th></th> <th>Tools</th> <th>Settings</th>	Quote	A Incep Year eader E	otion Date* s of Cover* xpiry Date*	13/08/2020 1 v 12/08/2021		Tools	Settings
PolicyNe: A0611595 PolicyNe: 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 13/08/2020 to 12/08/2021 Customer No: 03303627 Current Period of Insurance 13/08/2020 to 12/08/2020 Address: UTH UTH HZONS APLEICHAU AT GLAT G F BLOCK Compaign Code UWD.PDMH.V6.1801 Address: UTH UTH HZONS APLEICHAU AT GLAT G F BLOCK Compaign Code V Agent N: 30 30 V V Agent N: Douborles Edit Actions Transactor History Documents Cap and Collar Details Edit Make Payment/Issue Transactor History Covers Tai Quote Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone 01 Employees' Compensation, Personal Renewal Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone 01 Engloyees' Compensation, Personal Renewal Renewal 30/08/2019 Edit Make Payment/Issue Clone <th>RenewalQuote</th> <th>CANCEL</th> <th></th> <th></th> <th>SUBN</th> <th>41T</th> <th></th>	RenewalQuote	CANCEL			SUBN	41T		
Renewal Period of Insurance Id/08/2020 to 12/08/2021 Customer No: 03303627 Current Period of Insurance 13/08/2020 to 12/08/2021 Customer No: 03303627 Current Period of Insurance 13/08/2020 to 12/08/2021 Customer No: 03303627 Current Period of Insurance 13/08/2020 to 12/08/2021 Address: UTH UTH HZONS APLEICHAU AT GLAT G F BLOCK Campaign Code: 30 Agent No: 300 30 Agent No: Coursents Cap and Collar Details Transaction History Documents Cap and Collar Details Transaction History Quote Renewal Quote 30/08/2019 Actions: Actions: Actions: Mol Embloyees' Compensation, Personal Renewal Renewal Quote Actions: Make Payment/Issue Clone Renewal Quote 30/08/2019 Edit	PolicyNo:	40611595			Policy Status:	Awaiting Renewal		
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: Output Agent: KAI FUNG IAI FUINSU Campaign Code: Address: Compaign Code: Agent: Io000186 Comments Cap and Collar Details Contents Contents <thc< th=""><th>Quote Type:</th><th>Domestic Helper Insurance</th><th>(DMH)</th><th>Rene</th><th>val Period of Insurance:</th><th>13/08/2020 to 12/0</th><th>8/2021</th></thc<>	Quote Type:	Domestic Helper Insurance	(DMH)	Rene	val Period of Insurance:	13/08/2020 to 12/0	8/2021	
Wordin: UWD.PDMH.V6.1801 Address: UTH OUTH HZONS APLEICHAU AT GLAT G F BLOCK Campaign Code: agent: KAI FUNG IAI FUINSU Agent: KAI FUNG IAI FUINSU Transactor History Documents Cap and Collar Details Transactor History Documents Cap and Collar Details Transactor History Documents Cap and Collar Details Transactor History Cap and Collar Details Transactor History Documents Cap and Collar Details	Customer No:	03303627		Curr	at Period of Insurance:	13/08/2019 to 12/0	B/2020	
Address: Campaign Code: 30 Agent: KAI FUNG IAI FUINSU Agent: Cap and Collar Details Transaction History Documents Cap and Collar Details Transaction History Date Actions Mo. Cap end Collar Details Dial Engloyees' Compensation, Personal Renewal Actions Mo. Caperes Compensation, Personal Renewal Menewal Mo. Caperes Compensation, Personal Renewal Actions Mo. Caperes Compensation, Personal Renewal Actions Mo. Caperes Compensation, Personal Renewal Actions Make Payment/Issue Clone Make Payment/Issue Clone	Customer Name:	TEST			Wording:	UWD.PDMH.V6.1801		
Agent: KAI FUNG IAI FUINSU Agent No: 10000186 Transaction History Documents Cap and Collar Details Transaction History Documents Cap and Collar Details Transaction History Documents Cap and Collar Details Trans Covers Take Oute Type Renewal Quote 001 Employees' Compensation, Personal Accident Renewal Renewal Renewal	Address:	UTH OUTH HZONS APLEICH 30	HAU AT GLAT G F	BLOCK	Campaign Code:			
Agent No: 10000186 Transaction History Documents Cap and Collar Details Trans Documents Cap and Collar Details Trans Covers Taken Quote Type Status Date Actions 001 Employees' Compensation, Personal Accident Renewal Renewal Renewal Clone	Agent:	KAI FUNG IAI FUINSU			1			
Transaction History Documents Cap and Collar Details Trans Covers Taken Quote Type Renewal Quote Status Date Actions 001 Employees' Compensation, Personal Accident Renewal Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone	Agent No:	10000186			1			
001 Employees' Compensation, Personal Renewal Renewal Quote 30/08/2019 Edit Make Payment/Issue Clone Accident Quote Renewal Renewal Renewal Renewal	Transaction History Do Trans No. Covers Take	cuments Cap and Collar	<u>Details</u> Quote Type	Renewal Quote Status	Date Actions			
Accident Quote Renewal Renewal	001 Employees'	Compensation, Personal	Renewal	Renewal Quote	30/08/2019 Edit	Make Payment/Issue	Clone	
	Accident		Quote			Renewal	Renewal	
		SULTS					POLICY OPTIONS	



4.2 Full renewal for Domestic Helpers products

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

DE Onoct				Н	ello Keith Choy	ENG 繁體 I My F	Profile Help Log
Quect			Find	Quote by Numbe	•		٩
A Quote	Policy Administration	Claims	Product D	etails Poi	tfolio eports	Tools	Settings
sk Details > Customer Details				Effective I	ate: 06/09/2019 • P	eriod of Insurance: Account: E337	06/09/2019 to 05/09/2 491 • Full Binding Qu
Domestic Helper				CUST	MER VIEW - OFF	APPLY DISCOU	INT - OFF PRINT
Domestic Helper							^
	Plan*	Plan 3		•	0		
		Medical Expe	nses for Cancer & I	Heart Disease	0		
	Helper's Name*						
	Nationality*	Burmese		*			
Date of Birth	(DD/MM/YYYY)*						
		The helper per from the emp	erforms duties as a ployment location	driver, gardener	er lives away		
<u>Clauses</u> (0)							
Premium Breakdown:	Annual Premi	um 🗹 🛛	Premium Due	Levy	Total Due	Commission Rate 🖸	Commission Amount
Total	s	789.74	\$789.74	\$8.03	\$797.77		\$260.62
					3	CALCULAT	E PREMIUM 🗲
					Total Pr	emium 79	7.77 HKD
BANDON							NEXT
							prd1.9.32.1-n2

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

Joinesht Helper					PA
Replaces Policy Number					
Customer Details					
Customer Type*	Personal	v			
Name*	TEST				
ID Number*	42131				
Title	Mr	v			
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	•	1	1	
				Total Premi	um 450.38 HKD



4.3 Full renewal for Domestic Helpers products

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



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

	Oreast					Hello Joanne	Thompson]	<u>My Profile</u> <u>Help</u> <u>Logout</u>
QBE	Qnect			Find	Quote by Number	•	,	٩
â	Quote	Policy Administration	Claims	Product	Details Portf & Rep	olio oorts	Tools	Settings
Home / Polic	y Header				Poli	cy and risk det	ails based on e	ffective date of 13/08/2020
Policy					Pon		ans based on e	
Insurance Risks Tra	Details Policy No: A0 Policy Type: Do Insured: TE Address: UT 30 Agent: KA	1611595 mestic Helper Insuran ST 'H OUTH HZONS APLE II FUNG IAI FUINSU Documents Cla	ice (DMH) ICHAU AT GLAT G F BLOG	6 _,	Policy Status: olicy of Insurance: Wording: SP Attn Code: Branch: Campaign Code:	In Force 13/08/2020 f UWD.PDMH.V 00 01	to 12/08/2021 /6.1801	
Section		Ri	sk Location / Type	of Business		Commence	т	erminated
Employee	es' Compensation	<u>0</u>	01 HONG KONG			13/08/202	:0	
Personal	Accident	<u>0</u>	02 HONG KONG			13/08/202	0	
< ВАСК ТС	SEARCH RESUL	тя						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".

OPE Omost	Hello Joanne Thompson <u>My Profile</u> <u>Help</u> L					
Quect		Find Q	uote by Number	•		٩
A Policy Quote Administration	Claims	Product De	tails Portf & Re	olio ports	Tools	Settings
Home / RenewalQuote Header		'	ľ			
RenewalQuote			Policy	and risk detail	s based on effectiv	re date of 15/08/2019
Renewal Quote(based on Recent Quote)						
PolicyNo: H0232983			Policy	Status: Aw	aiting Renewal	
Quote Type: Home Insurance (HPK)		Renew	val Period of Ins	urance: 15	/08/2019 to 14/08	/2020
Customer No: 03303627		Curr	ent Period of Ins	urance: 15	/08/2018 to 14/08	/2019
Customer Name: TEST			w	ording: UW	D.MIL.PHMP.V3.16	510
Address: UTH OUTH HZONS APLEICHAU AT 30	GLAT G F BLO	ск	Campaig	n Code:		
Agent: LUM WAI CHUM WAHUNG						
Agent No: E300692						
Transaction History Documents Cap and Collar Detail	<u>s</u>					
T		Demonstration of the		1		
No. Covers Taken	Quote Type	Status	Date	Actions		
001 Home Package, Liability to Others, Personal	Renewal	Renewal Quote	17/08/2019	Edit Ma	ke Payment/Issue	Clone
Accident	Quote			Rer	newal	Renewal
¢ BACK TO SEARCH RESULTS				DISPLAY PO	LICY 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".

	-	<u> </u>	Hello .	loanne Thompson M	<u>y Profile Help Logo</u> u
QBE Qneci	Edit Renewal Quote	2		×	Q
Quote Home / RenewalQuote Heade	A Inception Date* Years of Cover* 27 Expiry Date*	13/08/2020 1 12/08/2021		Tools based on effecti	Settings
RenewalQuote RenewalQuote(based o	CANCEL	_\	SUE	МІТ	
PolicyNo: A06	611595	`	Policy Status	: Awaiting Renewal	
Quote Type: Dor	mestic Helper Insurance (DMH)	Rene	val Period of Insurance	a: 13/08/2020 to 12/08	3/2021
Customer No: 033	303627	Cur	rent Period of Insurance	a: 13/08/2019 to 12/08	3/2020
Customer Name: TES	ST		Wording	: UWD.PDMH.V6.1801	
Address: UTF	H OUTH HZONS APLEICHAU AT GLAT G	F BLOCK	Campaign Code	22	
30					
Agent: KAJ	FONG IAI FOINSO				
Agent No: 100	100186				
Transaction History Docum	ents Cap and Collar Details				
Trans No. Covers Taken	Quote Type	Renewal Quote Status	Date Actions		
001 Employees' Com	pensation, Personal Renewal	Renewal Quote	30/08/2019 Edit	Make Payment/Issue	Clone
Accident	Quote			Renewal	Renewal
A BACK TO SEARCH RESUL	LTS		DISPL		POLICY OPTIONS.



4.5 Full renewal for Home products

3. 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".

				He	llo Joanne Thomps	on <mark>ENG</mark> 繁體 I <u>M</u> y	Profile <u>Help</u> <u>Logou</u>
QBE QHE	LL L		Find	Quote by	Number	•	٩
A Quote	Policy Administration	Claims	Product	Details	Portfolio & Reports	Tools	Settings
Insurance Details > Risk De	tails > Policy Review > Custor	ner Details		Effec	tive Date: 15/08/2019 Account:	• Period of Insurance: E300692 • Renew Full	15/08/2019 to 14/08/2020 Binding Quote: 00122510
Home Insurance						CUSTOMER	/IEW - OFF PRINT
Review							
Period of Insurance	15 August 2019 to 14 August 2	020					
Risk Address	1 / FLR 2, OXFORD'S, 718 KING	G'S ROAD, EASTER	RN, HONG KON	IG			Add Risk
Cover Sections							
Expand All / Collapse All	Annual Premiu	m Premium	n Due	Levy	Total Due	Commission	
Home Package 3	\$1,256.8	35 \$1,25	6.85	\$0.75	\$1,257.60	\$326.78	Reviewed
Personal Valuables	\$1,104.0	0 \$1,10	4.00	\$0.66	\$1,104.66	\$287.04	
bomestic employer s el	Annual Pramiu	m Bromium	Due	\$25.15	Total Due	Commission	
Policy Total	\$2,573.8	35 \$2,57	3.85	\$24.54	\$2,598.39	\$669.20	
Attachments							
	Applicable to				•		
	File Name/ Description						
	File	PROWSE					
	1110	DROWDE					
		ATTACH					
Applicable to	Date Attached	n	escription		File Name	Size in MB	
Applicable (5	Dure Actuelled	L	-carefully light			Size in Pib	
ABANDON						AD	D RISK NEXT 🔉
							uat186669-n10



6

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.

						Hell	o Joanne 1	Thompson	ENG 繁體 I M	<u>y Profile</u> <u>Help</u> <u>Logout</u>
6		nect			Find	Quote by I	lumber	•		٩
	a Ouc	ote	Policy	Claims	Product	Details	Portfoli	o	Tools	Settinas
-			Administration			Effe	& Repor	ts 15/08/2019 • P	eriod of Insuranc	e: 15/08/2019 to 14/08/2020
Ins	urance Details >	Risk Details >	Policy Review > Custo	omer Details				Account: E3	00692 • Renew F	ull Binding Quote: 00122510
	Home Insura	nce				(CUSTOMER	R VIEW - OF	F APPLY DISC	COUNT - ON PRINT
0	Home Pac	kane								•
Ť	nome rac	Kuge								
1	Home Conte	nts and Build	lings							
			Plan Type	Premier			v 8			
		Gross Floo	or Area (Sq Ft)*	701 - 1000			v 6			
			Building Type*	Multi Storey			•			
		0	ccupancy Type*	Tenant			T			
		Content	s Sum Insured*	1,000,000						
		Buildin	g Sum Insured*	100,000						
			NCD %*	5			۳			
	Clauses (0)	General pages	Interested pa	rties <u>Rene</u>	wal Notes (0)					
1	Liability to O	Thers	Limit of Liability	5,000,000 rties <u>Rene</u>	wal Notes (0)		V			
1	Personal Acc	cident	Sum Insured	100,000						
	Clauses (0)	General pages	Interested pa	rties <u>Rene</u> r	wal Notes (0)					
	Premium Br	eakdown:	Annual Premi	um 🗹 🛛 F	Premium Due	Le	XX. 1	Total Due	Commission Rate 🖸	Commission Amount
	Total		\$1,	256.85	\$1,256.85	\$0.	75	\$1,257.60	_	\$326.78
								4		TE PREMIUM >
0	Personal V	/aluables								₫ ❤
0	Domestic I	Employer's Liab	ility							â *
								Total Premi	um 2,5	98.39 HKD
AB/	ANDON CAI	NCEL CEA	СК							5 NEXT >
										upt195550 p10



4.7 Full renewal for Home products

6. 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 Thom	pson ENG 繁體 I M	I <u>y Profile</u> <u>Help</u> <u>Logou</u>
QBE Q	nect			Find	Quote	by Number	•	Q
A Qu	iote	Policy Administration	Claims	Product D	etails	Portfolio & Peports	Tools	Settings
Insurance Details :	> Risk Details	> Policy Review > Cust	omer Details			Effective Date: 15/08/2	019 • Period of Insuran	ce: 15/08/2019 to 14/08/2020
						Acco	unt: E300692 • Renew F	ull Binding Quote: 0012251
Home Insura	nce							PRINT
	Repla	aces Policy Number						
Insured Addr	ess							
	Insured Ade	dress* 1 / FLR 2, OX	FORD'S, 718 KING'S	ROAD, EASTERI	I, HONG	G KONG		
		EDIT	CLEAR					
Customer De	tails							
		C	Deserved		-			
		Name*	TEST		•			
		ID Number*	42131					
		Title	Mr		v			
		Gender	Male		•			
		Date of Birth	21/08/2019					
		Nationality	HONG KONG		•			
	Home 1	Telephone Number			_			
	DUSINESS	Mobile Number						
		Fax Number						
		Email Address	rowel.alindogan@qb	e.com				
			Check the box if C	Customer Addres	s is the	e same as Insured Add	ress	
	U	nit / Floor Number	UTH OUTH HZONS					
	Building I	Number and Name	APLEICHAU					
	Street N	umber and Name*	AT GLAT G F BLOCK	30				
		Country*	HONG KONG		•		6	17
ABANDON	ВАСК			SAVE	PENDIN	NG ISSUE QUOT	E MAKE PAYMEN	NT/ISSUE RENEWAL +



4.8 Full renewal for Home products

7. 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			7	Customer Payment
Country*	HONG KONG	•	1	Agent Payment
				Issue Renewal
ABANDON SACK		SAVE PENDING	ISSUE QUOTE	MAKE PAYMENT/ISSUE RENEWAL .
				uat186669-n10

8. The Policy Status will be updated to "In Force" when the Renewal is Issued.

XUL	OBE Onect						Hello Joanne Ind	Jub 2011	Hy Florie 1 Help 1
	Quict			Find	Quote b	y Number	•		
ñ	Quote	Policy Administra	tion Cla	ims Prod	duct Details	Portf & Rep	olio orts	Tools	Settings
e / Polic	cy Header								
olicy						Poli	cy and risk details	based on e	ffective date of 15/0
	D + 11				8				
arance	Details	40333003			Delia	. Ctature	In Form	1	
	Policy No: Policy Type:	Home Insurance (HP	K)		Policy of I	surance:	15/08/2019 to 1	4/08/2020	
	Insured:	TEST				Wording:	UWD.MIL.PHMP.\	/3.1610	
	Address:	UTH OUTH HZONS A	PLEICHAU AT GLAT	G F BLOCK	SP A	ttn Code:	00		
		30				Branch:	01		
ks Tr	ansaction Histor	ry Documents	Claims						
<u>ks</u> <u>Tr</u> Section	ansaction Histor	r <u>y Documents</u> Risk	<u>Claims</u> Location / Type	of Business			Com	mence	Terminated
ks <u>Tr</u> Section Home Pa	ansaction Histor ackage	ry Documents Risk 001	Claims Location / Type 1 / FLR 2, OXFOR	of Business D'S, 718 KING'S	ROAD, HONG KO	DNG	Com 15	mence 5/08/2019	Terminated
<u>ks</u> <u>Tr</u> Section Home Pa Liability	ansaction Histor ackage to Others	ry Documents Risk 001 002	Claims Location / Type 1 / FLR 2, OXFOR HONG KONG	of Business D'S, 718 KING'S I	ROAD, HONG KO	DNG	Com 15	mence 5/08/2019 5/08/2019	Terminated
ks <u>Tr</u> Section Home Pa Liability Personal	ansaction Histor ackage to Others Accident	ry Documents Risk 001 002 003	Claims Location / Type of 1 / FLR 2, 0XFOR HONG KONG HONG KONG	of Business D'S, 718 KING'S	ROAD, HONG KO	DNG	Com 15 15	mence 5/08/2019 5/08/2019 5/08/2019	Terminated
ks <u>Tr</u> Section Home Pa Liability Personal Domesti	ansaction Histor ackage to Others Accident c Employer's Liz	cy Documents Risk 001 002 003 ability 004	Claims Location / Type 4 1 / FLR 2, 0XFOR HONG KONG HONG KONG 1 / FLR 2, 0XFOR	of Business D'S, 718 KING'S D'S, 718 KING'S	ROAD, HONG KO	DNG	Com 15 15 15	mence 5/08/2019 5/08/2019 5/08/2019 5/08/2019	Terminated
ks Ir Section Home Pa Liability Personal Domestic	ansaction Histor ackage to Others Accident c Employer's Liz Valuables	x Documents Risk 001 002 003 ability 004	Claims Location / Type 4 1 / FLR 2, 0XFOR HONG KONG HONG KONG 1 / FLR 2, 0XFOR 1 / FLR 2, 0XFOR	of Business D'S, 718 KING'S D'S, 718 KING'S D'S, 718 KING'S	ROAD, HONG KO ROAD, HONG KO ROAD, HONG KO	ING DNG	Com 15 15 15 15	mence 5/08/2019 5/08/2019 5/08/2019 5/08/2019 5/08/2019	Terminated
ks Ir Section Home Pa Liability Personal Domesti Personal	ansaction Histor ackage to Others Accident c Employer's Lia Valuables	x Documents Risk 001 002 003 ability 004 005	Claims Location / Type - 1 / FLR 2, 0XFOR HONG KONG HONG KONG 1 / FLR 2, 0XFOR 1 / FLR 2, 0XFOR	of Business D'S, 718 KING'S D'S, 718 KING'S D'S, 718 KING'S	ROAD, HONG KO ROAD, HONG KO ROAD, HONG KO	DNG DNG DNG	Com 15 15 15 15	mence 5/08/2019 5/08/2019 5/08/2019 5/08/2019 5/08/2019	Terminated
ks Ir Section Home Pa Liability Personal Domestic Personal	ansaction Histor ackage to Others Accident c Employer's Lia Valuables D SEARCH RES	Documents Risk 001 002 003 003 005 SULTS	Claims Location / Type - 1 / FLR 2, 0XFOR HONG KONG HONG KONG 1 / FLR 2, 0XFOR 1 / FLR 2, 0XFOR	of Business D'S, 718 KING'S D'S, 718 KING'S D'S, 718 KING'S	ROAD, HONG KO ROAD, HONG KO ROAD, HONG KO	ING ING ING	Com 15 15 15 15	mence 5/08/2019 5/08/2019 5/08/2019 5/08/2019 5/08/2019	Terminated



5. Payment Methods

There are total 3 payment options:

- 5.1 Customer payment
- 5.2 Agent payment
- 5.3 Issue renewal





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.





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.





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	Make Payment/Issue Renewal ×	Thompson <u>My</u>	Profile Help Logout
A Quote	Customer Payment >	Tools	Settings
Home / RenewalQuote Header	Agent Payment >	pased on effectiv	e date of 29/08/2021 0
Renewal Quote (based on Rec PolicyNo: H0233017 Quote Type: Home Ins. Customer No: 03303627 Customer Name: TEST Address: UTH OUTH 30 Agent: LUM WAI (Agent No: E300692	You are about to renew a policy contrast with QBE. Are you sure that you have checked all information and that it is correct? Clicking on 'Yes' will mean that all information entered is accurate and that a renewal document will be issued and your account debited for the premium payable. Click on 'No' if you have not checked the accuracy is all information entered or if you have incorrectly selected the Issue Renewal optio CANCEL	ing Renewal 3/2020 to 29/08, 3/2019 to 29/08, MIL.PHMP.V4.19 415Manulife Disc	/2021 /2020 07 Sount
Transaction History Documents	Cap and Collar Details		
Oo. Covers Taken 001 Home Package, Liability Accident Accident	Renewal Quote Quote Type Status Date Actions to Others, Personal Renewal Renewal Quote 30/08/2019 Edit Mail Quote Quote Renewal Quote 30/08/2019 Edit Mail	ke Payment/Issue newal	<u>Clone</u> <u>Renewal</u>
BACK TO SEARCH RESULTS	DISPLAY POL	LICY 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.

	Quote Admi	Policy inistration C	laims Pr	oduct Details	Por & R	eports	Tools	Settin
tails	s > Customer Details > Rene	wal Information						
	Please note that the policy this renewal on your beha	y selected cannot be really selected cannot be really by providing informa	newed via Qne tion below.	ct.You can sen	d a reques	at to the QBE Ur	iderwriter to pro	cess
1	Reason: Renewals not allo	owed						
	Policy No:	A9468615		Polic	y Status:	Awaiting Rene	wal	
	Policy Type:	Domestic Helper Insuran	nce (DMH)	Period of In	surance:	14/12/2017 to	13/12/2019	
	Insured:	LEE NGA LAEE NGAI						
	Address:	K HOOK HONSTATE, SH	ATIN, N.T.					
1	Please provide any informati	ion to assist the Underwrit	er with renewal	of this policy.				
Т								
								_
	x							
								_



