



Hong Kong Agents Frequently-Asked-Questions (FAQs) E-mailboxes for Insurance Quotation and Policy Administration Services

1. What is changing?

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

For products and services already available on Qnect, you can continue to access the platform to enjoy the services anytime, anywhere.

2. When will this change be effective?

The new e-mailboxes dedicated to support our business partners' insurance business needs will be effective **5 August 2019**.

3. What is the benefit of this change?

This change will allow us to enhance our operations, and most importantly, bring about improved service response time for underwriting and policy administration services. Ultimately, our goal is to deliver a better experience for our business partners and customers.

4. What kind of transactions should go to the underwriting or policy administration e-mailbox?

Underwriting services

To: underwriting.mil@qbe.com

- New Business Quote
- Renewals
- Policy Endorsement
- Policy Cancellation
- All referrals and approvals
- Other underwriting-related enquiries

Cc: Your dedicated Relationship Manager

Policy administration services

To: policyadmin.mil@qbe.com

- Cover note issuance
- Policy status enquiries
- Document issuance

Cc: Your dedicated Relationship Manager

Please refer to the full Agents User Guide for more details.

5. What is the email subject guideline that I should follow?

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: E300681 – Chan Tai Man

Example 2: Email subject: E300681 – B0063696

Please refer to the full Agents User Guide for more details.

6. Why should I follow the email subject and e-mailboxes guidelines?

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

To ensure your request is processed in a timely manner, we would require that you follow the guidelines. Thank you in advance for your support.

7. Can I still contact my Relationship Manager?

Yes. Please rest assured that your dedicated Relationship Manager will continue to provide the support you need. We remain committed to delivering exceptional value for our business partners and customers.

8. Who should I contact if I want to know my Agent Account Number with QBE Hong Kong?

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

9. Who should I contact for queries regarding the new process?

Please contact your Relationship Manager should you have any enquiries.

10. Who should I contact for queries regarding claims?

Please continue to contact our Claims Services team at manulife_claims@qbe.com.

For **Travel insurance claims**, please submit a claim online at claims.qbe.com/hk/travel.

For **Domestic Helper insurance claims**, please submit a claim online at claims.qbe.com/hk/helper.

11. Who should I contact for other queries?

Please continue to contact your Relationship Manager.