

eClaims

- 提交索賠申請
- 追蹤索賠進度

Qnect Training - For Internal Use Only



1



無紙化索賠申請

2



用任何設備，隨時隨地
跟進索賠進度

3



更快批核並賠償

eClaims優點



專屬eClaims平台

1. 旅遊保險
2. 家傭保險
3. 家居保險
4. 汽車保險



通用eClaims平台

所有產品



(旅遊保險、家傭保險、家居保險
及汽車保險產品除外)

eClaims 適用產品



進入eClaims頁面



Personal Insurance



Travel

Lodge your travel insurance claim online. Easy and Quick.

[eClaim Submission](#)

[Frequently Asked Questions](#)

[Claim Status](#)



Domestic Helper

Lodge your claim online. Easy and Quick.

[eClaim Submission](#)

[Frequently Asked Questions](#)

[Claim Status](#)



Home

Lodge your claim online. Easy and Quick.

Report immediately to the police any incident relating to malicious damage, burglary, robbery, or theft and lodge your claim with a copy of police report.

[eClaim Submission](#)

[Frequently Asked Questions](#)

[Claim Status](#)

進入網上索償系統



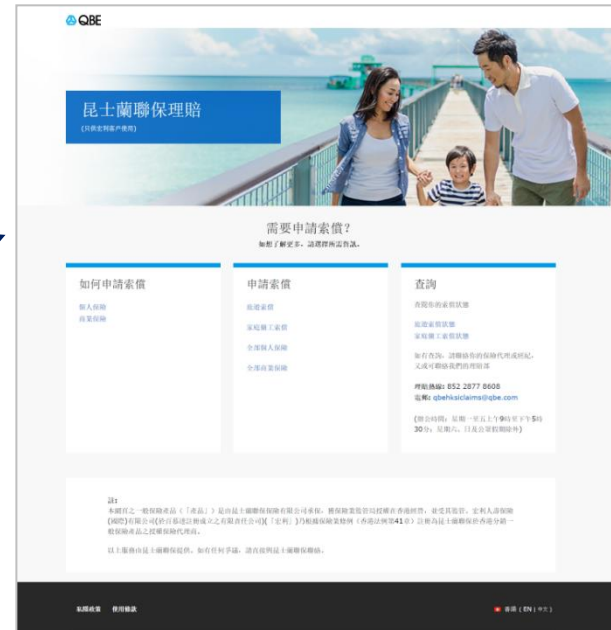
MIL - ClaimSimple

<https://www.claimsimple.hk/>



點擊進入QBE eClaims頁面

<https://www.qbe.com/hk/zh-hk/mil/claims>



索償需於發生事
故當天起30天
內提出申請

Home & Contents Insurance Claims

Simple Online Insurance Claim Experience

Start your claim here

Your Policy Number*

How to find my policy
number?

Date of Loss/Incident*

DD/MM/YYYY

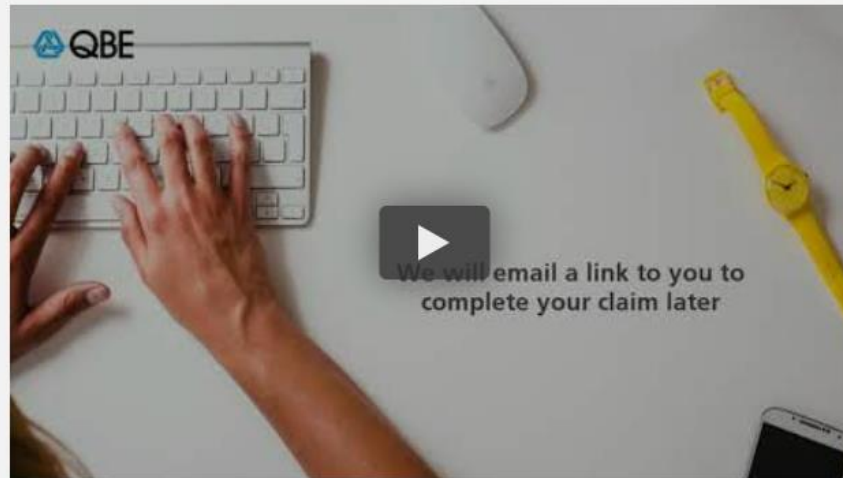


Start >

or you may want to

Check Claim Status

Read the FAQ



Documents to prepare

- Water Damage (Burst Pipe/Sprinkler leakage)
- Bad Weather/Natural Events
- Accidental Damage
- Fire Damage
- Burglary/Theft
- Vandalism
- Others
- Liability to Third Party
- Domestic Employer's liability
- Personal Accident
- Lost Personal Item (Outside Home)
- Damaged Personal Item (Outside Home)

右欄已列出所需
預備的文件

索償需於發生事故當天起30天內提出申請

輸入保單編號及意外發生日

Home & Contents Insurance Claims

Simple Online Insurance Claim Experience

Start your claim here

Your Policy Number*

Date of Loss/Incident*

DD/MM/YYYY



Start >

How to find my policy number?

or you may want to

Check Claim Status

Read the FAQ



Documents to prepare

- Water Damage(Burst Pipe/Sprinkler leakage)
- Bad Weather/Natural Events
- Accidental Damage
- Fire Damage
- Burglary/Theft
- Vandalism
- Others
- Liability to Third Party
- Domestic Employer's liability
- Personal Accident
- Lost Personal Item (Outside Home)
- Damaged Personal Item (Outside Home)

索償需於發生事故當天起30天內提出申請

Home & Contents Insurance

Simple Online Insurance Claim Experience

點擊[Start], 提交所需資料

Start your claim here

Your Policy Number*

How to find my policy number?

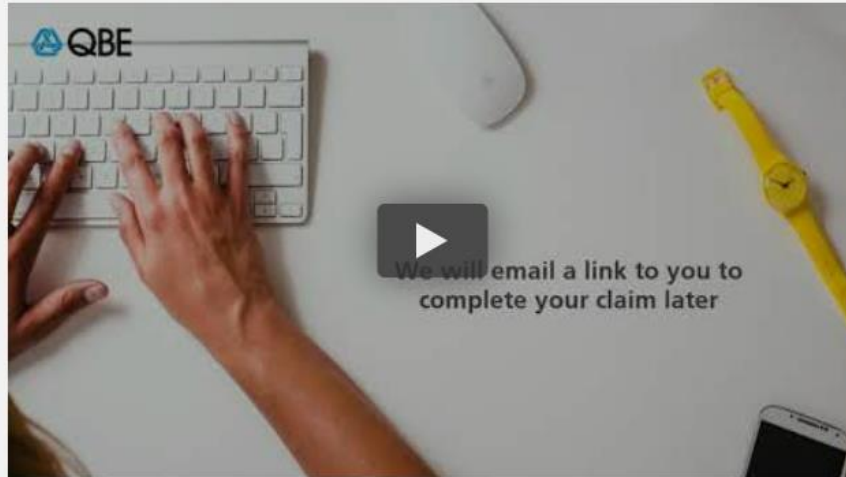
Date of Loss/Incident*

Start >

or you may want to

Check Claim Status

Read the FAQ








Documents to prepare

- Water Damage(Burst Pipe/Sprinkler leakage)
- Bad Weather/Natural Events
- Accidental Damage
- Fire Damage
- Burglary/Theft
- Vandalism
- Others
- Liability to Third Party
- Domestic Employer's liability
- Personal Accident
- Lost Personal Item (Outside Home)
- Damaged Personal Item (Outside Home)

Welcome

Home & Contents Insurance H0000001

-  **Get Started**
-  **Confirm Incident Details**
-  **Claim details**
-  **Payment & Contact**
-  **Review & Submit**

Authenticate Yourself

Fill in details below for verification.

Full name* 

HKID no. / Passport no. / Business Registration no.*

輸入保單持有人全名及
身份證號碼或護照號碼或
商業登記號碼進行認證



Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✎ Confirm Incident Details
- ✕ Claim details
- ✕ Payment & Contact
- ✕ Review & Submit

Confirm Incident Details

Confirm incident details

輸入發生意外之日期及時間

Date of incident*

12/04/2023 12:00



Where did the incident happen?*

Home

Outside Home

Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✎ Confirm Incident Details
- ✕ Claim details
- ✕ Payment & Contact
- ✕ Review & Submit

Confirm Incident Details

Confirm incident details

Date of incident*

12/04/2023 12:00



Where did the incident happen?*

1

Home

Outside Home

2

請選擇發生意外之地點
(1. 家居 / 2. 家居以外)

Confirm Incident Details

Confirm incident details

Date of incident*

12/04/2023 12:00

Where did the incident happen?*

Home

1

Outside Home

Confirm Incident Details

Confirm incident details

Date of incident*

12/04/2023 12:00



Where did the incident happen?*

Home

Outside Home

Was this the address where the incident occurred?

33/F, ABC Building, Quarry Bay, Hong Kong

Yes

No

請確定以下地址是否事發地點, 如是, 請按[Yes]

Confirm Incident Details

Confirm incident details

Date of incident*

12/04/2023 12:00

Where did the incident happen?*

Home

Outside Home

2

Confirm Incident Details

Confirm incident details

Date of incident*

12/04/2023 12:00

如事發地點為家居以外，
請輸入事發地點

Where did the incident happen?*

Home

Outside Home

Place where incident happened?*

Please enter a value

Use my current location



Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✓ Confirm Incident Details
- 🔗 Claim details
- ✗ Payment & Contact
- ✗ Review & Submit

← Back

Tell us what happened

Select the cause of the incident

選擇所需的索賠類型



Water Damage(Burst Pipe/Sprinkler leakage)



Bad Weather/Natural Events



Accidental Damage



Fire



Burglary/Theft



Vandalism



Personal Accident



Others

Save for Later

Next →

Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✓ Confirm Incident Details
- ✎ Claim details
- ✕ Payment & Contact
- ✕ Review & Submit

← Back

Tell us what happened

Select the cause of the incident

如因爆水管或防火花灑滲漏索賠，可選擇 [Water Damage]

Water Damage (Burst Pipe/Sprinkler leakage)

Bad Weather/Natural Events

Accidental Damage

Fire

Burglary/Theft

Vandalism

Personal Accident

Others

點擊[Next]，到下一頁



Next →

Save for Later

Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ✗ Water Damage Remove
 - Details of the incident
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ✗ Payment & Contact
- ✗ Review & Submit

[← Back](#)

Tell us what happened

Details of the incident

Is the water still leaking?*

Yes No

Window glass got damaged at your Home?*

Yes No

Was there serious damage to your walls, roof, foundation, interior decoration provided by developer or other structures attached to your property?*

Yes No

Did your household or personal items get damaged?*

Yes No

回答所有問題

[Save for Later](#)

點擊[Next],
到下一頁

[Next →](#)

Welcome

Home & Contents Insurar H0000001

✓ **Get Started**

✓ **Confirm Incident Details**

✓ **Claim details**

✗ **Water Damage** Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✗ **Payment & Contact**

✗ **Review & Submit**

[← Back](#)

Tell us what happened

Details of damaged item(s)

Item 1

Washing Machine

Please select

Washing Machine

Air Conditioner

TV/Television

Mattress

Induction Stove

Air Conditioner

Carpets

Clothing/Personal Items

Computer(s)

Curtains/Blinds

Exhaust/Ventilator

Furniture - Indoor

Furniture - Outdoor

Induction Stove

Laptop(s)

Mattress

Mobile Phone

Personal Documents

揀選損壞產品/
傢俬

[Save for Later](#)

[Next →](#)

Welcome

Home & Contents Insurance H0000001

✔ Get Started

✔ Confirm Incident Details

✔ Claim details

✘ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✘ Payment & Contact

✘ Review & Submit

← Back

Tell us what happened

Details of damaged item(s)

Item 1

Washing Machine

Repair Cost*

HKD

Replacement Cost/Purchase Price*

HKD

回答修理費用及
替換費用

+ Add Item

建議選擇當地貨幣

Save for Later

點擊[Next],
到下一頁

Next →

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

✗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✗ Payment & Contact

✗ Review & Submit

[← Back](#)

Tell us what happened

Third Party Loss Details

Did the incident cause any injury or damage to another Person / Property?*

Yes

No

Unsure

Has any claim been made upon you by other insurer for liability damage/injury?*

Yes

No

回答簡單問題

[Save for Later](#)

點擊[Next],
到下一頁

[Next →](#)

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

✗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✗ Payment & Contact

✗ Review & Submit

← Back

Tell us what happened

Responsibility

Was any other person, in your opinion, responsible for the loss/damage?*

Yes

No

回答簡單問題

Save for Later

點擊[Next],
到下一頁

Next →

- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ⊗ Water Damage Remove
 - Details of the incident
 - Details of damaged item(s)
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ⊗ Payment & Contact
- ⊗ Review & Submit

[← Back](#)

Upload your supporting documents

Please submit the following 5 document(s) to process the claim

Competitive repair/replacement quotation(s) and/or purchase invoices

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

Repair receipt(s), in the case of a possible repair

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

Purchase receipt(s) and replacement quotation(s)/receipt(s), in the case damaged item are total loss

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

Photos showing the extent of damage to property / scene

Please make sure that the images you upload do not contain any sensitive personal information, such as; identity card number, passport information, credit card details, etc

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

Building management report with photos

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

If you have more documents that will help us process your claim. [Upload Here](#)

Please retain the original copy of the submitted documents for 3 months.

[Save for Later](#)

提供所需文件
(您可以先提交申請, 再後補
文件, QBE將稍後以電郵方式
提醒您提交所需文件)

點擊[Next],
到下一頁

[Next →](#)

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

⊗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

⊗ Payment & Contact

⊗ Review & Submit

← Back

Covered by another insurance policy?

Is the claim covered by any other insurance policy?*

Yes

No

回答是否向其他保險公司就是次
事件提出索賠

Save for Later

點擊[Next],
到下一頁

Next →

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

⊗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

⊗ Payment & Contact

⊗ Review & Submit

← Back

Payment bank account details

Once your claim is approved, we will direct credit the approved claim amount into your bank account.

Account holder name*

CHAN TAI MAN

Bank Code / Bank Name*

Please select

If you are having difficulties filling up the bank account details, [click here](#)

揀選銀行代碼/
銀行名稱

Bank Code / Bank Name*

Please select

- 024 | HANG SENG BANK LIMITED
- 004 | HSBC
- 012 | BANK OF CHINA (HONG KONG) LIMITED
- 014 | BANK OF CHINA (HONG KONG) LIMITED
- 019 | BANK OF CHINA (HONG KONG) LIMITED
- 026 | BANK OF CHINA (HONG KONG) LIMITED
- 030 | BANK OF CHINA (HONG KONG) LIMITED
- 031 | BANK OF CHINA (HONG KONG) LIMITED
- 033 | BANK OF CHINA (HONG KONG) LIMITED

Save for Later

Next →

Welcome

Home & Contents Insurance H0000001

- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ⊗ Water Damage **Reserve**
 - Details of the incident
 - Details of damaged item(s)
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ⊗ Payment & Contact
- ⊗ Review & Submit

[← Back](#)

Payment bank account details

Once your claim is approved, we will direct credit the approved claim amount into your bank account.

Account holder name

CHAN TAI MAN

Bank Code / Bank Name*

004 | HSBC

Finding Branch code

HSBC

123

Branch Code

123456 789

Account Number

You can find the Branch Code and Account Number on your HSBC ATM Card.

The first 3 digits are the Branch Code and the following 7 or 9 digits are the Account Number.

Branch code (3 digits)*

Account number (6 - 9 digits)*

If you are having difficulties filling up the bank account details, [click here](#)

[Save for Later](#)

提供您的收款銀行資料
注意：賠償金額以港元結算

點擊[Next],
到下一頁

[Next →](#)

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

✗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✎ Payment & Contact

✗ Review & Submit

← Back

Contact information

We may contact you for any update of the claim

Name*

CHAN TAI MAN

Mobile Number*

+852 66666666

This number will be used for any whatsapp / sms notification

Email Address*

chantaiman01@gmail.com

Confirm Email Address*

chantaiman01@gmail.com

Would you like us to send a copy of all email notifications to your agent / broker on this claim?*

Yes

No

提供您的聯絡資料

Save for Later

Next →

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

✗ Water Damage Remove

Details of the incident

Details of damaged item(s)

Third Party Loss Details

Responsibility

Supporting documents

✎ Payment & Contact

✗ Review & Submit

← Back

Contact information

We may contact you for any update of the claim

Name*

CHAN TAI MAN

Mobile Number*

+852 66666666

This number will be used for any whatsapp / sms notification

Email Address*

chantaiman01@gmail.com

Confirm Email Address*

chantaiman01@gmail.com

Would you like us to send a copy of all email notifications to your agent / broker on this claim?*

Yes

No

Save for Later

如選擇 [No]，保險代理人只會收到申請人提出索賠的通知，而不會收到後續QBE與申請人有關此索賠的聯絡電郵

點擊[Next]，
到下一頁

Next →

- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ✗ Water Damage Remove
 - Details of the incident
 - Details of damaged item(s)
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ✓ Payment & Contact
- 🔗 Review & Submit

[← Back](#)

確認資料

Summary of claim submission

Please review your claim details before submitting

Policy H0000001

Confirm Incident Details

Date of incident	04/05/2023 12:00
Where did the incident happen?	Home
Was this the address where the incident occurred?	Yes
5, 5, LAI WAN HOUSE, YET LAI COURT, LAI CHO ROAD, KWAI CHUNG	

Water Damage

Details of the incident

Is the water still leaking?	No
Window glass got damaged at your Home?	No
Was there serious damage to your walls, roof, foundation, interior decoration provided by developer or other structures attached to your property?	Yes
Please describe the damage	wall is damaged.
Do you want QBE to appoint a repairer to fix the damage?	Yes
Did your household or personal items get damaged?	Yes

Details of damaged item(s)

Item 1	Washing Machine
Repair Cost	HKD 2,000.00
Replacement Cost/Purchase Price	HKD 3,000.00

Third Party Loss Details

Did the incident cause any injury or damage to another Person / Property?	No
Has any claim been made upon you by other insurer for liability damage/injury?	No

Responsibility

Was any other person, in your opinion, responsible for the loss/damage?	No
---	----

確認所有資料無誤後，拉
到頁面底部，點擊同意



Terms and Conditions:

I / We hereby confirm that I / we have read and fully understood the below documents / notice.

- Personal Information Collection Statement "PICS" Acknowledgment
- Declaration & Authorization

[Save for Later](#)

[Submit →](#)

Terms and Conditions:

I / We hereby confirm that I / we have read and fully understood the below documents / notice.

- Personal Information Collection Statement "PICS" Acknowledgment
- Declaration & Authorization

[Save for Later](#)

點擊 [Submit]
提交



Submit →

提交索賠申請 - 家居保險 - 中途儲存



- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ✗ Water Damage Remove
 - Details of the incident
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ✗ Payment & Contact
- ✗ Review & Submit

[← Back](#)

Tell us what happened

Details of the incident

Is the water still leaking?*

Yes

No

Window glass got damaged at your Home?*

Yes

No

Was there serious damage to your walls, roof, foundation, interior decoration provided by developer or other structures attached to your property?*

Yes

No

Did your household or personal items get damaged?*

Yes

No

[Save for Later](#)

[Next →](#)

如希望儲存早前所輸入的資料，
待下次繼續處理

Welcome

Home & Contents Insurance H0000001

✓ Get Started

✓ Confirm Incident Details

✓ Claim details

✗ Water Damage Remove

Details of the incident

Third Party Loss Details

Responsibility

Supporting documents

✗ Payment & Contact

✗ Review & Submit

← Back

Tell us what happened

Details of the incident

Is the water still leaking?*

Yes

No

Window glass got damaged at your Home?*

Yes

No

Was there serious damage to your walls, roof, foundation, interior decoration provided by developer or other structures attached to your property?*

Yes

No

Did your household or personal items get damaged?*

Yes

No

點擊 [Save for Later]

Save for Later

Next →

Welcome
Home & Contents Insurance H0000001

- ✓ Get Started
- ✓ Confirm Incident Details
- ✓ Claim details
- ⊗ Water Damage Remove
 - Details of the incident
 - Third Party Loss Details
 - Responsibility
 - Supporting documents
- ⊗ Payment & Contact
- ⊗ Review & Submit

← Back

Tell us what happened

Details of the incident

Is the water still leaking?*

Yes

No

Window glass got damaged at your Home?*

Yes

No

Was there serious damage to your walls, roof, foundation, interior decoration provided by developer or other structures attached to your property?*

Yes

No

Did your household or personal items get damaged?

Yes

No

Save for later

Please provide your email address below and we will email you the link for resuming your claim submission.

Send ▶

輸入您的電郵地址，系統會儲存您早前輸入過的所有資料，並把連結發送到此電郵地址，供您下次繼續索償申請

Save for Later

Next →

繼續進行上次索償申請電郵

點擊連結，繼續您的索償申請

H0000001 Resume your online claim lodgement 繼續您的網上索償申請



QnectAsia@qbe.com

If there are problems with how this message is displayed, click here to view it in a web browser.



Online Insurance Claims Lodgement

網上保險索償申請

Thank you for using our online claims service. Please be reminded that you're halfway towards completing the claims submission. Your claims data is only now saved and we **DO NOT** process any data until you complete the claims submission.

感謝你使用我們的網上索償服務。請注意你的索償申請尚未完成，我們已為你所填寫的索償資料暫存。在你還沒完成提交索償申請之前，我們並不會處理你所暫存的資料。

If you wish to resume your claims submission, please click the button below
如果你想繼續填寫你的索償申請，請點擊下面的按鈕

[Resume 繼續索償](#)

The above link will be expired in 7 days. 以上連結將於7天後失效。

QBE Hong Kong

追蹤索賠進度-家居保險



Home & Contents Insurance Claims

Simple Online Insurance Claim Experience

Start your claim here

Your Policy Number*

How to find my policy number?

Date of Loss/Incident*

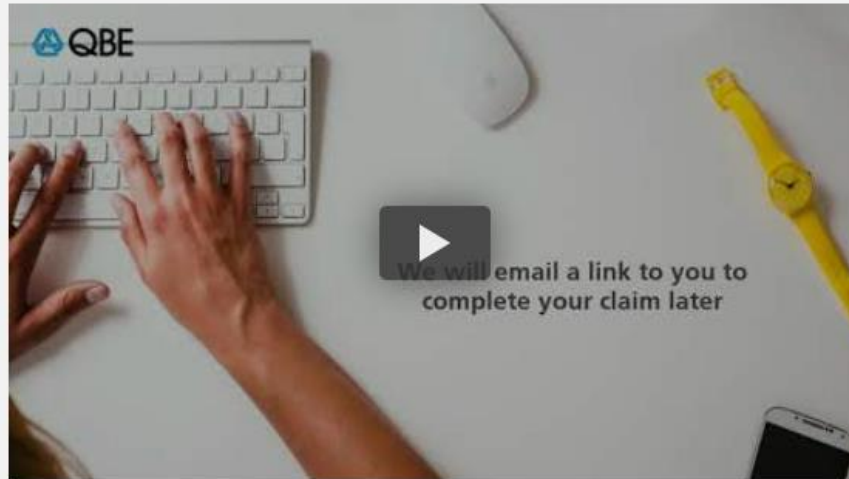
Start >

or you may want to

[Check Claim Status](#)

[Read the FAQ](#)

點擊
[Check Claim Status]



Documents to prepare

- Water Damage(Burst Pipe/Sprinkler leakage)
- Bad Weather/Natural Events
- Accidental Damage
- Fire Damage
- Burglary/Theft
- Vandalism
- Others
- Liability to Third Party
- Domestic Employer's liability
- Personal Accident
- Lost Personal Item (Outside Home)
- Damaged Personal Item (Outside Home)

Claim Status Checking

Product*

Home & Contents Insurance

Policy Number | Claim Number

H0000001

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

Full Name* [?](#)

CHAN TAI MAN

HKID no. /Passport no./ Business Registration no.*

A123456(7)

Check

提供所需資料

Claim Status Checking

Product*

Policy Number | Claim Number

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

Full Name* [?](#)

HKID no. /Passport no./ Business Registration no.*

點擊 [Check]



Claim Status Checking

Status of claims related to

Product
Home &
Contents
Insurance

Policy Number
H0000001

[Check for another policy](#)

Filter by date of loss/incident



Filter by status



查看申請進度

Claim Number: H0000001

[Claim Lodgement](#)

Investigation in progress



Policyholder: CHAN TAI MAN
Update as of: 5 May 2023

Date of Loss/Incident: 12 April 2023