

# 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



索償需於發生事  
故當天起30天  
內提出申請

# QBE Insurance Claims

Simple Online Insurance Claim Experience

## Start your claim here

Your Policy Number\*

How to find my policy  
number?

Date of Loss/Incident\*

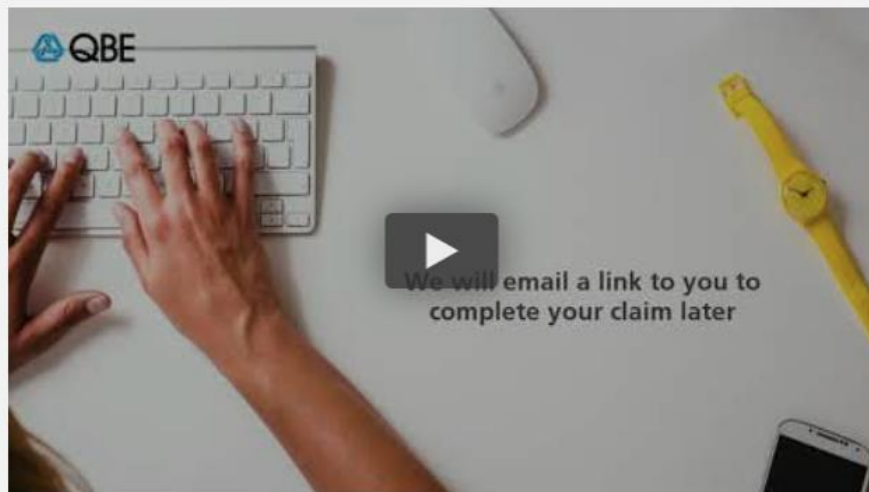
 

Start >

## or you may want to

 [Check Claim Status](#)

 [Read the FAQ](#)



## Documents to prepare

- Bond
- Builders Risk/Hull
- Burglary
- Commercial Property
- Directors & Officers
- Electronic Equipments
- Employee Compensation
- Errors & Omissions
- Fidelity Guarantee
- Home
- Jewellers Block
- Marine Cargo
- Marine Liability/Freight Forwarders
- Medical
- Personal Accident
- Pleasure craft
- Professional Indemnity
- Residential Fire
- Others

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  
期

# QBE Insurance Claims

Simple Online Insurance Claim Experience

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Your Policy Number\*

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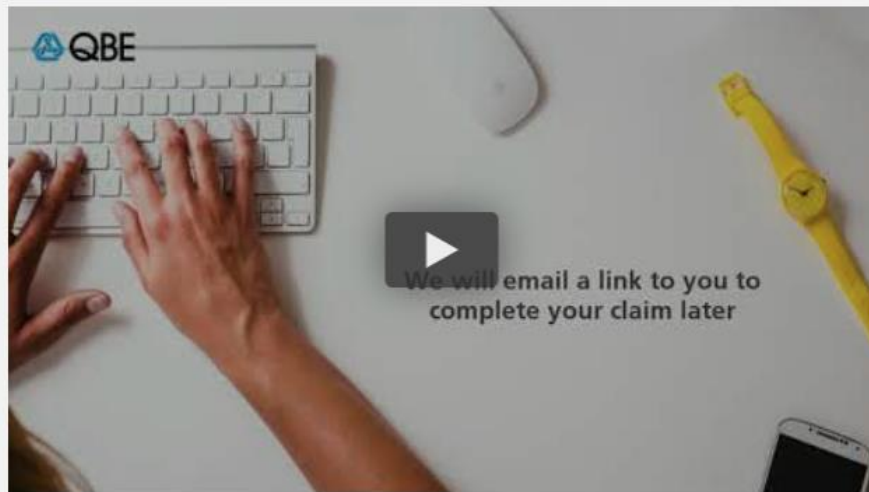
Start >

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

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索償需於發生事  
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## QBE Insurance Claims

Simple Online Insurance Claim Experience

點擊[Start],  
提交所需資料

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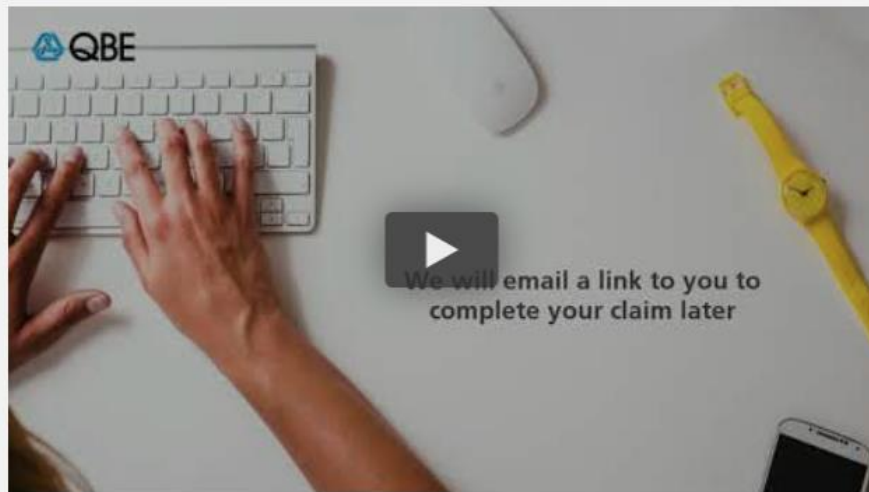
 

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- Others




## Welcome


Contractors All Risk E0000001

 **Authenticate Yourself**

 **Claim details**

 **Supporting documents**

 **Payment & Contact**

 **Review & Submit**

## Authentication

Fill in details below for verification.

**Full name as shown in your policy\*** 

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

**輸入保單持有人全名或公司全名及香港身份證  
或護照號碼或公司登記證明進行認證**



Welcome

Contractors All Risk E0000001

- ✓ **Authenticate Yourself**
- ✎ **Claim details**
- ✕ Supporting documents
- ✕ Payment & Contact
- ✕ Review & Submit

### Claim details

Where did the incident happen?\*

Description of the incident\*

Amount claimed

描述意外發生及理賠總額

[Save for Later](#)

[Next →](#)

Welcome

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[Save for Later](#)

請點擊[Next],  
到下一頁



[Next →](#)

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- ✓ **Claim details**
- Supporting documents**
- ✗ **Payment & Contact**
- ✗ **Review & Submit**

[← Back](#)

### Upload your supporting documents

Please submit the following 3 document(s) to process the claim.

#### Copies of any relevant correspondence

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

#### Copies of pleadings or LOD (if applicable)

Drag and Drop file here or Choose file(s)

[+ Add another file](#)

#### Call on Bond / Surety (if applicable)

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.

提供所需文件

[Save for Later](#)

[Next →](#)

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[← Back](#)

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[Save for Later](#)

請點擊[Next],  
到下一頁

[Next →](#)

Welcome

Contractors All Risk | E0000001

- ✓ **Authenticate Yourself**
- ✓ **Claim details**
- ✓ **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

Next →

Welcome

Contractors All Risk E0000001

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- ✗ **Payment & Contact**
- ✗ **Review & Submit**

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### Covered by another insurance policy?

Is the claim covered by any other insurance policy?\*

[Yes](#)

[No](#)

[Save for Later](#)

請點擊[Next],  
到下一頁

[Next →](#)

## Welcome

Contractors All Risk E0000001

- ✓ **Authenticate Yourself**
- ✓ **Claim details**
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- ✗ **Review & Submit**

[← Back](#)

### Payment bank account details

If the claim is approved, the claim payment shall be credited to the bank account in the name of the Insured Person. Please make sure the bank account number and account holder name are correct.

**Account holder name\***

ABC Limited

**Bank Code / Bank Name\***

Please select

If you are having difficulties filling up the bank account details, [click here](#)  
If you need to make payment to an overseas bank, [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  
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ABC Limited

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024 | HANG SENG BANK LIMITED

Finding Branch code

#### Hang Seng Bank

123

Branch Code

123456 789

Account Number

You can find the Branch Code and Account Number on your Hang Seng Bank 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)\*

提供您的收款銀行資料  
注意：賠償金額以港元結算



Welcome  
Contractors All Risk E0000001

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[← Back](#)

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Bank Code / Bank Name\*

024 | HANG SENG BANK LIMITED

[Finding Branch code](#)

✕

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123	123456 789
Branch Code	Account Number

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請點擊[Next],  
到下一頁

Next →

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Contractors All Risk E0000001

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- ✓ **Claim details**
- ✓ **Supporting documents**
- ✎ **Payment & Contact**
- ✕ **Review & Submit**

[← Back](#)

### Contact information

We may contact you for any update of the claim

**Name\***

ABC Limited

**Mobile Number\***

+852 ▾

This number will be used for any whatsapp / sms notification

**Email Address\***

**Confirm Email Address\***

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

Contractors All Risk E0000001

- ✓ [Authenticate Yourself](#)
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[Save for Later](#)

請點擊[Next],  
到下一頁

Next →

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- ✓ **Claim details**
- ✓ **Supporting documents**
- ✓ **Payment & Contact**
- Review & Submit**

[← Back](#)

## Summary of claim submission

Please review your claim details before submitting

確認資料

**Policy** E0000001

### Claim details

Date of incident	20/02/2024
Where did the incident happen?	HONG KONG
Description of the incident	
Amount claimed	HKD 10,000.00

### Supporting documents

Copies of any relevant correspondence  
x Document Not Uploaded

Copies of pleadings or LOD (if applicable)  
x Document Not Uploaded

Call on Bond / Surety (if applicable)  
x Document Not Uploaded

### Another insurance?

Is the claim covered by any other insurance policy? **No**

### Another insurance?

Is the claim covered by any other insurance policy?

No

確認資料

### Payment & Contact

#### Payment information

Account holder name

ABC Limited

Bank Code / Bank Name

024 | HANG SENG BANK LIMITED

Branch code

Account number

#### Contact Information

Name

ABC Limited

Mobile

+852 61111111

Email

abc@gmail.com

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

No

### 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 →

### Another insurance?

Is the claim covered by any other insurance policy?

No

### Payment & Contact

#### Payment information

Account holder name

ABC Limited

Bank Code / Bank Name

024 | HANG SENG BANK LIMITED

Branch code

Account number

#### Contact Information

ABC Limited

+852 61111111

abc@gmail.com

No

確認所有資料無誤後，拉到頁面底部，點擊同意

on this claim?  I would like to receive email notifications to your agent / broker

#### Terms and Conditions:

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Save for Later

點擊 [Submit]  
提交

Submit →

# 提交索賠申請 - 裝修工程保險 - 中途儲存





Welcome  
Contractors All Risk EI E0000001

- ✓ **Authenticate Yourself**
- ✓ **Claim details**
- ✓ **Supporting documents**
- ✓ **Payment & Contact**
- ✗ **Review & Submit**

[← Back](#)

### Covered by another insurance policy?

Is the claim covered by any other insurance policy?\*

[Yes](#)

[No](#)

如希望儲存早前所輸入的資料，  
待下次繼續處理

[Save for Later](#)

[Next →](#)

Welcome  
Contractors All Risk EI E0000001

- ✓ Authenticate Yourself
- ✓ Claim details
- ✓ Supporting documents
- ✓ Payment & Contact
- ⊗ Review & Submit

← Back

### Covered by another insurance policy?

Is the claim covered by any other insurance policy?\*

Yes

No

點擊 [Save for Later]

Save for Later

Next →

Welcome

Contractors All Risk | E0000001

✓ **Authenticate Yourself** [No Title]

✓ **Claim details**

✓ **Supporting documents**

✓ **Payment & Contact**

✗ **Review & Submit**

← Back

### Covered by another insurance policy?

Is the claim covered by any other insurance policy?\*

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

E0000001 - Resume your online claim lodgement 繼續您的網上索償申請



QnectAsia@qbe.com

To

 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

點擊連結，繼續您的  
索償申請

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DD/MM/YYYY



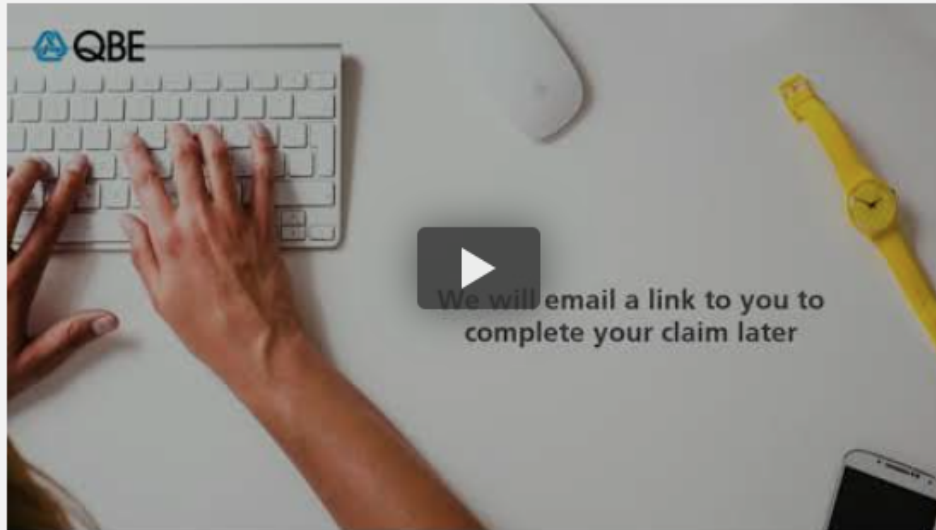
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Check Claim Status

Read the FAQ

點擊  
[Check Claim Status]



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- Residential Fire
- Others

# Claim Status Checking

提供所需資料

Product\*

Others

Policy Number | Claim Number

E0000001

How to find my policy number?

Full name as shown in your policy\* ?

ABC Limited

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

123

Check

# Claim Status Checking

Product\*

Policy Number | Claim Number

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

Full name as shown in your policy\* [?](#)

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

點擊 [Check]



# Claim Status Checking

## Status of claims related to

Product  
Contractors  
All Risk

Policy Number  
E0000001

Check for another policy

Filter by date of loss/incident

Filter by status

Claim Number: E000001

Claim Lodgement

查看申請進度



## In assessment

Your claim is currently under review.

Policyholder: ABC Limited  
LIMITED

IGN

Date of Loss/Incident: 20 February  
2024

Update as of: 20 February 2024