

# 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



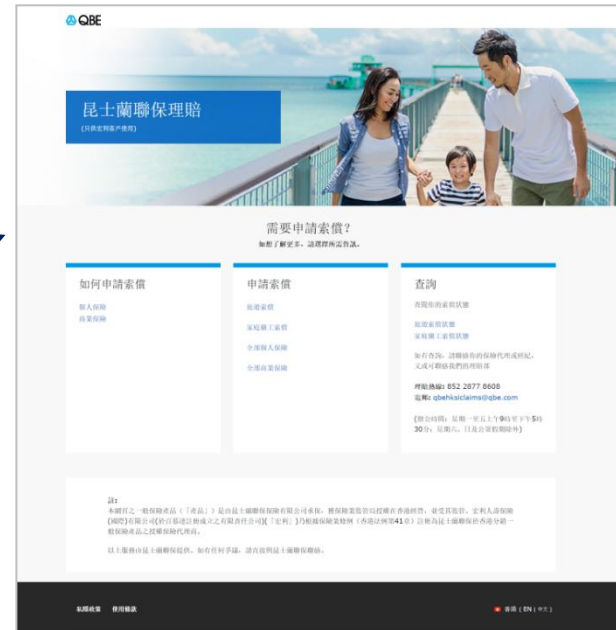
# MIL - ClaimSimple

<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

## Motor Insurance Claims

Simple Online Insurance Claim Experience

### Start your claim here

Policy Number | Cover Note Number

Date of Damage/Accident\*



Start >

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

[If you are a windscreen panel repairer, click here](#)

### or you may want to

[Check Claim Status](#)

[Read the FAQ](#)



### Documents to prepare

Select claim types

- Damage of Windscreen
- Motor Accident/Damage
- Theft/Attempted Theft

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期

# Motor Insurance Claims

Simple Online Insurance Claim Experience

## Start your claim here

Policy Number | Cover Note Number

Date of Damage/Accident\*



Start >

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

[If you are a windscreen panel repairer, click here](#)

## or you may want to

[Check Claim Status](#)

[Read the FAQ](#)



## Documents to prepare

Select claim types

- Damage of Windscreen
- Motor Accident/Damage
- Theft/Attempted Theft



索償需於發生事  
故當天起30天  
內提出申請

# Motor Insurance Claims

Simple Online Insurance Claim Experience

點擊[Start],  
提交所需資料

## Start your claim here

Policy Number | Cover Note Number

Your policy number

Date of Damage/Accident\*

DD/MM/YYYY

Start >

How to find my policy number?

If you are a windscreen panel repairer, click here

## or you may want to

Check Claim Status

Read the FAQ



## Documents to prepare

Select claim types

- Damage of Windscreen
- Motor Accident/Damage
- Theft/Attempted Theft



## Welcome

Motor Insurance V0000001

- [Get Started](#)
- [Confirm Vehicle Details](#)
- [Claim details](#)
- [Payment & Contact](#)
- [Review & Submit](#)

## Authentication

Full name of the policyholder and Vehicle Registration Number for verification

Policyholder full name\*

Vehicle Registration Number\*

輸入保單持有人全名及  
車輛登記號碼進行認證

Welcome Chan Tai Man

Motor Insurance V0000001

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

## Confirm Vehicle Details

Policyholder full name\*

CHAN TAI MAN

Are you the Policyholder?\*

1

Yes

No

2

請選擇是否保單持有人  
(1. 是 / 2. 否)

Details of the Insured Vehicle

Vehicle Registration Number\*

AB0001

Make and Model of the vehicle\*

TOYOTA SIENTA X LTD

Year of manufacture\*

2008

Next →

Welcome Chan Tai Man

Motor Insurance V0000001

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

## Confirm Vehicle Details

Policyholder full name\*

CHAN TAI MAN

Are you the Policyholder?\*

1

Yes

No

Details of the Insured Vehicle

Vehicle Registration Number\*

AB0001

Make and Model of the vehicle\*

TOYOTA SIENTA X LTD

Year of manufacture\*

2008

選是請點擊  
[Next], 到下一頁

Next →

Welcome Chan Tai Man  
Motor Insurance V0000001

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

## Confirm Vehicle Details

Policyholder full name\*

CHAN TAI MAN

Are you the Policyholder?\*

Yes

No

2

Policyholder's email address ?

選 否 請填上保單持有人  
電郵地址

Details of the Insured Vehicle

Vehicle Registration Number\*

AB0001

Make and Model of the vehicle\*

TOYOTA SIENTA X LTD

Year of manufacture\*

2008

填寫後點擊[Next],  
到下一頁

Next →

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✎ Claim details
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- ✗ Review & Submit

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## Tell us what happened

Select claim type



Motor Accident/Damage

選擇索賠  
(車輛事故/損壞)

Save for Later

Next →



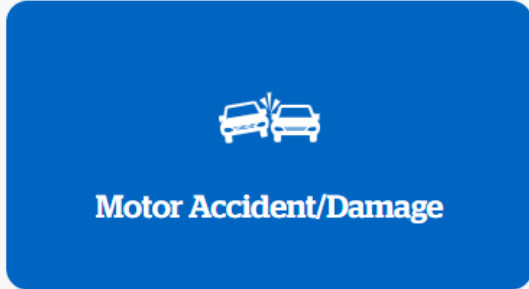
Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✎ Claim details
- ✗ Contact
- ✗ Review & Submit

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### Tell us what happened

Select claim type



Save for Later

點擊[Next],  
到下一頁

Next →

Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Driver Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

← Back

## Tell us what happened

Accident/Incident Details

Date of accident/incident\*

13/07/2023

Country where accident/incident happened?\*

HONG KONG

Place where accident/incident happened?\*

Use my current location



Was the vehicle parked when it was damaged?\*

Yes

No

Purpose of use at the time of accident/incident

Please select

Description of how accident/incident happened\*

輸入發生意外地點

Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ⊗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Driver Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ⊗ Contact
- ⊗ Review & Submit

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### Tell us what happened

Accident/Incident Details

Date of accident/incident\*

13/07/2023 📅

Country where accident/incident happened?\*

HONG KONG ▾

Place where accident/incident happened?\*

[Use my current location](#)



Was the vehicle parked when it was damaged?\*

Purpose of use at the time of accident/incident

Please select ▾

Description of how accident/incident happened\*

回答簡單問題

Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
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  - Driver Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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## Tell us what happened

Accident/Incident Details

Date of accident/incident\*

13/07/2023

Country where accident/incident happened?\*

HONG KONG

Place where accident/incident happened?\*

Use my current location



Was the vehicle parked when it was damaged?\*

Yes

No

Purpose of use at the time of accident/incident

Please select

Please select

Private

Commercial

Hire

事故/事件發生時  
車輛使用目的

Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Driver Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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## Tell us what happened

Accident/Incident Details

Date of accident/incident\*

13/07/2023

Country where accident/incident happened?\*

HONG KONG

Place where accident/incident happened?\*

[Use my current location](#)



Was the vehicle parked when it was damaged?\*

Yes

No

Purpose of use at the time of accident/incident

Please select

Description of how accident/incident happened\*

描述事故/事件如何發生

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
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  - Third Party Loss Details
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## Tell us what happened

Accident/Incident Details

Date of accident/incident\*

13/07/2023

Country where accident/incident happened?\*

HONG KONG

Place where accident/incident happened?\*

[Use my current location](#)



Was the vehicle parked when it was damaged?\*

[Yes](#)

[No](#)

Purpose of use at the time of accident/incident

Please select

Description of how accident/incident happened\*

點擊[Next],  
到下一頁

[Next →](#)



Welcome **Chan Tai Man**  
Motor Insurance V0000001

- ✓ **Get Started**
- ✓ **Confirm Vehicle Details**
- ✓ **Claim details**
- ⊗ **Motor Accident/Damage** Remove
  - Accident/Incident Details
  - Third Party Loss Details**
  - Police Report
  - Supporting documents
- ⊗ **Contact**
- ⊗ **Review & Submit**

← Back

## Tell us what happened

Third Party Loss Details

Did the accident involve another Vehicle(s) / Person(s) / Property?\*

1

Yes

No

2

回答簡單問題

Save for Later

Next →

Welcome Chan Tai Man

Motor Insurance V0000001

✓ Get Started

✓ Confirm Vehicle Details

✓ Claim details

✗ Motor Accident/Damage Remove

Accident/Incident Details

Third Party Loss Details

Police Report

Supporting documents

✗ Contact

✗ Review & Submit

← Back

## Tell us what happened

Third Party Loss Details

Did the accident involve another Vehicle(s) / Person(s) / Property?\*

Yes

No

1

Vehicle(s)

2

Person(s)

3

Property

如選擇是，  
請選擇事故是否涉及  
**1.車輛/2.人員/3.財產**  
\*(可多選)

Save for Later

Next →

Welcome **Chan Tai Man**  
Motor Insurance ' V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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### Tell us what happened

Third Party Loss Details

Did the accident involve another vehicle?

1  Yes

Vehicle(s)

[Save for Later](#)

**Vehicle(s)** Person(s) Property

**Vehicle 1**

**Vehicle Registration Number\***

  
**Owner's name**  
**Owner's contact phone number**  
**Insurance Company of the other vehicle**

回答簡單問題

[+ Add another Vehicle](#)

**Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\***

Yes  No

Welcome **Chan Tai Man**  
Motor Insurance ' V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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### Tell us what happened

Third Party Loss Details

Did the accident involve another vehicle?

**1** [Yes](#)

Vehicle(s)

[Save for Later](#)

**Vehicle(s)**

Person(s)

Property

#### Vehicle 1

Vehicle Registration Number\*

Owner's name

Owner's contact phone number

Insurance Company of the other vehicle

[+ Add another Vehicle](#)

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\*

[Yes](#)

[No](#)

如涉及多架車輛，  
請按 "+" 提供其他車輛資料

Welcome **Chan Tai Man**  
Motor Insurance ' V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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### Tell us what ha

Third Party Loss Deta

Did the accident invo

1

Yes

Vehicle(s)

[Save for Later](#)

Vehicle(s)

Person(s)

Property

#### Vehicle 1

Vehicle Registration Number\*

Owner's name

Owner's contact phone number

Insurance Company of the other vehicle

[+ Add another Vehicle](#)

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\*

Yes

No

[回答簡單問題](#)

Vehicle(s) **Person(s)** Property

**Person 1**

**Who was the person\***

Please select

**Name\***

**Age group\***

Please select

**Contact phone number**

**Extent of injury\***

Please select

+ Add another Person

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\*

Yes No

回答簡單問題

/ Person(s) / Property?\*

Person(s)

2

Property

Next →



Vehicle(s) **Person(s)** Property

**Person 1**  
**Who was the person\***

Please select

**Name\***

**Age group\***

Please select

**Contact phone number**

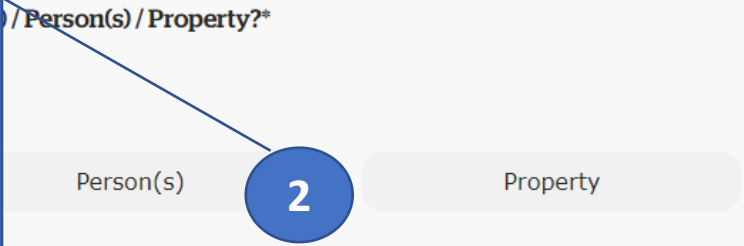
**Extent of injury\***

Please select

**+ Add another Person**

**Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\***

Yes No



如涉及多位人員,  
請按 “+” 提供其他人員資料

Next →

Vehicle(s) **Person(s)** Property

**Person 1**  
**Who was the person\***

Please select

**Name\***

**Age group\***

Please select

**Contact phone number**

**Extent of injury\***

Please select

[+ Add another Person](#)

**Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\***

Person(s) / Property?\*

Person(s)



Property

Vehicle(s) Person(s) **Property**

**Property 1**  
What was the Property damaged?\*

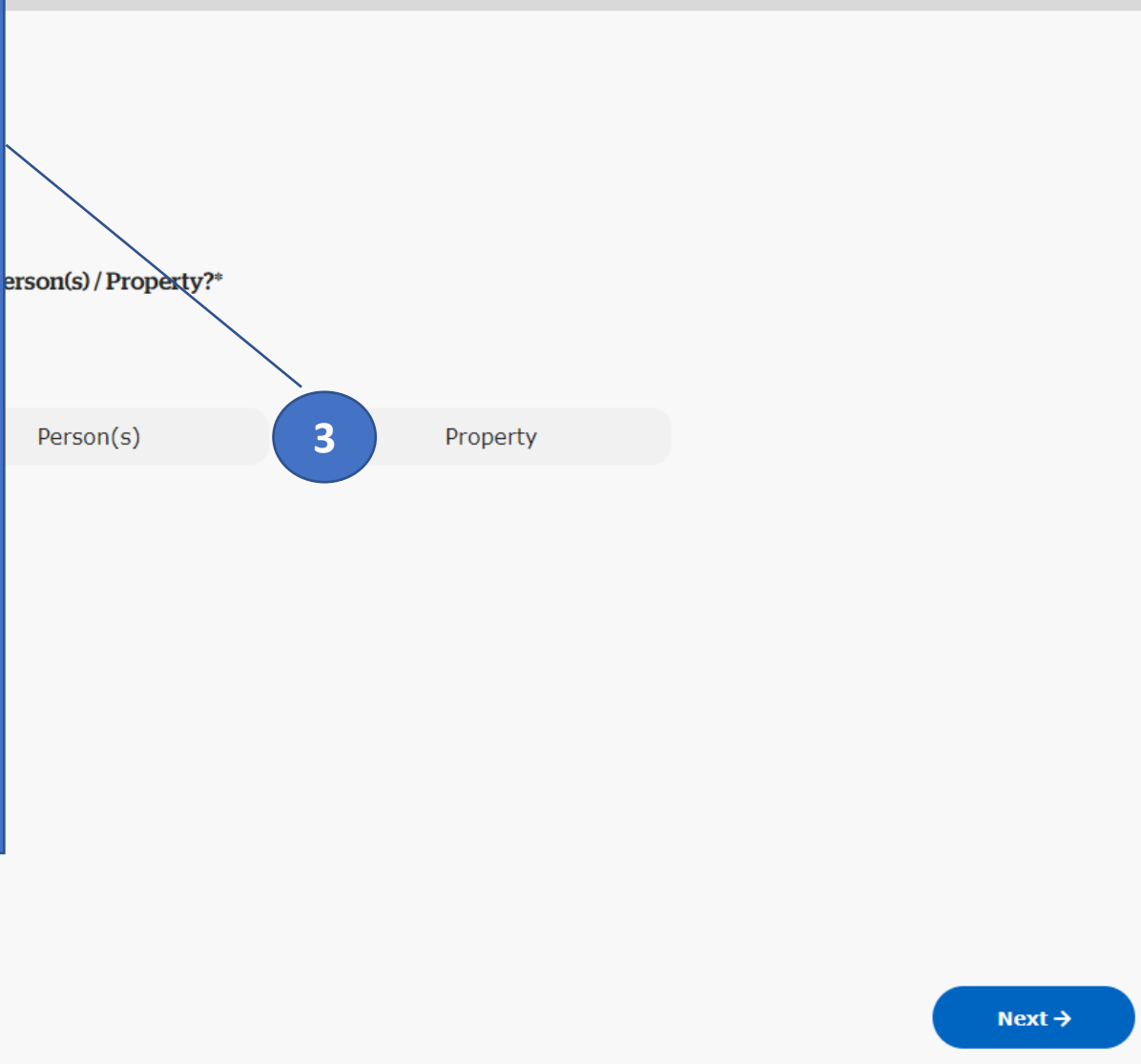
Owner's name

Contact phone number

[+ Add another Property](#)

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\*

回答簡單問題



Vehicle(s) Person(s) **Property**

**Property 1**  
What was the Property damaged?\*

Owner's name

Contact phone number

[+ Add another Property](#)

Person(s) / Property?\*

Person(s) **3** Property

如涉及多項財產, 請按 "+" 提供其他財產資料

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt / agreement.\*

Yes No

Save for Later

Next →

Vehicle(s) Person(s) **Property**

**Property 1**  
What was the Property damaged?\*

Owner's name

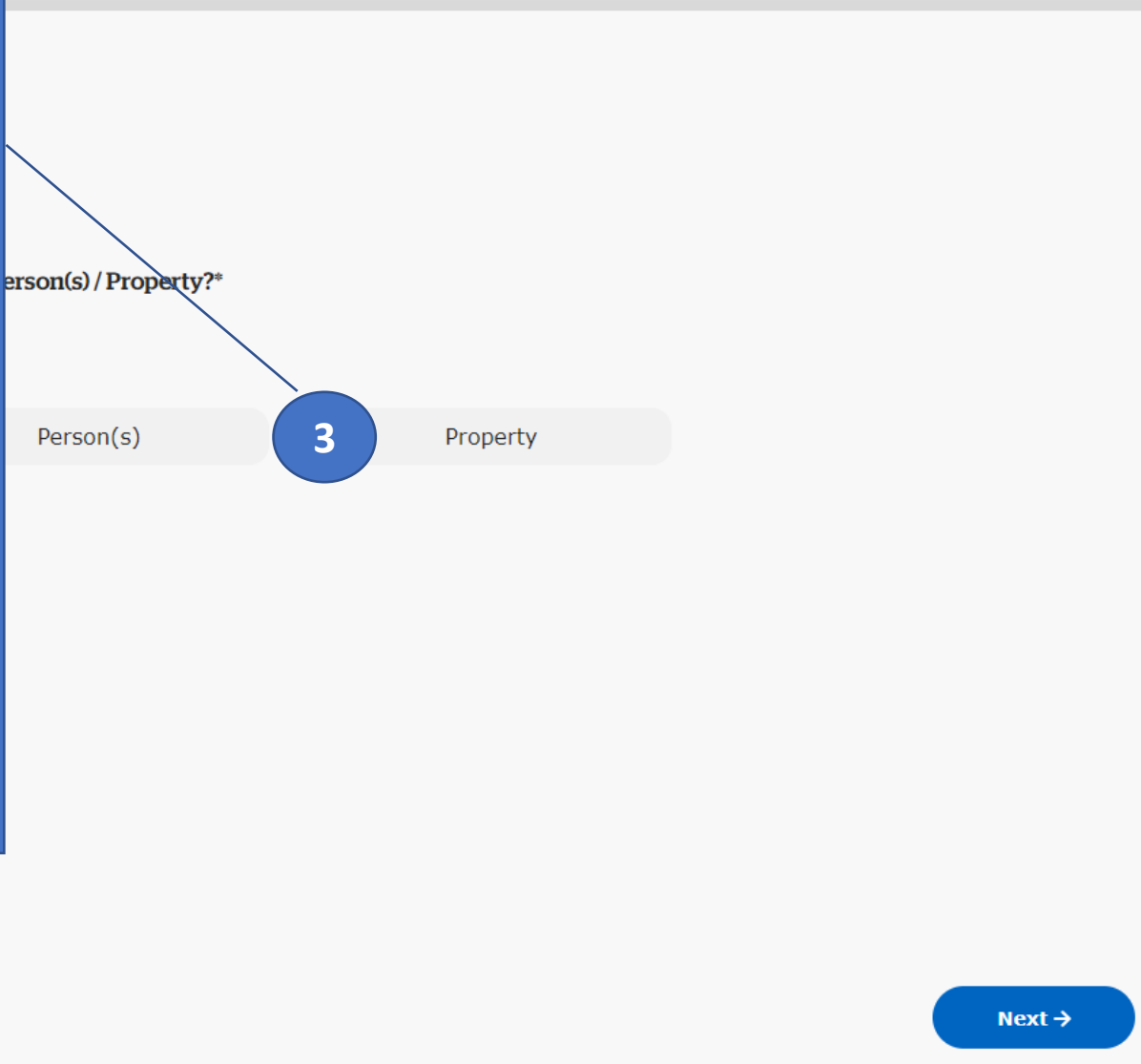
Contact phone number

[+ Add another Property](#)

Has the driver paid to / or received from any third party vehicle owner, driver, passenger and / or other person(s) any compensation for the damaged property and / or bodily injury? If "Yes" attach a copy of the relevant receipt /agreement.\*

Yes No

**回答簡單問題**



Welcome Chan Tai Man

Motor Insurance V0000001

✓ Get Started

✓ Confirm Vehicle Details

✓ Claim details

✗ Motor Accident/Damage Remove

Accident/Incident Details

Third Party Loss Details

Police Report

Supporting documents

✗ Contact

✗ Review & Submit

← Back

## Tell us what happened

Third Party Loss Details

Did the accident involve another Vehicle(s) / Person(s) / Property?\*

Yes

No

Vehicle(s)

Person(s)

Property

Save for Later

填寫好所有資料  
後,點擊[Next],  
到下一頁

Next →



Welcome **Chan Tai Man**

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

[← Back](#)

## Tell us what happened

Police Report

Was the incident reported to the police?\*

Yes  No

Date of report

Please select a date

Report reference number

Name of the police station reported to\*

Have you lodged a complaint to the police against the other party / parties? Note: If the other party was at fault, you must lodge a complaint to the police within 10 days of the accident.\*

Yes  No

回答簡單問題

[Save for Later](#)

[Next →](#)

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

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No

Date of report

Please select a date



Report reference number

Name of the police station reported to\*

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Yes

No

回答簡單問題

[Save for Later](#)

[Next →](#)

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
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- ✗ Review & Submit

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## Tell us what happened

Police Report

Was the incident reported to the police?\*

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Date of report

Please select a date

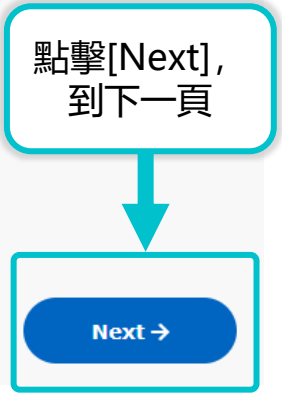
Report reference number

Name of the police station reported to\*

Have you lodged a complaint to the police against the other party / parties? Note: If the other party was at fault, you must lodge a complaint to the police within 10 days of the accident.\*

Yes  No

[Save for Later](#)



Welcome Chan Tai Man

Motor Insurance V0000001

✓ Get Started

✓ Confirm Vehicle Details

✓ Claim details

⊗ Motor Accident/Damage Remove

Accident/Incident Details

Third Party Loss Details

Police Report

Supporting documents

⊗ Contact

⊗ Review & Submit

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## Upload your supporting documents

Please submit the following 11 document(s) to process the claim

### Letter of Authorization duly signed by the driver

Please click [here](#) to download.

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Driver's Hong Kong Identity Card

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Driver's driving licence

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Vehicle Registration Document (Both sides)

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Motor Vehicle Licence

📁 Drag and Drop file here or Choose file(s)

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)

### Police statement

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Screening breath test result form, if any

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Photos showing the accident scene and involved vehicles, if available

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Car camera record, if any

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Repair quotation, if available

📁 Drag and Drop file here or Choose file(s)

+ Add another file

### Any third party correspondences

📁 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.


Please retain the original copy of the submitted documents.

Qnext Training - For Internal Use Only

**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)


Next →

### Police statement

 Drag and Drop file here or Choose file(s)


[+ Add another file](#)

### Screening breath test result form, if any

 Drag and Drop file here or Choose file(s)


[+ Add another file](#)

### Photos showing the accident scene and involved vehicles, if available

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[+ Add another file](#)

### Car camera record, if any

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[+ Add another file](#)

### Repair quotation, if available

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

Please retain the original copy of the submitted documents.

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Qnext Training - For Internal Use Only

點擊[Next],  
到下一頁

Next →

Welcome **Chan Tai Man**  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ **Motor Accident/Damage** Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ 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 Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
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### Covered by another insurance policy?

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

[Yes](#)

[No](#)

[Save for Later](#)

點擊[Next],  
到下一頁

[Next →](#)



Welcome Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ⊗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ⊗ Payment & Contact
- ⊗ Review & Submit

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### 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\*

CHAN TAI MAN

Bank Code / Bank Name\*

Please select

If you are having difficulties filling up the bank account details

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 **Chan Tai Man**

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ⊗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ⊗ Payment & Contact
- ⊗ 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\***

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](#)

提供您的收款銀行資料  
注意：賠償金額以港元結算

[Next →](#)

Welcome **Chan Tai Man**  
 Motor Insurance V0000001

- ✓ **Get Started**
- ✓ **Confirm Vehicle Details**
- ✓ **Claim details**
- ⊗ **Motor Accident/Damage** Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ⊗ **Payment & Contact**
- ⊗ **Review & Submit**

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**Bank Code / Bank Name\***

[Finding Branch code](#)

HSBC

123

123456 789

Branch Code
Account Number

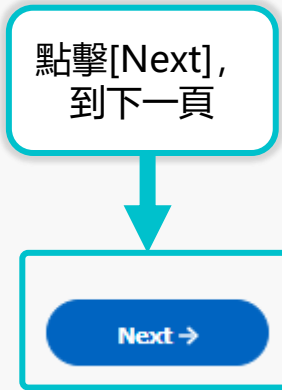
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**Account number (6-9 digits)\***

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- ✓ Get Started
- ✓ Confirm Vehicle Details
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  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✎ Payment & Contact
- ✗ Review & Submit

[← Back](#)

### Contact information

We may contact you for any update of the claim

Name\*

Mobile Number\*

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 **Chan Tai Man**

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ⊗ Motor Accident/Damage Remove
  - Accident/Incident Details
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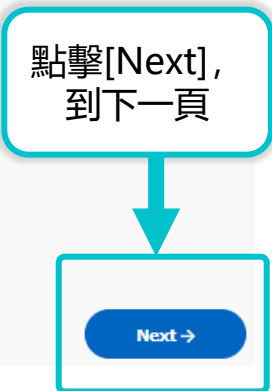
Email Address\*

Confirm Email Address\*

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

Yes
  No

[Save for Later](#)



Welcome! Chan Tai Man  
Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
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  - Police Report
  - Supporting documents
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- ✎ Review & Submit

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## Summary of claim submission

Please review your claim details before submitting

確認資料

Policy: **V0000001**

### Details of the Insured Vehicle

Policyholder full name	<b>Chan Tai Man</b>
Are you the Policyholder?	<b>Yes</b>
Vehicle Registration Number	<b>AB0001</b>
Make and Model of the vehicle	<b>TOYOTA SIENTA X LTD</b>
Year of manufacture	<b>2008</b>

### Motor Accident/Damage

#### Accident/Incident Details

Date of accident/incident	<b>13/07/2023</b>
Country where accident/incident happened?	<b>HONG KONG</b>
Place where accident/incident happened?	<b>Quarry Bay St, Quarry Bay, Hong Kong</b>
Was the vehicle parked when it was damaged?	<b>Yes</b>
Purpose of use at the time of accident/incident	<b>Private</b>
Description of how accident/incident happened	

#### Details of the Damage to Insured Vehicle

Are you claiming the repair cost of your vehicle? **No**

#### Third Party Loss Details

Did the accident involve another Vehicle(s) / Person(s) / Property? **No**

### Police Report

Was the incident reported to the police?  
Date of report

Yes  
13/07/2023

Name of the police station reported to

quarry bay

Have you lodged a complaint to the police against the other party / parties?  
Note: If the other party was at fault, you must lodge a complaint to the police within 10 days of the accident.

Yes

### Supporting documents

Letter of Authorization duly signed by the driver  
x Document Not Uploaded

Driver's Hong Kong Identity Card  
x Document Not Uploaded

Driver's driving licence  
x Document Not Uploaded

Vehicle Registration Document (Both sides)  
x Document Not Uploaded

Motor Vehicle Licence  
x Document Not Uploaded

Police statement  
x Document Not Uploaded

Screening breath test result form, if any  
x Document Not Uploaded

Photos showing the accident scene and involved vehicles, if available  
x Document Not Uploaded

Car camera record, if any  
x Document Not Uploaded

Repair quotation, if available  
x Document Not Uploaded

Any third party correspondences  
x Document Not Uploaded

確認資料

### Another insurance?

Is the claim covered by any other insurance policy?

No

確認資料

### Payment & Contact

#### Payment information

Account holder name

Chan Tai Man

Bank Code / Bank Name

004 | HSBC

Branch code

004

Account number

123456

#### Contact Information

Name

Chan Tai Man

Mobile

+852 66666666

Email

chantaiman01@gmail.com

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

Yes

### Terms and Conditions:

- I/We hereby confirm that I/we have read and fully understood the below documents/ notice, and acknowledge that QBE will send a copy of [Personal Information Collection Statement & Privacy Policy](#) to the contact(s) provided.
- [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

Chan Tai Man

Bank Code / Bank Name

004 | HSBC

Branch code

004

Account number

123456

#### Contact Information

Chan Tai Man

+852 66666666

chantaiman01@gmail.com

Yes

確認所有資料無誤後，拉到頁面底部，點擊同意

email notifications to your agent / broker

on this claim?

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Save for Later

Submit →

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Is the claim covered by any other insurance policy?

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#### Payment information

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Chan Tai Man

Bank Code / Bank Name

004 | HSBC

Branch code

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Mobile

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Email

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- [Personal Information Collection Statement "PICS" Acknowledgment](#)
- [Declaration & Authorization](#)

[Save for Later](#)

點擊 [Submit]  
提交

Submit →

# 提交索賠申請 - 汽車保險 - 中途儲存



如希望儲存早前所輸入的資料，  
待下次繼續處理

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

← Back

## Tell us what happened

Police Report

Was the incident reported to the police?\*

Yes

No

Date of report

Please select a date



Report reference number

Name of the police station reported to\*

Have you lodged a complaint to the police against the other party / parties? Note: If the other party was at fault, you must lodge a complaint to the police within 10 days of the accident.\*

Yes

No

Save for Later

Next →

Welcome Chan Tai Man

Motor Insurance V0000001

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ✗ Motor Accident/Damage Remove
  - Accident/Incident Details
  - Third Party Loss Details
  - Police Report
  - Supporting documents
- ✗ Contact
- ✗ Review & Submit

[← Back](#)

## Tell us what happened

Police Report

Was the incident reported to the police?\*

Yes  No

Date of report

Please select a date

Report reference number

Name of the police station reported to\*

點擊 [Save for Later]

Save for Later

complaint to the police against the other party / parties? Note: If the other party was at fault, you must file a complaint to the police within 10 days of the accident.\*

No

[Next →](#)

- ✓ Get Started
- ✓ Confirm Vehicle Details
- ✓ Claim details
- ⊗ Motor Accident/Damage Remove
  - Accident/Incident Details
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← Back

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13/07/2023

Report reference number

Name of the police station reported to\*

quarry bay

Have you lodged a complaint to the police against the other party / parties? Note: if the other party was at fault, you must lodge a complaint with the police within 10 days of the accident.\*

Yes  No

### Save for later

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

→

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

V0000001 - 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

# 追蹤索賠進度-汽車保險





# Motor Insurance Claims

Simple Online Insurance Claim Experience

## Start your claim here

Policy Number | Cover Note Number

How to find my policy number?

[If you are a windscreen panel repairer, click here](#)

Date of Damage/Accident\*

**Start >**

## or you may want to

[Check Claim Status](#)

[Read the FAQ](#)

點擊  
[Check Claim Status]



## Documents to prepare

Select claim types

- Damage of Windscreen
- Motor Accident/Damage
- Theft/Attempted Theft

# Claim Status Checking

提供所需資料

Product\*

Motor Insurance

Policy Number | Claim Number

V0000001

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

Policyholder full name\*

CHAN TAI MAN

Vehicle Registration Number\*

AB0001

Check

# Claim Status Checking

Product\*

Policy Number | Claim Number

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

Policyholder full name\*

Vehicle Registration Number\*

點擊 [Check]



# Claim Status Checking

## Status of claims related to

Product  
**Motor  
Insurance**

Policy Number  
**V0000001**

[Check for another policy](#)

Filter by date of loss/incident



Filter by status



Claim Number: VC079325

[Claim Lodgement](#)

查看申請進度



### In assessment

Your claim is currently under review.

Policyholder: **CHAN TAI MAN**

Date of Loss/Incident: **13 July 2023**

Update as of: **14 July 2023**