



# **QBE Multinational**

## **QGlobal+ Credit Control Guide - Premium Status Management**

### **Updating Premiums in QGlobal+**

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# 1. INTRODUCTION

This guide provides information regarding **Multinational Premium Status Management in QGlobal+**. On completion of this guide, you will be able to:

- Understand how to update premium status via QGlobal+
- Escalate/Request Support from Multinational Service Centre (MSC)
- Understand how to update premium due date

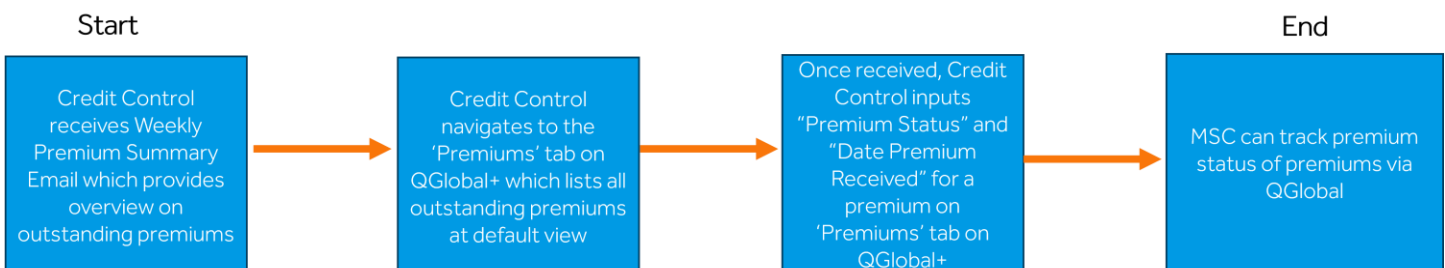
# 2. QGLOBAL+ OVERVIEW

Below is an overview of the core functionality available within the QGlobal+ application.

The highlighted section below, Premiums on QGlobal+ is the subject of this guide.

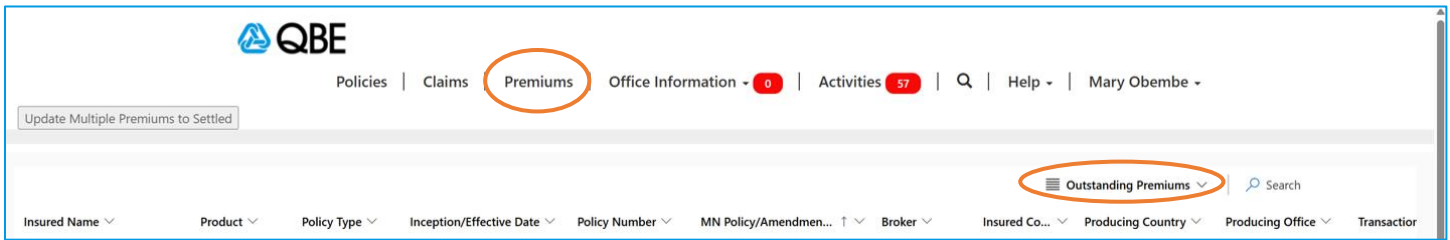
Policy Management	Case & Activity Management	Claims	Reporting & Dashboards	Premiums
<ul style="list-style-type: none"> <li>• All users can view policy information in QGlobal+ for the policies they manage, including historical, live, and upcoming policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Case information is entered directly into QGlobal+ instead of via email to MSC.</li> <li>• Activities related to multinational policies—such as local quotes, policy requests, issuance or amendments, and bound programme notices—are managed through workflow functionality between MSC, SOs, and POs.</li> <li>• Comments and attachments can be linked to cases for better tracking.</li> </ul>	<ul style="list-style-type: none"> <li>• SO claims handlers create or update claims directly in QGlobal+, eliminating the need for forms and emails to the MAC team. Many fields are pre-populated from QGlobal.</li> <li>• PO claims handlers and the MAC team receive notifications when a claim is submitted and can update it directly in QGlobal+.</li> </ul>	<ul style="list-style-type: none"> <li>• A wide range of reports is available, covering policy, premium, claims, and SO information.</li> </ul>	<ul style="list-style-type: none"> <li>• All users linked to the relevant office can view premium information in QGlobal+.</li> <li>• Credit Control Users can manage and edit the premium status</li> <li>• Credit Control Users can escalate, comment, and attach documents where additional information is required.</li> </ul>

## QGlobal+ Premiums Process Flow:



### 3. OUTSTANDING PREMIUMS

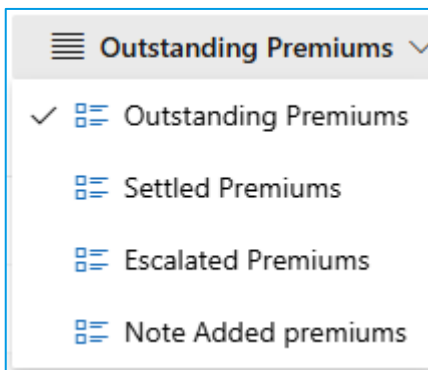
While on the QGlobal+ Home page, select the Premiums tab to view your premiums. By default, **Outstanding Premiums** View is loaded and shows only **Partially Settled** and **Not Settled** premiums.



### 4. OTHER PREMIUM VIEWS

Other views include:

- **Settled Premiums** – Premiums paid by the local insured to the local insurer
- **Escalated Premiums** – Premiums which have been escalated by Credit Control to the MSC or requesting support
- **Note Added Premiums** – Premiums which MSC have added a comment for Credit Control to action

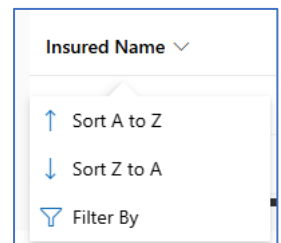


### 5. SORTING OF PREMIUMS

All the records are sorted based on below priority:

1. **Premium Due Date** – Oldest at the top
2. Grouping premiums together tagged to same **Programme ID**

You can also filter on columns, e.g. Insured Name by selecting on the column and selecting 'Filter by' (see the 'QGlobal+ Filters, Sorting, Search, and Views' guide for more guidance)



## 6. UPDATING MULTIPLE PREMIUMS TO SETTLED

3. Select the 'Updating Multiple Premiums to Settled' button on the Premiums page
4. Select multiple premiums using the tick box
5. Populate the date received and Submit

This will then automatically set all selected premiums to premium status 'Settled' and moves premiums to 'Settled Premiums' view.

Insured Name	Product	Policy Type
<input checked="" type="checkbox"/> ...	...	General Liab... Local
<input checked="" type="checkbox"/> ...	...	General Liab... Local
<input type="checkbox"/> ...	...	Cyber Local
<input checked="" type="checkbox"/> ...	...	Cyber Local

### Incorrect date on bulk update:

The button is available on the Settled Premiums view. This means you'll be able to select the incorrectly populated date premiums and repopulate the correct date using the 'Updating Multiple Premiums to Settled' button

## 7. UPDATING AN INDIVIDUAL PREMIUM RECORD

1. On an individual premium, you can open the record in two different ways: select the Insured Name or click on the three dots to view the record.

Insured Name	Product
Demo-1	...
Demo-2	...

Insured Name	Product
Demo-1	Cyber
Demo-2	Cyber

View

2. Once the record is open, navigate to the Premium Details section.
3. Change the Premium Status to 'Settled' and populate the 'Date Premium Received' and then click Submit and the bottom of the record.

Premium Details	
<b>MN Premium Allocation ID</b> PA-25-08374	<b>Premium Status *</b> <input type="text" value="Not Settled"/>
<b>Transaction Type</b> Original Premium	<b>Date Premium Received</b> <input type="text" value="D-MMM-YYYY"/> <small>Please only add date if full payment received and no issues to escalate</small>
<b>Gross Premium</b> 2,751.84	<b>Premium Currency</b> USD
<b>Escalated to MSC?</b> <input type="text" value="Yes"/>	<b>Assigned To *</b> MSC
	<b>Sub Status</b> <input type="text" value="Read"/>
	<b>Premium Due Date</b> 22-Nov-2025

## 8. PREMIUM RECORD SECTIONS

There are three sections in a premium record:

1. Policy Details - Includes direct link to additional policy details.
2. Premium Details – Includes premium details and ability to updating status (Date premium received only becomes unlocked when status set to settled)
3. Premium Log - Includes all commentary from both Credit Control and MSC (Multinational Service Centre)

## 9. PREMIUM RECORD – ACTION BUTTONS

There are three action buttons which can be used to communicate to the MSC through the portal:

1. Escalate/Request MSC Support
2. Add a Comment/Attachment
3. Update Due Date

The fourth action button 'Email Premium Log' can be used to send all commentary on the premium to your email for your record.

Record details ×

Escalate/Request MSC Support
Add a Comment/Attachment
Update Due Date
Email Premium Log

## 10. ESCALATE/REQUEST MSC SUPPORT BUTTON

When clicking on the button to escalate the premium record, you will be able to choose between the below 'reason' options and add a comment:

- No response from local broker/client
- Partial Payment
- Premium Allocation Query

Record details

Premium Update

Type Of Update  
Escalate/Request MSC Support

Reason \*  
Select

More information on escalation \*

Select files

## 11. ADD A COMMENT/ATTACHMENT BUTTON

This button can be used to send general communications or attachments to the MSC.

E.g., Responding back to MSC's comment.

Record details

Premium Update

Type Of Update  
Add Comment/Attachment

Comment

Select files

## 12. UPDATE DUE DATE BUTTON

This button will allow you to update the due date if the current date is incorrect.

Record details

Premium Update

Type Of Update  
Premium Due Date Change

Premium Due Date \*  
D-MMM-YYYY

Comment \*

Select files [Browse...](#)

If you try to change the date over 6 months the original due date, this will be flagged with a comment.

Record details

This date is over 6 months later than original due date, please add comment for further explanation of change. X

Type Of Update  
Premium Due Date Change

Premium Due Date \*  
16-Jul-2026

### 13. EMAIL PREMIUM LOG BUTTON

Any comments or changes to the premium record are documented in a log on the record can be sent to your email using this button.

### 14. FREQUENTLY ASKED QUESTIONS

#### 1. If I make a mistake and incorrectly update a premium to settled, can this be changed?

You can reopen the premium record, update the status to 'Not Settled' or 'Partially Settled' and then submit the record. Please include an explanation for the status change by using the 'Add a Comment/Attachment' button."

#### 2. If a correction premium is made, how will this appear on the portal?

For correction premiums involving financial changes, these will automatically appear as 'Partially Settled' on the portal. Details will be provided showing the amount paid to date in the premium log and the premium details section will show the total premium due.

The premium log from the original premium before the correction will also be copied over.

### **3. Can all portal users in my office view or use the premium tab function?**

All portal users in your office have read-only access to the premium tab. Contacts with Credit Control permission can also escalate, comment, and attach documents where required. If you require edit permission, please reach out to the Global Network Team/Network Manager.

### **4. Can the alert email be sent to the shared team mailbox?**

Yes. If you would like the alert emails to be delivered to the shared team mailbox, please provide the mailbox details to the Global Network Team/Network Manager.