

User Guide



This guide explains how to obtain a quotation from the FastFlow Extranet, using screen shots to give you an overview of how the process works. Prior to accessing the system, you need to be set up as a 'User'. Once your details have been added, you will be able to log on using your email address and password.

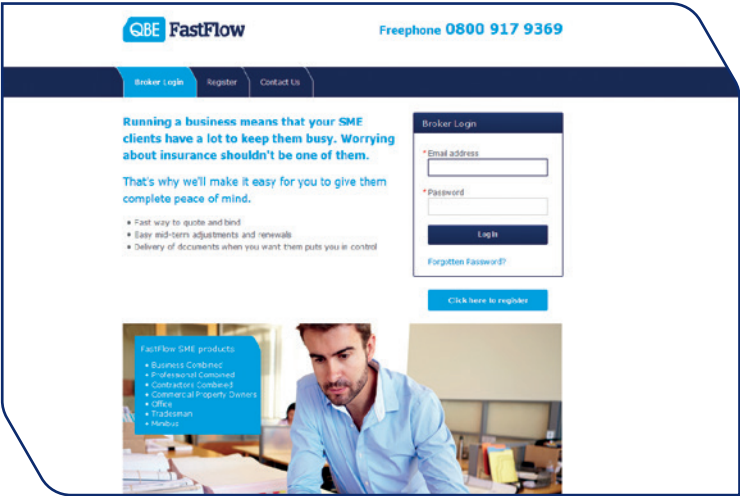
How to contact us

The FastFlow Extranet team can be contacted at:
SMEcommercial@uk.qbe.com

Freephone 0800 917 9369

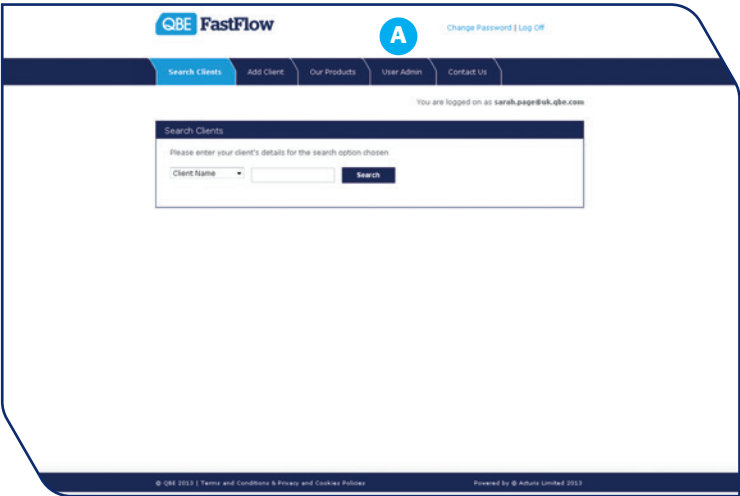
To find out more please visit:
QBEurope.com/sme

Step 1



Initial log on screen.

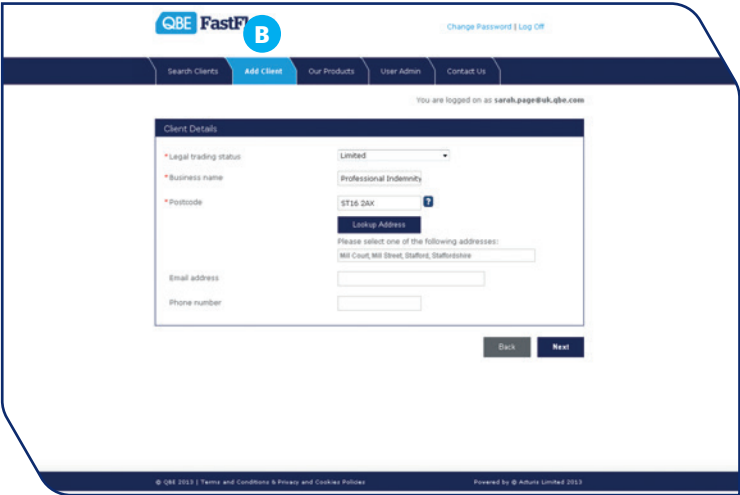
Step 2



When you log on, you will be presented with a series of options as tabs at the top of the page. The default landing page allows you to search for clients that have already been set up on the system.

A You will only see the 'User Admin' option if you have been given specific access to manage users in your office. If you have this 'super user' status, you will be sent separate instructions about how to use this.

Step 3



B To add details of a new client, select the 'Add Client' tab and complete the requested details.

Step 4



Once the client is added, you can choose the product you would like a quote for, using the 'Our Products' tab.

Step 5

This will take you to the quote pages.

The cover date will be pre-populated with today's date. This can be altered if you know the actual cover dates required. The business name and address will also be pre-populated from the client front screen and can be amended if necessary.

Step 6

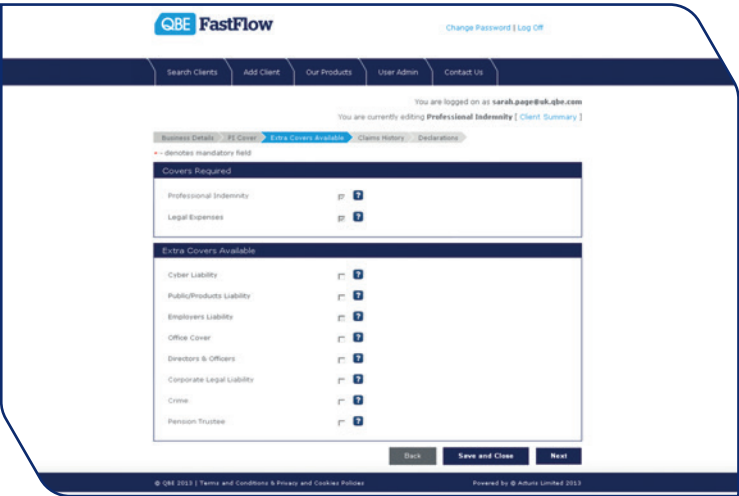
As you move through the quote, select 'Next' to continue answering questions and 'Save and Close' to exit the quote and return later.

Continue to enter details of cover required.



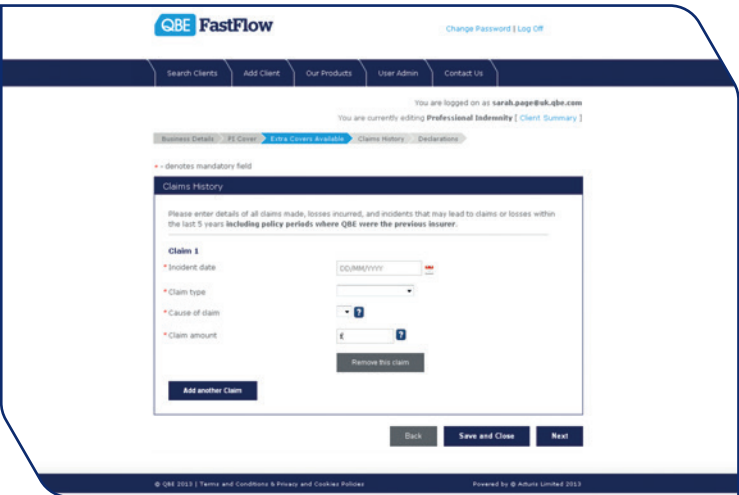
Select 'Next' to continue to enter details of cover required.

Step 7



Select 'Next' to see details of additional covers that are available. Check boxes for any extra cover you wish to be included in the quote.

Step 8



Select 'Next' to enter details of the client's claims history.

Step 9

QBE FastFlow

Change Password | Log Off

Search Clients | Add Client | Our Products | User Admin | Contact Us

You are logged on as sarah.page@uk.qbe.com

You are currently editing Professional Indemnity | Client Summary |

Business Details | **PI Cover** | Extra Cover Available | Claims History | Declarations

derivative mandatory field

Material Facts

Please read each statement carefully and tick to confirm if the statements are correct. By selecting the 'Agree to all' button you are agreeing that you have read each of these statements and that all facts listed are correct.

* Material facts - Accountant:

- ☒ Proposer never undertakes work for public companies/financial services work (non introductory)
- ☒ Proposer does not provide any services to financial institutions, insurance companies, tax efficient schemes, Lloyd's syndicates or funds, offshore entities, sports or celebrity clients or related to film finance
- ☒ Engagement letters are always used
- ☒ Proposer has not been authorised for investment business by the FSA in the last 5 years

Agree to all

Read and confirm that the material facts and declarations are understood and are correct.

QBE FastFlow

Change Password | Log Off

Search Clients | Add Client | Our Products | User Admin | Contact Us

You are logged on as sarah.page@uk.qbe.com

You are currently editing Professional Indemnity | Client Summary |

Business Details | PI Cover | Extra Cover Available | Claims History | **Declarations**

Please read all of these statements carefully and tick each statement to agree if the statement is correct.

* Professional Combined - Material Facts

- ☒ Neither the proposer or the broker are aware of any circumstances that might give rise to a claim other than those that have been correctly notified to QBE and detailed under the claims section of this application
- ☒ Insurance has not previously been declined, renewal has been refused or insurers have imposed special terms
- ☒ The proposer does not have offices outside of the UK
- ☒ There are no previous claims/losses/incidents which have given rise to losses other than those declared in the claims section
- ☒ The business, or any principal, partner or director has never been declared bankrupt, insolvent or gone into liquidation or have outstanding CCJs
- ☒ No Principal, Partners, directors or trustees have been convicted or charged for a criminal offence (non motoring) or have received a civil penalty from the UK Border Agency
- ☒ There are no other material facts relevant to this application that might have any impact on the rating of this policy.

Agree to all

* Professional Indemnity - Material Facts

- ☒ All partners and principals in the business have a minimum of three years relevant business experience
- ☒ There has been no previous disciplinary action taken by an outside professional or regulatory body
- ☒ Proposer has established policy for checking background of job candidates prior to them being offered the job

Agree to all

Back Save and Close Quote

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Read and confirm that the material facts and declarations are understood and are correct.

Step 10

QBE FastFlow

Change Password | Log Off

Search Clients | Add Client | Our Products | User Admin | Contact Us

You are logged on as sarah.page@uk.qbe.com

You are currently editing Professional Indemnity | Client Summary |

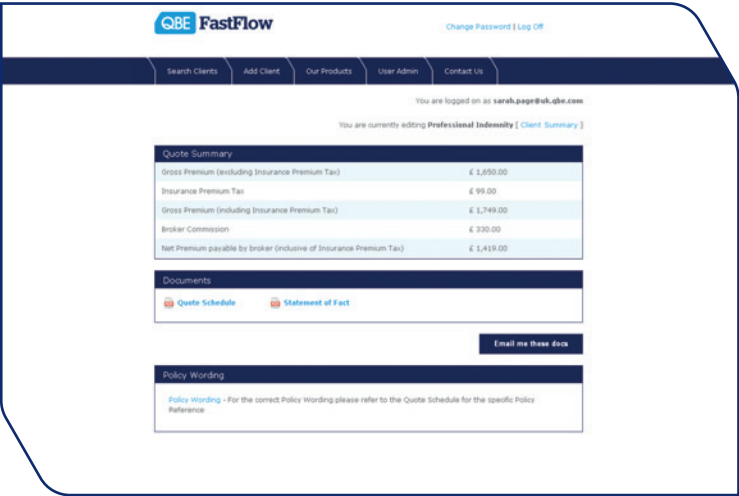
Searching

Please wait while we calculate your quotation.

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This page will appear when the system is reviewing the risk information entered for a quote.

Step 11



Your quote response will be displayed as either:

- Obtained guaranteed quote
- Risk updated quote
- Referral.

For each of these, premium details and cover summary will be displayed. In the case of a decline, a reason will be given.

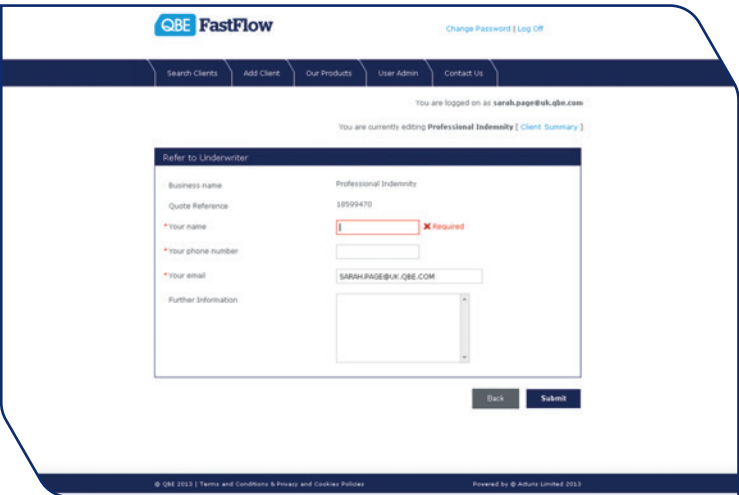
Step 12



Any areas highlighted in red italics have been updated by the underwriters to reflect the cover we have been able to offer. To go on cover, select the 'Buy' option, after confirming the acceptability of any amended terms in red and entering the correct start date.

If you have any questions on the quote, select the 'Refer to Underwriter' button to request a review by a QBE underwriter.

Step 13



You can use the 'refer to underwriter' button at any time to raise a referral. The quote will then be locked in a 'referred to underwriter' state. If you request a referral to underwriter you will be presented with a new page to complete with your contact details and any questions.

Step 14

QBE FastFlow Change Password | Log Off

You are logged on as sarah.pape@uk.qbe.com

You are currently editing **Professional Indemnity** [Client Summary]

Quote Indication Subject to Referral

Gross Premium (including Insurance Premium Tax)	£ 2,375.00
Insurance Premium Tax	£ 140.50
Gross Premium (including Insurance Premium Tax)	£ 2,515.50
Broker Commission	£ 475.00
Net Premium payable by broker (inclusive of Insurance Premium Tax)	£ 2,040.50

This quote needs to be reviewed by an underwriter

Please use the 'Refer to underwriter' option below in order to proceed with this quote

Cover Summary

Professional Indemnity

Professional Indemnity Limit: £1,000,000.00

Excess: £500.00

Legal Expenses

Legal Expenses Limit: £100,000.00

Legal Expenses Excess: Contract disputes where amount in dispute exceeds £5,000 - £500 each & every claim, aspect enquiries and tax intervention enquiries £200 each & every claim

[Amend quote](#) [Save Quote](#) [Refer to Underwriter](#)

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If your questions require that an underwriter reviews the case, you will be provided with a price indication to help you consider whether you still wish us to proceed with the referral. If you would like us to review the case you must select the 'Refer to Underwriter' option on this page.

Step 15

QBE FastFlow Change Password | Log Off

You are logged on as sarah.pape@uk.qbe.com

You are currently editing **Professional Indemnity** [Client Summary]

The policy is now live. Please find below the policy documents for your client.

Policy Summary

Gross Premium (including Insurance Premium Tax)	£1,320.00
Insurance Premium Tax	£99.00
Gross Premium (including Insurance Premium Tax)	£1,749.00
Broker Commission	£300.00
Net Premium payable by broker (inclusive of Insurance Premium Tax)	£1,149.00

Policy Details

Policy Number	QBE00007250P01
Policy Effective Date	06/09/2013
Policy End Date	06/09/2014

Documents

[Policy Schedule](#) [Statement of Fact](#) [Email me these docs](#)

Policy Wording

Policy Wording - For the correct Policy Wording please refer to the Policy Schedule for the specific Policy Reference

[Return to Client summary](#) [Amend Policy](#)

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Once you have pressed 'Buy', the policy will be on cover from the requested start date.

Documents can be downloaded/printed or can be emailed to you.

Step 16

QBE FastFlow Change Password | Log Off

You are logged on as sarah.pape@uk.qbe.com

Client name: Professional Indemnity

[New Quote](#) [Edit Client Details](#)

Please note only policies on products live on the extranet are editable

Live Policies

Product	Policy Number	Status	Premium (incl. VAT)	Valid Until	
Professional Combined	QBE00007250P01	Live	£1,149.00	06/09/2014	View Amend Cancel

Saved Quotes

This client has no quotes in progress.

MTAs in progress

This client has no adjustments in progress.

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Information on live policies, quotes and MTAs are stored for ease of future access.

Step 17

The screenshot shows the 'Renewals Dashboard' interface. At the top, there are navigation tabs: 'Search Clients', 'Add Client', 'Renewals Dashboard' (active), 'Our Products', and 'Contact Us'. Below the tabs, a message states 'You are logged on as amy.goode@uk.qbe.com'. The dashboard includes a search bar with a 'Search' button and filter options for 'Product' (set to 'All') and 'Status' (set to 'Obtained'). A 'Clear All' button is also present. The main content is a table of policies:

Client name	Policy number	Product name	Renewal date	Premium	Status	
qwerty	00002629HFP	Minifleet	31/01/2016	£1765.69	Risk Updated	View/Edit
qwerty	00002630HFP	Minifleet	31/01/2016	£1765.69	Risk Updated	View/Edit
Property Owners	00002849PCF	Property Owners	10/02/2016	£327.25	Risk Updated	View/Edit
PO.DQJRef/W.Ren.Func.281	00002866PCF	Property Owners	21/02/2016	£191.63	Obtained	View/Edit
QBEPIRenewal 02.11-18-56.711	00011349PIC	Professional Combined	06/02/2016	£1336.60	Obtained	View/Edit
QBEPIRenewal 02.12-23-25.553	00011350PIC	Professional Combined	06/02/2016	£1336.60	Obtained	View/Edit

Policies taken out via FastFlow will be displayed 35 days prior to renewal on the Renewals Dashboard, allowing you to review, amend, refer or bind any renewals.

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6332/SMEFASTFLOW/USERGUIDE/MAR2016

