



# User guide

## Partner online form

To meet our obligations all complaints must be recorded by completing the Partner online form.

### Where to find the form

- Our Partners can access the Partner online form via:
  1. the [Complaints and feedback page](#) under service supplier and distributor
  2. on the authenticated Partner & Brokers portal, under [Regulatory updates](#) - Complaints
  3. on the LMI [Complaints and disputes page](#)

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**Tip:** If you have any issues finding the Partner online form, contact your QBE relationship manager.

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### Step 1: What brings you here?

- Use this form to capture customer complaints. You can access the form from a laptop, desktop or tablet. Click on the Get started button to start filling in the form.

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**Note:** By using this form you agree with QBE's terms and privacy statement.

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**QBE**

1 What brings you here? 2 Your details 3 Customer details 4 Tell us more 5 Thank you

**1**

**What do you want to do?**

We want to resolve your complaint as quickly as possible. To assist us in this process we need some details from you.

If you prefer to talk to one of our team members, call our Customer Relations team on 1300 650 503 or get started below.

**Get started**

Contact us: 1300 650 503

## Step 2: Your details

- Start with the reason for contacting us, and select what the complaint relates to, either a claim or a policy
- Enter either the claim or policy number

2

✓

What brings you here?

2

Your details

3

Customer details

4

Tell us more

5

Thank you

Tell us about you

Contact Reason

Are you contacting us about a claim or a policy? \*

☐ Claim

☐ Policy

Please note, this webform is for providers to notify us about a complaint, if you have a complaint yourself please call us.

Next

What is the claim number? \* ⓘ

If you do not have all the information or if you need assistance, please call us on 1300 650 503.

Claim number

123456

×

Please note, this webform is for providers to notify us about a complaint, if you have a complaint yourself please call us.

Next

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## Step 2: Your details cont.

- Tell us who you are and what is your relationship with QBE. Select from the dropdown, then enter your personal details and name of your organisation.
- Enter your contact details and tell us if you are the authorised contact regarding the complaint. If you are not, we will contact the customer or third party. Please note, that not all partners are eligible to be preferred contacts for the customer.
- If you want us to contact you directly, select which method you would prefer.

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### Your details

Who are you? \* ⓘ

Relationship to QBE ▼

Please enter your name \*

First name

Last name

What is the name of your organisation? \*

Organisation name

### Contact details

Please enter your email address \*

Email address

Please enter your phone number \*


Phone number


**I will be the contact for the complaint on behalf of the customer \***


If you select 'Yes' you will be the primary contact for this complaint and responsible for communicating with the customer.

☐ Yes ☐ No

What is your preferred method of contact? \* ⓘ

  
Email

  
Post

  
Phone

Agent  
Authorised Representative  
Broker  
Collection Agent  
Investigator  
Loss Adjuster  
Loss Assessor  
Third Party Administrator  
Underwriting Agency

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### Step 3: Customer Details

- Select if the complaint is being made by an individual or business
- Enter the customer's title, first and last name
- Provide all relevant contact details including name, email, residential address and contact numbers. Select their preferred method of contact, where required.

**Note:** For the customer's birthday date, you can use 01/01/1900 (as dummy content, if they'd prefer not to provide their date).

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### Customer's details

Is the customer an individual or a business? \*

☐ Individual

☐ Business

Customer's title

Title


Please enter the customer's name \*

First name

Last name

Next

### Contact Details

What is the customer's email address? 

Email address

What is the customer's residential address? \*

Residential Address

Can't find the address? [Enter it manually](#)

Is the customer's postal address the same as their residential address? \*

☐ Yes

☐ No

This section will have slightly different fields according to whether it's an individual or business making the complaint

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### Step 3: Customer details cont.

- To support our vulnerable customers, we must capture the type of vulnerability
- If you select Language barriers, ask the customer if they need a translator and select a language from the drop-down list.  
If the language doesn't appear, select other and write it in the text box.
- Provide any other information about the customer to assist us in resolving the complaint e.g. if they are a shift-worker and prefer to be contacted at certain times

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### Other Details

Is the customer experiencing vulnerability? \* ⓘ

☒ Yes

☐ No

Please provide any other information that is important for us to know about the customer.

Please type here

0/4000

Aboriginal or Torres Strait Islander status

Age

Cultural background

Disability

Family violence

Financial distress

Language barriers

Mental health conditions

Physical health conditions

Remote location

## Step 4: Tell us more about the complaint

- Fill in the required details regarding the complaint, including the date it was first raised with you, the product it relates to and a brief description
- Select the category that the complaint relates to and choose the category that best relates to the complaint (you can choose up to 2)
- Record if this a sensitive complaint. Select 'yes' if the customer is a QBE employee, public figure, high profile figure, or the information must be kept private for security reasons.
- Include if you have been able to resolve the complaint. If yes, specify the date it was resolved, explain the outcome of the complaint, and if relevant, document the dispute amount and how much was paid to resolve the complaint.
- If no, describe the customer's desired outcome, and if relevant, the amount in dispute.

**Tip:** To save the details in each section of the form you must hit the Continue button. Details will not save if you hit Next. You can use the arrow on the top right-hand corner to go back and change any details as you complete the form.

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Tell us more

Complaint information

When was the complaint raised with you? \*

dd/mm/yyyy

Which product does the complaint relate to? \*

Product

Please provide a description of the complaint \*

Please type here

0/4000

Which of the below does the complaint relate to? \* ⓘ

☐ Sales

☐ Claims

☐ Financial hardship application

Is this a sensitive complaint? \* ⓘ

☐ Yes

☐ No

Have you resolved this complaint with the customer? \*

☐ Yes

☐ No

If applicable, what is the amount in dispute?

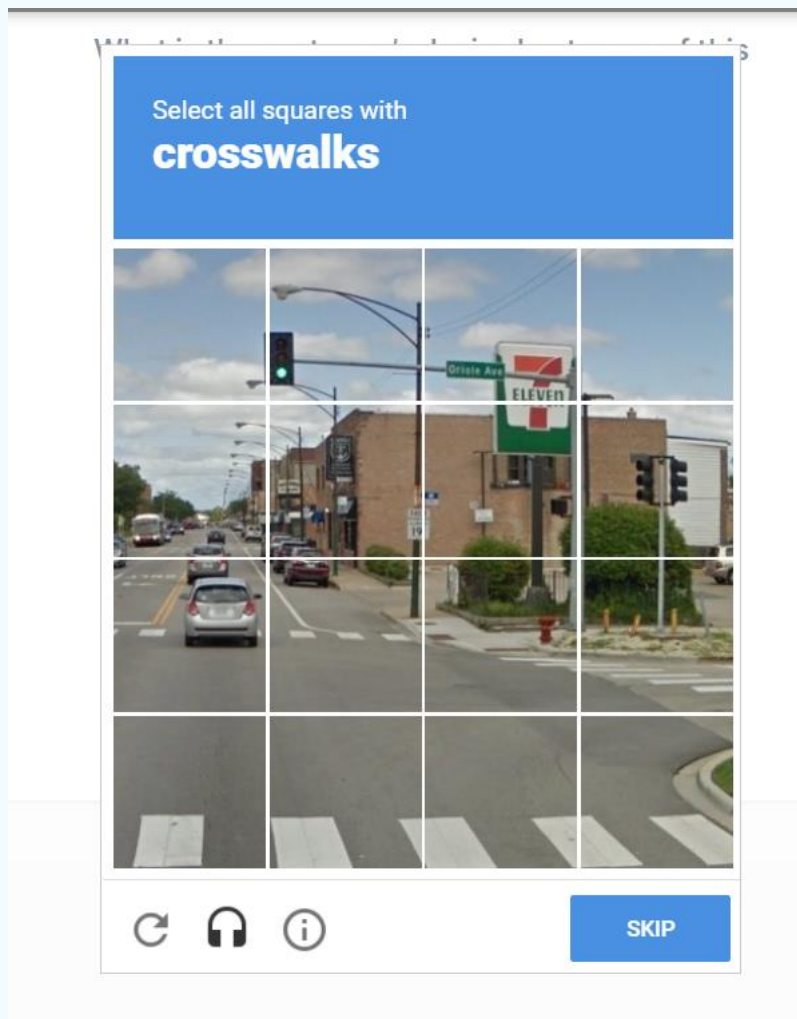
Amount in dispute

Submit

## Verify your Identity

- The last requirement is to verify your identity for security purposes.
- We need to verify that you are not a robot, so you may be required to complete a Captcha prior to submission completion.

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## Step 5. Thank you and attachments

- Thank you for submitting the webform, the identified contact on this complaint will receive an Acknowledgement email
- If the complaint changes you can either contact your relationship manager or the Customer Relations team on 1300 650 503 or email [complaints@qbe.com](mailto:complaints@qbe.com)
- Please send through the attachments regarding this complaint to [complaints@qbe.com](mailto:complaints@qbe.com), quoting the policy or claim number.

The screenshot displays the final step of a five-step webform process. At the top, a black progress bar contains five green checkmarks in circles, each above a step label: 'What brings you here?', 'Your details', 'Customer details', 'Tell us more', and 'Thank you'. The 'Thank you' step is highlighted with a red rectangular border and a green circle containing the number '5'. Below the progress bar, on the left, is a circular icon with the number '8'. The main content area features a large blue header with a white checkmark icon and the text 'Thank You'. Below this, a white box contains the text: 'Thanks for contacting QBE. We'll review the information you have provided and get back to you as soon as we can.'