

CHUBB®

Producer Hub User Manual

Producer Hub
網上投保系統使用說明書

Version: 10/2022

Chubb Life Agent Ver.

What is Producer Hub?

- Producer Hub is **a one-stop landing portal** for our producers to sell insurance products. Producer Hub is a producer portal offering capabilities expected by our producers to serve the customer.
- It has capabilities -
 1. Buy policy online
 2. Offers producers the capability to download product catalogues – policy wording, claim form.
 3. Offers producer the capability to retrieve quote in case they created a draft quotation and want to submit it later.
 4. Offers producer the capability to edit their phone number.
 5. Offers producer the capability to search policy.

Producer Hub是甚麼？

- Producer Hub 是一個一站式登陸平台，供我們的保險代理銷售保險產品。為保險代理提供服務客戶所需的各項功能。
- Producer Hub所具備的功能 –
 1. 網上購買保單
 2. 下載產品目錄 – 保單條款、索償表格。
 3. 檢索報價功能，以便創建初步報價後可稍後提交。
 4. 電話號碼編輯功能。
 5. 搜尋保單的功能。

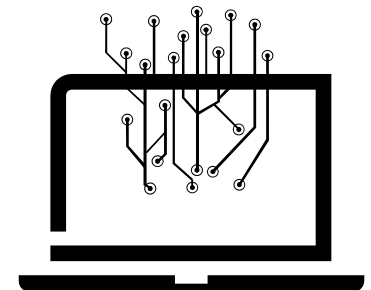


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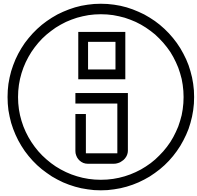
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As a Producer What You Need to Know

用戶需知

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What you need to know

用戶需知

- Producer Hub Link:
<https://hub.apac.chubb.com/>

- Supported Devices
 - Desktop Computer
 - Laptop Computer
 - Android or iOS Tablet
 - Android or iOS Phone

- Supported Browser
 - Google Chrome

- Producer Hub 連結:
<https://hub.apac.chubb.com/>

- 支援裝置
 - 桌上型電腦
 - 筆記型電腦
 - Android or iOS 平板電腦
 - Android or iOS 手機

- 支援瀏覽器
 - Google Chrome

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First Time Logging In

首次登入

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First time Login

首次登入

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Dear User,

Congratulations! Your Producer Hub account has been successfully created.

1)

Your login ID is your email address. For first-time login, please click [here](#) to set your password.

Should you have any trouble logging in, please contact us at cs.hk@chubb.com.

Chubb Insurance (Hong Kong) Limited

****This is a system generated email, please do not reply. ****

親愛的用戶，

恭喜您，您的 **Producer Hub** 帳戶已成功設立。

1)

閣下的用戶名稱為您的電郵地址。首次登錄，請[按此](#)以設定您的密碼。

如您對登入系統有任何疑問，請電郵致 cs.hk@chubb.com 與我們聯絡。

安達保險(香港)有限公司

**** 此電郵由系統自動寄出，請勿回覆 ****

When your account is successfully established, you will receive a confirmation email automatically sent by the system

1) Please click “Here” to proceed

- If you are unable to locate the email, please check your Junk Mailbox.
- If you are still unable to locate the email, please feel free to contact us at cs.hk@chubb.com.

當您的帳戶成功建立後，您將收到系統自動發送的確認郵件

1) 請按”按此” 前往登記版面

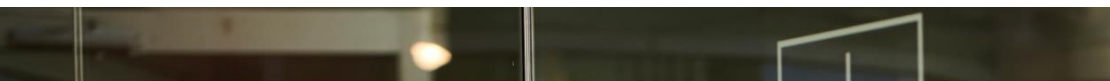
- 如果您無法找到該電子郵件，請檢查您的垃圾郵箱
- 如果您仍然無法找到該電子郵件，請隨時通過電郵cs.hk@chubb.com與我們聯繫

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Set your Password

首次設定密碼



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Reset your
password?

1)

Password Strength: ■■■■■

- 8-16 characters
- Containing at least 1 lowercase character (a-z), 1 uppercase character (A-Z), 1 digit (0-9) and 1 non-alphabetic characters (such as !, \$, #, %)
- No password used within the last 12 times

2)

3)

Enter your

- 1) Password and
- 2) Confirm new password
- 3) Click on "Submit" to proceed

- The password must be in 8-16 characters, including four of the following:
 - a) Lowercase
 - b) Uppercase
 - c) Numbers
 - d) Non-alphabetic characters (e.g. !, \$, %, #)

請輸入您的

- 1) 密碼
- 2) 再次確認密碼
- 3) 請按 "Submit" 繼續

- 密碼必須為 8-16 個字符，包括以下 4 個字符：
 - a) 英文小寫
 - b) 英文大寫
 - c) 數字
 - d) 特殊符號(例如: !, \$, %, #)

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Producer Hub Login page

Producer Hub 登入版面

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[Chubb Employee Login](#) [Help](#) [Contact us](#)

Welcome to
Producer Hub

1) Email address

2) Password

☐ Remember Me

3) Login

[Forgot your Password?](#)

Registered agent/broker? [Request access](#) from our IDP team

Chubb. Insured.™

- Please enter your
 - 1) Registered Email
 - 2) Password
 - 3) Click on the “Login” Button to login Producer Hub

- 請輸入閣下的
 - 1) 登記電郵
 - 2) 密碼
 - 3) 按 “Login” 以登入系統

Producer Hub – Security Check

Producer Hub – 安全驗證

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Verify your Identity

1) 2)

Quick security check

To verify your identity, we need to send an authorization code

☒ Receive a text +65 ****1234

☐ Receive an email

[Cancel](#) **Next**

Having Issues?
[Contact us](#) or [View Help \(Login FAQ\)](#)

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- Once you are authorized as a existing Producer Hub user, you will be directed to verify your identity by security code via
 - 1) Your Registered Mobile Number
 - 2) Your Registered Email Address
- Select either 1) or 2), then click on “Next” button
- 當您獲授權成為有效Producer Hub用戶後，將進入身份驗證介面，我們會透過
 - 1) 您的註冊手機號碼或
 - 2) 註冊電郵地址向您發送驗證碼。
- 請您選擇1) 或 2)，然後請按 “Next”

Security Check – Mobile OTP 手機短信(SMS)接收一次性密碼

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Verify your Identity

Type in your code

We have sent a security code to +65 ****1234.

1)

2)

Didn't receive the code?
[Send again](#) or [use a different method](#)

Having Issues?
[Contact us](#) or [View Help \(Login FAQ\)](#)

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- If you selected to receive the security code via text, we will send your 6-digit security code to your registered mobile number.

- 1) Please enter the 6-digit security code
- 2) Then click on “Submit” to proceed

- 如您選擇使用手機號碼通過安全驗證，我們會以手機短信發送6位數字驗證碼

- 1) 請輸入6位數字驗證碼
- 2) 然後按“Submit”

Security Check – Email OTP

電郵地址一次性密碼

The screenshot shows the Chubb Identity verification interface. On the left, the Chubb logo is at the top, followed by the text "Verify your Identity" in a large, purple font. The main content area is a light gray box. At the top of this box, it says "Type in your code". Below that, it states "We have sent a security code to a*****z@gmail.com". To the right of this text is a "2)" label. Below the text is a form field labeled "Security code:" containing the text "123456". To the right of the form field is a purple "Submit" button. To the left of the form field is a "1)" label. Below the form field, there is a link "Didn't receive the code?" followed by "Send again" and "or use a different method". At the bottom of the form box, there is a link "Having Issues?" followed by "Contact us" and "or View Help (Login FAQ)". The footer of the page is dark gray and contains the text "Chubb. Insured." and "©2021 Chubb Terms of Use Privacy Statement".

- If you selected to receive the security code via email, we will send your 6-digit security code to your registered email address.

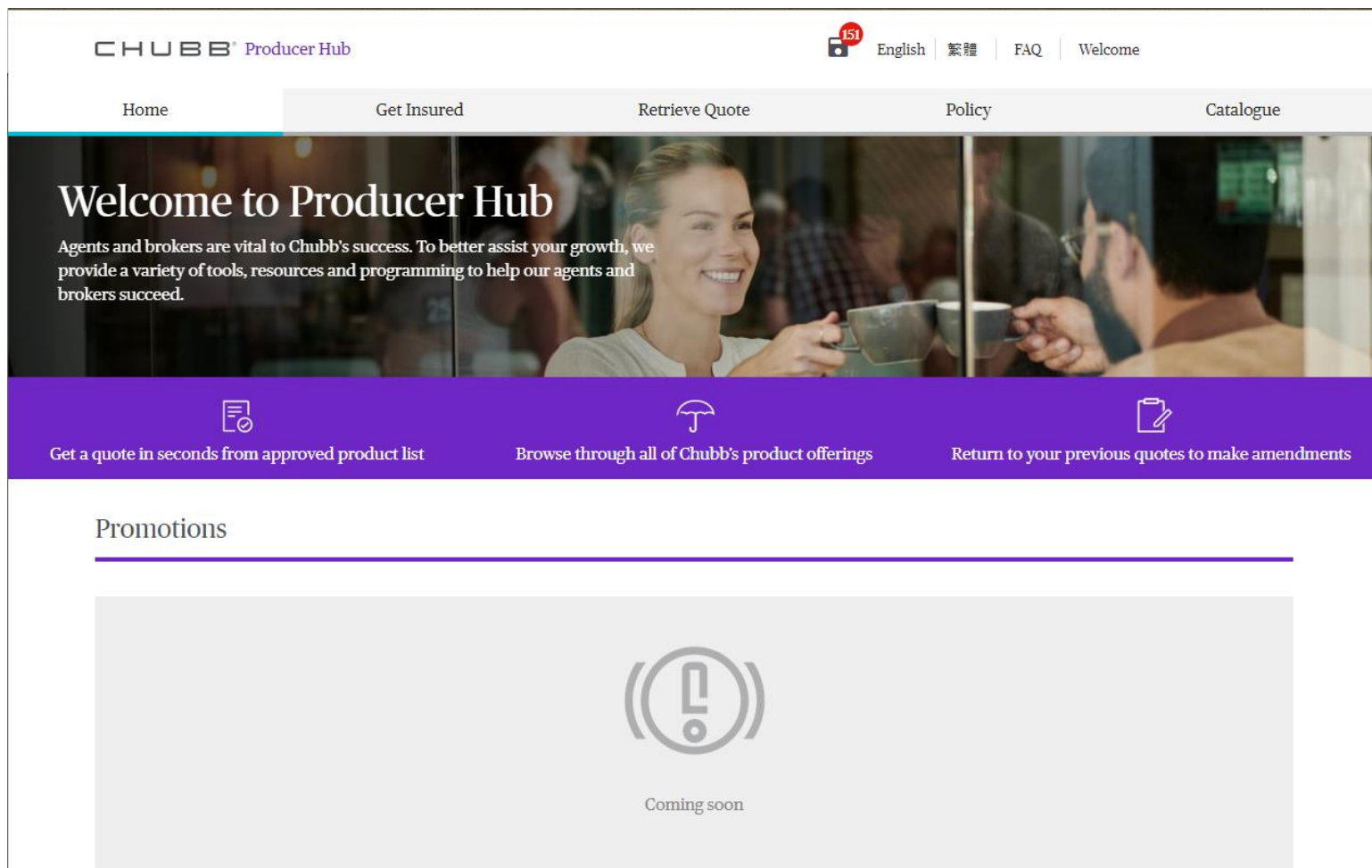
- 1) Please enter the 6-digit security code
- 2) Then click on “Submit” to proceed

- 如您選擇使用電郵地址通過安全驗證，我們會以電郵發送6位數字驗證碼

- 1) 請輸入6位數字驗證碼
- 2) 然後按“Submit”

Producer Hub After Successful Login

Producer Hub 成功登入後版面

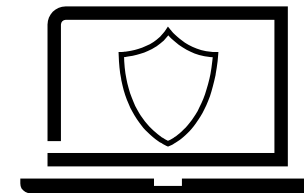


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Subsequent Log In

一般登入

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General Log In

一般登入

1) Email address

2) Password

3) Login

4) Quick security check

5) Next

6) Security code

7) Submit

Forgot your Password?
Registered agent/broker?

To verify your identity, we need to send an authorization code

☒ Receive a text +65 ****1234
☐ Receive an email

Cancel

Type in your code

We have sent a security code to +65 ****1234.

Didn't receive the code?
[Send again](#) or [use a different method](#)

Having Issues?
[Contact us](#) or [View Help \(Login FAQ\)](#)

- 1) Please enter your registered email address
- 2) Password
- 3) Click on “Login” to proceed
- 4) Please select the option to receive the security code
- 5) Click on “next” to proceed
- 6) Enter your 6-digit security
- 7) Click on “Submit” to log into Producer Hub

- 1) 輸入登記電郵
- 2) 密碼
- 3) 按“Login”以登入系統
- 4) 請您選擇接受驗證碼的方式
- 5) 然後請按“Next”
- 6) 請輸入6位數字驗證碼
- 7) 然後按“Submit”登入 Producer Hub

Forgot your Password

忘記密碼

If you have forgotten your password

- 1) Click on “Forgot your Password” to begin the process of resetting your password

如忘記密碼

- 1) 請按“Forgot your Password”

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[Chubb Employee Login](#) [Help](#) [Contact us](#)

Welcome to
Producer Hub

Login

Email address

Password

☐ Remember Me

1) [Forgot your Password?](#)

Registered agent/broker? [Request access](#) from our IDP team

Chubb. Insured.™

Reset your Password

重設密碼

- 1) Please enter your registered email address
- 2) Click on “Next” to proceed

CHUBB®

Forgot your
password?

1)

Reset your password

Enter the email address you use for Chubb, and we'll help you reset your password.

Email address

[Back to login page](#)

2)

Next

- 1) 請輸入您的登記電郵地址
- 2) 請按“Next”

CHUBB®

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返回目錄

Reset your Password - OTP

重設密碼 – 安全驗證

- 1) Please select either to receive a text or receive an email to receive your 6-digit security code
- 2) Click on “Next” to proceed

CHUBB®

Forgot your
password?

1)

Quick security check

To verify your identity, we need to send an authorization code

☒ Receive a text +65 *****1234

☐ Receive an email

[Cancel](#)

2) [Next](#)

Having Issues?
[Contact us](#) or [View Help \(Login FAQ\)](#)

- 1) 請選擇手機短信或您的登記電郵地址接收6位數的驗證碼
- 2) 然後請按“Next”

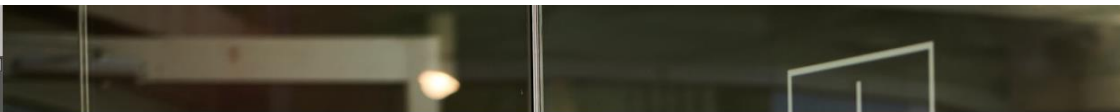
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Reset your Password - OTP

重設密碼 – 安全驗證

- 1) Please enter your 6-digit security code
- 2) Click on “Submit” to proceed



CHUBB®

Forgot your
password?

1)

Type in your code

We have sent a security code to +65 ****1234.

Security code

Submit

Didn't receive the code?
[Send again](#) or [use a different method](#)

2)

- 1) 請輸入6位數的驗證碼
- 2) 然後請按“Submit”

Having Issues?
[Contact us](#) or [View Help \(Login FAQ\)](#)

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Reset your Password

重設密碼

CHUBB®

Forgot your
password?

1)

Reset your password

Enter new password
••••••••

Password Strength: ■■■■■■■■


- 8-16 characters
- Containing at least 1 lowercase character (a-z), 1 uppercase character (A-Z), 1 digit (0-9) and 1 non-alphabetic characters (such as !, \$, %, #)
- No password used within the last 12 times

Confirm new password
••••••••

3) [Submit](#)

2)

4)


You have successfully
reset your password

Please use your new password to log in to the Producer Hub.

[Back to login page](#)

- Enter your
 - 1) Password and
 - 2) Confirm new password
 - 3) Click on" Submit" to proceed
 - 4) Click on" Back to login page" to return to login page
- The password must be in 8-16 characters, including four of the following:
 - a) Lowercase
 - b) Uppercase
 - c) Numbers
 - d) Non-alphabetic characters (e.g. !, \$, %, #)
- No password used within the last 12 times

- 請輸入您的
 - 1) 密碼
 - 2) 再次確認密碼
 - 3) 請按" Submit" 繼續
 - 4) 請按" Back to login page" 返回登入版面
- 密碼必須為8-16個字符，包括以下 4個字符:
 - a) 英文小寫
 - b) 英文大寫
 - c) 數字
 - d) 特殊符號(例如: !, \$, %, #)
- 不可以使用過去12次的密碼

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[返回目錄](#)

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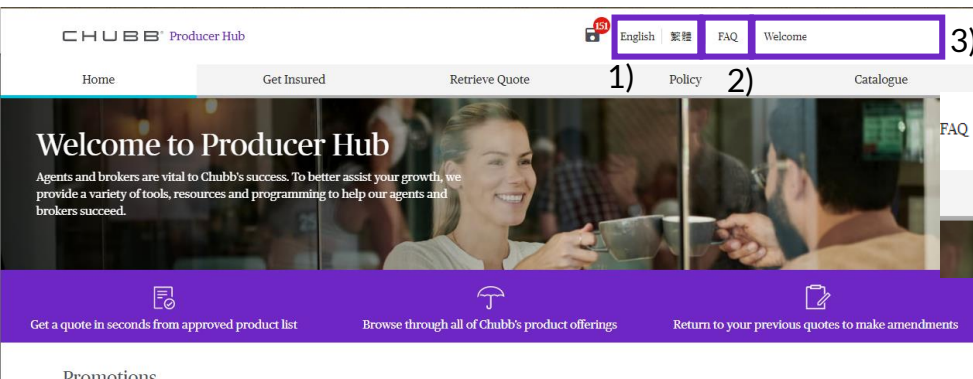
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After Successful Login

成功登入後

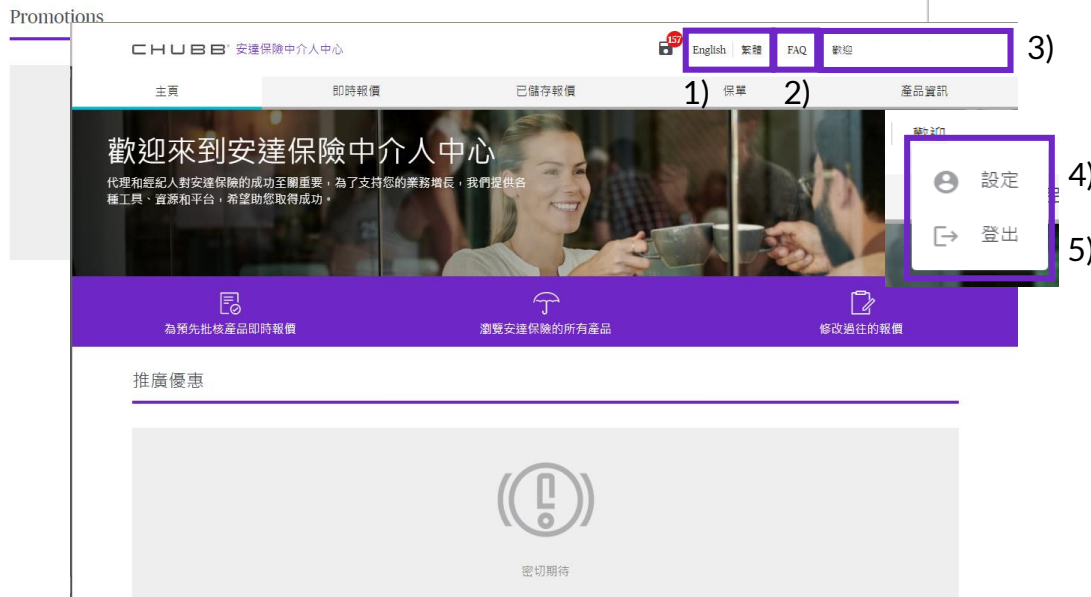
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Producer Hub Login Page



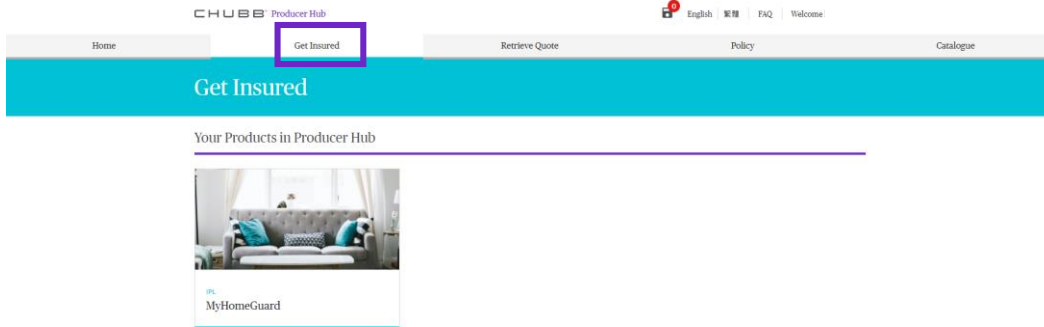
Producer Hub 登入版面

- 1) Language Selection – users can choose between English and Chinese
- 2) FAQ – a list of answers to Frequently Asked Questions
- 3) To expand options to go to 4) Settings or 5) Log Out



- 1) 語言選擇 – 用戶可選擇英文或繁體中文
- 2) FAQ - 常見問題
- 3) 可展開前往4)設定或5)登出

“Get Insured” Page



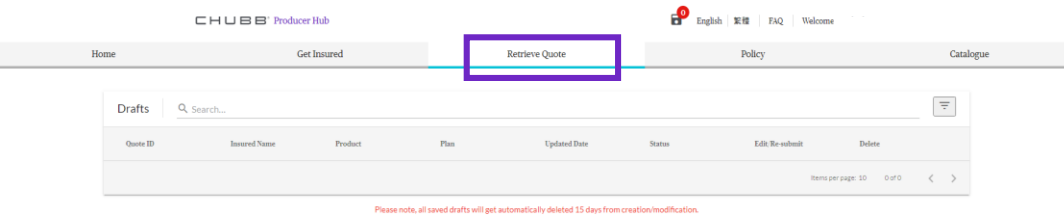
“即時報價” 版面

- Provides user with a list of all online products available, by clicking on the product name, users will proceed in getting a quote for that product



- 提供用戶所有可在線投保產品，用戶只需選擇產品即可進入投保版面

“Retrieve Quote” page



“已儲存報價” 版面

- Users can retrieve all saved quotes from the past 15 days. Anything over 15 days from creation or last modification will be deleted



- 用戶可以搜索過去 15 天內所有已保存的報價, 自創建或上次修改後超過 15 天的報價都將被刪除

“Policy” page

CHUBB Producer Hub

English | 繁體 | FAQ | Welcome

Home Get Insured Retrieve Quote **Policy** Catalogue

Filters

Search by Policy Details
Policy Status: Active
Renewal Month (MM/YYYY): []

Search by Insured Details
Name of Policy Holder / Organization / Joint Holder: []
HKID / Organization BIR No. / first 4 alphanumeric characters: []

Search by Policy Commencement Date (Max. range of search: 6 months)
From: [] To: []

Search by Policy Enrollment Date (Max. range of search: 6 months)
From: [] To: []

Apply action to selection

- 1) Generate Schedule
- 2) Generate Renewal Notice
- 3) Generate Debit Note
- 4) Generate Receipt
- 5) Endorsement Request

Apply

Policy Details

Policy Number	Status	Building Type	Policy Commencement Date (DD/MM/YYYY)	Policy Enrollment Date (DD/MM/YYYY)	Product Name	Plan	Annual Premium in HKD (incl. levy)	Renewal Month (MM/YYYY)
[Table content]								

Showing per page: 50

- Users can search for policies created by them within Producer Hub. After selecting the policy, user can;

- 1) Generate Schedule
- 2) Generate Renewal Notice
- 3) Generate Debit Note
- 4) Generate Receipt (Chubb Life Agents only)
- 5) Endorsement Request

CHUBB 安達保險中心

English | 繁體 | FAQ | 歡迎

主頁 即時報價 已發待報價 **保單** 產品資訊

搜尋選擇

以保單資料搜尋
保單狀態: 生效
續保月份 (月/年): []

以保單持有人資料搜尋
保單持有人 / 公司 / 共同持有者: []
香港身份證 / 公司編號 (請4位英文字母及數字): []
以保單生效日期搜尋 (最長搜尋期間為6個月): []
以保單投保日期搜尋 (最長搜尋期間為6個月): []

功能選項

- 1) 匯出承保表
- 2) 匯出續保通知
- 3) 匯出繳款通知
- 4) 匯出收據
- 5) 提出保單修改

使用

保單詳情

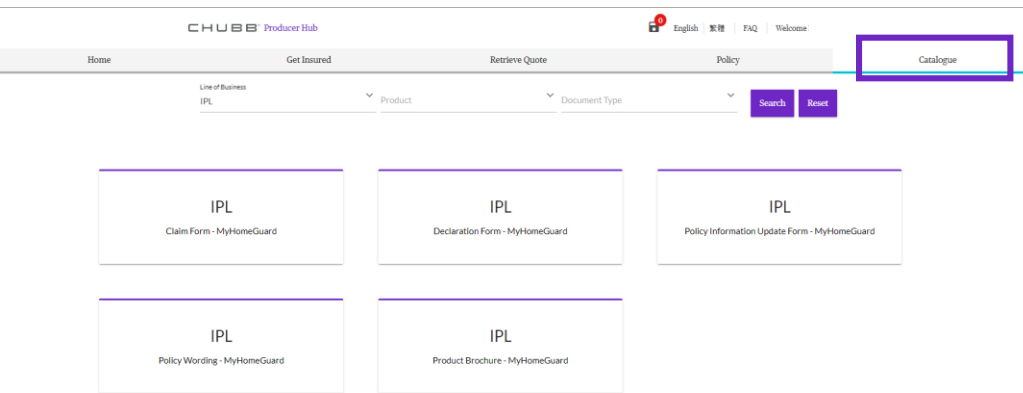
保單號碼	狀態	續保月份	保單生效日期 (月/年)	續保日期 (月/年)	產品名稱	計劃	全年保費 (連稅) / 不扣保費
[Table content]							

每頁顯示 50 條

- 用戶可以搜索所有經Producer Hub發出的保單。在選擇保單後，用戶可以

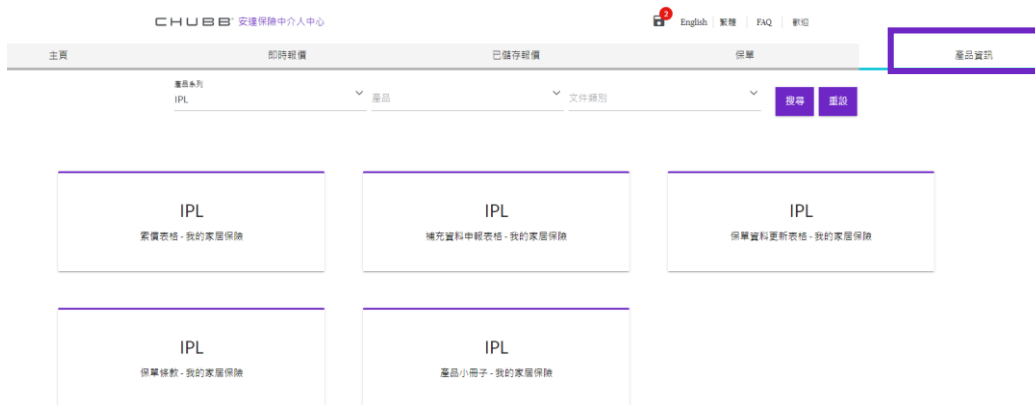
- 1) 匯出匯出承保表
- 2) 匯出續保通知
- 3) 匯出繳款通知
- 4) 匯出收據 - 只限安達人壽個人代理
- 5) 提出保單修改

“Catalogue” page



“產品資訊” 版面

- Users can search for documents relating to products within Producer Hub



- 用戶可以搜索所有在Producer Hub上的產品的相關文件

“Settings” page

“設定” 版面

The screenshot shows the 'Settings' page of the CHUBB Producer Hub. The header includes the CHUBB logo, 'Producer Hub', and navigation links for English, 繁體, FAQ, and Welcome. A secondary navigation bar contains links for Home, Get Insured, Retrieve Quote, Policy, and Catalogue. The main content area is titled 'Personal Info' and includes fields for Name, Email Address, Seller ID, Producer ID, Contact Number (with a '+852' prefix and an 'Edit' button), and Product URL. A dropdown menu for 'Please Select' is set to 'MyHomeGuard'. A 'Copy' button is located next to the Product URL field.

- Users can change their mobile number, password or contact support if there are any other problems.
- User's indirect link can also be found here

The screenshot shows the 'Settings' page of the CHUBB 安達保險中介人中心. The header includes the CHUBB logo, '安達保險中介人中心', and navigation links for English, 繁體, FAQ, and 歡迎. A secondary navigation bar contains links for 首頁, 即時報價, 已儲存報價, 保單, and 產品資訊. The main content area is titled '用戶資料' and includes fields for 姓名, 電郵地址, 銷售員編號, 從業員編號, 聯絡電話 (with a '+852' prefix and a '修改' button), and 從業員個人頁面連結. A dropdown menu for '請選擇' is set to '我的家庭保險'. A '複製' button is located next to the 從業員個人頁面連結 field.

- 用戶可以更改他們的手機號碼、密碼或聯繫客服支援。
- 從業員個人頁面連結亦可在此複製給客人

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Policy Search & Generate Documents

搜尋保單及匯出文件

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Policy Search

搜尋保單

CHUBB® Producer Hub

English | 繁體 | FAQ | Welcome

Home Get Insured Retrieve Quote **Policy** Catalogue

Filters

1) Search by Policy Details

Policy Status: Active

Renewal Month (MM/YYYY):

Policy Number:

Search by Policy Commencement Date (Max. range of search: 6 months)

From: To:

Search by Insured Details

Name of Policy Holder / Organization / Joint Holder:

HKID / Organization BR No. (first 4 alphanumeric characters):

Search by Policy Enrollment Date (Max. range of search: 6 months)

From: To:

2) Search Clear

3) Apply action to select... Apply

4) Export to Excel

1) Users can search for policies created by them within Producer Hub. Search criteria includes;

- Policy Status
- Renewal Month
- Policy Number
- Policy Commencement Date (Max range of 6 Months)
- Name of Policy Holder
- HKID / BR No.
- Policy Enrollment Date (Max range of 6 Months)

2) Then click on “Search” to generate results or click “Clear” to clear all search criteria

3) Users can generate documents by expanding options (please see the next slide for more details) or

4) Export results to Microsoft Excel

CHUBB® 安達保險中心

English | 繁體 | FAQ | 歡迎

主頁 即時報價 已儲存報價 **保單** 產品資訊

1) 搜尋保單

以保單資料搜尋

保單狀態: 生效

續保月份 (月/年):

保單號碼:

以保單生效日期搜尋 (最長搜尋期間為6個月)

From: To:

以保單持有人資料搜尋

保單持有人 / 公司 / 共同持有名稱:

香港身份證 / 公司編號 (首4個位包括英文字母及數字):

以保單投保日期搜尋 (最長搜尋期間為6個月)

From: To:

2) 搜尋 重設

3) 功能選項 使用

4) 匯出檔案

1) 用戶可以搜索所有經Producer Hub發出的保單，搜尋條件包括；

- 保單狀態
- 續保月份
- 保單號碼
- 保單生效日期（最長搜尋期間為6個月）
- 保單持有人名稱
- 香港身份證/公司編號
- 保單投保日期（最長搜尋期間為6個月）

2) 然後請按”搜尋”搜尋結果或按”重設”清除所有搜尋條件

3) 用戶可以匯出文件（請參閱下一頁了解更多）或

4) 按”匯出檔案”匯出搜尋結果

Generate Documents

匯出文件

2) 3)

Apply action to select... Apply Export to Excel

Policy Details						
Policy Number	Status	Building Type	Policy Commencement Date (DD/MM/YYYY)	Policy Enrollment Date (DD/MM/YYYY)	Product Name	Plan
1) CBBHK	Active	High Rise	30/09/2022	28/09		

Apply action to selection

- a) Generate Schedule
- b) Generate Renewal Notice
- c) Generate Debit Note
- d) Generate Receipt
- e) Endorsement Request

- 1) Please select a policy
- 2) Then click on “Apply action to select” to expand for options:
 - a) Generate Schedule
 - b) Generate Renewal Notice
 - c) Generate Debit Note
 - d) Generate Receipt (Chubb Life Agents only)
 - e) Endorsement Request (for more details please go to Section - Customer Support)
- 3) Then click” Apply” to generate document

2) 3)

功能選項 使用 匯出檔案

保單資料			
保單號碼	狀態	建築物類別	保單生效日期 (日/月/年)
1) CBBHK	生效	高樓	30/09/2022

功能選項

- a) 匯出承保表
- b) 匯出續保通知
- c) 匯出繳款通知
- d) 匯出收據
- e) 提出保單修改

- 1) 請選擇保單
- 2) 然後按” 功能選項” 來顯示下列選項;
 - a) 匯出匯出承保表
 - b) 匯出續保通知
 - c) 匯出繳款通知
 - d) 匯出收據 - 只限安達人壽個人代理
 - e) 提出保單修改 (請參閱章節- 客服支援了解更多)
- 3) 然後請按” 使用” 匯出文件

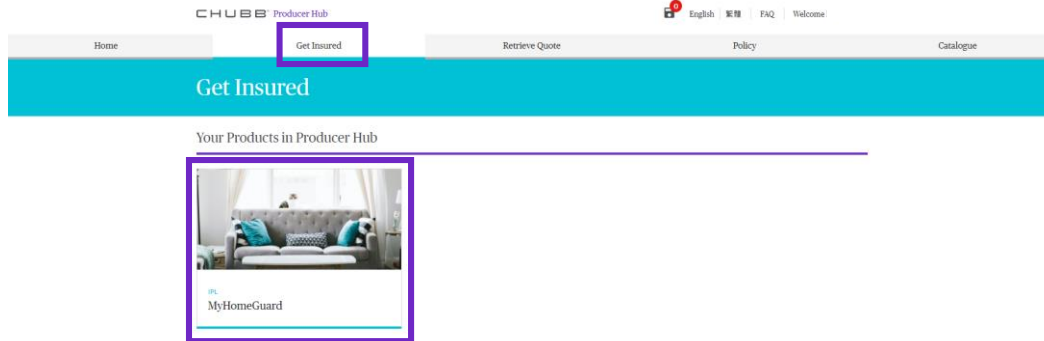
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Get Insured – MyHomeGuard

如何投保 – 我的家居保險

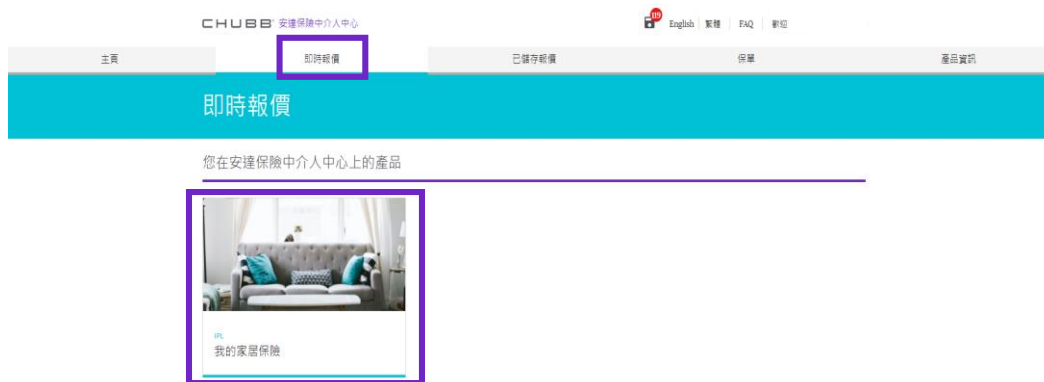
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Get quote for MHG



投保我的家居保險

- Click on Get Insured and choose the MyHomeGuard product to proceed in getting a quote
- All MyHomeGuard policies must be issued through Producer Hub
- 如想投保”我的家居保險”，請按”即時報價”並選擇”我的家居保險”
- 我的家居保險只可以在Producer Hub出單



Get Insured for MHG

< Get Insured

MyHomeGuard

1) Type of Building *

2) Policy Commencement Date (DD/MM/YY)

I/We have never had any of my/our Home or Personal Property Insurance policy cancelled, declined, refused to renew or had special terms and conditions imposed in past:

If the answer is **NO** to above declaration, much appreciate you could email relevant detail to agenthome.hk@chubb.com to let us assist further.

3) Yes No

4) Get Quote

Coverage Highlights

Product Documents

< 即時報價

我的家居保險

1) 建築物類別 *

2) 保單生效日期 (日/月/年) *

本人(特)過去從未因任何家庭或私人財產保險遭保險公司取消保單、拒絕受理、拒絕續保或要求接受特別條款以獲享保單。

如果上述聲明的答案是「否」，請電郵有關詳情至 agenthome.hk@chubb.com 讓我們能為你提供進一步協助。

3) 是 否

4) 即時報價

產品相關文件

保單條款 >

產品小冊子 >

即時報價我的家居保險

- To proceed in getting a quote, please choose:
 - 1) Type of Building
 - 2) Policy Commencement Date (cannot back date)
 - 3) Declaration
 - 4) Then click “Get Quote”
- If you answer **No** to the declaration, please email agenthome.hk@chubb.com for further assistance

- 要繼續獲取報價，請選擇

- 1) 建築物類別
- 2) 保單生效日期（不能回溯日期）
- 3) 聲明
- 4) 然後請按即時報價

- 如聲明回答為否，請發送電郵至 agenthome.hk@chubb.com 以獲得進一步協助

Quote & Purchase

[Get Insured](#) < [MyHomeGuard](#)

Quote & Purchase

1 Get Quote 2 Insured Details 3 Review

Plan Details

MyHomeGuard (High Rise)

1) ☒ Plan A ☐ Plan B ☐ Plan C ☐ DIY Plan

Annual Premium (HKD)	\$718	\$1,058	\$1,738	\$1,058.4
Maximum benefits per policy year (HKD)				
Section 1 Home Contents	300,000	500,000	1,000,000	500,000
Section 2 Personal Liability	5,000,000	10,000,000	10,000,000	10,000,000
Section 3 Additional Accommodation Expenses	20,000	20,000	20,000	20,000
Section 4 Personal Guard				
Personal Accident	300,000	300,000	300,000	300,000
Injury Due to Theft	2,500	5,000	7,500	5,000
ATM Assault	2,500	5,000	7,500	5,000
ID Fraud & Card Fraud	2,500	5,000	7,500	5,000
Personal Effects	2,500	5,000	7,500	5,000
Section 5 Building Cover (The amount entered will roundup to 10,000)	Sum Insured * \$ 0			
Optional - Additional Valuables (Maximum sum insured per item HK\$50,000)	No of Items * 0			
No of Items (Please submit the declaration form within 30 days)	Total Sum Insured * \$ 0			
Total Sum Insured of Additional Valuables (The amount entered will roundup to 1,000)				
24 Hour Home Assistance Services	Applicable	Applicable	Applicable	Applicable

Promo Code

Total Payable Amount (Yearly) **\$718.72** (including \$0.72 levy*)

* Levy collected by the Insurance Authority will be imposed on relevant policy at the applicable rate. The payment received for such levy will be remitted to the Insurance Authority under the prescribed arrangement. For further information, please visit [www.ia.org.hk/en/levy](#)

[Back](#)

3)

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匯出保費報價單

下一步

報價及投保

- 1) Please choose a plan
 - DIY Plan where coverage amount is customizable.
- 2) Optional Items: Building Cover, Additional Items
 - Maximum sum insured for each additional valuable item is HK\$50,000, total sum insured cap at HK\$500,000
 - List of additional valuable items must be declared within 30 days of transaction date
- 3) Users can generate quotation for clients if needed, if not please click “Next”

- 1) 請選擇計畫
 - 自選計劃 DIY Plan：按個人需要調整保額
- 2) 如需投保自選保障 – 第五部份建築物保障, 額外貴重物品
 - 每件/套額外貴重物品之最高投保額為HK\$50,000, 最高總投保為HK\$500,000
 - 必須於投保後30天內填妥並交回申報表予安達保險, 否則此額外貴重物品保障不會生效
- 3) 如有需要用戶可以匯出保費報價單, 否則請按”下一步”

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Insured Details

< Get Insured < MyHomeGuard
Quote & Purchase

1 Get Quote 2 Insured Details 3 Review 4 Payment

All fields with * are mandatory. Please complete in English.

Handler Name *
Natalie Wu Broker

Handler Email *
Natalie.Wu2@acegroup.com

Policyholder Details

Policyholder Type * ☒ Individual ☐ Organization ☐ Joint Ownership ⓘ

Type of Use * ☐ Self Occupy ☐ Renting Out ☐ Tenant

Given Name *

Surname *

HKID *

Date of Birth (DD/MM/YYYY) *

Gender

+852 Mobile *

Email Address *

Insured Premises Details

Building Age * ☐ Below 40 yrs ☐ 40 yrs or above [This information is for reference only]

Flat, Floor, Block & Name of Building *

Name of Estate & Number and Name of Street *

District *

Correspondence Address

Same as above address

Yes

No

< Back

2)

Save and Next

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投保資料

- 1) Please input the insured information to proceed
 - Please note if the policy holder is an organization renting out the property, the user will not need to fill in the premises occupier details
- 2) Please click “Save and Next” to proceed

1) 請輸入受保人的資料

- 如果保單持有人是出租物業的公司，用戶則無需填寫住戶資料

2) 請按”儲存及下一步”

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Review

Quote & Purchase

Get Insured < MyHomeGuard

Get Quote

Insured Details

Review


Payment

Policy Commencement Date (DD/MM/YYYY)*
26/09/2022

Review

Plan Details

Modify

Product	Selected Plan	Payment Mode	Total Payable Amount
	Plan A	Yearly	\$718.72
Premium (HKD)			\$718
Levy* (HKD)			\$0.72
* Levy collected by the Insurance Authority will be imposed on relevant policy at the applicable rate. The payment received for such levy will be remitted to the Insurance Authority under the prescribed arrangement. For further information, please visit https://www.ia.org.hk/en/levy			

Insured Details

Modify

Handler Information	Handler Name	Handler Email
Policyholder Details	Policyholder Type	Type of Use
	Given Name	Surname
	HKID	Date of Birth (DD/MM/YYYY)
	Gender	
	Mobile	Email Address
Insured Premises Details	Flat, Floor, Block & Name of Building	
	Name of Estate & Number and Name of Street	District
Correspondence Address	Flat, Floor, Block & Name of Building	
	Name of Estate & Number and Name of Street	District

Declaration

Automatic Renewal of Policy

This policy will be automatically renewed upon the policy expiry date of each subsequent policy year unless written cancellation notice has been given to Chubb Insurance Hong Kong Limited.

☒ By continuing with the purchase of the insurance plan(s), I/We hereby declare and confirm that:

I, I/We have explained to and/or provided the customer with the policy wording and the exclusions applicable and have obtained the customer's instructions to apply for the insurance plan(s).

I, I/We have explained to and/or provided the customer with [Chubb's personal information collection statement \(PICS\)](#), and that the customer has agreed to and/or understood Chubb's PICS.

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3)

Next

覆核

- 1) Please verify that the information entered is correct, and modify if necessary
- 2) Agree or disagree to the declaration
- 3) The click "Next" to proceed to payment

- 1) 請覆核填寫的資料，如需要更改，請按”修改” 返回上頁更改
- 2) 確認聲明
- 3) 並按” 下一步” 繼續

Payment

Payment Type ☒ Credit Card

Card Information

Card Holder Name *

Credit Card Number *

Credit Card Number


Card Expiry

Expiry Month(MM) * Expiry Year(YY) * CVV *

All fields with * are mandatory

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[Purchase](#)



Thank you for purchasing MyHomeGuard!

Product MyHomeGuard High Rise	Your Plan Plan C	Total Payable Amount (HKD) \$16,754.74
Policy Commencement Date (DD/MM/YYYY) 07/12/2022	Your Policy Number is CBBHK0001091020	

We will send the policy document to : natalietl.wu@chubb.com

[View Policy Listing](#) [Back to Get Insured](#) [Submit Another Policy](#)

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付款

- Please click "Purchase" to proceed with payment by Credit Card
- After success payment, users will see a confirmation screen, users can click
 - 1) View Policy Listing – View all previous policies
 - 2) Back to Get Insured – Return to product page
 - 3) Submit Another Policy – To submit another MHG policy

- 如確認投保，請輸入信用卡資料然後請按“即時付款”
- 付款成功後，用戶會看到一個確認界面，用戶可以
 - 1) 查看過往保單
 - 2) 返回即時報價
 - 3) 投保另一保單

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MHG – Policy Modification & Cancellation

我的家居保險 – 修改及取消保單

Modifications to policy 修改保單事項

- After the policy is issued, the following cannot be changed;
 - a) Policy Effective Date
 - b) Policy Holder
 - If they need to be changed, please cancel and re-issue a new policy
 - For any other amendments, please issue an endorsement request (for more details, please see section – Customer Support)
-
- 出單後，下列事項無法修改；
 - a) 保單生效日期
 - b) 保單持有人
 - 如需更改，請取消舊保單重新出單
 - 如有其他更改事項， 提出批單請求 (請參閱章節- 我的家居保險 – 客服支援了解更多)

MHG - Policy Cancellation

我的家居保險 – 取消保單

- MyHomeGuard policies will be automatically renewed on an annual basis
- If the client does not wish to renew with us, please email agenthome.hk@chubb.com the policy number 7 working days prior to policy expiry
- 我的家居保險將會每年自動續保
- 如客人想停止續保, 請於保單過期前 7 個工作天將保單號碼電郵至 agenthome.hk@chubb.com

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Customer Support

客服支援

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Endorsement

提出保單修改

Endorsement Request

Subject *

Enter message here

For purpose of privacy, please do not provide any important personal information, such as HKID no. and Credit Card no....etc.

Upload Files Maximum size of all files should not exceed 10MB (allowed file formats PDF, JPEG & PNG)

All fields with * are mandatory

Submit Close

提出保單修改

標題 *

請輸入內容

為保障閣下私隱，請勿提供任何重要個人資料，如香港身份證號碼及信用卡號碼等

上載檔案 檔案上限為10MB（可上載檔案格式為PDF，JPEG和PNG）

所有*欄目均必須填寫

提交 關閉

- If there are any changes needed to be made to a policy, please submit an endorsement request.
- Please search & select policy from “Policy Tab” and provide;
 - 1) Policy number
 - 2) Supporting documents (if any)
- Then click “Submit”, user will receive a confirmation message, please save down the reference number for future reference

- 如果保單需要進行任何更改，請提交批單請求。
- 請在”保單”版面上搜尋及選擇保單然後提供；
 - 1) 保單號碼
 - 2) 證明文件（如有）
- 然後請按”提交”，用戶會收到確認信息，請保存參考號碼以備日後參考

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FAQ



常見問題

- If the user has any enquiries, please see Frequently Asked Questions
- If user's enquiry is not within FAQ, please contact customer support for further support



- 如用戶有任何查詢，請瀏覽常見問題
- 如用戶的查詢不在常見問題內，請聯繫客戶支援進行進一步協助

Customer Support

The screenshot shows the 'Customer Support' form on the CHUBB Producer Hub. The form includes a 'Subject' field, a 'Select Category' dropdown menu (currently showing 'General Enquiry'), and a large text area for the message. A 'Submit' button is highlighted with a red box. A sidebar on the right lists categories: 'General Enquiry', 'Policy Related', 'Claims Related', and 'Enrolment Related'. The 'General Enquiry' category is selected.

客服支援

- If users requires support other than endorsement request, please contact customer support,.
- Please go to “Settings” and select “Customer Support ”and input;
 - 1) Title of request
 - 2) Category of request
 - 3) Details of request
 - 4) Supporting documents (if any)
- Then click “Submit”, user will receive a confirmation message, please save down the reference number for future reference

The screenshot shows the 'Customer Support' form on the CHUBB 宏達保險中心. The form includes a '標題' (Title) field, a '選擇類別' (Select Category) dropdown menu (currently showing '一般查詢'), and a large text area for the message. A '提交' (Submit) button is highlighted with a red box. A sidebar on the right lists categories: '一般查詢', '保單條款', '索償事宜', and '投保'. The '一般查詢' category is selected.

- 如果用戶需要背書請求以外的支援，請聯繫客戶支援
- 請去”設定”然後按”客服支援”輸入以下事項；
 - 1) 請求標題
 - 2) 請求類別
 - 3) 請求內容
 - 4) 證明文件（如有）
- 然後請按”提交”，用戶會收到確認信息，請保存參考號碼以備日後參考

Contact Us 聯絡我們



+852 3191 6222



Mon – Fri 9am – 5pm (HKT), excluding Public Holidays

星期一至星期五 上午9時至下午5時 公眾假期除外



IDP.HK@Chubb.com

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