

Customer Credit Card Payment

This section demonstrate how your client can make a direct on-line and secure payment for a Travelon policy using their credit card.

Only Visa and MasterCard are acceptable forms of payment and payment must be made by the Travel date.

Step 1: From the Customer Details page

Once you have created the policy and complete the Customer Details page.

Click on the 'Make Payment' button at the bottom of the page and then select the 'Customer Payment' option (as shown below)

CLEAR		Customer Payment
Total Premium \$		Agent Payment
		Issue Policy
ABANDON	BACK	SAVE PENDING
		MAKE PAYMENT

Step 2: Customer Payment pop up page

You will then be prompted to enter the email and mobile number details of your client. Then click on the Submit button

Note: Client Mobile number is required so that an SMS can be sent to the client confirming their Travel support hotline number and policy number. Client email address is required so that the client can make payment.

Insurance Details > Risk Details > Customer Details

Travel Insurance -

Customer Details

Customer Payment

Account: QNECT • Full Binding Quote:

PRINT

Email Address* daniel.tan@tpg.sg

Verify Email Address* daniel.tan@tpg.sg

Country Code 65

Mobile Number 12345678

Please note that an SMS will be sent to the customer using a third party provider with details provided in accordance with the data privacy policy outlined in Qnect used in your country

CANCEL SUBMIT

NRIC / FIN* 123456

Title Mr

Step 3: Customer Payment link email

An email will be sent directly to your client with a link to the secure QBE payment gateway

The Client must then click on the Make Payment button to proceed

Dear DANIEL TAN

Thank you for insuring with QBE.

Your travel quotation has been successfully processed for the period from 20-10-2014 to 30-10-2014.

To ensure coverage, please click on the link below to make payment before the departure date or within the next 48 hours of receiving this email, whichever is earlier.

Should you have any queries, please do not hesitate to contact your intermediary eBusiness Insurance Broker

Make Payment >

Winner of "Best Insurance Company Overall - Asia Pacific Award" - Reactions Global Awards 2010 & 2012

Made possible by
QBE

Step 4: Policy Summary page

The client will need to acknowledge the cover that they have requested
They will need to click on the check box: 'I confirm the above details are true and correct'
They will then need to click on the 'Make Payment' button at the bottom of the page to proceed.



Travel Insurance Payment - Policy Summary - T0091414PRINT

Policy Summary

Important Notice

The Insured Person/s :

- Is/are domiciled in Singapore
- Will not be travelling contrary to the advice of a medical practitioner or for the purpose of obtaining medical treatment
- Is/are in good health and free from any physical impairment, infirmity, disability or deformity
- Has/have not commenced their travel prior to the departure date for this insurance policy
- May purchase the QBE Travelon Insurance only once for each trip

The Insured Person(s) and I have consented to the collection and use of our personal data by QBE in accordance with the Personal Data Protection Act 2012 and QBE Privacy Policy ([PrivacyPolicy](#)).

There is no refund allowed once this policy is issued.

☐ I confirm the above details are true and correct

If there are any errors or omission, please click on 'Abandon' and contact your intermediary. Otherwise please make the payment.

Insured

Customer No 03211925
Full Name DANIEL TAN

Travel Details

Destination	Asia Pacific	Policy Type	Single Trip	
Departure Date	20/10/2014	Return Date	30/10/2014	11 days
Plan Type	Family	No. of Persons	4	

Insured Person(s)

Tan daniel	born xx/xx/1960
Lim Mary	born xx/xx/1965
Tan Mabel	born xx/xx/1998
Tan Dennis	born xx/xx/2000

Travel Insurance Policy - Travelon (Super)Premium SGD 79.20

ABANDONMAKE PAYMENT >

Step 5: Payment Details page

The payment details page is displayed and requires all the mandatory fields to be completed by the client.

Once all mandatory details are entered the client must click on the green 'Pay' button

Billing Information * Required field

First Name * Sam
Last Name * Tang
Address * Super Grow Agency
City * Singapore
Country * Singapore
Zip/Postal Code 17456

Your Order

Total amount SGD 79.20

Payment Details

Card Type * Visa MasterCard
Card Number * 5200000000000007
This code is a three or four digit number printed on the back or front of credit cards.
CVN * 123
Expiration Date * 01 2015

Cancel Pay


Step 6: SecureCode Page (OTP)

If the payment is successful the SecureCode page will be displayed for the client to enter the OTP

If the payment is unsuccessful the client will be taken back to the Payment Details page to try again. If this happens it will mean that their credit card details are incorrect and they will need to try again.

Step 7: Payment Confirmation

If the payment is successful the Travel Insurance Payment Confirmation will be displayed. The client will then be sent an email confirming that the payment has been success (see below example)



Travel Insurance Payment - ConfirmationPRINT

Payment Confirmation

Thank you for insuring with QBE.
Your policy has been issued. Policy documents will be sent to your contact email address in 24 hours.
You may print payment confirmation details for your reference.

Policy Details
Policy Number: **T0091414**
Insured: **DANIEL TAN**
Period of Insurance: **From 20 Oct 2014 To 30 Oct 2014**
Receipt Number: **T0091414-17102014-073518**
Amount: **SGD 79.2**

CLOSE

Step 8: Automatic email & SMS

Your client will also be sent an SMS confirming that cover has been granted. This SMS provides details of the 24hr Emergency Assistance Hotline

Your client will also be sent another email containing all the policy documentation and invoicing.

Dear DANIEL TAN,

Thank you for insuring with QBE.

Your policy has been issued. Policy documents will be sent to your contact email address in 24 hours.
You may print policy confirmation details for your reference.

Policy Details
Policy Number : T0091414
Insured : DANIEL TAN
Period of Insurance : From: 20 Oct 2014 To: 30 Oct 2014
Payment Amount : SGD 79.2
Receipt Number : T0091414-17102014-073518

Have a safe trip.

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