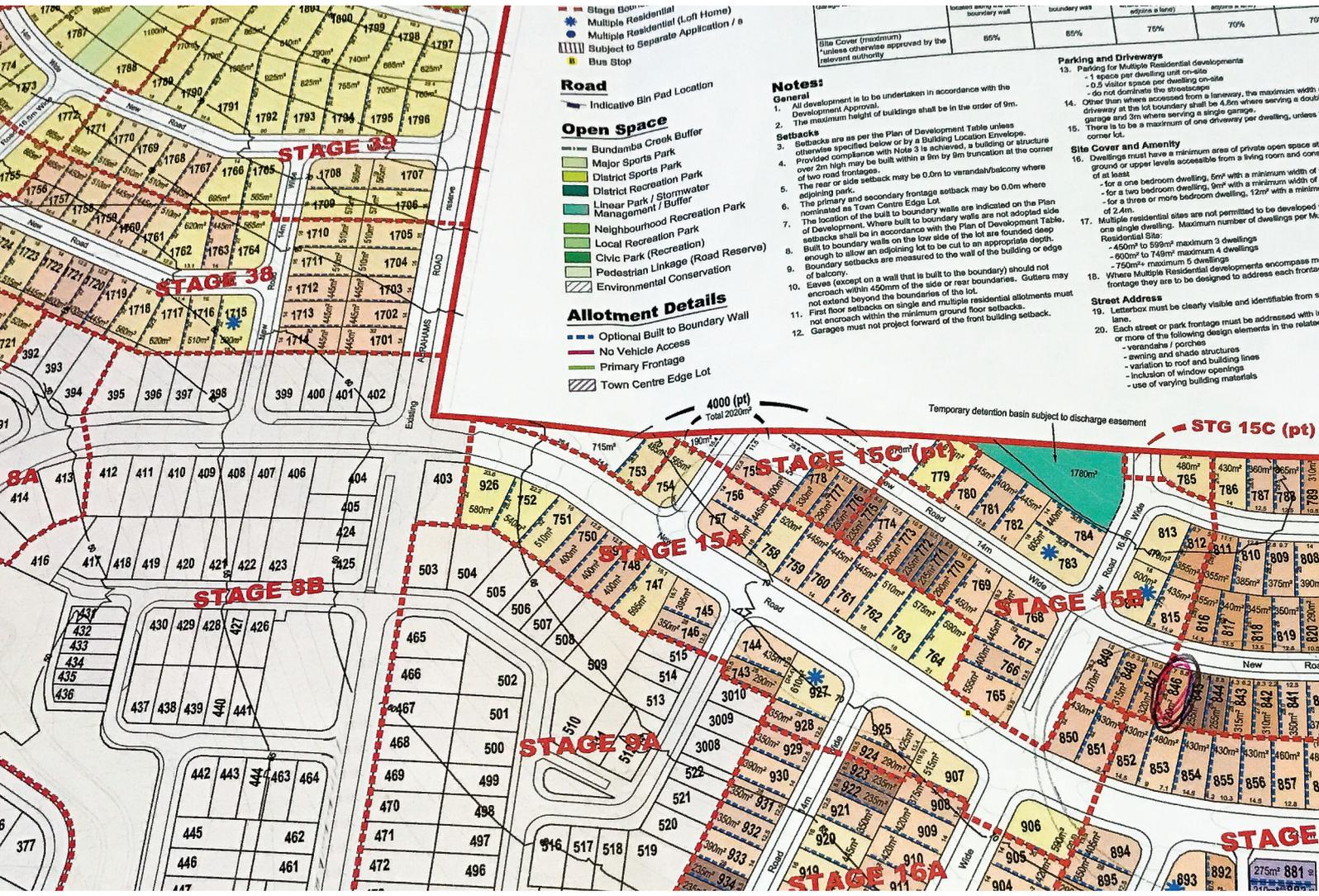


myQBCC USER GUIDE: CREATING A POLICY

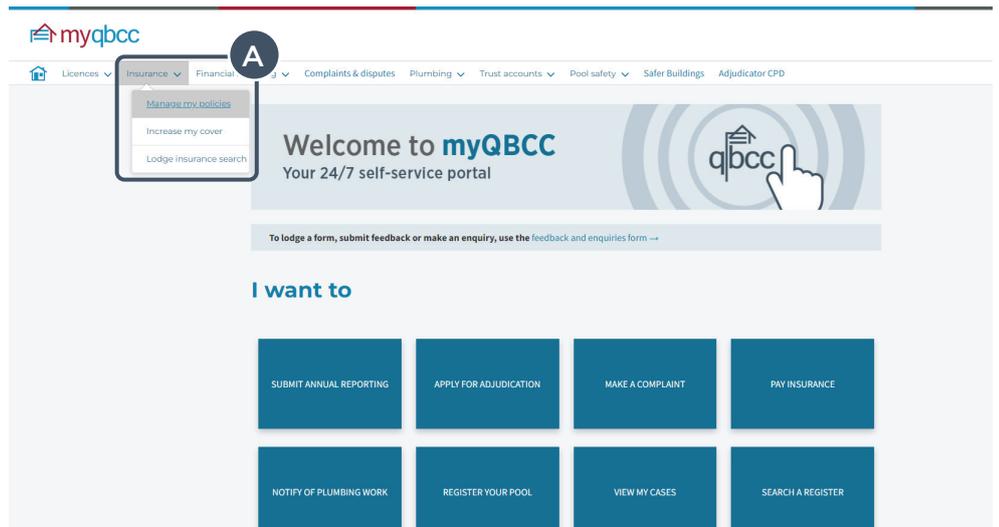


CONTENTS

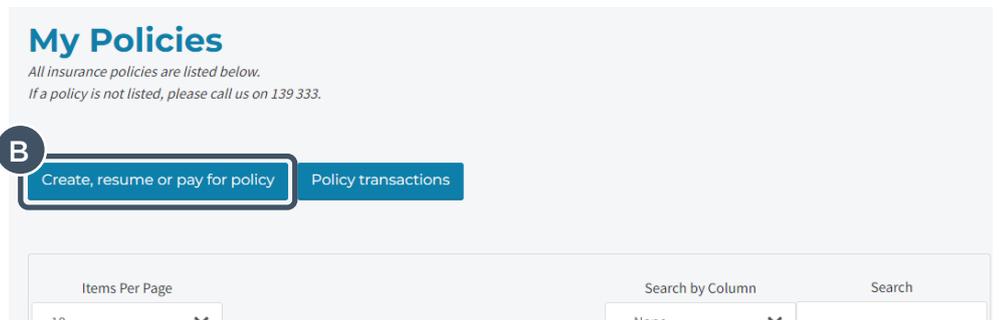
| | |
|--|----|
| Getting started | 3 |
| Please note | 4 |
| Creating a policy | 4 |
| Confirm your details are correct..... | 5 |
| Select the type of construction | 5 |
| Confirm the selected work descriptions are correct..... | 6 |
| Search for the property by lot on plan or the property address..... | 7 |
| Troubleshooting | 10 |
| Entering home owners details..... | 13 |
| Non-speculative construction | 13 |

GETTING STARTED

A Once you have logged in, click on the "Insurance" tab and select **Manage my policies**.



B View the Manage my policies screen. Click "Resume, Pay or Create Policy" button.



C View the Create insurance policy screen. From this screen you can:

- Resume an incomplete policy form
- Pay for a policy
- Pay for multiple policies
- Create a new policy



D If a policy form has the status "Awaiting payment" you can pay for the policy from this screen.

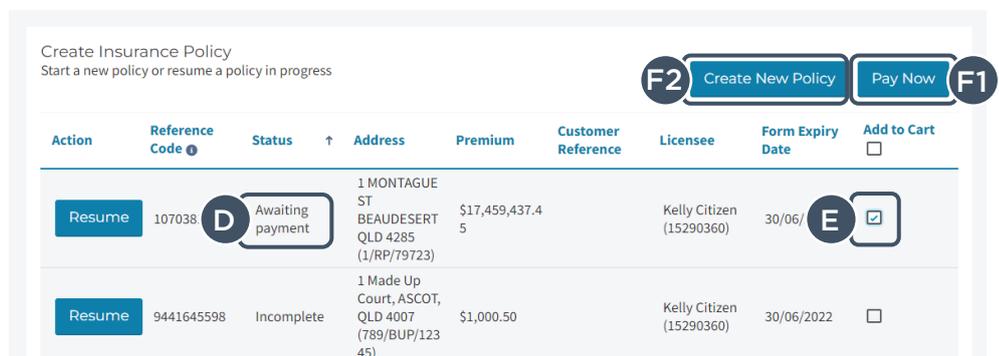
E Select "Add to Cart" on the row beside the policy.

F1 Click "Pay Now" to proceed to payment.

TIP: You can use this to pay for multiple policies in the one transaction.

F2 Select "Create New Policy".

If you are an authorised representative for more than one QBCC licensee, select the licensee that has entered the contract to carry out the construction work.



PLEASE NOTE

- G** For an explanation of terms, hover on the (i icon) to the right.
- H** The top left of each screen is the policy form reference code. This is NOT the policy number. A separate policy number is created when the policy is paid for. If you need any support in completing the policy form, use the policy form reference code.
- I** You can use the top navigation headings to go back to that section. You cannot use the top navigation headings to move forward, you must select "Continue" on each page.
- J** Select "Save for Later" to save the form. An email will be sent to you with a link to return to the form. You can also access the incomplete form by selecting "Manage my policies" on the Insurance tab and clicking on "Create, resume or pay for policy".
- K** Select "Cancel" to permanently delete all the information entered on the policy form.

CREATING A POLICY

- L** Read the information and click "Continue".

CONFIRM YOUR DETAILS ARE CORRECT

M Changes to your details are made in the My Profile section of your myQBCC account. To find out how to update your details click “here”.

N Click “Continue”.

Getting Started Licensee Contract Details Work Description Property Search Additional Information Summary Payment

Reference Code : 5091674968 Cancel Save for Later

Create insurance policy Fields marked with * are required

About the Licensee

| | |
|---------------------|------------------------------------|
| Licensee Name | Kelly Licensee |
| QBCC Licence Number | 15290360 |
| Email | kelly@licensee.com.qbcc |
| Mobile | 0404 040 404 |
| Business Phone | |
| Postal Address | 9 Montague Rd West End QLD 4101 |

If your details need to be changed, you can update them in the My Profile section of your myQBCC account. [Click here](#) to find out how to update your details.

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back Continue

SELECT THE TYPE OF CONSTRUCTION

O If spec construction, enter the construction commencement date.

P If non-spec construction, enter the contract date.

Q Click on the calendar icon to select the date or enter a date.

R Select the dwelling type - single or multiple.

If multiple is selected, enter the number of units and storeys.

If 2 units are entered, select Yes or No to “Is it a duplex”.

S Enter the insurable value.

Tip: Do not put in the \$ sign.

T Click “Continue”.

Getting Started Licensee Contract Details Work Description Property Search Additional Information Summary Payment

Reference Code : 5091674968 Cancel Save for Later

Create insurance policy Fields marked with * are required

About the contract and construction

O * Is it a spec construction? Yes No
Spec construction work is carried out by a contractor on their own land for the purpose of sale to another person.

P * Contract Date
06/06/2022
This is the date the contract was signed by both parties.

R * Is it a Single or Multiple Dwelling Single Multiple

S * Insurable Value (inclusive of GST)
\$8,976.00

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back Continue

U Select all the work descriptions that apply to the contract.

Tip: Only work descriptions covered by your licence type are displayed.

V Click "Continue".

Getting Started Licensee Contract Details **Work Description** Property Search Additional Information Summary Payment

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

Select the relevant work descriptions

You can select more than one work description.

| <input type="checkbox"/> Type of Work | Work Description |
|--|-------------------------|
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Bathroom |
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Kitchen |
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Laundry |
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Other |
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Prefab or Existing |
| <input type="checkbox"/> Reno/Alter/Add/Repair/Extension | Work for Body Corporate |

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back Continue

CONFIRM THE SELECTED WORK DESCRIPTIONS ARE CORRECT

W To remove a work description select the **Delete** button on the same row as the work description.

X To add a work description, select "Back".

Y View the premium amount payable.

Z Click "Continue".

Getting Started Licensee Contract Details **Work Description** Property Search Additional Information Summary Payment

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

Summary of selected work descriptions

Is it insurable work?
Residential property on residential land, not in a caravan park, hotel, holiday accommodation, prison, school or retirement village. Is not for work performed under an Owner Builder permit.

| Type of Work | Work Description | Further Information | |
|---------------------------------|------------------|--|---------------------|
| Reno/Alter/Add/Repair/Extension | Bathroom | Can include a separate toilet room (powder room) or ensuite. | Delete |
| Reno/Alter/Add/Repair/Extension | Kitchen | | Delete |
| Reno/Alter/Add/Repair/Extension | Other | | Delete |

[Click here for further information on insurable work.](#)

Premium payable

| | |
|------------------------|----------|
| Amount (Inclusive GST) | \$250.50 |
|------------------------|----------|

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back Continue

SEARCH FOR THE PROPERTY BY LOT ON PLAN OR THE PROPERTY ADDRESS

AA Start entering the street number and name into the property address search field to display a list of potential matches. Select the correct address.

Click "Continue".

Getting Started Licensee Contract Details Work Description **Property Search** Additional Information Summary Payment

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

About the property

Lot on Plan search

Lot number Plan type Plan number Search

Property address search

Property address - type in address and select from the list of suggested matches

- 10 RAVEN PDE BURLEIGH WATERS QLD 4220
- 10 RAVEN CT KARALEE QLD 4306
- 10 RAVEN RD KAWUNGAN QLD 4655
- 10 RAVEN CT KELSO QLD 4815
- 10 RAVEN ST MACLEAY ISLAND QLD 4184 (TIM SHEA'S WETLAND RESERVE)

My property was not found

Enter the unique villa/unit number ?

AB Enter the home owner details. For spec contracts, the licensee details are prepopulated into the home owner fields. They cannot be edited. If they are incorrect, the details need to be updated in the My Profile section of your myQBCC account.

AC TIP: Select "Same as property address" to prefill the property address details.

AD The customer reference field is optional to complete. It can be used to add your company's own reference number for the construction.

AE The policy documentation is sent to the home owner and the licensee. Select "Additional recipient" to send a copy of the policy documents to another person.

AF Click "Continue".

Getting Started Licensee Contract Details Work Description **Property Search** **Additional Information** Summary Payment

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

Additional information

AB Home owner details

Accurate details for the home owner must be entered, including a valid email.

* First Name * Last Name

* Phone Number * Home Owner Email

AC Address Same as property address

* Street Address * Suburb/City

* State * Postcode

* Country

AD Reference number

You can add your own reference number.

My reference number

AE Documentation

Policy documentation will be emailed to the licensee and the home owner.

To send a copy of the policy documents to another person (e.g. the building certifier), check the Additional recipient box.

Additional recipient

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back Continue

AG Check all information is correct on the summary page. You may save for later or proceed to payment

Getting Started
Licensee
Contract Details
Work Description
Property Search
Additional Information
Summary
Payment

Reference Code : 5512038565

X
Ca
AG

S
Save for Later

Fields marked with * are required

Create insurance policy

Summary

Licensee details

| | |
|---------------------|------------------------------------|
| Licensee Name | Kelly Licensee |
| QBCC Licence Number | 15290360 |
| Email | kelly@licensee.com.qbcc |
| Mobile | 0404 040 404 |
| Business Phone | |
| Postal Address | 9 Montague Rd West End QLD 4101 |

Contract details Edit

| | |
|--------------------------------|------------|
| Is it Spec Construction | No |
| Contract Date | 02/06/2022 |
| Is Single or Multiple Dwelling | Single |
| Insurable Value | \$8,789.00 |

Work Description details Edit

Selected Descriptions of Work

| Type of Work | Work Description |
|---------------------------------|------------------|
| Reno/Alter/Add/Repair/Extension | Bathroom |
| Reno/Alter/Add/Repair/Extension | Kitchen |
| Reno/Alter/Add/Repair/Extension | Other |

Premium payable

| | |
|------------------------|----------|
| Amount (Inclusive GST) | \$250.50 |
|------------------------|----------|

Property details Edit

| | |
|-------------|-------------------------------|
| Address | 10 RAVEN RD KAWUNGAN QLD 4655 |
| Lot on plan | 59/SP/307251 |

Additional information Edit

| | |
|----------------------|---|
| Home Owner Name | bob smith |
| Home Owner Phone | +10400900099 |
| Home Owner Email | test@test.com.au |
| Home Owner Address | 10 RAVEN RD KAWUNGAN QLD 4655 Australia |
| My Reference Number | |
| Additional Recipient | <input type="checkbox"/> |

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back

Create Another Policy

AH

Pay Now

AH If all information is correct, proceed to payment by clicking 'Pay Now'

AI Select payment method.

AJ Click "Pay Now" to progress to payment details

AK Enter details

AL Click "Process Payment".

Getting Started Licensee Contract Details Work Description Property Search Additional Information Summary **Payment**

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

Payment details

AI * Payment Method
Select an Option

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back AJ Pay Now

Getting Started Licensee Contract Details Work Description Property Search Additional Information Summary **Payment**

Reference Code : 5512038565 Cancel Save for Later

Create insurance policy Fields marked with * are required

Payment details

AK While your payment is processing, don't click back in your browser or refresh your page.

Amount (AUD)
\$250.50

VISA mastercard

Card Number

Expiry Date
MM YY

CVN

Cardholder Name

Secured by Commonwealth Bank

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

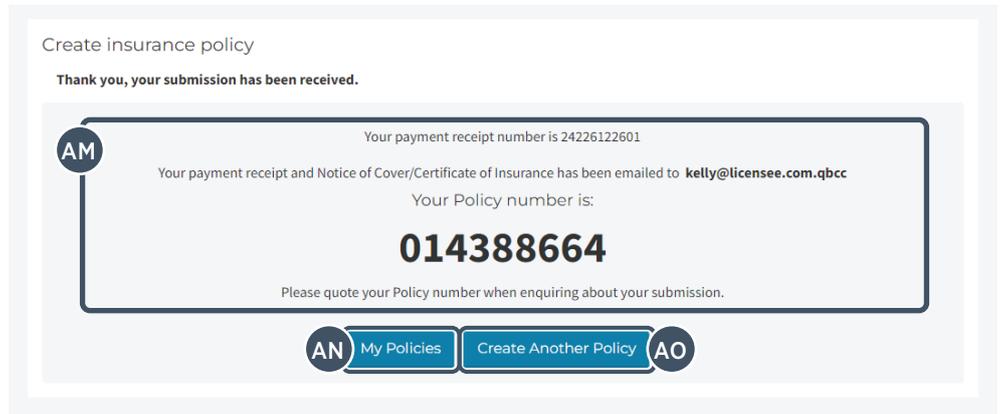
Back AL Process Payment

AM View the payment confirmation message.

The policy document will be emailed to you and the home owner.

AN Select “My Policies” to see your paid policies.

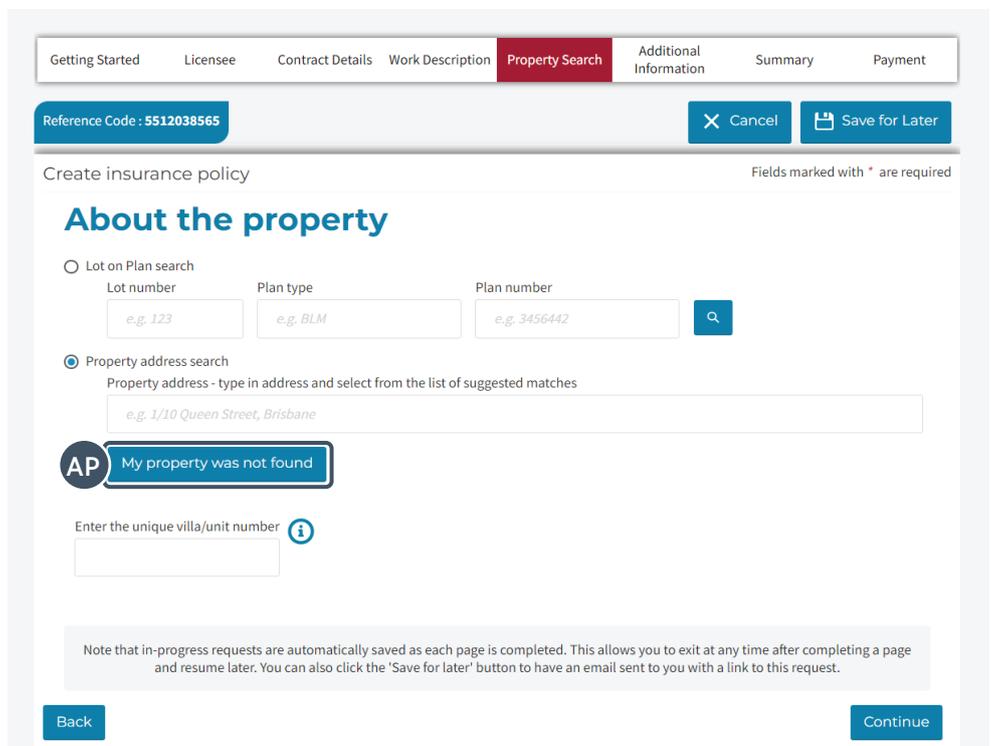
AO Select “Create Another Policy” to create another policy.



TROUBLESHOOTING

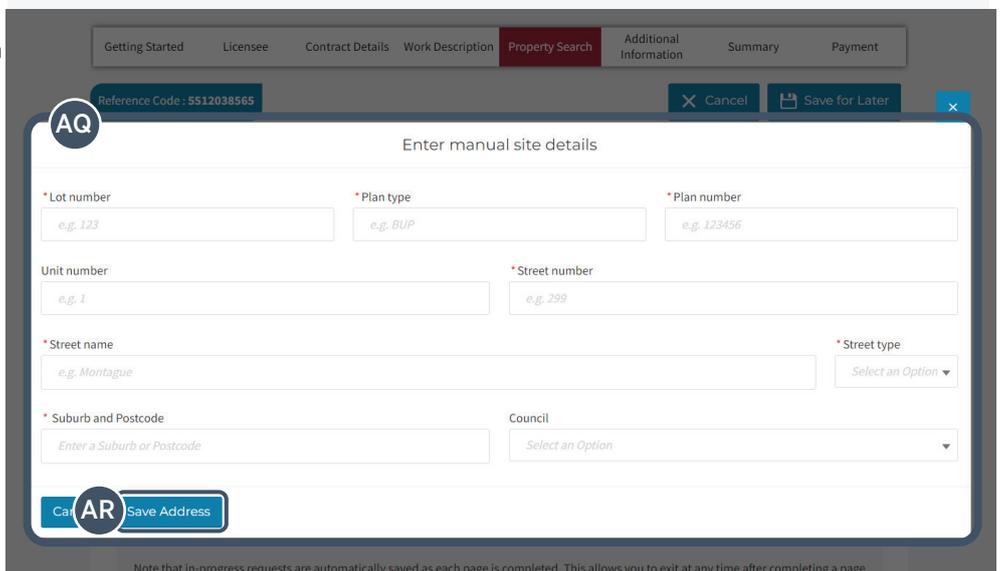
PROPERTY NOT FOUND

AP If the property is not in the search results, select “**My Property was not Found**”.



AQ Complete the fields on the “Enter manual site details” screen

AR Click “Save Address”.



AS

You will be able to complete the form but you will not be able to pay for the policy until Insurance Services has validated the address.

TIP: If you do not see this warning then we have given you permission to add an unvalidated site and you will be able to pay for the policy without contacting Insurance Services.

Continue completing the form.

AT

On the Summary screen you will see a warning in the Property Details section.

Reference Code : 9441645598
Cancel Save for Later

Fields marked with * are required

Create insurance policy

About the property

Lot on Plan search

| | | | |
|-------------------------------|------------------------------|------------------------------------|---------------------------------------|
| Lot number <i>e.g. 123</i> | Plan type <i>e.g. BLM</i> | Plan number <i>e.g. 3456442</i> | <input type="button" value="Search"/> |
|-------------------------------|------------------------------|------------------------------------|---------------------------------------|

Property address search

Property address - type in address and select from the list of suggested matches

e.g. 1/10 Queen Street, Brisbane

Manual Address:

Property Address: 1 Made Up Circuit, BRISBANE CITY, QLD 4000

Lot on Plan: 123/BU/123456

My property was not found

AS You will need to provide evidence of this property address before you can pay for this policy. For example: rates notice, survey plan or a copy of the certifier's advice.

Property details

| | |
|-------------|--|
| Address | 1 Made Up Circuit, BRISBANE CITY, QLD 4000 |
| Lot on plan | 123/BU/123456 |

AT We need to confirm the property address before you can pay for the policy. Please contact Insurance Services (insurancepolicies@qbcc.qld.gov.au) to provide evidence of the address and quote reference number 9441645598.

Additional information

| | |
|----------------------|---|
| Home Owner Name | bob smith |
| Home Owner Phone | +10400900099 |
| Home Owner Email | test@test.com.au |
| Home Owner Address | 1 smith street southport QLD 4215 Australia |
| My Reference Number | |
| Additional Recipient | <input type="checkbox"/> |

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to this request.

Back
Create Another Policy
Save for Later
Pay Now

AU Email insurancepolicies@qbcc.qld.gov.au and provide evidence of the address.

Examples of evidence: rates notice, survey plan, copy of the certifier's advice or a title search.

AV Quote the form reference code in the email.

TIP: The form reference code is found on the top left of each screen.

AW Save the form.

Insurance Services will be in contact with you once they have received your email to progress this policy.

Getting Started Licensee Contract Details Work Description Property Search Additional Information **Summary** Payment

Reference Code : 9441645598 **AU** Cancel Save for Later

Create insurance policy Fields marked with * are required

Summary

Licensee details

| | |
|---------------------|------------------------------------|
| Licensee Name | Kelly Licensee |
| QBCC Licence Number | 15290360 |
| Email | kelly@licensee.com.qbcc |
| Mobile | 0404 040 404 |
| Business Phone | |
| Postal Address | 9 Montague Rd West End QLD 4101 |

Contract details

Edit

| | |
|--------------------------------|-------------|
| Is it Spec Construction | No |
| Contract Date | 07/06/2022 |
| Is Single or Multiple Dwelling | Multiple |
| Number of Units | 2 |
| Number of Stories | 3 |
| Insurable Value | \$87,654.00 |

Work Description details

Edit

| Type of Work | Work Description |
|---------------------------------|------------------|
| Reno/Alter/Add/Repair/Extension | Bathroom |

Premium payable

| | |
|------------------------|------------|
| Amount (Inclusive GST) | \$1,000.50 |
|------------------------|------------|

Property details

Edit

| | |
|-------------|--|
| Address | 1 Made Up Circuit, BRISBANE CITY, QLD 4000 |
| Lot on plan | 123/BUP/123456 |

AV We need to confirm the property address before you can pay for the policy. Please contact Insurance Services (insurancepolicies@qbcc.qld.gov.au) to provide evidence of the address and quote reference number 9441645598.

Additional information

Edit

| | |
|----------------------|---|
| Home Owner Name | bob smith |
| Home Owner Phone | +10400900099 |
| Home Owner Email | test@test.com.au |
| Home Owner Address | 1 smith street southport QLD 4215 Australia |
| My Reference Number | |
| Additional Recipient | <input type="checkbox"/> |

Note that in-progress requests are automatically saved as each page is completed. This allows you to exit at any time after completing a page and resume later. You can also click the 'Save for later' button to have an email sent to you with a link to your request.

Back Create Another Policy **AW Save for Later** Pay Now

ENTERING HOME OWNERS DETAILS

Speculative (Spec) construction

The home owner and the licensee are the same when it is a spec construction. The licensee's details are automatically populated in the home owner fields.

TIP: When it is a spec construction the home owner fields are read only. If a home owner field is missing information (for example, a first name or a phone number) it will still let you complete the form.

NON-SPECULATIVE CONSTRUCTION

The home owner and the licensee are different when it is a non-speculative construction (non-spec). You need to enter the home owner's details. You must complete all fields.

Post office box mailing address

Address Same as property address

* Street Address

PO Box 123

* Suburb/City

Brisbane

* State

QLD

* Postcode

4000

* Country

Australia

Joint home owner

Additional information

Home owner details

Accurate details for the home owner must be entered, including a valid email.

* First Name

John and Mary

* Last Name

Smith

Multiple home owners with different surnames

Home owner details

Accurate details for the home owner must be entered, including a valid email.

* First Name

John Smith and Mary

* Last Name

Collins

Home owner is a company

Home owner details

Accurate details for the home owner must be entered, including a valid email.

* First Name

ABC Company

* Last Name

Pty Ltd

Trustee / Trust home owner

Home owner details

Accurate details for the home owner must be entered, including a valid email.

* First Name

ABC Company Pty Ltd ATF

* Last Name

The Alphabet Family Trust

For more information

Visit qbcc.qld.gov.au or call us on 139 333.

