



CLEAR INSURANCE®

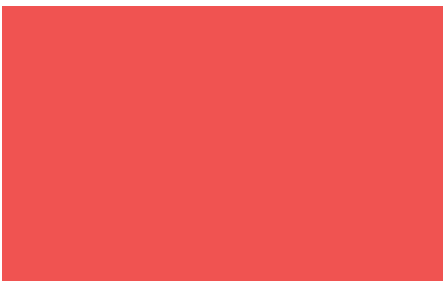
We make insurance easy for you



2026



Complaints Procedure



clearinsurance.com.au

How to Make a Complaint

At Clear Insurance, we aim to meet your service expectations by offering a service that is transparent, fair and in the best interests of your business.

We know that complaints may occur. When they do, we're committed to resolving your complaint by listening carefully and responding professionally and promptly.

Contact Us

You can let us know about your complaint by:

- ✓ Contacting your Clear Insurance adviser or calling 1300 721 132
- ✓ Submitting a complaint in writing or by email to your adviser with relevant documentation attached
- ✓ Visiting the Clear Insurance office in person at:
Suite 3, Level 1, 116 Racecourse Road, Ascot QLD 4007
- ✓ Completing the online [complaints form](#)

Escalating a complaint

If your adviser is unable to resolve the complaint quickly and fairly, you can request that the matter be handled by our complaints manager.

Email: complaints@clearinsurance.com.au

Our Complaints Handling Process

You can expect us to:

- ✓ Acknowledge your complaint in writing as soon as practicable
- ✓ Keep you informed of progress every 10 business days minimum
- ✓ Aim to resolve your complaint within 30 days of the date of receipt
- ✓ Provide written confirmation of the outcomes when the matter is resolved to your satisfaction
- ✓ Explain any delays for matters that may exceed 30 days and outline your rights

Additional Help for Matters We Cannot Resolve

Steadfast Customer Advocacy

Clear Insurance is part of the Steadfast Broker Network, which provides access to a free customer advocacy service should you be unhappy with any aspect of the services provided.

Email: customeradvocacy@steadfast.com.au

Phone: 02 9495 6500

Steadfast can assist you when:

- ✓ You feel you have been treated unfairly
- ✓ Reasonable service expectations have not been met
- ✓ When third party services used by Steadfast or your adviser have caused issues
- ✓ To provide support before referral to AFCA

Australian Financial Complaints Authority (AFCA)

Clear Insurance subscribes to AFCA, a free and independent dispute resolution service.

You can contact AFCA at:

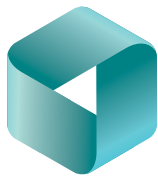
Post: GPO Box 3
Melbourne VIC 3001

Email: info@afca.org.au

Phone: 1800 931 678

Web: www.afca.org.au

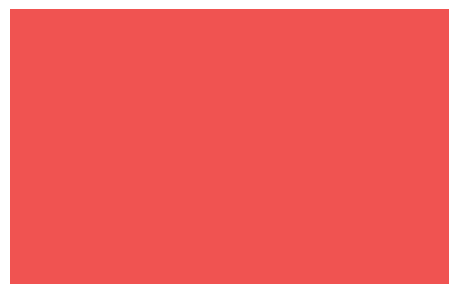
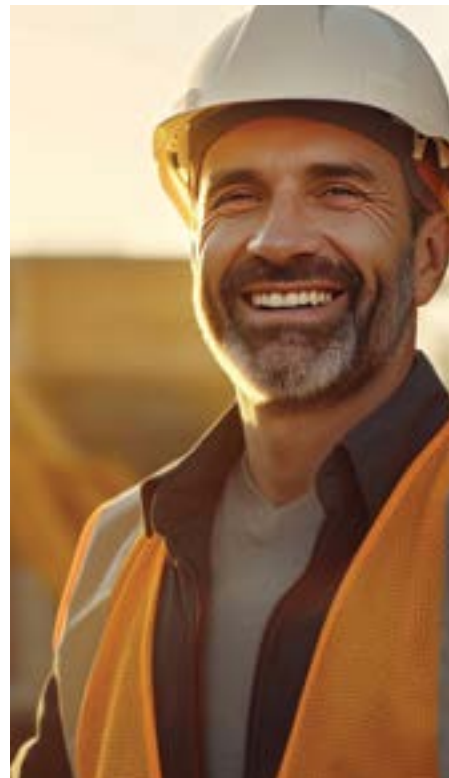
We're here to help.



CLEAR INSURANCE®

We make insurance easy for you

“Why the flamingos?
Flamingos Make Friends
For Life. They form lasting,
loyal friendships built on
enduring partnerships,
standing close together
to display their bond that
can last decades.”



1300 721 132
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