



Star Insurance Solutions  
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## What should I do if I have a complaint?

If you have a complaint about a service provided to you, please contact Star Insurance Solutions Pty Ltd and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 5 days, please contact McLardy McShane's Complaints Officer, Tracy Scarella at [tracy@mclardymcshane.com.au](mailto:tracy@mclardymcshane.com.au) or put your complaint in writing and send it to this address:

**Complaints Officer**  
**McLardy McShane**  
**Level 3, Building 7, Botanicca Corporate Park**  
**570-588 Swan Street, Richmond Vic 3121**

McLardy McShane Partners Pty Ltd will try to resolve your complaint quickly and fairly. McLardy McShane Partners Pty Ltd is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA can be contacted at:

**Australian Financial Complaints Authority (main address)**  
**GPO Box 3, Melbourne Vic 3001**  
**Phone: 1800 931 678 | Email [info@afca.org.au](mailto:info@afca.org.au) | Website: [www.afca.org.au](http://www.afca.org.au)**