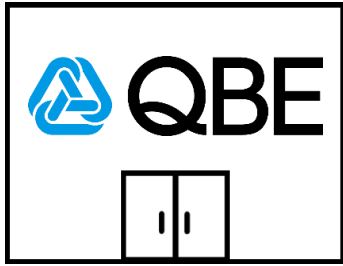


**You worry. You think the wrong
people know about you.**



We are QBE.



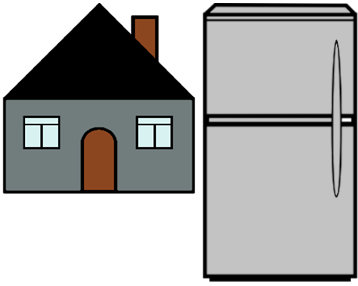
You have cover with us. We call it insurance.



You may have cover for your

- car
- motor bike.

You have a crash. We may pay to fix it.



You may have cover for

- your home
- the things in your home. Like your fridge.

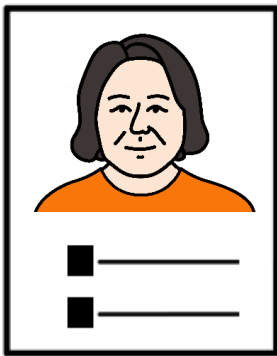


It may be for your business. You may

- have your own farm
- build sheds.



You tell us about you



You tell us things. Like

- your name
- your birth date
- how old you are.



We write it down. We keep it.



We must keep it safe.

We have rules about this.



You may think we did **not** keep it safe.

The wrong person read it.

Or



We talked to a person about you.

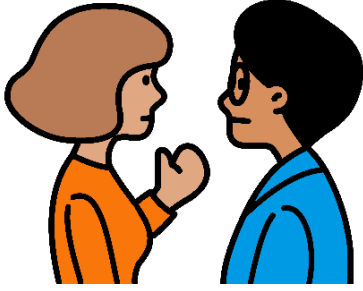
We told them things about you.

Like your phone number.



You are **not** happy.

You want to complain.



Tell us about the problem



Tell us

- what happened

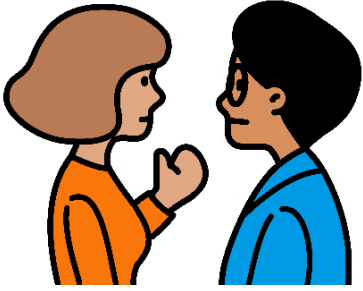
and

- when.



Tell us

- what you want us to do
- what will fix the problem.



You can tell staff you know.

They have helped you before.

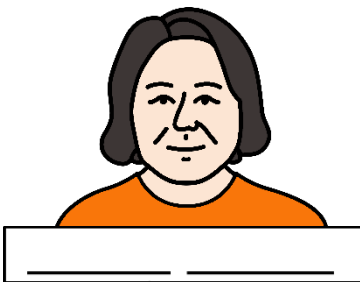
Like they helped you buy your cover.

Or



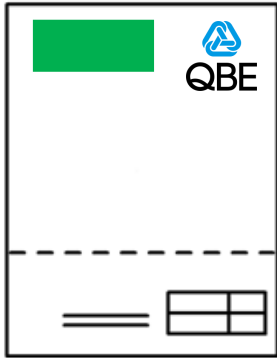
You can talk to a different team.

They are part of QBE.



They will ask for

- your name
- your QBE number.



Your number is on any of your QBE papers.
It is at the top.



Call Customer Relations. 1300 650 503.

Or

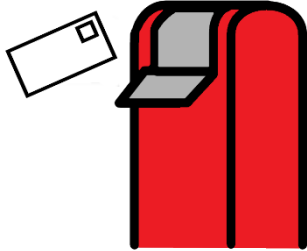


Email complaints@qbe.com.

Or



Write us a letter.

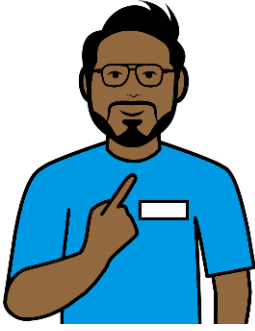


Post to

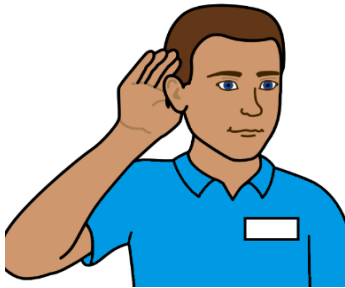
Customer Relations

GPO Box 219.

Parramatta NSW 2124.



What we do



We listen to you.

We read what you send us.



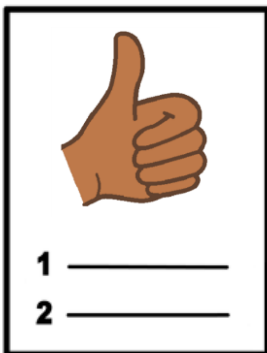
You choose how we talk to you. We can

- call
- or
- send an email.



We may ask you more things.

It is about the problem.



We try to fix the problem.

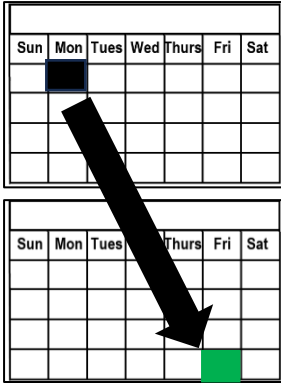
We tell you the steps we will do.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	■					
						■

We try to fix it in 1 month.

It is the same as 30 days.

It may take less time. Like 7 days.



It may be hard to fix the problem.

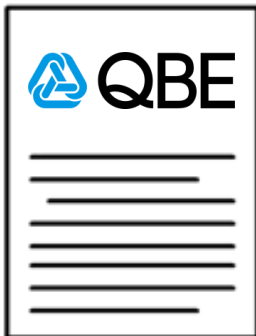
It may take more time. Like 2 months.

We tell you.



We say we fix the problem.

We say the problem is finished.



We send you a letter.

It tells you what we did.



You are still not happy

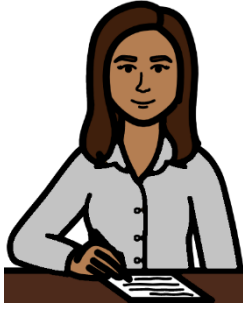


We say we fixed the problem.

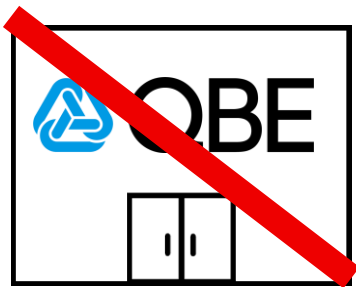
But



You are still **not** happy.



You can talk to OAIC. It is the Office of the Australian Information Commissioner.



OAIC is **not** part of QBE.

It is part of the government.

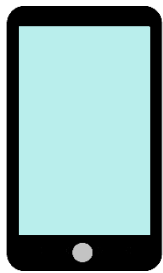


OAIC know the rules to keep things safe. They

- check your problem
- say how to fix the problem.



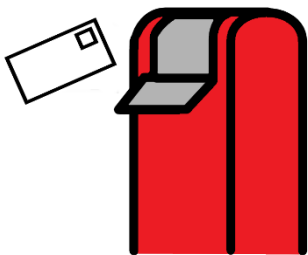
Help from OAIC is free.



Call

1300 363 992.

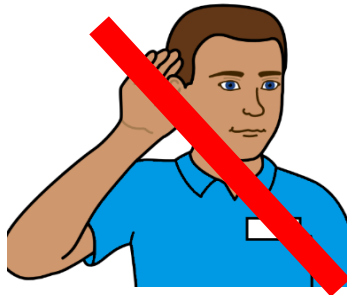
Or



Write a letter. Post to
Office of the Australian
Information Commissioner
GPO Box 5288
Sydney NSW 2001.



You have a different problem

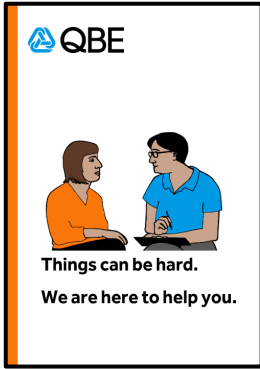


Like our staff did **not** listen to you.



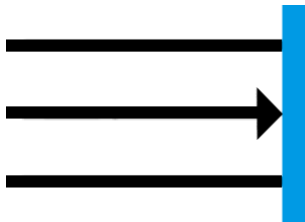
Read

You are **not** happy. You want to complain.



You need help. **Read**

Things can be hard. We are here to help.



This is the end of this fact sheet.

Images

We can use the images from



- CHANGE www.changepeople.org

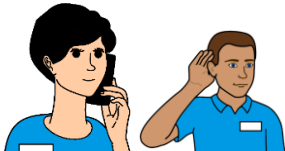
- Inspired Services



- Noun Project

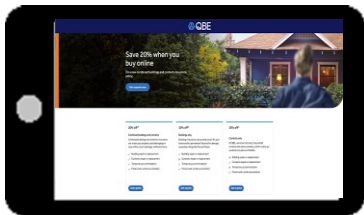
- Picto Selector

- Pixabay



- Tobii Dynavox.

We used AI to make some images.



This fact sheet is based on information from the QBE website.



Access
Easy English

Access Easy English wrote the Easy English.

December 2025.