



Media Release

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ClearView appoints new Chief Claims Officer

Listed financial services company, ClearView Wealth Limited has appointed Joanne Faglioni in the newly-created position of Chief Claims Officer, increasing the depth of talent in the group's life insurance team.

Faglioni joins ClearView today from Zurich Australia where she held the position of Chief Claims Officer. She will report to the group's General Manager Life Insurance, Gerard Kerr.

Commenting on Faglioni's appointment, Kerr said: "With over 25 years of financial services experience, including the past 12 years in senior claims roles at Zurich and ANZ Wealth, Joanne is a highly respected professional and the ideal person to lead and develop the claims function at ClearView".

"Over the past 11 years, ClearView has grown significantly and the volume and complexity of claims has increased. In addition, the industry's claims processes have come under greater scrutiny and regulatory oversight in recent years, which will only continue. To ensure a consistently excellent customer experience, we are continuously strengthening our claims capabilities by investing in people, processes and systems. This is an important part of the group's multi-year transformation program."

In her role, Faglioni will be responsible for developing the customer claims journey, managing regulatory and audit requirements, and driving improved end to end claims management outcomes.

"In life insurance, claims management is critical. The claims team is responsible for honouring and executing an insurer's promise to be there for customers when they need them the most," Faglioni said.

"ClearView has an excellent reputation for paying claims and treating customers with compassion, empathy and respect, and I am excited about joining and continuing to build the team and drive strong outcomes."

In addition to her role as Chief Claims Officer, Faglioni is also on the Board of the Australasian Life Underwriting Claims Association (**ALUCA**).

For more information, please contact:

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About ClearView

ClearView is an ASX-listed diversified financial services company which partners with financial advisers to help Australians protect and build their wealth, achieve their goals and secure a comfortable financial future. The group's two business segments: Life Insurance and Wealth Management are focused on delivering quality products and services.

For more information visit clearview.com.au