

## **Loan In Pty Ltd T/A Brokerly – Feedback & Complaints Policy**

**Last Updated:** October 2025

**Entity:** Loan In Pty Ltd T/A Brokerly

**ABN:** 63 662 420 484

**Authorised Under:** LMG Broker Services Pty Ltd ACN 632 405 504 – Australian Credit Licence 517192

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### **1. Our Commitment**

At **Brokerly**, we are committed to providing exceptional service and ensuring our clients feel supported throughout their financial journey.

We take all feedback seriously — whether it's a compliment, suggestion, or complaint — and treat it as an opportunity to improve our services and maintain the highest professional standards.

We adhere to the **National Consumer Credit Protection Act 2009 (Cth)**, **ASIC Regulatory Guide 271: Internal Dispute Resolution**, and the **LMG Broker Services Pty Ltd** compliance framework for complaint handling.

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### **2. Providing Feedback or Making a Complaint**

You can provide feedback or make a complaint using any of the following contact methods:

**Email:** [tommy@brokerlyco.com](mailto:tommy@brokerlyco.com)

**Mail:** Privacy & Complaints Officer – Loan In Pty Ltd T/A Brokerly  
27 Carnarvon Crescent, Banya QLD 4551

**Phone:** [Insert business contact number]

**Website:** [www.brokerlyco.com](http://www.brokerlyco.com)

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### **3. What to Include in Your Complaint**

To help us address your concern quickly, please include:

- Your **full name and contact details**
  - A **clear description** of your feedback or complaint
  - Any relevant **documents, emails, or correspondence**
  - Your preferred outcome (if applicable)
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### **4. How We Handle Complaints**

We aim to resolve all complaints promptly, fairly, and transparently.

1. **Acknowledgement** – We will acknowledge receipt of your complaint **within one (1) business day** (or as soon as practicable).
2. **Assessment & Investigation** – Your complaint will be reviewed by our **Complaints Officer (Tommy Anderson)**, who is independent of the original matter.
3. **Resolution** – We will aim to provide a **written response within 30 calendar days**, outlining the outcome of our investigation and the reasons for our decision.

If additional time is required due to complex circumstances, we will inform you in writing, explain why, and advise when you can expect a final response.

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## 5. Our Internal Dispute Resolution Process

We follow a structured **three-stage internal dispute resolution (IDR)** process:

Stage	Action	Timeframe
1. Receipt	Complaint received and acknowledged.	Within 1 business day
2. Review	Investigation conducted by Complaints Officer.	Within 14 business days
3. Response	Written outcome provided, including reasons and next steps.	Within 30 calendar days

All complaints are logged, reviewed, and tracked to ensure compliance with **ASIC RG271** and LMG's dispute resolution standards.

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## 6. External Dispute Resolution (AFCA)

If you are not satisfied with our response, or we have not resolved your complaint within 30 days, you may escalate the matter to the **Australian Financial Complaints Authority (AFCA)** — an independent external dispute resolution scheme approved by ASIC.

### Australian Financial Complaints Authority (AFCA)

- **Website:** [www.afca.org.au](http://www.afca.org.au)
- **Phone:** 1800 931 678 (free call)
- **Email:** [info@afca.org.au](mailto:info@afca.org.au)
- **Mail:** GPO Box 3, Melbourne VIC 3001

AFCA provides free, fair, and independent dispute resolution for consumers in financial services.

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## 7. Continuous Improvement

All complaints and feedback are reviewed regularly to:

- Identify systemic issues and service improvement opportunities
  - Ensure compliance with **ASIC**, **AFCA**, and **LMG Broker Services** obligations
  - Maintain transparent, client-first service standards
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## 8. Privacy and Confidentiality

Any personal information collected as part of your complaint will be handled in accordance with our **Privacy Policy** and the **Privacy Act 1988 (Cth)**.

We will only use your information for the purpose of managing and resolving your complaint.

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## 9. Our Promise to You

We aim to:

- Treat all clients with respect and courtesy
- Handle all complaints fairly and confidentially
- Keep you informed throughout the process
- Resolve issues efficiently and in line with regulatory obligations

Your feedback helps us grow, improve, and continue to provide exceptional service to all Brokerly clients.

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**Contact Details**

**Complaints & Privacy Officer:** Tommy Anderson

**Email:** [tommy@brokerlyco.com](mailto:tommy@brokerlyco.com)

**Mail:** Loan In Pty Ltd, 27 Carnarvon Crescent, Banya QLD 4551

**Website:** [www.brokerlyco.com](http://www.brokerlyco.com)