

Brokerly Website Terms & Conditions

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

These Terms and Conditions (“Terms”) govern your use of the websites

www.brokerlyco.com and www.brokerlymasterclass.com.au (“Websites”). By

accessing or using our Websites, you agree to these Terms. If you do not agree, please do not use these sites.

1. General Use

The information on this Website is provided for general information and illustrative purposes only.

While every effort is made to ensure accuracy, we make no representations or warranties regarding the accuracy, completeness, or reliability of the information. You should seek independent advice before making any financial decisions.

All content is subject to change without notice.

2. Credit Assistance Disclosure

Loan In Pty Ltd ABN 63 662 420 484 is authorised under **LMG Broker Services Pty Ltd** ACN 632 405 504 – Australian Credit Licence 517192.

All credit assistance services provided by Brokerly are subject to the **National Consumer Credit Protection Act 2009 (Cth)** and related regulatory requirements.

3. Intellectual Property

All content, graphics, logos, text, and layout on this Website are the property of Loan In Pty Ltd (or its licensors) and protected by copyright and intellectual property laws.

You may view and print pages from the Website for personal use only. No material may be reproduced, modified, distributed, or stored without our prior written consent.

4. Disclaimer

The information provided on this Website does not constitute financial or credit advice and should not be relied upon as a substitute for professional consultation.

Terms, conditions, fees, and charges may apply. Lending criteria apply. Rates and policies are subject to change. Approved applicants only.

5. Calculators and Tools

Any calculators or tools provided on the Website are for **illustrative purposes only** and do not constitute loan offers or credit approvals.

Results should not be relied upon for personal or business financial decisions. Please contact us for tailored advice before applying for a loan.

6. Links to Third Parties

Our Websites may contain links to third-party websites for convenience. We are not responsible for the accuracy or content of linked sites and do not endorse any products or services they offer.

7. Privacy

Use of our Websites is also governed by our **Privacy Policy**, available at www.brokerlyco.com/privacy.

By using our Websites, you consent to the collection, use, and disclosure of your personal information in accordance with our Privacy Policy.

8. Limitation of Liability

To the fullest extent permitted by law, Loan In Pty Ltd and its related entities disclaim all liability for any direct, indirect, or consequential loss arising from use of the Website, reliance on any information, or inability to access the Website.

9. Complaints and Feedback

We are committed to high professional standards. If you have feedback or a complaint, please contact us via our **Feedback & Complaints** page or directly at tommy@brokerlyco.com.

10. Governing Law

These Terms are governed by the laws of **Queensland, Australia**. By using our Websites, you agree to submit to the exclusive jurisdiction of the courts of Queensland.

Feedback & Complaints Policy

Compliant with ASIC Regulatory Guide 271 (Internal Dispute Resolution) & LMG Broker Services standards.

Feedback and Complaints

At Brokerly, we value your feedback and are committed to resolving complaints fairly, transparently, and efficiently.

1. Providing Feedback

You can provide feedback or raise a complaint by contacting us at:

Email: tommy@brokerlyco.com

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

Phone: [Insert office contact number]

2. How We Handle Complaints

If you make a complaint, we will:

- Acknowledge receipt of your complaint within **1 business day** (or as soon as practicable);
- Assess and investigate the issue;
- Provide a written outcome within **30 calendar days**, unless exceptional circumstances apply.

Your complaint will be reviewed by **Tommy Anderson, Privacy Officer & Responsible Manager**.

3. External Dispute Resolution

If you are not satisfied with our response, you can contact our external dispute resolution scheme:

Australian Financial Complaints Authority (AFCA)

Website: www.afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution that is free for consumers.

4. Continuous Improvement

All feedback and complaints are recorded, monitored, and reviewed regularly to improve our customer experience and compliance with **ASIC RG271** and **LMG Broker Services Pty Ltd** requirements.