

Terms and Conditions | Website Policy

This website policy includes a website that allows consumers to fill in questionnaires, forms and surveys, loan applications, subscription services and online expert chat.

About this Website Policy

This website policy applies to this website, which is operated on behalf of Greenstone Finance Group Pty Ltd ACN 696 149 443 and its related bodies corporate (we, us and our). We are committed to protecting your privacy. This policy explains how your personal information will be treated as you access and interact with this website. Our website privacy policy may change from time to time.

Terms and Conditions

1. Introduction

These Terms of Service ("Terms") govern your use of the mortgage brokerage services provided by Greenstone Finance Group Pty Ltd ("we," "our," "us"). By engaging our services, you agree to comply with these Terms.

2. Scope of Services

We act as an intermediary between you and lenders to help secure mortgage financing. We provide advice, loan comparisons, and application assistance. We do not guarantee loan approval or specific interest rates.

3. Eligibility

You must be at least 18 years old. You must provide accurate, complete, and current information. Services are available only to residents of jurisdictions where we are licensed to operate.

4. Client Responsibilities

Provide truthful and complete financial and personal information. Notify us promptly of any changes in your circumstances. Review all loan documents carefully before signing. Maintain the confidentiality of login credentials if using our online portal.

5. Fees & Compensation

Our brokerage fees, if applicable, will be disclosed upfront. We may receive compensation from lenders for successful loan placements. You will not be charged hidden or undisclosed fees.

6. Confidentiality & Privacy

We protect your personal and financial information in accordance with our Privacy Policy. Information may be shared with lenders, credit bureaus, and regulators as required. We do not sell client data to third parties.

7. Limitation of Liability

We are not liable for lender decisions, interest rate changes, or loan denials. We are not responsible for delays caused by third parties (lenders, appraisers, regulators). Our liability is limited to the maximum extent permitted by law.

8. No Financial Advice

Our services are advisory and facilitative. We do not provide investment, tax, or legal advice. You should consult independent professionals for financial planning or legal matters.

9. Intellectual Property

All content on our website, including text, graphics, and branding, is our property. You may not copy, distribute, or use our materials without written consent.

10. Termination

We may suspend or terminate services if you provide false information or misuse our platform. You may terminate our services at any time by written notice. Outstanding obligations (fees, disclosures) remain enforceable after termination.

11. Governing Law

These Terms are governed by the laws of the State of Queensland and Commonwealth of Australia. Any disputes will be resolved in the courts of Queensland, Australia.

12. Amendments

We may update these Terms periodically. Updated Terms will be posted on our website with the effective date. Continued use of our services constitutes acceptance of revised Terms.

13. Contact Information

For questions about these Terms, please contact: Coast Financial Solutions

Sunshine Coast, Queensland, Australia

0434 729 886

kate@greenstonefg.com.au