

Member online: terms and conditions

These terms and conditions of use (conditions) apply to Member online and your use of it. Our Privacy statement and disclaimer also apply to the use of Member online. By using Member online you are accepting and agreeing with the conditions and liabilities below, as well as the [Privacy statement and disclaimer](#).

Use of Member online

1. LGIAsuper¹ is not liable for any loss, damage, or consequential loss or damage if you use or attempt to access Member online.
2. It is your responsibility to protect your password from becoming known to a third party.
3. You can be liable for unauthorised actions carried out by unauthorised persons who use your personal login information.²
4. You must not keep your password in any form, encoded or decoded, in a location where it may be copied or used by any other person.
5. You must not give, show or tell your password to anyone, including family, friends, account aggregators, or advisers.
6. You must exit Member online as soon as you have finished using it, by clicking the 'Log out' button.
7. Member online allows users three (3) attempts to enter their personal login information.² After the third failed attempt to enter your personal login information², you will be denied access to Member online. Your account can only be reactivated by clicking on the 'Forgot password' function or by submitting a request to LGIAsuper¹ via [phone](#) or [email](#).
8. You should notify LGIAsuper¹ immediately on 1800 444 396 if you know or suspect that your password has become known to a third party, or if you know or suspect any unauthorised use of your password (refer to 'Your liabilities' below).

Your liabilities

9. You are solely responsible for any activity or loss caused by use of your personal login information.²
10. You are responsible for any access to Member online as a result of using your personal login information², including any use you have not approved.
11. You agree to indemnify the Queensland Local Government Superannuation Board (QLGSB)³ against all actions, suits, claims, demands, liabilities, costs, expenses, loss, and damage (including legal fees on a full indemnity basis) incurred or suffered by the parties as a direct or indirect consequence of your unauthorised use (or use by any other person using your personal login information²) of Member online, your breach of these conditions, or your breach of any rights of third parties.
12. You will be liable for any changes made to your details, or the distribution of information about your superannuation interest, which occur as a result of using your personal login information², including any use you have not approved.

Cancellation or suspension of access

13. LGIAsuper¹, in its sole discretion, can cancel or suspend your access to Member online or any function or service incorporated in Member online at any time.
14. LGIAsuper¹, in its sole discretion, can delay or refuse to process your instructions.
15. The agreement set out in these conditions and your access to Member online may be terminated by LGIAsuper¹ at any time without notice.
16. All disclaimers and limitations of liability by LGIAsuper¹ will continue after termination.

Use of third party account aggregators⁴

17. Account aggregation services allow users to view all of their personal online accounts at one web location, following disclosure of access information to the account aggregator. LGIAsuper¹ is not associated with any third party account aggregator.⁴
18. By accepting these conditions, you agree not to disclose your password to any third party, including third party account aggregators.⁴

Processing transactions

19. Information provided by Member online about your account(s) is normally updated overnight, and based on those transactions LGIAsuper¹ has processed and verified.
20. Transactions you request via Member online will be processed in the normal course of business. LGIAsuper¹ is not responsible for delays, errors, inaccuracies, or omissions due to failure in a computer system, or ancillary equipment, or any other circumstances beyond LGIAsuper¹'s control.

Problems with Member online

21. If you think there has been a transaction you did not authorise, you must contact LGIAsuper¹ immediately on 1800 444 396.

Changes to these conditions

22. These are our current terms and conditions and we reserve the right to change these at any time. If these conditions change at any time, LGIAsuper¹ will notify you when you next log in to Member online.

Applicable law

23. You are responsible for ensuring your use of Member online is lawful and does not infringe any third party's rights.
24. The laws of Queensland, Australia govern these conditions and the use of Member online. Any claim relating to the use of Member online will be heard by Queensland Courts. If you choose to access Member online from a location outside Queensland, you do so on your own initiative and are responsible for compliance with applicable local laws.
25. If any portion of these conditions is found by a court to be unenforceable, the remainder of these conditions shall remain in full force and effect.



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Definitions

1. LGIAsuper: the Queensland Local Government Superannuation Scheme. LGIAsuper is administered by QLGSB.
2. Personal login information: your member number⁵ or employer number and your Member online password.
3. QLGSB: the Queensland Local Government Superannuation Board, a body incorporated and continued under the Local Government Act 2009.
4. Third party account aggregator: an external organisation, which provides account aggregation services to the public. Account aggregation services allow users to view all of their personal online accounts at one web location, following disclosure of access information to the account aggregator.
5. Member number: the number displayed on your annual benefit statement to identify you as a member.

If you have any questions regarding Member online or these conditions, please call LGIAsuper on 1800 444 396.