

Member Online security

AvSuper members can access details about their account, as well as update details and switch investment options, at Member Online via our website at any time. Member Online is a secure website that requires a member number and PIN to access.

Securing access

When you view your information via Member Online you can be sure that your information is protected with features such as:

- The website is encrypted so information cannot be read by anyone if they tried to intercept the data being communicated from the administration system to your computer
- Your member number and name are not part of the URL on any page when you are logged in (online systems including such information the URL has been known to be vulnerable to hackers)
- No one can request a withdrawal or transfer of your money from within Member Online - your signature and proof of identity is required

Maintaining security

AvSuper Administration works with a leading global IT company in a pro-active program to ensure our member data is safe. Twice a year, this company performs robust testing of Member Online and the technology behind it – including ‘stress testing’ the system by trying to penetrate it. Regular communications keep us in touch with hacking techniques as they develop so that our system can be adjusted as necessary.

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No personal or confidential information about our members is stored on our public site so there is absolutely no risk of a security breach. Member Online is on a separate server and URL to our public site so there is no direct access between them, either.

What you can do

It is important to treat your PIN as confidential information and not disclose it to anybody or leave it accessible to others. If you believe someone has obtained your PIN or accessed your account, please notify us immediately and change your PIN as soon as possible.

We recommend that you change your 6 digit PIN periodically – and avoid using any obvious numbers such as your birthdate or phone number. Within Member Online, click on ‘change PIN’ in the personal details menu to set a new number.



If you have any concerns about Member Online or your AvSuper account, please contact us on 1800 805 088.

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This information is of a general nature only and does not take into account your personal objectives, situation or needs. Before making a decision about AvSuper, you should consider your own requirements and the relevant Product Disclosure Statement (PDS). For a copy call us or visit the AvSuper website, www.avsuper.com.au. AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078) is the Trustee of the AvSuper Fund (ABN 84 421 446 069).

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