

# Frequently asked questions

## Why do I have to register before I can log in to my account?

The first time you use Member Online you will need to register for online access (security measures meant it was not possible to transfer your previous password to the new administrator).

When you register with your member number, you will be prompted to set up an authentication option. If you choose to authenticate using your mobile number, it will need to match the one we have on our records.

See our [News and Updates](#) page for detailed instructions relevant to your membership section or refer to our recent correspondence for more details.

## Why was the resumption of some services delayed?

During supplementary testing we identified an error which required a technical fix. Unfortunately, this meant we had to pause processing and some telephone services and delay the launch of Member Online. This error has now been resolved. Processing and telephone services are now up and running, and Member Online is now live. Further Member Online features will be released in coming weeks – refer below.

## Have my pension payments been impacted?

Pension payments for May were brought forward to accommodate the limited services period. The payment for June was paid on the 27th of June and future payments will be paid on the scheduled date.

## What happens if there is a delay in processing my contribution?

Contributions are now being processed. Each contribution is recorded with a processing date and an effective date. The effective date reflects the date on which ANZ Staff Super received your contribution and the effective date is used for reporting to the Australian Taxation Office.

This means that if we receive your contribution before the end of the 2023/24, they will be reported as having been made in that year even if their processing was delayed.

## When will the mobile app be launched?

The new mobile app is in its final stages of testing, and we hope to launch in mid-July 2024.

## When can I access my statements online?

Your 2023 statement will be available in Member Online from 8 July. Statements from 2021 and 2022 be available later in the year. If you require a copy of your statement, please contact us on 1800 000 086.

## Why can't I see my insurance details in Member Online?

Your insurance arrangements have not changed because of the transition.

Some final steps are being undertaken before insurance details are made available on Member Online. Please call us for more information about your insurance cover.

## Is my insurance claim or underwriting application still being managed?

Yes, all claim assessments and underwriting applications continued to be assessed by the insurer during the transition. New claims and underwriting requests are being sent to the insurer for assessment.

Members who are eligible for underwritten cover can initiate a request directly with the insurer via Member Online.

## Why can't I print a Centrelink / DVA Schedule from Member Online?

We will soon enable retirement members to automatically generate their own Centrelink / DVA schedule using Member Online. In the meantime, if you urgently need a Centrelink / DVA schedule, please contact us on 1800 000 086.

## Why was June chosen as the time to transition to a new administrator?

The contract with our previous administrator ended in August 2024, however neither our previous nor current administrator could accommodate the transition at that time. It would therefore have been necessary to extend the existing contract and this decision would not have been in members' best financial interest.