



Social Media Terms & Conditions

The REI Super social media - Facebook, LinkedIn and Instagram - are dedicated spaces managed by REI Super to help you understand super during your working years, and in retirement.

By participating in the REI Super social media communities, participants agree to adhere to our Terms as set out below (Terms), which will evolve to meet our needs.

These Terms keep our social channels respectful, collaborative and valuable spaces for REI Super members and prospective members, followers and team moderators, who together make up our social community.

The REI Super social media team act as moderators of our social media channels. We're here to support you.

We'll endeavour to:

- Answer questions to the best of our ability, guiding comments to relevant pieces of helpful information. We will not provide any personal financial product advice via our social media accounts. See disclaimer below.
- Manage personal information in accordance with privacy laws and REI Super's privacy policy, including removing personal information where necessary.
- Take on board all feedback to help improve our member experience.
- Remove posts that breach these rules, any applicable laws or regulations or that we (in our sole discretion) consider disrespectful, offensive, graphic, inappropriate, hateful, abusive, racial or promoting criminal behaviours. This includes warning and/or banning serious or repeat offenders from interacting.
- Remove third party solicitations or advertisements. This includes promotion or endorsement of any financial, commercial or non-governmental agency.
- Take reasonable steps to escalate complaints about REI Super or inquiries about members' superannuation entitlements in accordance with our Inquiries and complaints policy.

As participants of this space, it's your responsibility to:

- Refrain from the use of profanity in any form.
- Be constructive and inclusive, not aggressive. Think about the language you choose to use and how it might impact others reading, including your family and friends.
- Not provide financial product advice, as this can only be provided by persons authorised under an Australian Financial Services Licence.
- Not upload materials without full permission of all subjects, authors or owners of the materials before uploading. While we welcome contributions to our social media pages, we do not endorse the content of those contributions. By uploading any materials, you declare that you have all the required permissions to do so and that doing so will not breach any law or anyone's rights, including but not limited to confidentiality rights or obligations or third party intellectual property rights.
- Not share personal information publicly, including address, phone number, email address, date of birth, bank or member account details or amounts, tax file numbers or health information.

REI Super moderators work hard to keep conversations friendly, engaging, and helpful. If we feel a comment is harmful, we'll take action.

We don't, and you should not, tolerate:

GPO Box 1882 Melbourne VIC 3001 | [T 1300 13 44 33](tel:1300134433) | [E update@reisuper.com.au](mailto:update@reisuper.com.au) | [W reisuper.com.au](http://reisuper.com.au)



- Personal Attacks. Discussions are encouraged, but when disagreements turn into arguments, personal attacks should not be made against us or other members of the community.
- Discrimination or prejudice based upon race, colour, religion, creed, sex, sexual orientation, national origin, age, disability, veteran status or any other personal characteristics protected by law. These will be identified and removed from our page immediately.
- References to distressing subjects including slang referring to illicit drugs, sexual acts, violence, anything illegal or socially unacceptable.
- Spam. Generally defined as an unsolicited electronic message of a commercial nature with a purpose of offering, advertising or promoting goods or services. Spam may include surveys, contests, invitations to join 'pyramid schemes', chain letters and other commercial invitations or advertisements.
- Hawking.
- Criminal or Immoral Activity. Any mention of or reference to criminal or immoral activity is not permitted, including but not limited to illegal drug use, prostitution, fraud, stalking, extortion, terrorism and any threat of violence against another user.

This is not a comprehensive list and we reserve our rights to take any action in line with our values to keep our social channels respectful, collaborative and valuable spaces. If we see any of the above behaviour, REI Super moderators reserve the right to, among other things:

- Hide the interaction
- Restrict member's ability to post
- Remove the post or member from our community completely

If you witness any of the above behaviour, email update@reisuper.com.au

For more ways to get in touch, including more information about our making a complaint, visit [Contact us | Your life Your fund | REI Super](#)

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