



GENERAL CONDITIONS OF USE ONLINE SERVICES OFFERED TO HOUSEHOLDERS

Internet services membership is subject to acceptance of the general conditions set out in articles I to VII of this document.

ARTICLE I – PURPOSE

The purpose of these General Conditions is to define the arrangements for providing Householders and/or their authorised representatives, hereafter referred to as "Users", with access to the services offered via the internet, hereafter referred to as "Online services" and the conditions of use for these Online services by the User. Any access and/or use of the Online services assumes compliance with all the terms of these Conditions and their unconditional acceptance. In the event that the User does not wish to accept all or part of these general conditions, they will be unable to use the Online services.

ARTICLE II - USER IDENTIFICATION

The subscriber number and password provided to the User cover the different Online services which the user can access by accepting these conditions.

ARTICLE III – SUBSCRIPTION

The full and complete acceptance of these conditions along with the online confirmation of a valid email address are used to validate a subscription to the Online services without time limit. This subscription may be cancelled at any time by contacting the Collections Department. The Collections Department reserves the right to cancel a subscription if the User does not comply with the General conditions of use of the Online services.

ARTICLE IV - CONFIDENTIALITY AND SECURITY

For security reasons, the User is asked to change the initial password the first time that they log on. After five unsuccessful attempts to log on, access to the service shall be blocked. The User may submit an online request to change the password after answering the memorable question that they have set up in their subscriber profile. They will then receive an email containing a unique link that will enable them to choose a new password online.

ARTICLE V - SALARY STATEMENTS AND PAYSLEIPS

Acceptance of these conditions leads to the digitisation of salary statements and the accompanying payslips. These documents will no longer be sent by post. The User will receive a reminder email sent to the address entered in their subscriber profile. Pre-populated screens are made available for the User to complete their monthly salary statements. The User agrees to complete them monthly, complying with the deadline for sending the necessary information for payment of contributions⁽¹⁾, namely the 10th of the subsequent calendar month. The User also has access to an online service to calculate employee payslips that can then be printed and given to employees.

ARTICLE VI - CONTRIBUTIONS RECORDS

Provided that the Employer has opted to pay their contributions by direct debit payments and the Employer's account is not overdrawn, acceptance of these conditions leads to the digitisation of the monthly contributions records. The User will receive an email, sent to the email address entered in their subscriber profile, notifying them that the record is available on the Online services portal. These records will however be sent by post if the Employer has not opted to pay their contributions by direct debit or if there is a problem with the contributions payment making the Employer account overdrawn and this until the situation is rectified with the Collections Department.

ARTICLE VII – MISCELLANEOUS PROVISIONS

The system design guarantees the confidentiality and integrity of the data as well as its reliability. The computer records will prevail in the event of a dispute between the parties. After every reporting transaction, the User will receive a certificate of acknowledgement of receipt that they must retain.

⁽¹⁾ CCSS, CAR, AMRR, AMSF, Unemployment insurance