*Insert your Name and Address*

*Date*

*Insert Title + Name + Address*

RE: Keep Me Posted – the consumer’s right to choose

Dear *(insert Name or Title)*,

I am writing to you as a concerned constituent as I have noticed that my service providers [insert names of companies] are starting to charge me to receive paper bills and statements.

I appreciate the opportunity to receive paperless billing and statements, however, as a customer, I would also like the choice to keep receiving these documents in paper format without being penalised in any way.

This is important to me because *[fill in personal reasons - some ideas are below]*

* I am aged 60+ / a pensioner / on a Newstart allowance / a concession card holder.
* I have a disability.
* I don’t have a computer.
* I live in an area where broadband connectivity is poor and so I have unreliable internet access.
* I don’t feel confident / I don’t like using the internet / I am concerned about internet fraud.
* I like to keep paper records in case I have a dispute or problem that will need resolving.
* I am supporting people’s right to choose on a social justice level.
* I take care of a relative and I need paper communications to assist them in managing their finances and keep track of their bills.

I am supporting a campaign called Keep Me Posted which supports those who are not able to access the internet or are not comfortable online, for whatever reason. It is promoting the right of every Australian to have the choice to receive, free of charge, important information from service providers in paper format. Beyond my personal situation, as a concerned citizen, it is important to me that the most vulnerable members of our community are not left behind in the growing digital divide.

You can find more information about Keep Me Posted at [www.keepmeposted.org.au](http://www.keepmeposted.org.au).

I would like every Australian to be given the right to choose how they receive correspondence without disadvantage or penalty. Therefore, I ask you to support Keep Me Posted in their engagement to protect Australian consumers.

The Keep Me Posted pledge urges companies to:

* Offer all consumers the choice of receiving information through paper correspondence as a standard offer;
* Refrain from penalising in any way, any consumer for preferring to receive information through paper correspondence: No extra charge - No change of frequency - No difficulty to revert back to paper correspondence - Require prior consent from consumers before ceasing to send paper documents.

I know you value the voice of your constituents, please make sure the voice of all Australia is heard.

Yours sincerely,

INSERT YOUR NAME AND SIGN