

Keep Me Posted's objectives are

1. All Australians are given the choice of receiving information through their preferred delivery option, digital or paper, without a penalty fee;
2. All Australians are provided equal treatment – accessibility, frequency, content and service delivery, regardless of their choice of how they receive information from suppliers.

WHY SHOULD I SUPPORT KMP?

Many Australians prefer to receive their invoices and bank statements on paper due to reasons such as; lack of internet access, digital abilities, security concerns with online fraud or simply for convenience. Others prefer email for practical reasons. Either way, it's important that Australians have the right to choose.



What can I do?

REQUEST AN EXEMPTION

Call or write* to your service provider to request an exemption. Many providers have exemptions programs, do not hesitate to explain your personal situation (see overleaf for examples of arguments).

LET YOUR POLITICAL REPRESENTATIVES KNOW

Write* to your State and Federal Members of Parliament to ask for legislative consumer protection. Keep Me Posted is engaging with political representatives at a local, state and federal level to obtain a legislative change, your representatives need to hear from you!

SPREAD THE WORD!

Let other people know about the campaign and about what they can do to fight back paper bills and statements fees.

* Template letters to help you get started are available on keepmeposted.org.au or by returning the form overleaf to obtain a paper version.

HOW TO GET IN TOUCH?

Keep Me Posted Australia

PO Box 5231 Burnley VIC 3121

keepmeposted@twosides.org.au

03 9421 2209

keepmeposted.org.au



twitter.com/KeepMePostedAU

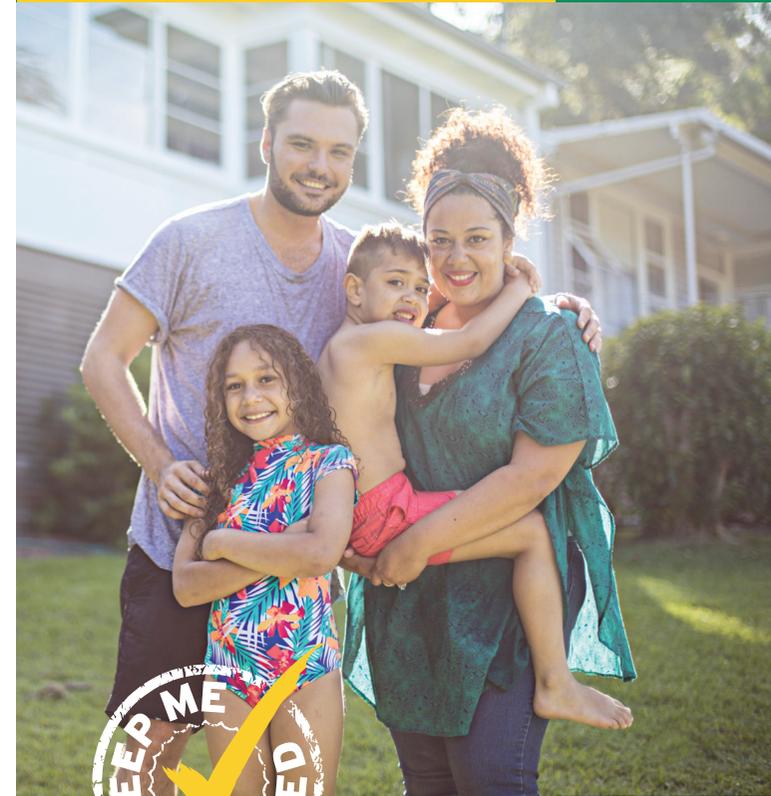


facebook.com/KeepMePostedAUS

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Paying for paper bills and statements? Say NO to unfair charges.

Australia



The consumer's right to choose.

Promoting every Australian's right to choose

Keep Me Posted is a campaign advocating for every Australian's right to choose, free of charge, how they receive important financial information.

We believe every Australian should have the choice to determine how their banks, utility companies and other service providers communicate with them.



- > No extra charge
- > No change of frequency
- > No difficulty to revert back to paper correspondence
- > Require prior consent from the consumer before ceasing to send paper documents



Get the facts:

DIGITAL DIVIDE

The most vulnerable Australians are missing out.

- > 1.3 million households do not have internet access at home.
Source: Australian Bureau of Statistics, 2014-15
- > The most digitally excluded communities are: people aged 65+, people with disability, Indigenous Australians, people in the low income bracket or not in paid employment.
- > Affordability is in decline with households now spending more on internet services than in 2014.
Source: The Australian Digital Inclusion Index, 2016
- > Digital fraud: 42.7% of scams were delivered by email or on the internet in 2016.
Source: Scamwatch, 2016

IT'S YOUR CHOICE

- > 76% of Australians are unhappy if asked to pay a premium for paper bills and statements.
- > 44% would consider changing service providers if asked to move to digital communications.
Source: Two Sides, 2016



For more facts and information go to keepmeposted.org.au



I support Keep Me Posted and would like every Australian to be given the right to choose how they receive correspondence without disadvantage or penalty.

Name:

I wish to receive the KMP template letter to send to my service providers or political representatives and receive information about the campaign:

By mail (write your postal address here):

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By email:

Please fill-in and return in an envelope to: Keep Me Posted Australia - Reply Paid 90932 - BURNLEY VIC 3121 Postage is free, no stamp needed.

This is important to me because:

I don't have a computer.

I live in an area where broadband connectivity is poor and I have unreliable internet access.

I don't feel confident or 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.