*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.

As a customer, I would like the choice to keep receiving these documents in paper format without being penalised in any way. **Therefore, I ask you to intervene to restore consumer protection in that matter and support a ban on fees for paper communications.**

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 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 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 a business owner and for my own accounting, I deeply rely on paper communications.
* I am supporting people’s right to choose on a social justice level.

I am supporting a campaign called Keep Me Posted which supports those who are digitally excluded 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. 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.

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

Yours sincerely,

INSERT YOUR NAME AND SIGN