*Insert Your Name and address*

*+ Phone number and/or Customer Reference number*

*Date*

*Insert name of Company + Address*

RE: Request for paper fee exemption - consumer’s right to choose

Dear *Insert name of company / CEO*,

I am writing to you as a concerned customer as I have noticed that *Insert name of company* has

*delete as appropriate* moved me to paperless communications without my choice / charged me to receive paper 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 formally request an exemption of the fees charged on 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).

As a customer, I strongly recommend that *Insert name of company* signs up to the Keep Me Posted pledge which requires that you:

* 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.

Please do let the campaign know about your support for The Pledge by writing to:

Keep Me Posted AU - Suite 6, 151 Barkly Avenue - Burnley, VIC 3121

or by sending an email to: keepmeposted@twosides.org.au

Yours sincerely,

*Insert your name and sign*