



Are you entitled to an exemption from the fees for paper bills and statements?

Contact your provider to find out.

While Keep Me Posted fights for every Australian's right to choose paper communications free of charge, some providers have implemented exemptions programs. Here are some examples, do not hesitate to call them to request an exemption.

Exemptions programs

AGL - Residential customers 131 245,

Business customers 133 835

Dedicated Seniors number 1300 889 324

Locked Bag 14120 MCMC - Melbourne VIC 8001

Exemptions for: Staying Connected AGL program members, People with a registered concession, on life support, receiving large print bills, with no internet connexion.

ANZ – Helpdesk 13 33 50

Bankwest - 13 17 19

Exemption for customers aged 80 and over.

CityBank - 13 24 84

Hardship assistance number 1800 020 861

Coles Mastercard

Will waive the fees for the aged community, Central Australian households in circumstances where these customers don't have access to the internet.

Commonwealth Bank - 13 2221

Exemption: if you're under 18 years old; if you have notified of a disability; and if you receive an age or service pension, the account in to which you receive your pension will avoid fees.

Diners Club International – 1300 360 060

The fee may be waived in limited circumstances such as age, location and online access.

Foxtel - 131 999

Assessment on case-by-case basis.

Macquarie Bank - 1800 806 310

Will review personal circumstances.

Optus - 133 937

Customer Relations Group - PO Box 306 - SALISBURY SOUTH SA 5106

Keep Me Posted

PO Box 5231, Burnley VIC 3121

ABN: 83 161 552 192 **T:** 03 9421 2209 **W:** keepmeposted.org.au

**Origin - 13 24 61**

Exemptions for: Older customers, People with a concession registered with Origin, Power On program members, People with no access to internet services.

Telstra - 13 22 00

Exemptions for: People registered for Telstra's Pensioner Discount or Disability Equipment Program, Australian Government Health Care Card holders, Users of the Telstra Bill Assistance Program Certificate, People who don't have an email address or internet access.

Revert back to paper statements:

Some companies offer the option of reverting back to paper bills or statements (for free or with a charge).

For example, NAB's customers are advised to:

1. Go to the 'My Details' screen
2. Select the 'Contact details' section
3. Click on the 'Edit' link, then un-tick the 'Send me electronic communications about my products & services' box.

Steps are similar across providers and banks. Do not hesitate to contact them if you need assistance in the process.