

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 service providers.

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 statement 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

Paper manufactured by Australian Paper in Victoria's Latrobe Valley.
Printing provided by Blue Star PRINT, an IVE business.

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 in 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.

- > 900,000 households do not have internet access at home, and 28% of Australians are digitally excluded.

Sources: ACCAN, 2022; ADII, 2021.)

- > 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.

Source: ADII, 2021.)

- > Affordability remains central to closing the digital divide. 14% of all Australians would need to pay more than 10% of their household income to gain quality, reliable connectivity.

Sources: ADII, 2021; ACCAN, 2022

DIGITAL FRAUD

- > 20% of excluded and highly excluded Australians are so concerned about privacy and scams that it limits their internet use.

Source: ADII, 2021

CONSUMER CHOICE

- > 74% of Australians believe that consumers should have the right to choose how they receive communications from financial organisations and service providers.

Sources: Two Sides, Toluna, 2021



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):

By email:

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.

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.