



March 9, 2021

Dear EMA Member:

Businesses are increasingly imposing fees and restricting access to paper bills and statements, thereby denying customers an informed choice. We believe that it is every consumer's right to choose, free of charge, how they are contacted by banks, utility companies, and other service providers.

As you know, we are strong supporters of the Keep Me Posted Campaign. Keep Me Posted is a pro-consumer campaign designed to provide educational and awareness programs to empower consumers to choose the best delivery method for their social and economic needs. Mail remains a vital part of people's lives. It is essential for many, including seniors, people with disabilities, low-income families, and those without computer skills or access to the internet.

To combat this issue, we have provided a letter for you to send to your customers. The purpose of this letter is to inform companies and individuals who have received letters from their insurance, banking, and finance companies, to state clearly their preference for paper statements.

We urge you to provide the letter to your customers and advise your customers to do the same. The letter is a sample and can be customized to fit your needs.

Thank you in advance for your support. If you have any questions, please contact me at [mhbenjamin@envelope.org](mailto:mhbenjamin@envelope.org).

Sincerely,

A handwritten signature in black ink that reads "Maynard H. Benjamin". The signature is written in a cursive, flowing style.

Maynard H. Benjamin  
President & CEO

Customer name

Street address

City, State, Zip Code

Phone

Account number or customer reference numbers

Date

Name

Company

Address

**RE: Request for paper fee exemption**

Dear **Insert name of company contact,**

I am a **company name** customer, and I am upset that you are charging me to receive paper statements.

I strongly believe that I should have the right to choose paper statements without being penalized in any way. Therefore, **I formally request an exemption from the fees charged on paper communications.**

This is important to me because **Fill in personal reasons - some ideas are below:**

- I prefer paper copies for managing my finances and keeping records on file.
- I believe good customer service includes having a choice in how I receive my communications.
- I do not want the expense and effort to print documents at home.
- I am concerned about internet fraud and believe paper communications are safer.
- I don't feel confident and don't like using the internet for managing my finances.
- I like to keep paper records in case I have a dispute or problem that will need resolving.
- I don't have a computer.
- I live in an area where broadband connectivity is poor and I have unreliable internet access.
- I believe allowing all consumers the right to choose paper statements at no charge is a matter of social justice.
- I am aged 60+ / a pensioner / on Social Security / I have a disability.
- 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 I rely on paper communications for accounting and recordkeeping purposes.

**OPTIONAL PARAGRAPH -** I support a campaign called Keep Me Posted, which advocates for those who are digitally disadvantaged for any reason. The campaign promotes the right of every American to choose, free of charge, important information from service providers in paper format. You can find more information about Keep Me Posted at [www.keepmepostedna.org](http://www.keepmepostedna.org).

Thank you for your attention and I look forward to hearing from you.

Sincerely,

**Insert and sign your name**