WHY SHOULD I SUPPORT THE KEEP ME POSTED EU CAMPAIGN?

Some citizens prefer to receive their invoices and bank statements on paper, for reasons of security, convenience or lack of internet access or skills. Others prefer email for practical reasons. Either way, it’s important that consumers have the right to choose.

GET INVOLVED!

The growing list of supporters who have signed up to the pledge includes Members of the European Parliament, European consumer organisations, European associations representing older citizens and the disabled, as well as trade unions and industry. Keep abreast of the latest news by signing up via our website and receive regular updates: www.keepmepostedeu.org

WHAT IS THE CAMPAIGN ABOUT?

Keep Me Posted EU is a campaign promoting the citizen’s right to choose how they receive important information – on paper, digitally or both – without being penalised. This information includes tax forms, election documents, bank statements and invoices from service providers.

It is not an anti-digital campaign but a pro-citizen-choice campaign. It is supported by consumer groups and charities that represent citizens who may be disadvantaged by a lack of choice or who simply don’t agree with the fact that a switch to digital is being imposed on them.

HOW TO GET IN TOUCH

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  Avenue Louise 250, box 81
  1050 Brussels – Belgium
→ www.keepmepostedeu.org
→ Follow us on: 🌐
PROMOTING THE CITIZEN’S RIGHT TO CHOOSE

THE PLEDGE

Central to the Keep Me Posted EU campaign is the Keep Me Posted Pledge:

- **Offer all citizens the choice** of receiving information through paper correspondence as a standard offer.
- **Refrain from penalising any citizen** for preferring to receive information through paper correspondence:
  - No extra charge
  - No change in frequency
  - No difficulty to revert back to paper correspondence.
- **Require prior consent from citizens** before ceasing to send paper documents.

Members of the European Parliament, European associations and organisations, as well as individuals are called to adopt this pledge to show their support for the citizen’s right to choose.

SOME FACTS

IT’S YOUR CHOICE

- **80% of consumers** think it is important to have the choice how they access financial information and statements from all service providers (UK).
- **60% of consumers** say they want paper invoices as a standard invoicing medium (Spain).
- If a supplier moved its customers to e-invoicing without their consent, **65% would be dissatisfied** and **38% would consider leaving** this supplier (Belgium).
- **71% of consumers** prefer printed versions of bills and other documents over their electronic counterparts (Austria).
- The vast majority of consumers prefer paper documents and **72% of those preferring paper do not see any advantages in switching to digital bills** and contracts (Germany).
- One in four consumers were **penalised after choosing to receive paper over electronic bills** (Austria).

ARE YOU IN CONTROL?

In the UK 69% say that **postal bills offer better record keeping**, 65% think **paper bills are easier to check** and 48% feel paper communications offer more security.

INTERNET FOR EVERYONE?

- **21% of European households** have no access to the internet.
- Today, only **40% of EU citizens** access e-government platforms and of these **13% would prefer to use another channel next time**.

For more facts go to [www.keepmepostedeu.org](http://www.keepmepostedeu.org)