

**PRESS RELEASE - FOR IMMEDIATE RELEASE**

**FAO: LOCAL REPORTERS**

TUESDAY 14<sup>th</sup> MARCH 2017

**DAVID TORRANCE MSP SUPPORTS CONSUMER CHAMPION CAMPAIGN  
KIRKCALDY MSP HOPES TO HIGHLIGHT IMPORTANCE OF CONSUMER CHOICE**



Local MSP, David Torrance has offered his support to a leading consumer rights campaign, 'Keep Me Posted', after meeting the campaign's chair, Judith Donovan CBE, at the Scottish Parliament this week.

'Keep Me Posted' is a partnership of charities, consumer organisations, trade unions and businesses that seeks to ensure every consumer has the right to choose, without disadvantage, how they are contacted by banks, utility companies and other service providers.

The MSP for Kirkcaldy Constituency praised the campaign's efforts to ensure that service providers offer consumers the choice of how they receive bills and statements.

Commenting, David Torrance MSP said:

“Those who have the greatest need for paper statements and bills are not limited to the older generation, but include people with disabilities, and those that lack access to the internet or basic digital skills.

“There are currently 170,000 people living in the east of Scotland who don’t have access to the internet<sup>1</sup>. These people run the risk of being financially penalised or losing track of their budget.

“Consumers in Fife and across Scotland deserve the right to choose how they receive communications from businesses, so I fully support the Keep Me Posted campaign in its fight to make sure companies honour this.”

Research conducted by the campaign has found that 81% of consumers believe that they should have the right to choose how they are communicated with while almost half (41%) worry that they might miss a payment without a reminder through the post.

Judith Donovan CBE, Chair of the Keep Me Posted campaign, said:

“Since the launch of Keep Me Posted four years ago, 98 organisations have pledged their support in ensuring that consumers retain the right to receive paper statements without penalties.

“We want this to be the year that consumers’ rights are honoured by companies. We really appreciate the support of David Torrance MSP which takes us one step closer to making sure that local people in his constituency keep their right to choose.”

**ENDS**

## **NOTES TO EDITORS**

### ***<sup>1</sup>ONS Internet users in the UK: 2016.***

Number of people who have never used the internet:

<b>Scotland</b>	<b>506,000</b>
North Eastern Scotland	43,000
Eastern Scotland	170,000
South Western Scotland	256,000
Highlands and Islands	37,000

The 'Keep Me Posted' campaign is chaired by Judith Donovan CBE and is a partnership of representatives from 98 concerned organisations, including Age Scotland, Capability Scotland, Dyslexia Scotland and the Scottish Pensioners Forum.

The 'Keep Me Posted' campaign partners believe that it is every consumer's right to choose, without disadvantage, how they are contacted by banks, utility companies and other service providers in the face of an increasing trend of businesses switching their customers to mainly digital communication, which isn't always preferable or suitable for a large proportion of consumers.

## **CONTACT DETAILS**

**Gavin Hugh**

*Press & Casework Officer for David Torrance MSP*

E-mail: [Gavin.Hugh@parliament.scot](mailto:Gavin.Hugh@parliament.scot)

Phone: 01592 200349