



# REFUSAL LETTERS

## ACCESS SERVICES WITHOUT DIGITAL ID

### When to use these letters

Use these letters when a service provider gives you **only one option to continue: verifying your identity through Digital ID.**

Under section 3 of the Digital ID Act, Digital ID is voluntary and under section 74 of the same Act, organisations are required to provide an alternative means of accessing their services that do not involve Digital ID. If a provider requires you to use Digital ID, you can use this template to formally request an alternative way to prove your identity.

### WHAT THIS LETTER DOES

#### These letters:

- Remind the provider of their legal obligation to offer a non-Digital ID option
- Request access to the service without creating or using a Digital ID
- Ask the provider to confirm their compliance with the Act
- Offer an affidavit option if no alternative is initially provided

### HOW TO PERSONALISE THE LETTER

#### Only update the fields that are clearly marked for you to complete:

- [Insert date]
- [Agency / Organisation] (insert the name of the entity you are writing to)
- [name of service] (the service you are trying to access)
- [Your Name] and [Contact details]
- Optional: insert the affidavit link where indicated if the provider is willing to accept that option

Do **not change** any other text unless you want to create your own version.

### WHERE TO GET MORE RESOURCES

If someone forwarded this letter to you, visit [www.myresistkit.com](http://www.myresistkit.com) to access the **Digital ID Resist Kit**, including an affidavit, more template letters, scripts, video tutorials, shareable posters and memes, and RCR Media webinars.

**Disclaimer:** The Digital ID Toolkit contents are provided for general information only and are not legal advice. Everyone's circumstances differ, so please consider your own situation and seek professional guidance if needed. Using or sharing these materials is entirely at your discretion and risk; we accept no responsibility for any outcomes. In the templates, you may personalise only the clearly marked sections.



Get more resources & kit here: [www.MyResistKit.com](http://www.MyResistKit.com)