



REFUSAL PHONE CONVOS

TYPICAL PHONE CALL SCRIPT

A polite but firm conversation between a person and an agency or business.

1. Opening: Friendly + Simple

You: "Hi there, I'm just calling because I prefer not to use a Digital ID, and I'd like to know what your alternative access option is."

Staff Member: "Oh, um... we use Digital ID for verification."

You: "Sure, that's fine, I'm just choosing not to use it. Can you please tell me the non-Digital ID way to access the service?"

2. If They Are Uncertain

Most staff won't know the rules.

Staff Member: "I'm not sure... I think Digital ID might be required?"

You: "No problem - but under the Digital ID legislation, organisations are required to provide an alternative option for people who opt out. Could you please check what the alternative is?"

Stay quiet. Let them go ask. Silence forces action.

3. If They Try to Push Digital ID

Staff Member: "It's faster if you just use Digital ID."

You: "I understand - but I'm exercising my choice not to use it. So I just need the non-Digital ID method, please."

This is polite but unshakeable.

4. If They Claim It Is Mandatory

(This will happen often, and this line is gold.)

You: "Thanks but Digital ID is voluntary under the legislation. Organisations can offer it, but they must also provide a non-Digital ID option. Could you please check with a supervisor and let me know what that option is?"

Again, silence after asking. Do not fill the space.

5. When They Finally Provide an Alternative

Staff Member: "Okay, yes - you can use [X method instead]."

You: "Great, thank you so much for checking. Just to confirm - I'll send a written note to you as well, so there's a clear record of the alternative method you've provided."

This is important:

- ✓ it locks them into their answer
- ✓ prevents backtracking
- ✓ creates documentary evidence

6. If They Still Refuse or Cannot Provide an Answer

You: "Thanks for your help — I'll follow up in writing so we have a clear record. If I can't get a lawful alternative option, I'll need to escalate it to the appropriate Ombudsman or regulator. But I'd definitely prefer to resolve it with you first."

This is calm, factual, and pressure without aggression.

NOTES ON TONE & STRATEGY

- Speak slowly - it signals confidence.
- Stay cheerful and pleasant - it disarms resistance.
- Never argue the law in detail - just assert the principle.
- Always mention you'll follow up in writing - this elevates your credibility.

Silence is a powerful tool — ask, then wait.



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