



# REFUSAL SCENARIOS

## HOW TO ASSERT YOUR RIGHTS

Simple, practical scripts to help you confidently say no to Digital ID and **cite Section 74** – in writing, on the phone, or in person.

1

### FORMAL EMAIL SCRIPT

**Subject:** Request for Non-Digital ID Access (Section 74)

Hello,

I do not consent to creating or using a Digital ID.

Under Section 74 of the Digital ID Act 2024, organisations are required to provide an alternative means of accessing their services that do not involve Digital ID.

Please confirm the alternative access method available to me.

Kind regards,

(Name]

2

### PHONE SCRIPT (POLITE, FIRM)

“I’m not using Digital ID. Under Section 74 of the Digital ID Act 2024 organisations must provide another way for me to access this service without Digital ID. Could you please tell me what the alternative method is?”

**If they push back:**

“I understand, but the law is clear. Digital ID is voluntary, and you must offer an alternative. I’m happy to wait while you check.”

3

### EXPLAINING IT TO OTHERS (PEER-TO-PEER SCRIPT)

“You don’t have to use Digital ID. Section 74 of the Digital ID Act says providers must give you another way to access services. All you have to say is: ‘I do not consent. Under Section 74, you must provide an alternative that doesn’t use Digital ID.’ It’s your right.”

4

### SHORT ‘IN-PERSON’ SCRIPT (CASHIER / FRONT DESK)

“I’m not using Digital ID. Section 74 requires that you offer another access option. What is the alternative way to proceed?”



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