AF&PA believes the public should be able to choose the manner in which they receive information and services from the government, and not be forced into a digital-only delivery option. Paper and digital formats work together to deliver information to consumers and citizens. In the private sector, many companies use both forms of information delivery to engage the greatest number of people in the most effective way. People who wish to receive paper-based communications and documentation should not be forced to either use digital delivery or forgo the information or service.

**AF&PA urges Congress and federal agencies to protect individual choice in the manner in which they access government information and services.** Paper-based communications are critically important for millions of Americans.

- Federal agencies should not eliminate a paper option without a cost-benefit analysis taking into account the costs and benefits to society and the government.

- Federal agencies should provide adequate public notice to people affected by proposed elimination of a paper option, allowing ample opportunity to provide input and taking public comments into account before making changes.

- Federal agencies proposing the elimination of a paper option must ensure safeguards are put into place to protect individual personal information from identity theft or fraud before implementing electronic access as the default option.

- Government proposals to reduce or eliminate a paper option should not impose discriminatory fees for access to paper information or services.

- Government policies should not require the public to “opt-in” to continue receiving government information and services in paper format, or use “implied consent” (i.e. requires no action by the consumer) as permission to switch information delivery from paper to digital format.

**Increasingly, government is denying individuals’ access to paper-based versions of important federal information and services, without congressional oversight or public input.**

Federal agencies are eliminating services and communications such as social security documents, tax documents and forms, prescription drug labels, investment documents, and savings bonds in paper formats, forcing Americans to digital-only access for critical information. While leveraging the benefits of technology makes sense, government agencies are eliminating access to print primarily to improve budgets and shifting the costs to individuals.
The government’s rush to digitize is shortsighted, leaving many people without a viable option.

- Such policies discriminate against millions of Americans, many of whom are in rural communities and/or low income households – 45 percent of seniors do not own a computer and 30 percent of citizens do not have online access at home.

- Many Americans lack computer skills, have concerns about online security, and prefer to have paper documentation of transactions.

- Cybersecurity is a growing concern, with phishing scams and cyber-threats on the rise.