

Important Notice – Migration of agent-billed home delivery subscribers

14 December 2020

Dear distributor,

Thank you for your recent support in validating your active, agent-billed home delivery subscribers.

What happens next

We are now in the process of migrating the billing for these subscribers to News Corp Australia ('News') **effective Monday, 1 February 2021**. Please see attached example letters sent to these subscribers.

Key dates

In late January 2021, you will receive standard stop notices from News for these subscribers. The last day for you to bill them will be Sunday, 31 January 2021.

We're here to help

Should you receive any questions from these subscribers about this change, please direct them to contact the News Customer Support team on 1300 696 397, weekdays 7.30am to 6pm and Saturday 7am to 11.30am (AEST).

If you have any questions, please contact your usual News representative.

Yours sincerely,



Steve Portas
General Manager, Consumer Operations
News Corp Australia

Letter 1 (Example)

THE AUSTRALIAN 

9 December 2020

Dear Customer,

We're writing to let you know about an upcoming change to the billing and servicing of your newspaper home delivery subscription to The Australian.

From 1 February 2021 the billing and servicing of your subscription will be managed directly by News Corp Australia ("News"), the publisher of The Australian.

To allow these changes to happen without interruption to your home delivery service, Mermaid Waters News has provided News with the information that they need in order to continue to fulfil your subscription.*

Soon you will receive a letter directly from News which will explain these changes in more detail, however there should be no disruption to your newspaper delivery during these changes.

In the meantime, if you have any questions please contact the News customer service team on 1300 696 397 weekdays, 7am to 6pm, and weekends 7am to 11.30am (AEST).

We thank you for your support and hope you continue to enjoy your home delivered paper.

Yours faithfully,

Mermaid Waters News and News Corp Australia

*To provide you with the delivery service you have requested, Nationwide News Pty Ltd ("News") and your newsagent collect and store information which directly relates to you. When you became a home delivery customer, your newsagent recorded your contact details, the publications you receive from News and from its related companies and on what days you receive them. As you provided this information to your newsagent, acting as News' agent, so that they could ensure delivery of News' publications to you (and for directly related purposes like billing), the newsagent has provided the information to News so News can ensure your continued delivery of those publications (and for directly related purposes). News does not and will not collect any other information relating to you from your newsagent. News collects information about you, including for example your name and contact details which you provide when registering or using News' services as well as information from data houses, social media services, News' affiliates and other entities you deal or interact with, for example by using their services.

News collects and uses that information to provide you with their goods and services, to promote and improve their goods and services, to provide you with targeted advertising and content based on your online activities, for the purposes described in their Privacy Policy, to send you special offers and for any other purposes described at the time of collection. News may disclose your information to its related companies, including those located outside Australia. Any of them may contact you for those purposes (including by email and SMS).

News may also disclose your information to its service and content providers, including those located outside Australia. If you do not provide News with requested information News may not be able to provide you with the goods and services you require.

Further information about how News handles personal information, how you can complain about a breach of the Australian Privacy Principles, how News will deal with a complaint of that nature, how you can access or seek correction of your personal information and News' contact details can be found in their Privacy Policy which can be viewed at <https://preferences.news.com.au/privacy>.

Letter 2 (Example)

THE AUSTRALIAN 

[REDACTED]
[REDACTED]
[REDACTED]

11 December 2020

Important changes to your subscription to The Australian

Dear [REDACTED]

Thank you for your ongoing support of The Australian and your home delivery subscription. Subscribers are our most loyal readers and we're always looking for ways to improve our service to you.

Recently you would have received a letter from your delivery agent explaining some changes to the billing and servicing of your subscription to The Australian. I'd like to give you some more information about these changes.

What this means for your subscription

Most importantly, there will be no interruption to the delivery of your newspaper. In fact, I hope you'll see an improved customer experience. We'll continue to accurately deliver your newspaper and we'll be able to better manage your account.

This means that from February 1, 2021 your invoice will come directly from Nationwide News Pty Ltd ("News").

When you receive your invoice from News, you will be billed in advance for \$52.00 every 4 weeks. This means the weekly price of your subscription is \$13.00.

As a thank you for your continued support, for the first 12 weeks from 1 February 2021 you will be billed a discounted rate of \$40.00 every 4 weeks (\$10.00 per week).

How billing works

Your first invoice from News will arrive soon after 1st February 2021, with 14 day payment terms. You'll be able to pay online through EFT, BPAY or bank transfer. You can pay over the phone, via cheque, or you can pay in person at any Australia Post office.

What you need to do

We're working with your delivery agent to ensure your subscription continues as normal. So you don't need to do a thing.

Simply pay your first invoice from News when you receive it, and we will take this as confirmation of your acceptance of the changes outlined above.

Please be sure to contact your delivery agent to settle your final account with them.

NATIONWIDE NEWS PTY LIMITED • ABN 98 008 438 828 • 2 HOLT STREET • SURRY HILLS • 2010 • NSW • AUSTRALIA

THE AUSTRALIAN 

We're here to help

Our customer service team is available to assist you at any time. Please get in touch if you have any questions about these changes, or if you need to suspend your delivery, report any delivery issues, or make any changes to your account details.

If you have any questions, please call 1300 696 397 weekdays 7.30am to 6pm and Saturday 7am to 11.30am (AEST). You can also contact me directly via email at dorec@theaustralian.com.au.

Yours sincerely,



Christopher Dore

Editor-in-Chief, The Australian