

It has come to our attention that some of our partners are not receiving their requested email notifications. reQuest system emails are sent to you by reQuest to notify you of certain actions. They include:

- TCS order submission notifications
- update request notifications
- release recording notifications
- payment pending notifications
- general email correspondence

If you have not been receiving these notifications, you should engage with your IT team to make changes to your whitelist or "safe sender" list. Most spam filters allow you to whitelist a sender by adding their domain or IP address. The address we send notifications from is:

request@gorequire.com

In addition to adding this address to your address book (inbox-level whitelisting), you can add reQuest's email server IP to your network-level whitelist. To ensure delivery of these emails to your inbox (and the inboxes of your team members) please ask your IT team to whitelist the following IP address:

167.89.66.9

Having your IT admin add this IP to your network level whitelist, will ensure that all of reQuest's in-app communications get delivered by your company's server. If you have any additional questions, please contact our Business Services Department at 877-505-5400 or customerservice@gorequire.com.