

## **Staying in touch with the SRA by email**

Updated 12 October 2023

### **Why we use email to communicate with you**

When we ask solicitors and other members of our regulated community about the communication method they prefer the SRA to use, the answer is almost always unanimously email.

We believe email is a relatively low-cost and potentially effective means of communication.

For these reasons, we routinely use email in conjunction with our website to inform regulated individuals and organisations of regulatory news, time-sensitive regulatory requirements and other important information.

### **Why you may be missing out on important information we send by email**

#### **We do not have your current email address**

We cannot reach you by email if you haven't provided us with an up-to-date contact email address.

Ensure your email address(es) are correctly entered and up to date in the **My profile** area of [mySRA \[https://consultations.sra.org.uk/mysra/\]](https://consultations.sra.org.uk/mysra/).

#### **Our emails are intercepted by email filtering software**

Our regulated community numbers more than 200,000.

When we deliver large-scale email communication campaigns over short periods of time, our behaviour necessarily bears some similarities to the activity of 'spammers' (those who send unsolicited email marketing messages).

Consequently, some automated tools and systems incorrectly treat emails from the SRA as spam or junk email, with the result that emails from the SRA may not reach your inbox. Due to the way the majority of such tools and systems work, it is not possible for the SRA to know with certainty which of you have not received our emails.

As your regulator, we do not seek or require your permission to send you email. Therefore, none of the email we send you is 'unsolicited'. We



recognise that we have a corresponding obligation not to send you email that does not directly serve a regulatory purpose.

Unless you have told us that you are unable to receive correspondence from us by email, or have informed us that you do not wish to receive email from us, we will use email to communicate with you—whenever we believe it is appropriate and expeditious to do so. Therefore, we strongly recommend that you take steps to ensure that email from the SRA is not inadvertently treated and processed as spam or junk email.

## How to help ensure you receive email from the SRA in your inbox

This advice is divided into three sections: the first two sections are for individual users; the third is [guidance for specialist IT staff and IT service providers](https://consultations.sra.org.uk/home/contact-us/receiving-emails-from-us/#itstaff) [<https://consultations.sra.org.uk/home/contact-us/receiving-emails-from-us/#itstaff>].

### Local network email client users

If your email address looks like this, **your.name@yourfirm.co.uk**, chances are your email software (e.g., MS Outlook) runs on a local area network and you do not have direct control of email filtering and quarantine processes.

Therefore, we recommend that you simply **send a hyperlink to this web page ([www.sra.org.uk/email](http://www.sra.org.uk/email)) to your network administrator**, to your in-house or third-party IT supplier or, if appropriate, to your internet service provider (ISP), explaining that you want them to ensure that you receive email from the SRA.

### Internet email users

If you have an account with an internet email provider (e.g., hotmail.com, gmail.com, yahoo.co.uk), please follow the steps below.

#### Step 1: Add our addresses to your 'contacts' or 'safe senders'

The simplest way to help ensure your internet email provider (e.g., hotmail.com, gmail.com, yahoo.co.uk) does not route emails from the SRA to your spam folder or bulk email folder, is to add the following addresses to your 'contacts' or 'safe senders':

We recommend that you take a few minutes to copy and paste the following email addresses to your 'contacts' or 'safe senders' (this list is updated from time to time):

- [aml@sra.org.uk](mailto:aml@sra.org.uk), [aml@mail.sra.org.uk](mailto:aml@mail.sra.org.uk)



- [authorisation@sra.org.uk](mailto:authorisation@sra.org.uk), [authorisation@mail.sra.org.uk](mailto:authorisation@mail.sra.org.uk)
- [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk), [contactcentre@mail.sra.org.uk](mailto:contactcentre@mail.sra.org.uk)
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## **Step 2: Mark emails from our addresses as 'not spam'**

If you find that emails from the SRA have been routed to your spam or bulk email folders, ensure that you 'mark' or re-categorise them as 'not spam'.

If you leave emails from us in your spam or bulk email folder, your internet email provider will continue to treat emails from us to you as spam.

## **Step 3: Don't mark emails from our addresses as spam**

Marking emails from @sra.org.uk and @mail.sra.org.uk addresses as spam makes it difficult for us to contact you and other members of the regulated community by email.

If you take steps to prevent us from contacting you—either by email or by any other means—you indirectly risk putting yourself in breach of the rules.

## **Advice for network administrators and other IT staff and providers**

To help ensure that your end users receive emails from the SRA, **please whitelist email from our addresses and domains in your spam filter application.**

The SRA uses mail servers with the IP addresses/domain names listed below to deliver email to members of the regulated community.

**Please whitelist these domains and this IP address** to help ensure your end users receive email from the SRA.

ip        91.206.119.119  
domain mail.sra.org.uk  
domain mail2.sra.org.uk  
domain notification.sra.org.uk  
domain notification2.sra.org.uk  
domain notification3.sra.org.uk  
domain notification4.sra.org.uk  
domain notification5.sra.org.uk

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Please use **[www.sra.org.uk/email](http://www.sra.org.uk/email)** to link to this page.