

## Whitelisting guide for encrypted emails to distribute total rewards statements

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### Problem

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“Emails from [flimp.net](https://flimp.net) aren’t being received or they go to my spam/junk folder.”

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To ensure your team receives encrypted-email messages with their total rewards statements, please whitelist the sender address [trs-distribution@flimp.net](mailto:trs-distribution@flimp.net). This prevents emails from being marked as junk or spam and helps guarantee smooth delivery.

### Steps to take:

1. **Contact your IT team** and ask them to add [trs-distribution@flimp.net](mailto:trs-distribution@flimp.net) to your organization’s “Safe Senders and Domains” list or mark it as important within your internal system.
2. **Choose a small test group**—ideally one person or up to five benefits-team contacts—to receive a test email. This allows both our team and yours to confirm the messages are being delivered correctly and not flagged as spam.
3. **Review the test emails** and let us know if there are any issues with delivery, formatting or other concerns.

### Need additional support?

If your team has any questions about the process, technical requirements or security protocols, feel free to reach out to [ashleigh@flimp.net](mailto:ashleigh@flimp.net).