Vertragsfragen

Why is my email address no longer accepted when updating my customer data?

Situation:
The previous email address, which was stored in the customer data, is still valid, but is no longer accepted when saving the customer data in the customer center.

Reason:
The domain (@ <DomainName.xyz) of your email address is blocked in our system for security reasons.

Background information:
Some mailbox providers can sometimes not guarantee the correct delivery of emails due to their system settings. This manifests itself in rejected emails or significant delays in the delivery of emails.

Since it is necessary for us to be able to deliver system messages correctly and promptly (for example, in the case of security messages, messages about the contract, or abuse messages), these mailbox providers are no longer supported.

Recommended workaround:
Please use a different email address, so that the update of the customer data works again.

Unique solution ID: #1776
Author: EUserv Support
Last update: 2017-11-29 14:53

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URL: https://faq2.euserv.de/content/49/437/en/why-is-my-email-address-no-longer-accepted-when-updating-my-customer-data.html