Sending us emails with attachments successfully

We don't always receive emails that have large attachments and there are reasons for this. Sometimes emails can be blocked if spam is detected or because the email contains a virus. Emails over 20MB are filtered out too and will never reach us.

You might find the following tips helpful to reduce your file size and to avoid your email from being blocked.

Make sure to do the following:

- Check spelling and grammar are correct in the subject heading

- Scan your attachments as one document

- Check your email and attachments doesn't exceed 20MB

- Check that PDFs don't exceed 20MB and the page size is A4 size. The following will help to reduce the size of your PDF file:

    1. Set at a low resolution
    2. Set paper size to A4
    3. Scan your PDF in black and white

- When an email has been sent to us successfully you will receive an acknowledgment email from us. Check that you receive this, if you don't you will need to send your email again.

    Check out the tips below ….

In the subject heading / title don't use:

- Lots of words or a long sentence

- Exclamation marks

- Characters like £%&*~#( )

- Lots of capitals letters

- Words with money, banking or finance

- Don't use the 'High Importance' tag

- In the email don't use a variety of font sizes, styles, and colours