CoreLogic Listing Data Checker

Keys to receiving notifications

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The Email Must Go Through

Constantly changing consumer protection laws and Email Service Provider (ESP) policies make successful email delivery a moving target that requires CoreLogic to plan carefully and adapt quickly. This document describes the things we do—and the things you can do too—to help make sure the mail gets through.

Best Practices

CoreLogic Listing Data Checker (LDC) implements a variety of industry best practices to comply with anti-spam legislation in the U.S. and Canada and to mitigate the risk of service providers blocking CoreLogic Listing Data Checker email as spam.

A Moving Target

Service providers are continually changing the rules around sending and receiving emails, which means CoreLogic must constantly update its practices as well. And while we have a good working relationship with Google and other service providers, we have very little influence over the algorithms and processes they use to identify spam and malicious email. That said, CoreLogic has lobbied service providers to accommodate our specific use cases in the past and will continue to do so whenever delivery challenges arise.

Safelisting Emails

Despite our best efforts, CoreLogic Listing Data Checker emails are sometimes misidentified as spam and wind up in the junk mail folder. Fortunately, all ESPs provide a way to "safelist" emails so that future messages from the sender are not flagged as spam. We've provided instructions below on how to do this for several popular service providers and applications. (Services not mentioned will offer similar methods.)

Gmail

1. Open an email from the sender you want to safelist.
2. Hover over the sender's name in the top left corner of the message.
3. Click Add to Contacts.

Apple Mail

1. Click [email address] in the header of the email from the sender you want to safelist.
2. Click Add.

Yahoo! Mail

1. Open an email message from the sender you want to add to your address book.
2. Click Add to contacts next to [email address].
3. On the Add Contact popup, enter any additional information.
4. Click Save.

Microsoft Outlook 2003

1. Open the email message from the sender you want to add to your address book.
2. Right-click "Click here to download images" in the gray bar at the top of the message.
3. Click Add Sender to Senders Safe List.

Microsoft Outlook 2007

1. Right-click the email from the sender you want to safelist.
2. Click Junk E-mail.
3. Click Add Sender to Safe Senders List.

Microsoft Outlook 2010

1. Click the Home tab.
2. Click Junk.
3. Click Junk E-mail Options.
4. Click Safe Senders.
5. Click Add.
6. Enter [email address] and any additional information.
7. Click OK.

Outlook Live (Hotmail)

1. Open an email from the sender you want to safelist.
2. Click the sender's name.
3. At the bottom of the popup, click Add to Contacts.

Mozilla Thunderbird

1. Click Address Book.
2. Make sure Personal Address Book is highlighted.
3. Click New Card.
4. On the Contacts tab, enter [email address] and any additional information.
5. Click OK.

Mac Mail

1. Click Address Book.
2. Click File.
3. Click New Card.
4. Enter [email address] and any additional information.
5. Click Edit to finish.

NetZero

1. Click the Address Book tab on the top menu bar.
2. Click Contacts.
3. Click Add Contact.
4. Enter [email address] and any additional information.
5. Click Save.

Comcast

1. Click Preferences from the menu.
2. Click Restrict Incoming Email.
3. Click Yes to Enable Email Controls.
4. Click Allow email from addresses listed below.
5. Enter [email address] you want to safelist.
6. Click Add.
7. Click Update.

Earthlink

1. Click Address Book.
2. Click Add Contact.
3. Save [email address] as a contact.
4. Click Save.

AOL Mail

1. Click Contacts in the right toolbar.
2. Click Add Contact.
3. Enter [email address] and any additional information.
4. Click Add Contact.

Troubleshooting Undelivered Email

If you have reason to believe you are not receiving CoreLogic Listing Data Checker notifications as expected, you can follow the steps below to try to resolve this issue.

Step 1: Verify the email address

Ensure that CoreLogic Listing Data Checker has the correct email address by checking with your Association's compliance staff.

Step 2: Move the email to the inbox

If the CoreLogic Listing Data Checker message went to the spam or junk mail folder, you should drag it to the inbox. Messages in the junk mail folder are typically deleted after a few days.

Step 4: Ensure future emails go to the inbox

To ensure future CoreLogic Listing Data Checker emails go to your inbox instead of the spam folder, you must safelist listingdatachecker@corelogic.com. To do this, follow the Safelisting Emails instructions above for the appropriate service provider or application.

The Gmail Promotions Tab

Gmail introduced a separate Promotions inbox tab to help improve email deliverability and decrease spam complaints. Gmail classifies emails as "Promotions" based on a constantly changing algorithm that analyzes sender information, email content, and recipient engagement. CoreLogic Listing Data Checker emails may be delivered to Gmail's Promotions tab instead of the Primary inbox tab.

Ultimately, it's up to the Gmail user to decide which emails go where, but if you *really* want your emails to be delivered to the Primary tab instead of the Promotions tab, add CoreLogic Listing Data Checker's email address to you contacts—emails from a contact should always go to the Primary inbox tab. In Gmail, they can do this by hovering over the sender's name and selecting "Add to Contacts."

About CoreLogic

CoreLogic (NYSE: CLGX), the leading provider of property insights and solutions, promotes a healthy housing market and thriving communities. Through its enhanced property data solutions, services and technologies, CoreLogic enables real estate professionals, financial institutions, insurance carriers, government agencies and other housing market participants to help millions of people find, buy and protect their homes. For more information, please visit corelogic.com.

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