

Outbank Helpdesk

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Why don't I receive an email with the verification code?

Christine - 2016-07-14 - in Outbank ID

This is due to so-called greylisting. In such cases, emails from an unknown sender are rejected by your e-mail provider for security reasons.

The intention is to avoid SPAM e-mails, as senders usually do not try to deliver the email again.

For a new sender, the delivery will be significantly delayed or the email will not be delivered at all. This also applies for emails with a verification code.

You can find more information on greylisting [here](#).