

The Need for Accuracy with Your Contact Information

As professionals, we have come to expect a quick, efficient exchange of information when dealing with business relationships and transactions. Sometimes, our own communications are not effective or efficient; this may occur for a variety of reasons. Your obligations as a real estate professional include keeping current with and informed on what is happening within your profession and the industry. This is only possible if you have supplied the Commission with accurate contact information.

Section 19 of *The Real Estate Act* outlines how a person applies to become a registrant. This section requires that applicants provide relevant personal information. The form required by this section asks for a current email address.

The *Act* further requires registrants (**s. 33**), to ***notify the Commission in writing*** of changes to the registrant's address for service within 5 days of the change. The Commission interprets the requirement to include the current email address. Please provide any changes to your email address to the Commission immediately upon the change taking place.

All service providers for email systems (Google, Hotmail, Rogers, Shaw, SaskTel, etc.), block and remove emails from senders without your knowledge if their parameters suspect the content may be hazardous to your system. Any changes to your email provider may mean that emails from the Commission are redirected to “spam” or are otherwise delayed in delivery.

From time to time, the Commission distributes emails to all registrants and/or brokerages which contain time-sensitive or other important industry information. Subject matter ranges from registration renewal notifications to legislative changes and financial reporting deadlines. These emails are automatically sent through our database of current email addresses as supplied by registrants. ***Please mark all emails from @srec.ca as “safe senders”*** in order to ensure you always receive time-sensitive emails from your regulator.

Don't forget that when you go to sign in to register for a CPD course or want to renew your annual Certificate of Registration, you need your SREC ID (RW-#####), and password. If you have forgotten your password, the retrieval request will be sent to the email address we have for you on file.

Although you may not have any control over your email provider's filtration system, it is imperative that you make every effort to ensure you are receiving emails from expected senders.