



Email display problems

It has come to our attention that there is an occasional problem with displaying the entire email message that is sent from our Golden Eagles MailChimp software. It appears that emails from marketing software programs, such as the one we use, that contain graphics or a relatively large amount of text, occasionally cause some email programs to remove the graphics from the email and to remove, or "clip" a portion of the email text. Typically, when this occurs, all graphics are missing from the email and approximately one quarter of the text at the end of the email is "clipped" and not displayed.

When this occurs, there SHOULD be a prompt somewhere in the header, the body or footer of the email that when "clicked" on will display the missing graphics or text. We stress that this is dependent on YOUR particular email program on how to resolve, but typically "clicking" on these "prompts" will restore the full text and graphic features of the particular email.

An example of how the prompts to recover the graphics and missing text **might** appear is as follows: , "**Images are not displayed. [Display images below](#)**", or "**[Message clipped] [View entire message](#)**", but the appearance and wording of the prompt on your computer will depend on your particular email program.

By clicking on the prompts as described above, the entire email with all graphics should appear in the proper position. The prompt text is typically in **small print** so it is easy to overlook. One, both or neither of the above situations may occur and their occurrence appears to be of a random and unpredictable nature. Members are encouraged to research their own email programs if they desire

to resolve the issue of missing graphics and text from occurring in their emails.

In summary, the intent of this notice is to alert our members to the nature of these occurrences when they do happen and to suggest a resolution so that our members can access all the information in the emails they receive.



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