

## Re: Unable to receive mail from safe sender

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*Source:*

<http://www.tech-archive.net/Archive/Internet/microsoft.public.internet.mail/2008-07/msg00024.html>

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- *From:* "Michael Santovec" <[michael\\_santovec@xxxxxxxxxxxxx](mailto:michael_santovec@xxxxxxxxxxxxx)>
  - *Date:* Fri, 11 Jul 2008 11:34:54 -0700
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If replies get through, but not new messages, that would suggest that the sender has an incorrect e-mail address for you in their address book. Replies use your e-mail address from the message that they are replying to.

Also, if the sender has multiple e-mail accounts, new messages may be sent via a different account than replies.

Another possibility would be that the sender uses stationery for new messages (replies normally don't) and something in the stationery is triggering a spam filter.

You don't mention what mail service and mail client you are using. Your mail service may be doing spam filtering in which case you need to make filtering changes via their web mail. Your mail client may also be doing filtering and changes need to be made in it.

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Mike - [http://pages.prodigy.net/michael\\_santovec/techhelp.htm](http://pages.prodigy.net/michael_santovec/techhelp.htm)

"Adie" <[Adie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Adie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:74425384-88F5-4156-9049-DB11074D703C@xxxxxxxxxxxxxxxxxxxxx](mailto:news:74425384-88F5-4156-9049-DB11074D703C@xxxxxxxxxxxxxxxxxxxxx)

I am unable to receive a new mail message from someone that is in my contacts, and is in the safe sender list. This contact can reply to a message

I sent them and I then receive it. Is this an issue with my mail or with the contacts mail?