

## **R. Gonzalez Management Inc. (RGM)**

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### **RGM Memo**

Date: June 16, 2014  
To: School Owners and Financial Aid Personnel  
RE: Please check your Email Transmission to RGM

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Since last Wednesday, June 11, 2014 some clients reported they had not received a response to an email sent to RGM.

In our testing, we were able to narrow it down to GOOGLE GMAIL accounts as being the problem. The sender using GOOGLE service for their email transmission is rejecting emails sent to RGM and the message is given to the sender as rejected.

We need for you to assist us in narrowing the email problem. Please do the following test:

- 1) Send a test email to Arc Vasquez- [arc\\_vasquez@rgmsms.com](mailto:arc_vasquez@rgmsms.com) with a carbon copy to his other account [arc\\_vasquez@yahoo.com](mailto:arc_vasquez@yahoo.com)

By doing this test, we will know who's emails have been rejected by RGM and we could trace if the sender's email account is using Google as its email transmission.

We appreciate your assistance.

Thank you,  
Rafael