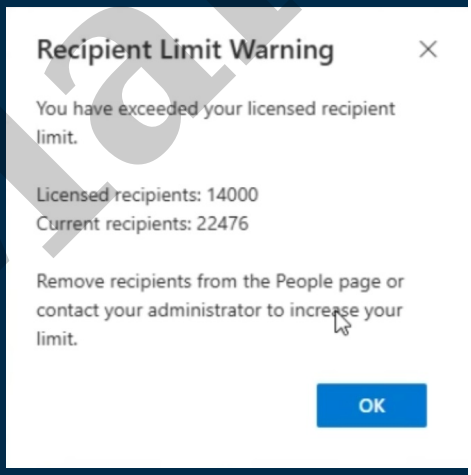
# What do I need to do if I've exceeded my Recipient Limit?

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**Applies To:** New PoliteMail  Legacy PoliteMail

**Version:** 4.9+  5.0+

## Recipient Limit Warning




If when doing a send you receive a Recipient Limit Warning, it means that you have more recipients in your People page than your PoliteMail license covers.

This most commonly occurs over time when you likely have many recipients in your PoliteMail Account that are no longer with your organization or you messaged once a while ago but no longer do.

### Why aren't old Recipients in the People page automatically removed?

Recipients are retained to preserve your Metrics. If recipients are removed and you needed to review prior Metrics data, your metrics will be impacted. For example, if you sent a Message to 100 people with 45 of them reading it, you have a Read Rate of 45%. However, if 5 of those recipients were removed from your People page and none of them had read it, the Metrics report will show it sent to 95 people with 45 reading it still, for a Read Rate of 47%.

- Deleting old contacts will not impact archived Metrics reports, unless the report is restored.

### What to do About it

If this is stopping an imminent send, contact your friendly Account Manager and we can take a look at your license to provide a short-term solution.

In the long term, you can preserve the quality of your People page by periodically reviewing your People list periodically to review and remove stale information. You can view the 'Created' column heading to see how long ago they were created, to help.

Portal