[English](#kix.c8dnlaebnefw) / Portuguese / French / Thai / Vietnamese / Spanish

English

| **Brief**:  An email sent to partners in the target country who RSVPed yes but didn’t submit their documents by the deadline. We will be revoking their invites. It will be sent via customer.io  **Target audience**:  Invited partners who didn’t submit their documents on time |
| --- |

**Subject line**: Your [EVENT NAME] registration

We didn’t receive your documents on time

Hi [PARTNER NAME],

We didn’t receive your documents by the deadline ([DD Mmm YYYY]). Unfortunately, we’re unable to proceed with your registration for the [EVENT NAME].

We wish you the best and hope to see you at our next conference/seminar/affiliate trip.

If you have any questions, please contact us via [live chat](https://deriv.com/?is_livechat_open=true) or [WhatsApp](https://api.whatsapp.com/send/?phone=35699578341&text&type=phone_number&app_absent=0).

If you have any questions, please contact your country manager, [NAME], at [EMAIL ADDRESS] or [WHATSAPP NO] (WhatsApp).