Title: Need Some Help (DRS)

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I'm a europoor and my first letter arrived last week. I wrote an inquiry to CS to request my verification code via email but they say they cannot send it in email due to security reasons.

So my first question is; Is the second letter as slow as the first one?

My second question is; There was a paper and an envelope included in the letter, should I fill it and send it back to KY, Louisville?

GME