**Section 190.19 Service of Orders**

a) Unless otherwise provided for in the Act, the Department may serve orders, administrative actions, or regulatory decisions by personal delivery, certified mail or email.

b) Proof of service by email, mail or personal delivery will be attached to the original of any document served. Proof of service by email shall be the email notice to which the document is attached. Service by email is deemed complete on the day of transmission. Proof of service may be verified by certification as provided for in Section 1-109 of the Code of Civil Procedure [735 ILCS 5].

c) If service is by email, the Department shall maintain a copy of the sent email and shall verify within one business day that the transmission of the email has not failed or been rejected. In the event of rejection or failure, absent correction of an erroneous email address, service shall be made by certified mail or personal delivery.

d) Each credit union shall designate and file an email address of record with the Department. A credit union shall notify the Department prior to updating its designated email address and shall annually verify the email address of record with the Department. A credit union may designate up to two secondary email addresses of record, and if so designated, the Department shall be required to email both the email address of record and the secondary email addresses of record.

e) Documents containing information that could reasonably be deemed personal, proprietary, confidential, or trade secret information or containing other information listed under 5 ILCS 100/10-75(b) should be served by mail or personal delivery.

(Source: Added at 46 Ill. Reg. 12537, effective July 8, 2022)