

User Login



Digital Assets in **Death Guide**

How to deal with social media, email accounts
and subscription services of the deceased



ESTATESEARCH



Digital Assets **in Death Guide**

A large proportion of the population will now have some kind of digital footprint. From the sentimental such as photographs or documents to those with monetary value, Digital Assets can be defined as anything that someone owns that exists in a digital format. These should all be dealt with as part of the deceased's estate.

After identifying an online account, you can help your client to understand the best course of action, whether that be closing, archiving the account or in the case of some social media platforms, to memorialise their social profile. This guide will help you to understand the steps that can be taken to ensure Digital Assets are dealt with properly.

Social Media

- Facebook
- Instagram
- LinkedIn
- Twitter
- Snapchat
- Pinterest

Email

- Google (inc. Youtube)
- Microsoft
- Yahoo

Retail / Subscription Services

- Amazon
- Apple
- Ebay
- Paypal

EstateSearch™ is a trading name of EstateSearch Ltd Registered Number 09417760 Registered in England and Wales.

Social Media

Facebook



Memorialisation

Facebook has an option to memorialise an account and a user can nominate a Legacy Contact to handle their account after they are gone. A Legacy Contact can make certain changes to the account profile and can request to remove the page.

If the user has not nominated a Legacy Contact, the immediate family can still choose to memorialise the account but will need to submit documentation to do so.

<https://www.facebook.com/help/contact/234739086860192>

Account Removal

To remove the account of a deceased without a Legacy Contact, you need documentation to confirm that you are an immediate family member or executor of the account holder.

Documentation needed for proof of authority (submit one):

- **Power or attorney**
- **Birth certificate**
- **Last will and testament**
- **Estate letter**

Documentation needed for proof of death:

- **Scan or photo of the Deceased's death certificate.**
- **Either Obituary or Memorial card**

The request can be sent here:

<https://www.facebook.com/help/contact/228813257197480>

Instagram



The process for Instagram is similar to Facebook, however they do not have the option to add a Legacy Contact. You can still choose whether to memorialise the account or request to have it removed.

EstateSearch™ is a trading name of EstateSearch Ltd Registered Number 09417760 Registered in England and Wales.



Social Media (cont)

Memorialisation

To request that an Instagram account be memorialised the following information is required

- **Proof of death, such as a link to an obituary or news article, to memorialise an account.**

Account Removal

Verified immediate family members may request the removal of an account.

The following documentation is required for proof of authority

- **The Deceased's birth certificate.**
- **The Deceased's death certificate.**
- **Proof of authority under local law that you are the lawful representative of the deceased person or their estate**

The request can be sent here:

<https://help.instagram.com/contact/1474899482730688>

LinkedIn



In order to memorialise or close the account the process is the same. You will need to submit the request here:

<https://www.linkedin.com/help/linkedin/ask/ts-rmdmlp>

Documentation needed:

- **Deceased member's full name**
- **URL to their LinkedIn profile**
- **Deceased member's email address**
- **Date of member's passing**
- **Copy of death certificate**

Plus one of the following

- **Grant of Letters of Administration issued by a court,**
- **Grant of Probate issued by a court,**
- **Grant of Letters of Representation issued by a court, or**
- **Other court order appointing the requestor as an authorised representative for the deceased member's estate**

EstateSearch™ is a trading name of EstateSearch Ltd Registered Number 09417760 Registered in England and Wales.

Social Media (cont)

Twitter



Twitter do not currently have a process for memorialising an account. However, you can request that they close the account by completing the form here

<https://help.twitter.com/en/forms/account-access/deactivate-or-close-account/deactivate-account-for-deceased>

You will then be contacted to provide the following

- **Information about the deceased**
- **A copy of your ID**
- **A copy of the deceased's death certificate**

Snapchat



Snapchat, like Twitter, does not currently have an option for memorialisation. However, you can contact them directly to request removal of the account. You can do this via the form here

<https://support.snapchat.com/en-US/i-need-help?start=5640758388326400>

You will need to provide

- **A copy of the deceased's death certificate.**

Pinterest



Similarly to Twitter and Snapchat, Pinterest does not currently have an option to memorialise a page. Anyone can send a request to Pinterest to have an account removed, as long as they can provide the following details;

- **Your full name**
- **The full name and email address of the deceased's Pinterest account**
- **A link to their Pinterest account – it will start with 'pinterest.com/', but if you don't know it, you can search for their account**
- **Proof of death – death certificate or obituary**
- **Proof of your relationship to the deceased, if you're not included in the obituary e.g. a family tree, or birth/marriage certificate**

This information can be sent via email to care@pinterest.com, headed as 'Delete Request'.

Pinterest is linked to Google, Twitter and Facebook and should be dealt with prior to requesting the removal of linked accounts.

Estatesearch™ is a trading name of Estatesearch Ltd Registered Number 09417760 Registered in England and Wales.



ESTATESEARCH



Email

Google (Gmail) - (Can also include Youtube)

G

Google users can appoint an Inactive Account Manager who, after a certain period of inactivity on the account will be contacted to arrange what to do with the Google account and the data within it. If no Inactive Account Manager is appointed, you can submit a request to close the account [here](https://support.google.com/accounts/troubleshooter/6357590?hl=en&rd=2#ts=6357652).

<https://support.google.com/accounts/troubleshooter/6357590?hl=en&rd=2#ts=6357652>

You will need to provide:

- **Driver's license**
- **Death certificate of the account holder**

If a Youtube account is connected to the Google Account, this should be highlighted in the additional comments box.

Google will not pass control of an account to anyone not appointed as an Inactive Account Manager, nor will they provide passwords or log in details. In some circumstances it may be possible to retrieve some data from the account in question.

Yahoo

yahoo!

Anyone can request the closure of a Yahoo Mail Account as long as they can provide the following information:

- **A letter containing your request and stating the Yahoo ID of the deceased**
- **A copy of a document appointing the requesting party as the personal representative or executor of the estate of the deceased;**
- **A copy of the death certificate of the Yahoo account holder**
- **A copy of the ID of the requesting party**

The request can be made online via the Yahoo Customer Care Form

https://io.help.yahoo.com/contact/index?page=contact&locale=en_GB&y=PROD_ACCT

EstateSearch™ is a trading name of EstateSearch Ltd Registered Number 09417760 Registered in England and Wales.

Email (cont)

Microsoft - (Hotmail, Live, MSN or Outlook)



Microsoft have a 'Next of Kin' process, whereby only family members that are next of kin can request the closure of a Microsoft account. Microsoft will not provide log in details, email addresses, password changes or transfer the account to a new owner.

Contact the Windows Live Custodian of Records by emailing msrecord@microsoft.com to initiate the 'Next of Kin' process. In your email you should include:

- **Confirmation of an email address you're happy to be contacted on**
- **A copy of the official death certificate – (Microsoft can't accept an obituary, interim death certificate or funeral director statement)**
- **Proof of your identification**

They will also ask you to provide details for the deceased including estimated year of account opening and the last time it was accessed.

If the closure request is accepted, Microsoft will arrange to send you a DVD with access to Emails, Attachments, Address Book and Messenger Contact List (if applicable).

Estatesearch™ is a trading name of Estatesearch Ltd Registered Number 09417760 Registered in England and Wales.



Retail / Subscription Services

Amazon



Amazon has a dedicated bereavement support team to assist you in closing the account. Email bereavement-support@amazon.co.uk and include the following information.

- **User's full name and email associated with the account**
- **Documentation of death (eg. obituary, death certificate, memorial card, etc.)**
- **A copy of death certificate**

Amazon may also request further verification to ensure that you are authorised to act on behalf of the deceased.

Apple



Apple users can appoint a Legacy contact which allows that person access to their account after death. If you have been appointed as the Legacy Contact, you can use the unique digital access key which was created when you were added. You can do that here <https://digital-legacy.apple.com/>. You will also need a copy of the death certificate.

If no Legacy Contact exists, you will need to sign in to your own Apple account to start the process of closing the account. You can then submit an online request, providing;

- **The Apple ID for the account holder**
- **The required legal documentation for your country or region**

Submit the request here:

[https://idmsa.apple.com/IDMSWebAuth/signin?](https://idmsa.apple.com/IDMSWebAuth/signin?appIdKey=350beb50661c1ef25fa3eef69badb0c6e8e44b5473c8c4c84168fda0037d33dd&path=/ &rv=3)

[appIdKey=350beb50661c1ef25fa3eef69badb0c6e8e44b5473c8c4c84168fda0037d33dd&path=/ &rv=3](https://idmsa.apple.com/IDMSWebAuth/signin?appIdKey=350beb50661c1ef25fa3eef69badb0c6e8e44b5473c8c4c84168fda0037d33dd&path=/ &rv=3)

Retail / **Subscription Services** (cont)

Ebay



eBay do not currently have a process for shutting down a deceased's account. You can contact their Customer Service Team directly at:

<https://www.ebay.co.uk/help/account/default/contacting-ebay-customer-service?id=4379>

Paypal



The executor or administrator of the estate should send the following by email to bereavement@paypal.co.uk

- A cover sheet, providing the appropriate representative's contact details (name, email address and phone number), stating that the account holder is deceased and that their representative wants to close the account.
- Details to help locate relevant account (e.g. email address, phone number, home address)
- The death certificate of the account holder.

If any money remains in the account balance, the executor or administrator of the estate should send the following to bereavement@paypal.co.uk

- A cover sheet, providing the appropriate representative's contact details (name, email address and phone number), stating that the account holder is deceased and that their representative wants to close the account.
- Details to help locate relevant account (e.g. email address, phone number, home address).
- The death certificate of the account holder.
- If a will exists, we need a certified copy of the will identifying the executor of estate.
- If no will exists, we need a statement of who the likely administrator is and their interest in the estate and relationship with the deceased
- A government-issued photo ID of the appropriate representative.
- Signed copy of the standard indemnity form.
- A note specifying what to do with any money that remains in the account

Please note that if there are others (children, grandchildren, civil partners, other siblings, etc.) entitled to a share of the funds on the PayPal account, written confirmation of intended action or permission for the Administrator to provide instruction is required from all named parties prior to taking action on account.

Please note that, for amounts under £5,000, we require an indemnity form to be entered into by the executor or administrator in advance of releasing the balance. If the balance is above this level, we require Grant of Probate or Letters of Administration to be provided before closing the account and releasing the balance.

EstateSearch™ is a trading name of EstateSearch Ltd Registered Number 09417760 Registered in England and Wales.