



## Change of Account for Incapacitated/Deceased Customer

1&1 Mail & Media Inc.

### Account information

Information Required	Customer Information	Reason for Request* (check all which apply)
Customer ID		<input type="checkbox"/> Customer deceased
Customer First Name*		<input type="checkbox"/> Customer adjudicated incompetent
Customer Last Name*		<input type="checkbox"/> Holder of valid Power of Attorney
Company Name		<input type="checkbox"/> Other (add page)
Mailing address		<b>Nature of Request*</b>
Telephone Number		<input type="checkbox"/> Cancel the account
E-mail Address		<input type="checkbox"/> Provide access to account data
Credit card (last 4 digits)/PayPal address		<input type="checkbox"/> Other (write below or add page)

### Requesting Party Information

Information Required	Requesting Party Information	Authorization*
First Name*		<input type="checkbox"/> Executor/rix of the customer's estate
Last Name*		<input type="checkbox"/> Administrator/rix of the customer's estate
Mailing address*		<input type="checkbox"/> Power of Attorney
Telephone Number*		<input type="checkbox"/> Legal guardian
E-mail Address*		<input type="checkbox"/> Other (write below or add page)

\* Fields with an asterisk are required. Please provide the identifying and other documentation requested on the following page.

THIS REQUEST AND ANY ACTIONS TAKEN IN RESPONSE THERETO BY 1&1 INTERNET INC. AND ITS AFFILIATED COMPANIES (1&1) IS GOVERNED BY THE TERMS OF 1&1'S GENERAL TERMS AND CONDITIONS OF SERVICE (THE "GT&C") WHICH (1) LIMIT 1&1'S LIABILITY FOR ANY AND ALL DAMAGES RELATING TO THE ACCOUNT OR LOSS OF DATA OR DOMAIN NAMES, INCLUDING BUT NOT LIMITED TO EXCHANGE DATA, (2) REQUIRE THAT YOU INDEMNIFY 1&1 FOR ANY EXPENSES, INCLUDING LEGAL COSTS, RELATING TO THE ACCOUNT OR THIS REQUEST, AND (3) REQUIRE THAT YOU SUBMIT TO THE EXCLUSIVE JURISDICTION AND LAW OF THE COMMONWEALTH OF PENNSYLVANIA FOR ANY DISPUTES RELATING TO YOUR ACCOUNT OR THIS REQUEST. BY SIGNING ABOVE YOU AGREE AND REAFFIRM THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THE GT&C IN THEIR ENTIRETY, INCLUDING THE SUPPLEMENTAL TERMS BELOW AND THAT, UNDER PENALTY OF PERJURY, THEY ARE AUTHORIZED TO MAKE THE REQUEST OUTLINED ABOVE. THE GT&C FOR GMX USERS CAN BE FOUND AT WWW.GMX.COM, FOR MAIL.COM USERS AT WWW.MAIL.COM.

### Supplemental Terms

- 1&1 may decline any request for any reason whatsoever, in its sole and unfettered discretion, except as otherwise required by law. 1&1 reserves the right to request additional information and or documentation prior to carrying out the request in its sole discretion. Prior to acting on your request, 1&1 may provide e-mail notice of the request to all e-mail addresses on the account and, if a response is received, may deny or take other steps to verify your request.
- You, the individual listed under *Requesting Party Information* (the "Requesting Party"), represent and warrant that you have the full and complete authority to initiate the actions requested pursuant to this form (the "Requested Actions") and, as further set forth in the GT&C, you release, discharge, and agree to indemnify and hold harmless 1&1 from any and all claims arising from the Requested Actions. The Requesting Party further warrants and represents that the information on the form is correct.



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3. If approved, 1&1 will provide read-only access to the account for a period of up to 30 days. You will not be able to send e-mails from the account. After the thirty day period all access to the account will cease and the account will be terminated. After termination all files and other data will be irrevocably deleted. If you wish to preserve any materials in the customer's account you must download them to your personal computer prior to termination.
4. You authorize 1&1 to take any actions necessary to effectuate the Requested Actions.

### Documentation

As a general matter only the executor or administrator has the right to act on behalf of a deceased customer, and 1&1 may deny requests by parties who cannot demonstrate authorization to 1&1's sole satisfaction. The name on the death certificate must match the name on the account. Please provide the following, in addition to the information requested above:

- A copy of the death certificate showing the name of the customer
- If the requesting party is Executor or Executrix, a copy of the short certificate
- If the requesting party is an Administrator, a copy of the letters of administration
- If the Requesting Party is otherwise authorized to act on behalf of the customer due to incapacity or some other circumstances, documentation sufficient to demonstrate that authorization
- A copy of a valid and current government-issued photo id matching the individual name and contact information listed under *Requesting Party Information*.
- All requests for data or changes to an account must be signed by the requesting party before a notary public.

### Signature and Date

\_\_\_\_\_  
Signature of Requesting Party

\_\_\_\_\_  
Date

### Notary Acknowledgement

Sworn to and subscribed before me a Notary Public this \_\_\_\_ day of \_\_\_\_\_, 201\_\_\_\_.

My Commission Expires: \_\_\_\_\_

\_\_\_\_\_  
Signature of Notary

\_\_\_\_\_  
Date

Seal: