



## Authentication Factor Deactivation Request

Ticket Number  
(optional) :

**Attention: All details below must match the information on the account in question.**

I, the undersigned, owner of the following username: .....

First name .....

Last name .....

Email address .....

hereby request that Gandi remove the following secondary security features associated to the above username (please check all that apply):

- TOTP
- IP Restriction
- Security Key / U2F / Webauthn

I understand that I must provide at least the following evidence, but that further evidence may be requested if these documents are deemed insufficient by the responsible Gandi representative.

- Clear photos of the front and back of a valid government issued photographic ID document
- Two photo “selfies” of the account owner:
  - One photo showing the account owner’s face, the front of a valid government issued photographic ID document and this completed form
  - A second photo showing the account owner’s face, the back of a valid government issued photographic ID document and this completed form

**If** I am acting on behalf of a business or other formal organisation, I must also provide:

- Official documentation indicating that I am an appropriate legal representative of the organisation (such as a Certificate of Incorporation or other document listing my full name and position)

For security reasons, I agree to be contacted by email and/or telephone about the status of this request at the addresses and telephone numbers associated with the above username.

I acknowledge that Gandi will not proceed with the modification if I am unable to prove that I am the title holder of the personal account identified by the above username, or that I have the right to act on the holder's behalf. I understand that Gandi can not be held responsible for delays if documents are missing or if the form is incomplete.

Signature :

Date : ..... / ..... / 20 .....      Location : .....

## **INSTRUCTIONS - IT IS NOT NECESSARY TO INCLUDE THIS PAGE IN YOUR RESPONSE**

### **When completing the form, please make sure that you:**

- Download this form and print it out.
- Complete all of the appropriate fields and sign and date the document
- Either scan the signed document or take a photo of it
  - Note: All photos must be taken carefully so that all writing is clearly readable

### **When taking a photo of your ID document, please make sure that:**

- The entire document is shown in the photo and that no edges have been cut out.
- The document is well-lit and all text is clearly readable
- No glare from nearby lights is obscuring the photo image
- Do not forget to include an image of the back side of the document (an alternative page such as a signature page can be included in the case of passports)

### **When taking “selfie” photos with your ID document, please make sure that you :**

- You are in a well-lit area
- Hold up the completed and signed form as well as the ID document.
  - You can hold the ID document in the same hand as the form as long as the ID document does not obscure any of the filled out sections
  - Alternatively you can ask for someone else to take the photo so that you can hold the documents up separately
- Do not forget to take two photos:
  - One with the front of the ID document
  - Another with the back of the ID document or alternative page in the case of a passport

### **When providing official documentation relating to an ORGANISATION:**

**Note: This is only necessary for accounts that are owned by a formal business or organisation.**

- The document provided must include the full name of the person making the request as well as their position within the organisation
- If the responsibility for this request has been delegated by an appropriate legal person, then both people must submit all of the required ID Documentation requested above

### **When returning the form and necessary documentation by email (*recommended*):**

- Attach all photos/files to an email and
  - If you have an ongoing correspondence by email with a Gandi support agent regarding this issue, simply reply to the same email thread

**OR**

- Send the attachments by email to [support-en@support.gandi.net](mailto:support-en@support.gandi.net)

### **When returning the form and necessary documentation by post (*not recommended*):**

- Address the package to:  
GANDI SAS  
Support Request  
63/65 Boulevard Massena  
F-75013 PARIS  
FRANCE