



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

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