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# Disable two-step verification

This form can't be used to change details on the account.

Please, disable two-step verification (2FA) for the following user account:

Name or contact person: \_\_\_\_\_ Account holder or registered contact person

Company or organization: \_\_\_\_\_ Only if the account holder is a company/organization

Email address user account: \_\_\_\_\_

**To process your request, we require valid identification:**

- **Private person:** copy of a valid picture ID (i.e. passport, driver's license or similar)
- **Company/organization:** valid picture ID **AND** a company stamp, letterhead or registry excerpt

**I will include the following identification:**

We only need to see the date of birth, full name, signature and expiry date on your ID -  
for your safety, please conceal or redact all other information.

**Signature and date:** \_\_\_\_\_ Please note that a typed signature is not valid

*Please [send a message to customer service](#) and attach the signed form.*