

## Account Recovery

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Account recovery requests will be completed via form on the website found [here](#). We will request specific documents proving ownership depending on the type of entity listed under the account and the circumstances of the request. Provided information must match the one listed under the account. Our dedicated team will review the documents in a timely manner and get back to you as soon as possible. We may require a government issued ID to make sure that you're the account owner, so we can keep your account safe from any fraudulent takeover attempts. Rest assured that the information you send is protected and isn't used beyond the need to verify your account ownership.

Posted - Thu, Oct 5, 2023 at 9:01 AM.

Online URL: <https://www.heartinternet.uk/support/article/account-recovery.html>