



DATE _____

I, _____, the account holder for the 23andMe account
associated with the email address _____, am requesting to
disable the 2-Step Verification feature currently enabled on my account.

Please check one box:

- ☐ I would like to disable the 2-Step Verification feature and keep the same email address for my 23andMe account.
- ☐ I would like to disable the 2-Step Verification feature and update my email address to (please provide an email address not currently associated with a 23andMe account): _____

Please provide a brief explanation of why you are no longer able to verify your account via 2-Step Verification:

Full name:

Phone number:

Address to which the kit was originally shipped (if retail, indicate retailer name):

Ticket Inquiry Reference Number(s):

(from previous correspondence with customercare@23andme.com, may leave blank if n/a)

Signature (only wet ink signatures will be accepted):

X _____

***Include a copy of your unexpired, government-issued photo ID. Note that submissions without a clear copy of a valid photo ID containing a signature will not be processed.**