

Options available if a Yahoo Account owner passes away

We know that dealing with the loss of a relative is very difficult. To protect the privacy of your loved one, it is our policy to honor the initial agreement that they made with us, even in the event of their passing.

In these cases, Yahoo has a process in place to request that your loved one's account be closed, billing and premium services suspended, and any contents deleted for privacy.

Unfortunately, Yahoo cannot provide passwords or allow access to the deceased's account, including account content such as email. At the time of registration, all account holders agree to [the Terms of Service \(TOS\)](#). Pursuant to the Terms, neither the Yahoo account nor any of the content therein are transferable, even when the account owner is deceased.

Requesting to close the account

To process this kind of request, Yahoo requires specific documentation:

- A letter containing your request and stating the Yahoo ID of the deceased
- A copy of a document appointing the requesting party as the personal representative or executor of the estate of the deceased
- A copy of the death certificate of the Yahoo account holder

Sending options

Please send the requested information to us at the following address:

Concierge Executive Escalations

Yahoo
22000 AOL Way
Dulles, VA 20166

Again, we extend our condolences to you and your family.