



Account Retrieval Instructions

These instructions can only be carried out by or under the direct and constant supervision of the registered Account user. Please note that per the World of Warcraft Terms of Use, Section 1, paragraph A, "You may not share the Account with anyone, except that if you are a parent or guardian, you may permit one (1) minor child to use the Account when not in use by you." Additionally, Section 1, paragraph E states that "Blizzard Entertainment does not recognize the transfer of Accounts, and any...transfer...will result in the permanent deletion of the Account... You may not offer any Account for sale or trade, and any such offer is a violation of this Agreement and may result in suspension or termination of the Account."

1. Print out page 2 of this document. These instructions may also be printed. Please complete all fields when directed to do so by these instructions; omitted entries may delay Account retrieval. Use blue or black ink only, typing or writing in clean block lettering; illegible entries may delay Account retrieval. The entire Account Retrieval submission must be received in a single fax or postal mailing to be processed; for security reasons, we are unable to combine partial submissions.
2. Complete Sections A through D, observing the following points while doing so:
 - The e-mail address provided must be one to which the registered Account user has sole and secure access. If the security of the current address is in question, please provide a new one.
 - The CD Authentication Key is found on the CD sleeve or game manual.
 - Section B must be filled out with current information. The Evening Phone field is optional, but recommended if it differs from the daytime number.
 - The registered Account user may only provide a school-issued photo ID or Certificate of Birth/Adoption instead of a government-issued photo ID if they are under the age of majority (18 in the United States.)
3. Make photocopies of:
 - the registered Account user's ID;
 - the CD Authorization Key;
 - the most recent method of payment.

Account Management webpage screenshots and bank/credit card statements are **NOT** acceptable for method of payment verification purposes. These photocopies may be fit on fewer than 3 sheets, but all photocopies must be clear; illegible submissions may delay Account retrieval. For security reasons, we are unable to accept digital files of any kind.

4. Write the Account Name and Attention: WoW Account Administration on each photocopy. If the method of payment is a Credit or Debit Card, please white or black out the middle 8 digits on the copy, for the payment account's security.
5. Fax the documents to:

(949) 725-7972 or (949) 725-6341

- **OR** - mail them to:

Blizzard Entertainment
Attention: WoW Account Administration
P.O. Box 18979
Irvine, CA 92623



Section A.) Account Information

Account Name: _____

CD Authentication Key: _____

Most recent method of payment (circle only one):

Game Card Visa Mastercard Discover American Express

Credit/Debit Card Expiration Date: _____

Section B.) Registered Account User's Updated Contact Information

E-mail Address: _____

First Name: _____ State/Province/Region: _____

Last Name: _____ ZIP Code: _____

Address 1: _____ Country: _____

Address 2: _____ Daytime Phone: _____

City: _____ Evening Phone (if different): _____

Section C.) Registered Account User's Identification

Registered Account user's government-issued photo ID type (circle only one):

Driver License State ID Passport Military Government Employee

- OR - Registered Account user's other ID type (circle only one, complete section D):

School-issued photo ID Certificate of Birth/Adoption

Section D.) Agreement and Signature

The undersigned certifies that, to the best of his/her knowledge and belief, all information contained in this Account Retrieval form and in the accompanying statements and documents is true, complete, and correct. The undersigned agrees to notify Blizzard Entertainment immediately of any material changes in this information. Blizzard Entertainment maintains its sole right to administer the above stated Account, and to use the information provided herein at its sole discretion to further the Account Retrieval process.

Registered Account User's Signature

Registered Account User's Name, Printed

Dated