

## Trustworthy.

# Getting Account Access as a Legacy Access collaborator

---

When a Trustworthy account holder adds you as an legacy access contact, this means you're part of a trusted circle that can gain access to the vital data in their Trustworthy account in the event of their passing.

If you've been added as an legacy access contact previously, you would have received an email asking you to verify your email address. This confirms that you're reachable via that email and shortens the timeline to gaining account access in the event that something happens to the account owner.

## Trustworthy.

---

### **Jenna, Daniel McCool added you as a legacy access collaborator on the Trustworthy account, McCool Family**

**Step 1:**

Please contact Daniel to discuss this if you haven't already.

**Step 2:**

Please verify your contact information using the button below.

Verify →

**What is Trustworthy?**

Trustworthy is an intelligent digital vault that protects and optimizes your family's information so that you can save time, money, and enjoy peace of mind.

**What is a legacy access collaborator?**

As a legacy access collaborator, you don't have access to the McCool Family account at this time. However, in the event of Daniel's passing, you can request full access, which will be granted after verifying your identity and the death certificate.

## What to do if you need access to a Trustworthy account where you're the legacy access contact

If unfortunate circumstances arise where a Trustworthy account owner has passed on, oftentimes the data in Trustworthy is helpful in settling estates. To gain access as an legacy access contact, here's the things you'll need to have prepared.

1. A death certificate or equivalent. In some jurisdictions there will be different names for a proof of death document.
2. The name or email of the deceased.
3. Tools and data to prove your identity including:
  - a. A smart phone that can receive SMS, browse the web and take photos.
  - b. Current address.
  - c. Cell phone number.
  - d. Date of birth.
  - e. SSN.
  - f. An identification document like a drivers license or passport.

Once you have those items prepared, follow the steps below to kick off the process.

### Contact a Trustworthy Expert

You [can open up a chat](#) with our support experts or [email us](#) to get started.

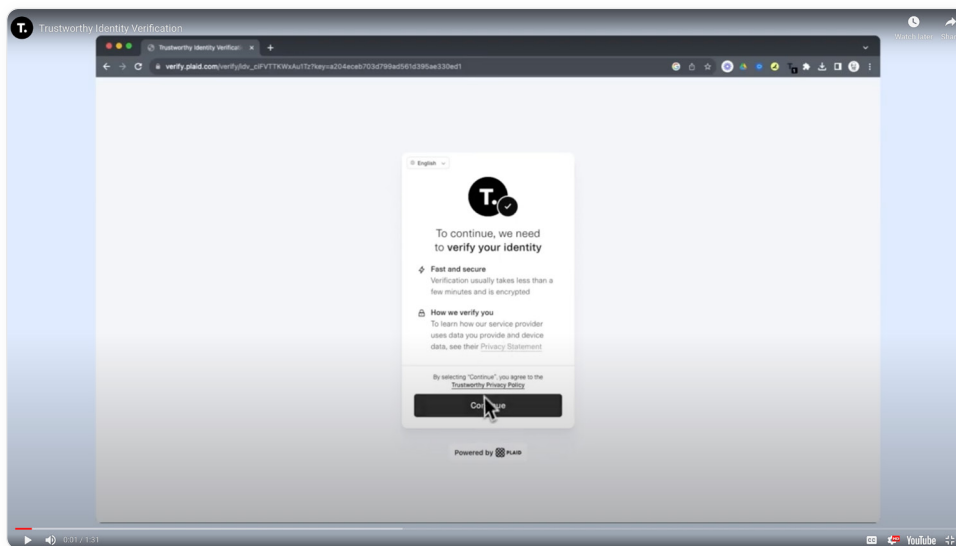
The Trustworthy expert will initially ask for the death certificate and information to identify the account owner before moving on to verifying your identity.

## Verify your Identity

Once you've provided the death certificate, our expert will send you a link to an online identity verification platform.

Given the sensitive nature of the data in Trustworthy, it's important that we verify that you are who you say you are. We leverage a powerful identity verification platform from [Plaid](#), a trusted leader in personal and financial data integrations.

During this identity verification you may be required to input personal information, upload photos of your ID, take a selfie and more. This data is required to verify your identity. Watch the short video below to see how this experience works.



## Create your Trustworthy account

Once your identity is verified and we've finished other diligence steps, you'll be invited as a collaborator to the Trustworthy account. This could take up to 24 hours for diligence to complete.

Being invited as a collaborator on the account requires you to receive an invite email and create login credentials for Trustworthy if you already haven't. From this point on, you can access all the data in that Trustworthy account. We'll keep the account active until you tell us to delete it.