

# HEROES OF NEWERTH

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## Account recovery/Change information

Saphirez - 2020-06-10 - 0 Comments - in Customer Support

In order for us to change or release any personal information tied to the account we will first need to verify ownership, this can be done with information listed below:

Account Name

IP Address (<http://www.whatsmyip.org>)

Email address attached to the account

First and Last name on the account

Date of Account Creation

3 Recent Store Purchases

ZIP Code

Last 4 digits and name as it appears on the credit card

Transaction ID or Invoice ID from your PayPal transaction

we will also accept a scanned photo of a legal form of identification (such as a driver's license or passport), that matches the name on the account or the credit card used to make purchases on the account. You may censor out any sensitive information.

**Please note that if you cannot provide any or most of this information, we may not be able to recover your account for you.**

Please copy-paste this list and fill it as well as possible when creating a customer support ticket [HERE](#)