



Required Documentation for MFA Removal & Email Change

Proof of Identification Requirements

All proof of identification provided must be **valid**, current, include a photo, and be issued by the government.

ACCEPTABLE forms of identification:

- Driver's license
- Passport
- Government ID (city, state, or federal)
- Military ID

UNACCEPTABLE forms of identification:

- Badges
- Credit cards
- School IDs
- Social Security card
- Employee ID
- Library Card

Photocopy Requirements

- Photocopy **must** be on plain white, standard paper stock, showing the **front** and the **back** of your ID.
- Photocopy **must** contain images on only one side of each page submitted.
- If copies cannot be made on the same side of one page, you may present two separate pages—one displaying the front of the ID and the second displaying the back of the ID.
- The paper should be free of other images and/or markings with the exception of your signature and notarization, which shall NOT overlap or obscure the images.
- You **may** enlarge the image of your ID, but you **may not** decrease the size of the image.
- All images **must** be legible, readable, and discernible.

Notary Requirements

Notarized affidavit **must** have the notary stamp or seal on the same page as the affidavit, unless the laws in your area dictate otherwise.

Only sign and date the affidavit when witnessed by the Notary Public. **The signature dates must match** or your affidavit may be rejected.

You may use an in-person Notary Public or a Remote Online Notary to certify your document, but if you choose a Remote Online Notary they must comply with all applicable laws. Amazon recommends the use of a **U.S.-based Notary Public** for most efficient review of your documentation, but you may also select any qualified Notary Public available in your current location.

If you have any questions about the notarization process, please seek your own professional advice.

Proof of Address Documents (Optional for MFA)

Proof of address must have common information that links strongly to an address on your account. *While providing proof of address documentation is optional for MFA removal requests, it may be helpful to our team in proving ownership of the account. In some cases, we may require it when further information is needed in our review of your request. Note: proof of address is **required** for email change requests.*

ACCEPTABLE records of proof of address:

- Government-issued picture ID
- Utility Bill (electric, gas, water, phone, etc.)
- ISP (Internet Service Provider) billing statement
- Satellite / cable services statements
- Property deeds
- Rental or lease agreements
- Bank or credit card statements (preferably the credit card linked to the AWS account) with transactions and the account number (except the last four digits) redacted

UNACCEPTABLE records of proof of address:

- AWS communications, invoices, emails, etc.
- Amazon.com communications, invoices, emails, etc.