How to contact Twitter about a deceased family member's account

Deceased User

In the event of the death of a Twitter user, we can work with a person authorized to act on behalf of the estate, or with a verified immediate family member of the deceased to have an account deactivated.

Request the removal of a deceased user's account. (https://help.twitter.com/forms/privacy) After you submit your request, we will email you with instructions for providing more details, including information about the deceased, a copy of your ID, and a copy of the deceased's death certificate. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be removed once we've reviewed it.

Note: We are unable to provide account access to anyone regardless of their relationship to the deceased. Read more information about media on Twitter concerning a deceased family member (https://help.twitter.com/en/rules-and-policies/contact-twitter-about-media-on-a-deceased-family-members-account).

Incapacitated User

In the event a Twitter user is incapacitated, due to medical or other reasons, we can work with a person authorized to act on the behalf of the user to have an account deactivated.

Request the removal of an incapacitated user's account. (https://help.twitter.com/forms/privacy) After

you submit your request, we will email you with instructions for providing more details, including information about the user, a copy of your ID, a copy of the account holder's ID, and a copy of a Power of Attorney authorizing you to act on the account holder's behalf. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be deleted once we've reviewed it.