

## The steps that we recommend for a **Virtual Asset Instruction Letter (“VAIL”)**:

- 1** Identify each internet account that you have and determine how each company handles an account when the account holder dies.
- 2** Determine which accounts you want your representative to maintain and have access to, and prepare a written and electronic file list of those accounts with their passwords.
- 3** Determine which accounts you wish to have deleted and provide the necessary written instructions to do so.
- 4** Consider saving the account and access information on a CD or memory stick and store it in a safe place. Give your representative instructions about how to access this information. Don't forget to update it as passwords change.
- 5** If you have a collection of pictures or other memorabilia that are being stored on the internet, consider making a backup of that information to a disk drive or CD that you control. Store this information in a safe place, and provide your personal representative with instructions on how to obtain that information.
- 6** Upgrade your power of attorney to include provisions authorizing your agent to access your emails and other electronic data.
- 7** If someone other than your personal representative is being designated to handle your electronic data, then those individuals should be named in your will or other estate planning documents.

# Death policies of major websites

## Google

Google will provide account information to family members at their discretion

## Yahoo!

Upon receiving a copy of your death certificate they will permanently delete all of your accounts and their contents, meaning no one but you can ever access them.

## Facebook

Facebook will automatically put your account in a memorialized state if it learns about your death. Certain information is removed from the account and the privacy is restricted to “Friends Only”. The profile and wall will be left as usual where friends and family can make remembrance posts.

## Twitter

You must contact Twitter to remove an account or to save a backup of public tweets.

## LinkedIn

LinkedIn will close your account if they receive confirmation of your death.

## PayPal

PayPal will need to view a death certificate before closing an account. If there is money in the account, a check will be issued in the name of the account holder.

## eBay

After receiving a copy of your death certificate eBay will close an account and delete all customer details from the eBay database.

## YouTube

YouTube allows your heir or power attorney control of your account and all the content.

