

ACCOUNT CHANGE REQUEST FORM

Please Print or Type

Account Holder Name: _____ New Account Holder Name _____

Your Address _____ Service Address _____

City, State, Zip _____ City, State, Zip _____

Best Contact # _____ Account Number _____

Step 1: Select the reason for the request:	Step 2: Select what change you would like us to make:
<input type="checkbox"/> Account holder is deceased <input type="checkbox"/> Military deployment <input type="checkbox"/> Account holder moved out <input type="checkbox"/> New account holder taking over my account <input type="checkbox"/> Legal name change <input type="checkbox"/> Name change – divorce/marriage <input type="checkbox"/> Account holder is incarcerated <input type="checkbox"/> Account holder is incapacitated	<input type="checkbox"/> Disconnect this account <input type="checkbox"/> Transfer this account to my name (includes equipment and / or access to email and voice mail) <input type="checkbox"/> Transfer my account to a new account holder <input type="checkbox"/> Disconnect this account and open new account in my name (transfer equipment only) <input type="checkbox"/> Name Change: _____ (Please specify) <input type="checkbox"/> Add Authorized User (i.e. military deployment, incarceration, power of attorney, incapacitation)

Step 3: Using the option that you selected in Step 1 please submit this form and determine the additional documentation you will need to submit with this request below:

Reason For Request	Documentation Needed
Account Holder is Deceased	<ul style="list-style-type: none"> Copy of the death certificate; or Notarized Affidavit for Deceased Customer
Military Deployment	<ul style="list-style-type: none"> Letter signed by the account holder authorizing you to act on their behalf and make changes to their XFINITY account; or If the service member is unavailable due to deployment, a Power of Attorney authorizing you to make transactions on behalf of the service member.
Account Holder moved out - Disconnect	<ul style="list-style-type: none"> Notarized Affidavit for Account Disconnect
Account Holder moved out – Transfer	<ul style="list-style-type: none"> Notarized Consent to Transfer My Account Form. Comcast will contact the new customer and review service options.
Legal Name Change	<ul style="list-style-type: none"> Copy of court order granting your name change
Name Change - Divorce	<ul style="list-style-type: none"> Copy of divorce decree granting your name change ; or Copy of driver’s license or other government issued identification with your new name
Name Change - Marriage	<ul style="list-style-type: none"> Copy of driver’s license or other government issued identification with your new name
Incarceration	<ul style="list-style-type: none"> Letter signed by the account holder authorizing you to act on their behalf and make changes to their XFINITY account; or Power of Attorney authorizing you to make transactions on behalf of the account holder
Incapacitated	<ul style="list-style-type: none"> Court order naming you as the guardian or conservator for the account holder

COMCAST
AFFIDAVIT FOR DECEASED CUSTOMER

I _____, being duly sworn according to law, declare that I am the [spouse] [next of kin] [executor or administrator of the estate] (Circle one) of _____ ("Decedent") who died on or about the _____ day of _____, 20__.

Fill In One Option Below

[I request that Comcast disconnect Comcast account # _____ for service at _____ (Address) _____ (City), _____ (State) _____ (Zip Code). The final bill should be sent to _____ (Address) _____ (City), _____ (State) _____ (Zip Code).]

OR

[I request that Comcast transfer Comcast account # _____ for service at _____ (Address) _____ (City), _____ (State) _____ (Zip Code) to my name. If applicable, I certify that I am authorized to view or hear any messages left in the Decedent's Xfinity Digital Voice voicemail box, receive call detail records or view emails left in the Decedent's Xfinity Internet email account.]

I understand and acknowledge that in order for 911 calls to be properly directed to emergency services, Comcast must have my correct service address. If I move my Xfinity Voice equipment to a different address without Comcast's approval, 911 calls may be directed to the incorrect emergency authority with the incorrect address, and my phone service, including 911, may fail. If there is an electrical power outage in my home, calling, including calls to 911, may be unavailable. Calls to 911 may not be completed if there is a technical or other problem with Comcast's network or other network facilities or databases used to complete 911 calls.

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims, demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney's fees, arising out of the this change of account status.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at _____, _____ this ____ day of _____, 20__.

{City} {State}

Signature

Print Name

Address

Telephone

Sworn and subscribed before me, on _____.

Notary Public

My commission expires on _____.

