

## **Withdrawal Process**

### **Step 1**

Enter the withdrawal key and a valid email address. You will receive an email which will require you to re-enter your withdrawal key, together with your DOB.

### **Step 2**

This will allow the Life Story Heritage file to be downloaded and the account to be closed.

**All data will subsequently be removed from our system.**

**\*Remember to keep the details of your Log-in code / Withdrawal key and associated passwords secure, they are your responsibility.**