

Helping Clients Access an Old OR Hacked Account on META

1. First, you'll need to collect these documents to submit a dispute:
 1. An official government ID of the person requesting access to the Page that includes their name, date of birth and a photo.
 2. An official business document that represents the requester's business and includes their business name and address.
 3. A written admin dispute letter that includes:
 1. Page name, link and the requester's relationship to the Page (ex: business owner).
 2. Requester's full name, personal Facebook profile link and email associated with this profile.
 3. Current admin if applicable and known, and the requester's relationship to the current admin.
 4. An explanation of the request (for example, Please add John Doe to the Facebook Page <https://www.facebook.com/facebook>).
 5. A Declaration Statement from the requester (Example: I John Doe, certify that the information provided is true and accurate).
 6. The requester's physical signature on the letter (electronic signature is not accepted).
2. All information above must be included and not altered in any way for the Facebook team to review your dispute. These documents will need to be clear, legible and submitted in PDF format.
3. Finally, provide all 3 documents to META Support
 1. Submit your request here using the "chat with us" option:
<https://www.facebook.com/business/help/support>

EMAIL ACCOUNTS META MAY USE TO REACH OUT TO YOU (PLEASE DO NOT PROVIDE PERSONAL DETAILS TO ANY SENDERS CLAIMING TO BE FROM META IF THE EMAIL IS NOT ON THIS LIST)

1. notification@facebookmail.com
2. noreply@facebookmail.com
3. @business.fb.com
4. @support.facebook.com
5. @fb.com
6. @meta.com

7. @internal.metamail.com
8. @go.metamail.com
9. advertise-noreply@facebookmail.com
10. update@em.facebookmail.com
11. @mediapartnerships.fb.com