*<Enter date (mm/dd/yyyy) \*need to be same date as other documentations>*

<*Enter Company/School Name*>

<*Enter Company/School Address*>

<*Enter Company/School Phone Number*>

**Multi-Factor Authentication (MFA) Reset Request**

This is to request MFA reset of a Global Admin account on a Microsoft 365 tenant that we own. We, *[Enter Company/School name]*, confirm that:

1. [*Enter Company/School name*] have completed all due processes to reset the MFA in accordance with Microsoft Online Subscription Agreement (https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/?country=kr&language=en) but have not been successful;
2. [*Enter Company/School name*] have complied with all applicable laws and internal regulations to ensure the validity of this Multi-Factor Authentication (MFA) Reset Request; and
3. [*Enter Company/School name*] shall indemnify and hold harmless Microsoft from all claims, liabilities, costs and expenses relating to this Multi-Factor Authentication (MFA) Reset Request claimed by it, its directors or employees or any other third parties.

Please see details below for this request.

Service Request Number <\*\*\*\*\*\*\*\*\*\*>

User ID of the account to be reset <\*\*\*\*\*\*@\*\*\*\*\*\*>

Contact for the account <First and Last Name>

<Phone Number>

*<Enter Company owner name/name of the head of the school>*

*<Corporate Seal/Seal of the head of the school>*