

Apple Support Chat Transcript
11:00 AM September 9, 2025

You are chatting with APPLEPIE. Your case number is _____.

Thanks for contacting Apple Support. Please give me a moment to look over the information you have provided.

Welcome to Apple support, my name is APPLEPIE, I hope you are having an excellent day, How can I help you today?

APPLEPIE, I am an iPhone owner and a shareholder. I am also a lawyer in Virginia writing materials concerning internet fraud. My audience consists of lawyers representing impaired clients, or families of impaired clients, when there is a suspected internet fraud.

I've read your help link with this information:

Request access with a court order or other legal documentation

In the U.S. and other locales, you can request access to a deceased person's Apple Account and data with a court order that names you as the rightful inheritor of your loved one's personal information. In some jurisdictions, such as France, Germany, Japan, Australia, and New Zealand, alternative documentation and process instead of a court order are accepted. Where applicable, the court order needs to specify:

The name and Apple Account of the deceased person.

The name of the next of kin who is requesting access to the decedent's account.

That the decedent was the user of all accounts associated with the Apple Account.

That the requestor is the decedent's legal personal representative, agent, or heir, whose authorization constitutes "lawful consent."

That Apple is ordered by the court to assist in the provision of access to the decedent's information from the deceased person's accounts. The court order should be addressed to the relevant Apple entity.

My focus is on living people who want to grand their power of attorney agents and lawyers access to the entire Apple ecosystem account in the same shoes as the impaired person.

A court order for guardianship will usually take too long to protect the defrauded person.

I will deliver a paper on the 11th concerning this.

The link to the paper is here for you and Apple to consider:



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You will see my credentials and other work at this link:

[REDACTED]

I would like you to consider the foregoing and advise me in an email ([REDACTED]@[REDACTED]) whether there is any language that Apple will accept in a power of attorney that will grant access as stated above to the designated agent.

You may assume that the power of attorney will be notarized by a Virginia notary public.

Whew! That was a lot to type.

I'm all ears.

Thank you so much for your information, I know how important is this matter, and in order to accurately address you I would like to put you in touch with the department in charge (customer relations) in order to manage it in the proper way.

Since they are only available over phone support, If you can confirm me your phone number and time zone I can setup this call for you

REDACT

Time zone is EDST (in Virginia)

Thanks for confirming

Are you able to receive this call now?

Yes, thank you.

Perfect! I have set up the callback for you. Please make sure that you have "Silence Unknown Callers" turned off. Go to Settings > Phone, scroll down, tap Silence Unknown Callers.

If 15 minutes have passed and you haven't received the call, to save you some time I would like to recommend you to contact us by your own with this number 1-800-275-2273

I would like to know if there is anything else I can assist you with today?

I received the call but it hung up before I could answer.

Would you try again, please?

Sure thing



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Please make sure that you have "Silence Unknown Callers" turned off. Go to Settings > Phone, scroll down, tap Silence Unknown Callers.

Please allow me a moment

Thank you. Next, please tell me whether I can get a transcript of this chat.

You can download a copy of the chat transcript after ending the chat.

Thank you again, APPLEPIE. I hope the event today is a success for Apple.

You are most welcome! Thank you for contacting Apple Support. Have a great day and stay safe!

11:50 AM

Apple has left this chat.

Helpful link(s) not included in the main document:

Adding Apple Legacy Contact

Email response received 12:11 PM

Thanks for contacting us.
Case ID:

Hi _____,

Glad we were able to assist you.

Your Advisor has a follow-up message for you:

You can contact this number . They might be able to help you with your legal concerns Apple's main phone number: 1-408-996-1010
If you still need help with this issue, contact Apple Support to reopen this case.

Thanks,

Apple Support

