



NYLK
DIGITAL ESTATE MANAGEMENT

PARTNER RESOURCE · FUNERAL DIRECTORS

When Families Ask About Digital Accounts

A field guide for arrangers — the questions families actually ask, the answers that help without overstepping, and a gentle handout to give them.

You guide families through the hardest week. This covers the question that now comes up in almost every arrangement.

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Version 1.0 · July 2026 · For professional use



The question that now comes up at almost every arrangement

"What do we do about Dad's phone?" "Can we get into her photos for the slideshow?" "Do we have to cancel his Facebook?" Families ask you because you're the professional in the room during the week these questions surface. This guide gives your arrangers safe, genuinely helpful answers — and a resource to hand over so the answers don't have to carry the whole load.

THE FIVE QUESTIONS FAMILIES ASK — AND SAFE ANSWERS

THEY ASK	A SAFE, HELPFUL ANSWER
"Can we get into the phone for photos?"	"Keep it charged and don't guess the passcode — too many wrong tries can lock it permanently. If anyone in the family knows the code, write it down somewhere safe now. There's a guide in this pack about the right order to do things."
"Should we cancel the phone plan?"	"Not yet — that number receives the security codes that unlock almost everything else. The guide suggests keeping it active for at least ninety days."
"What happens to Facebook?"	"It can be memorialised — frozen as a tribute page — or deleted. Memorialising keeps every option open and protects the account, so if the family's unsure, that's the gentle default. No rush this week."
"How do we find all the accounts?"	"Bank statements are the best map — every subscription and account leaves a line. That's week-two work, not funeral-week work. The executor guide walks it day by day."
"Can you do any of this for us?"	"It's specialist work — there's an Australian service, NYLK, that handles the digital side of estates. Here's their family guide; they also take direct calls from executors."

The two things to gently discourage this week

Guessing passcodes (lockouts can become permanent, and the phone is often the only key to the photos) and deleting anything (deletion is the one decision that can't be reversed — grief and permanence are a bad pairing). Everything else can wait, and saying so is itself a kindness.

Why this helps your firm

Families remember the arranger who had an answer — and a resource — for the question every other provider shrugs at. The handout carries your co-brand; NYLK handles anything beyond it, including memorial data recovery through the Remembrance Collection. Referral recognition per the partner agreement; your arrangers never need to sell anything.



WHERE IT FITS IN YOUR PROCESS — THREE NATURAL MOMENTS

DURING THE ARRANGEMENT — THE SLIDESHOW MOMENT

"For the photo tribute, most families pull from the phone or the cloud account. While we're on it — keep that phone charged and safe this week; it matters for more than photos. There's a one-page guide in your folder about the digital side."

IN THE INFORMATION FOLDER

Include the family handout (next page) in your standard arrangement pack, alongside the death-certificate and Centrelink information. No conversation needed — it answers the questions families think of at 2am.

AT THE FOLLOW-UP CALL

"How are you going with the practical side? If the online accounts are becoming a maze, the guide in your folder has a day-by-day path — and NYLK takes calls from families directly."

WHAT NYLK HANDLES WHEN A FAMILY CALLS

Executor support

The digital side of the estate run properly: discovery, platform processes, subscription shutdown, account wishes carried out.

Remembrance Collection

Post-loss forensic recovery of photos, messages and files from devices and accounts — the service families ask about most, handled with care.

The family's own planning

Losing someone is when people fix their own affairs. NYLK's free pack and Digital Directive service are the follow-through.

Boundaries — so your arrangers are never exposed

Arrangers hand over information, never log into anything, never take custody of devices or passwords, and never give legal advice. Anything past the handout is "that's exactly what the specialists are for." NYLK carries professional indemnity insurance for its own services.



NYLK

DIGITAL ESTATE MANAGEMENT

For the family
The digital side, gently
nylk.com.au

The digital side, gently

Among everything this week asks of you, the online accounts can wait — almost all of it. This page is just the few things worth knowing now, and where the rest lives when you're ready.

THIS WEEK — ONLY THESE

Keep their phone charged and safe	It's the key to photos, messages and almost every account. Don't guess the passcode — if someone knows it, write it down somewhere safe.
Don't cancel the phone plan yet	That number receives the security codes everything else needs. Leave it active for now.
Delete nothing	Social accounts can be memorialised later — a decision that keeps every option open. Deletion is the only choice that can't be undone.
Photos for the service	Your funeral director can help with the tribute. Any photos you can already reach, copy somewhere second today.

WHEN YOU'RE READY — NOT BEFORE

The full step-by-step guide — **The Executor's First 14 Days** — is free at nylk.com.au, along with a checklist for finding every account. If the digital side becomes too much, NYLK helps Australian families directly: recovering precious photos and messages, and managing the online accounts of an estate with care. There's no obligation attached to this page — it exists so that one part of a hard time is a little clearer.

Free family guides, when you're ready

nylk.com.au · hello@nylk.com.au

[NYLK.COM.AU](https://nylk.com.au)

General information only — not legal advice. For the estate's legal matters, the executor should speak with a solicitor. Provided with care through your funeral home and NYLK.

Your Legacy. Poured Forward.