

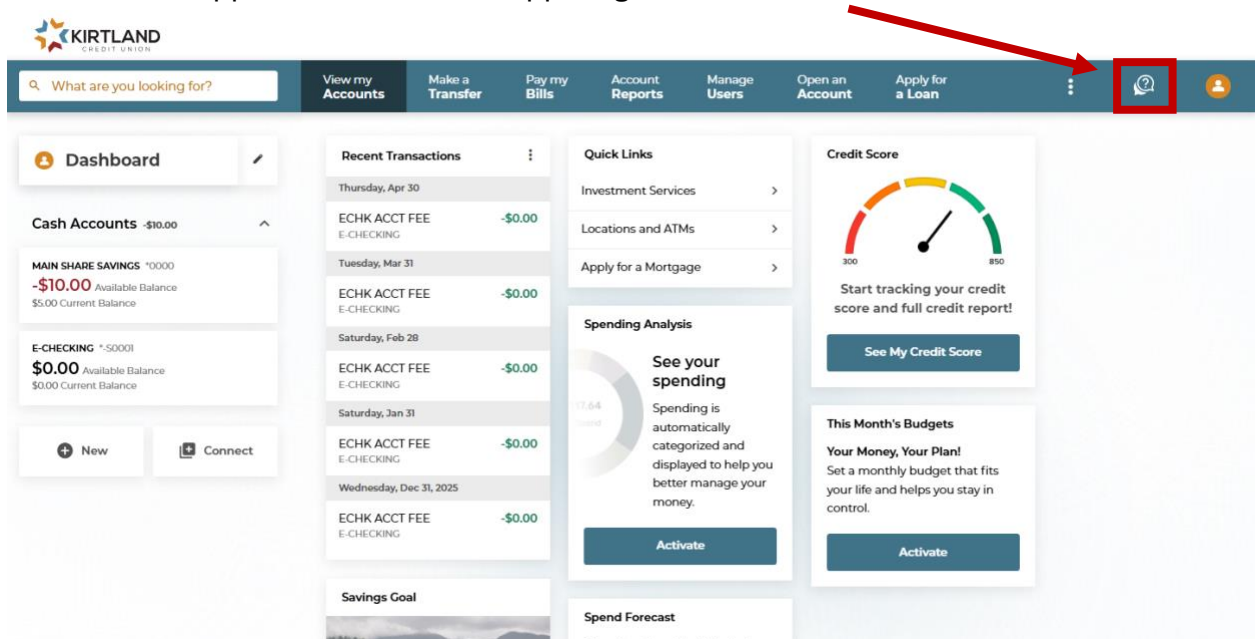
# Digital Banking Profile Deletion Request

In compliance with Google and Apple requirements for user privacy and data safety, we are providing our members with the ability to request deletion of their online and mobile banking profiles, and of any associated data.

To make this request, use our Secure Messaging function in Digital Banking through a desktop or your Kirtland CU Mobile App:

## Desktop

1. Log into digital banking.
2. Click on the Support Hub icon in the upper right corner.




3. In the Support Hub pop-up, click on Create New Message under the Message Center section.

The screenshot shows a 'Support Hub' pop-up window with a close button (X) in the top right corner. The window is divided into several sections:

- Contact Info:** Contains 'Need Help?' with a 'Start a Chat' button and 'Hours' dropdown. It also lists 'Live Local Member Service' with 'Toll Free (800) 880-5328', 'Tellerphone' with 'Toll Free (800) 880-8277', and 'Lost/Stolen Debit Card' with 'Toll Free (800) 880-5328' and 'Hours' dropdown.
- I Want To...:** Features four links: 'What's New', 'Retirement Planning', 'FAQs', and 'Alerts'.
- Message Center:** Has a 'Recent Messages' header and a message 'There are no messages to display.' Below this is a button labeled '+ Create New Message', which is highlighted with a red rectangular box and a red arrow pointing to it.
- Popular Help Questions:** Lists three questions with right-pointing arrows: 'Where can I find my Online Statements?' (Digital Banking), 'How do I link an external account (A2A) to my Kirtland account in order to make transfers or pay my loan or credit card?' (Transfer), and 'How do I set up Alerts on my Credit Card?' (Credit Card). A 'View All FAQ' link is at the bottom.


4. Type “Delete Online Profile” in the subject line, select “General Inquiry” as the topic, and type any additional details you’d like to share in the Message box. Click Send. A Kirtland CU representative will contact you to confirm the deletion of your digital banking profile.


 **New Message to Member Support**

Subject

Topic

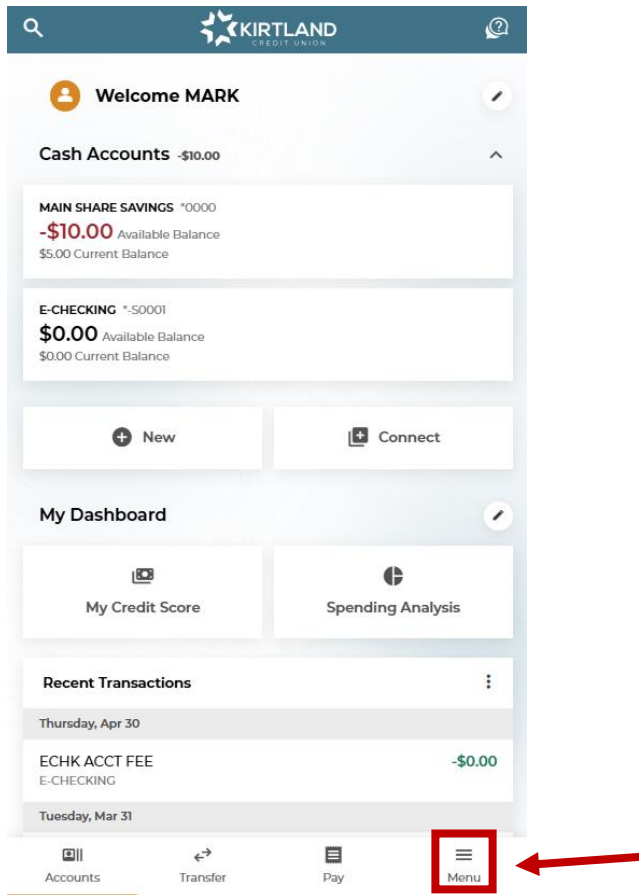
Message

 9,954 character(s) remaining

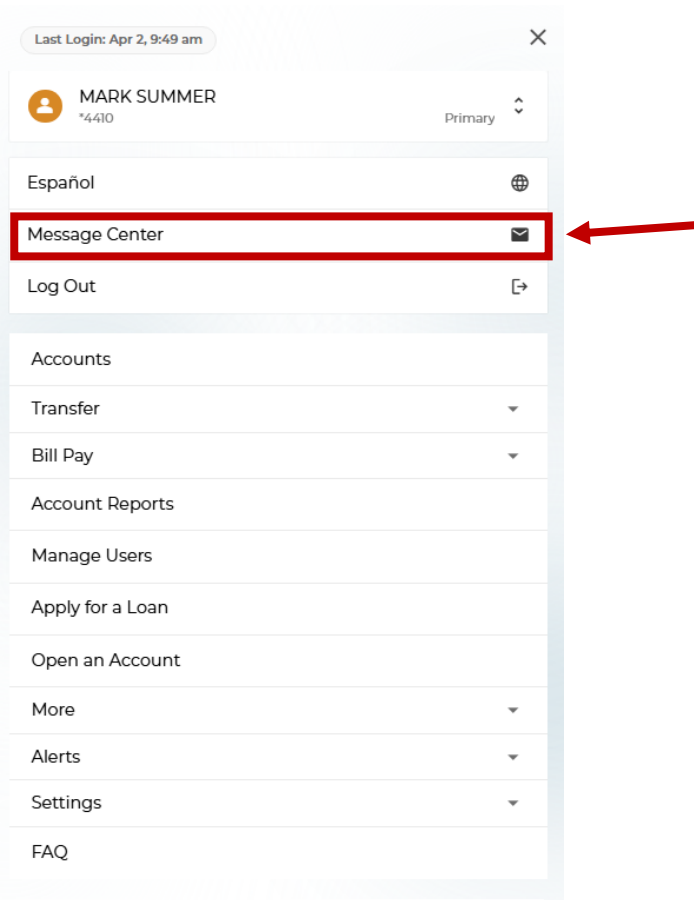
 **Attach a File**

## Mobile App

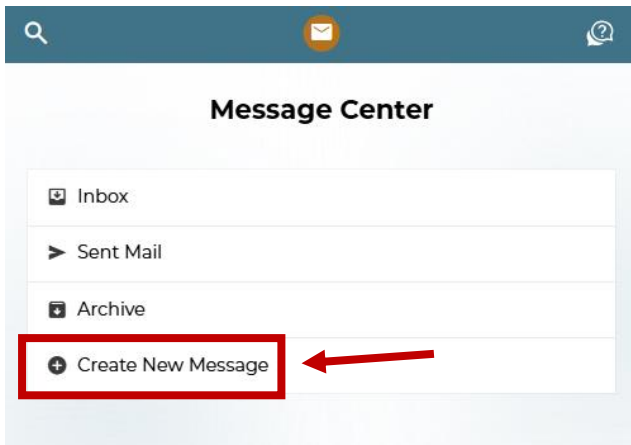
1. Log into the Kirtland CU Mobile App.
2. Tap on the Menu button in the lower right corner.



3. Tap on Message Center.



4. Tap on Create New Message.



5. Type “Delete Online Profile” in the subject line, select “General Inquiry” as the topic, and type any additional details you’d like to share in the Message box. Tap Send. A Kirtland CU representative will contact you to confirm the deletion of your digital banking profile.

**New Message**

Subject  
Delete Online Profile

Topic  
General Inquiry

Message  
I'd like to delete my digital banking profile,.

9,953 character(s) remaining

Attach a File

Send

Cancel

Accounts Transfer Pay Menu

Upon execution of this request, Kirtland Credit Union will delete all associated data held in our Digital Banking system, including but not limited to, scheduled bill payments, scheduled online transfers, and online loan payments. This data will no longer be accessible or available to any party. Your financial accounts will remain active, and your account transaction history will remain in our main system history as long as your accounts are open, but all Digital Banking data will be deleted.

If you have any questions about deleting your Digital Banking profile, call our Member Contact Center at 1-800-880-5328.