

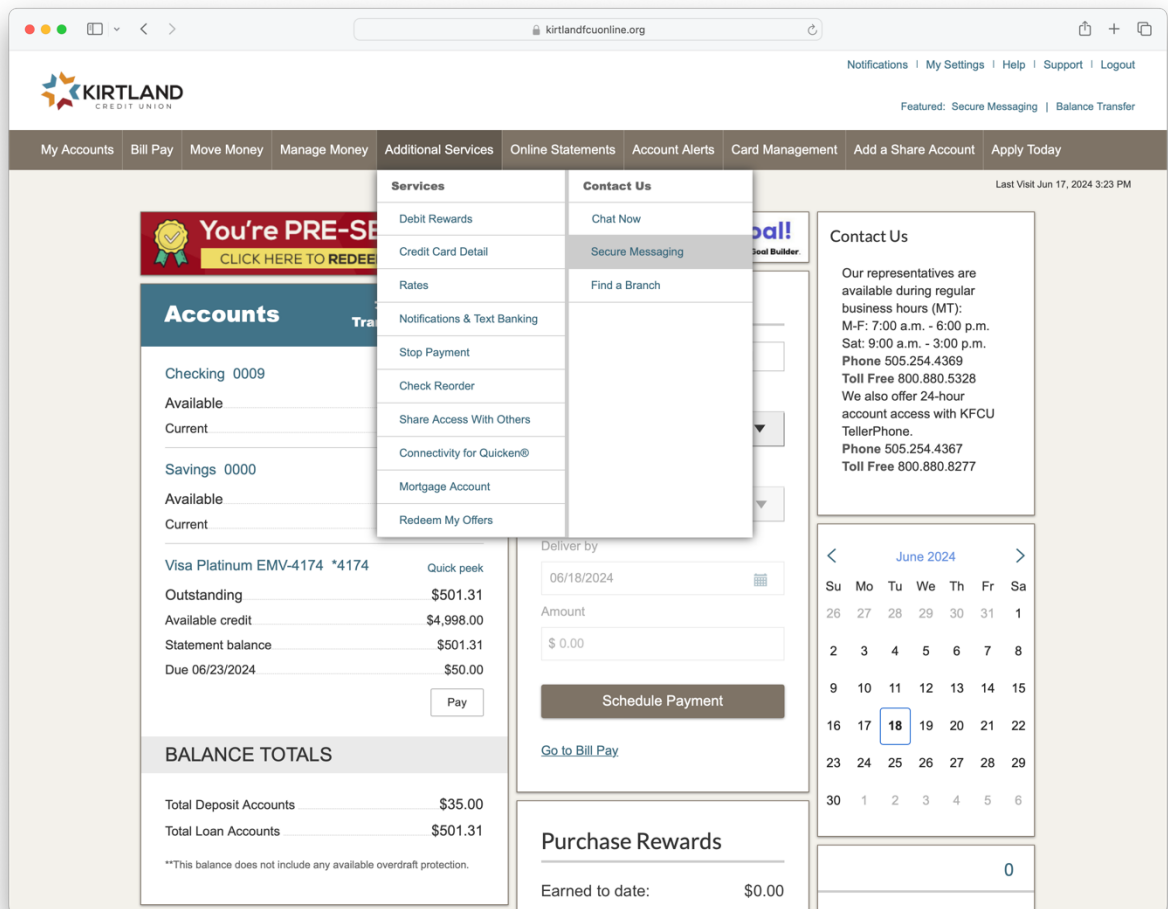
# Online / Mobile Banking App Account Deletion Request

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 accounts, and of any associated data.

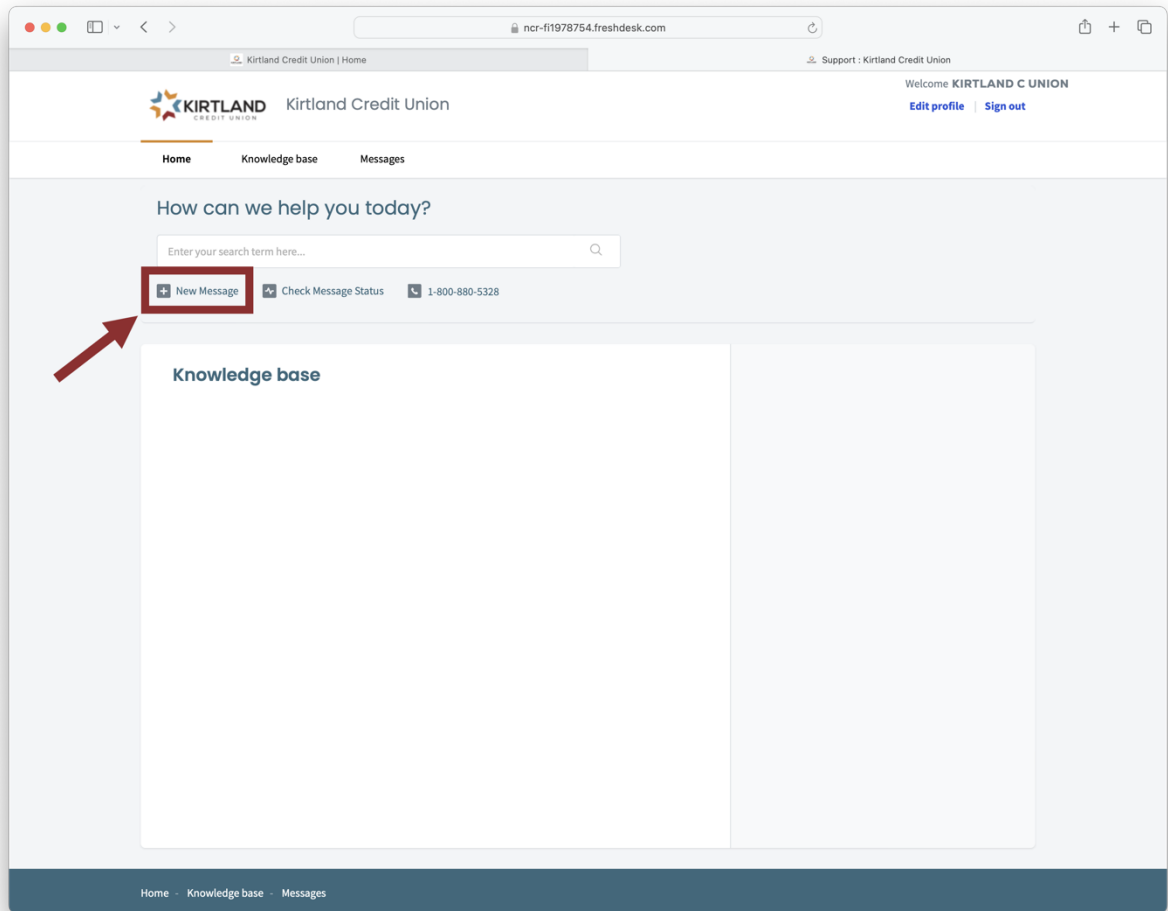
To make this request, use our Secure Messaging function in Online or Mobile Banking:

## Online Banking

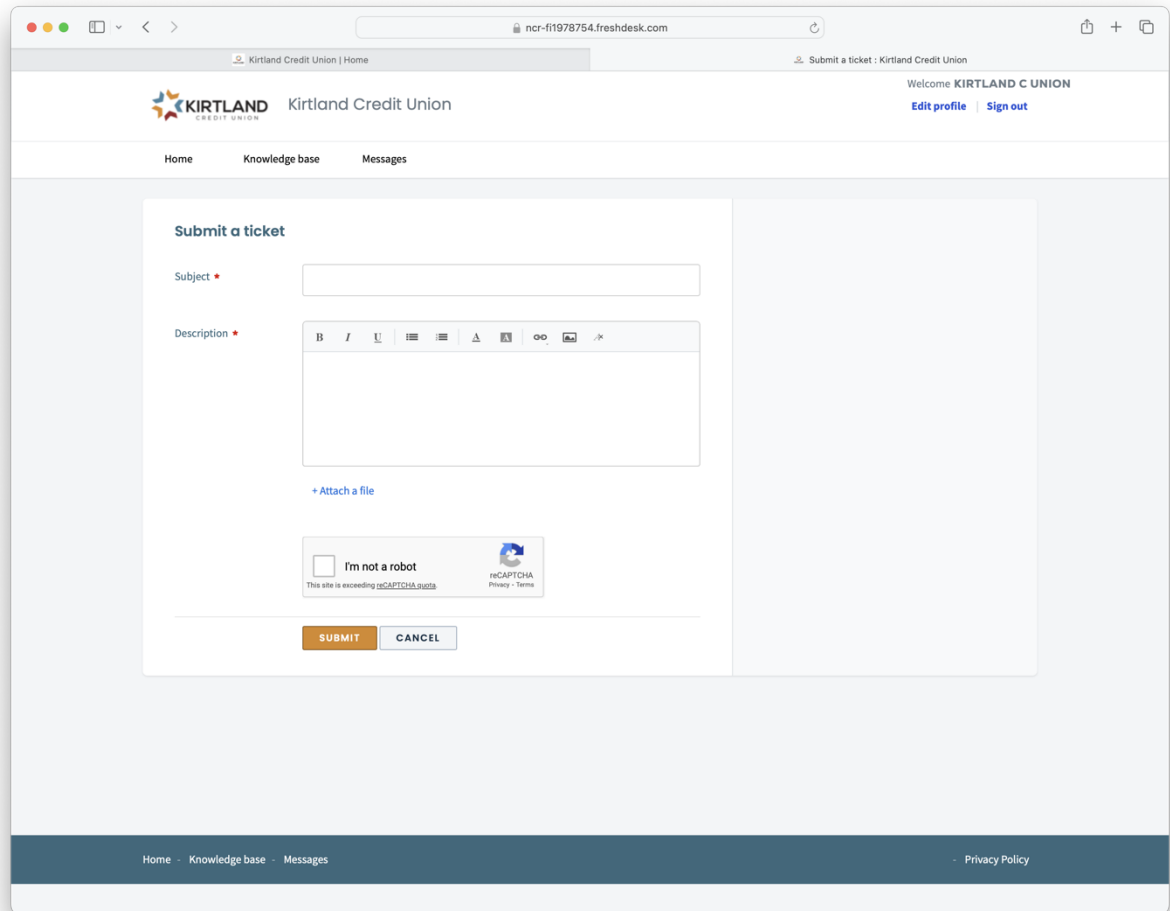
1. Log in to Online Banking.
2. Click on **Additional Services > Secure Messaging**.



3. Click on **New Message** in the Secure Messaging portal.

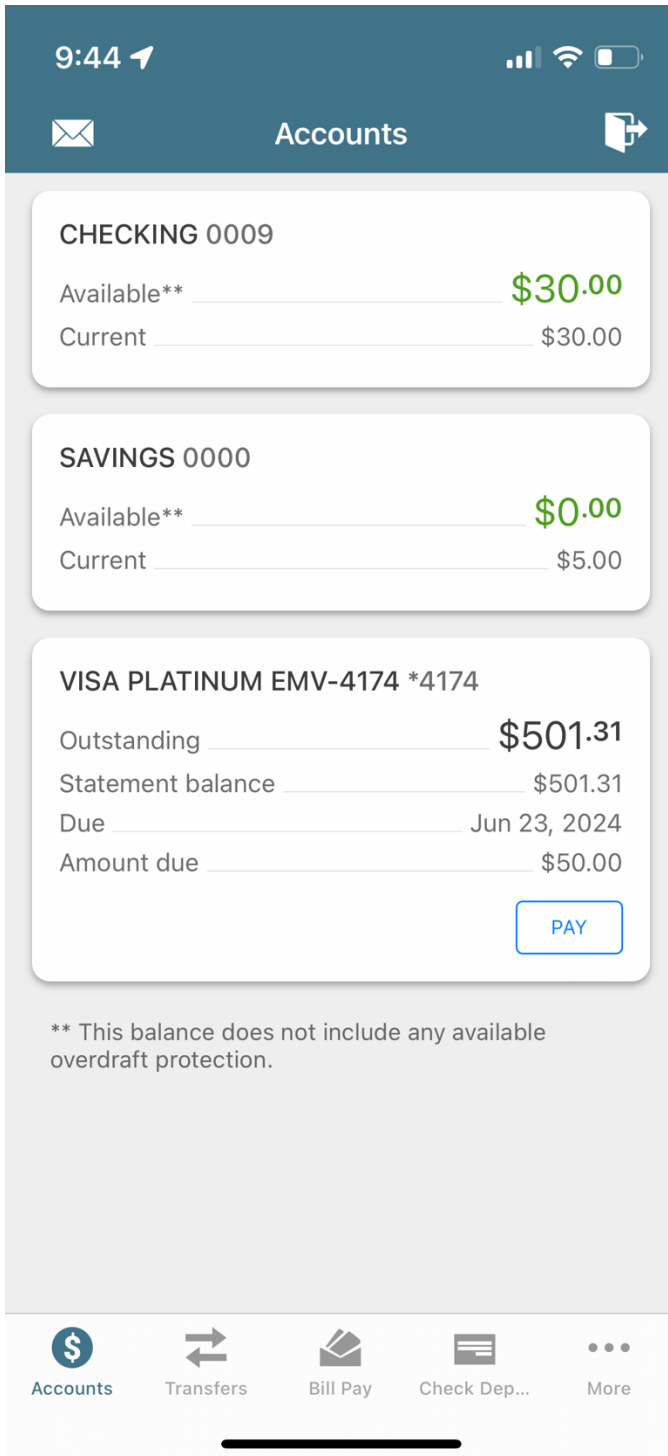


4. Type “Remove App Account” in the subject line. A Kirtland CU representative will contact you to confirm the deletion of your online banking account.

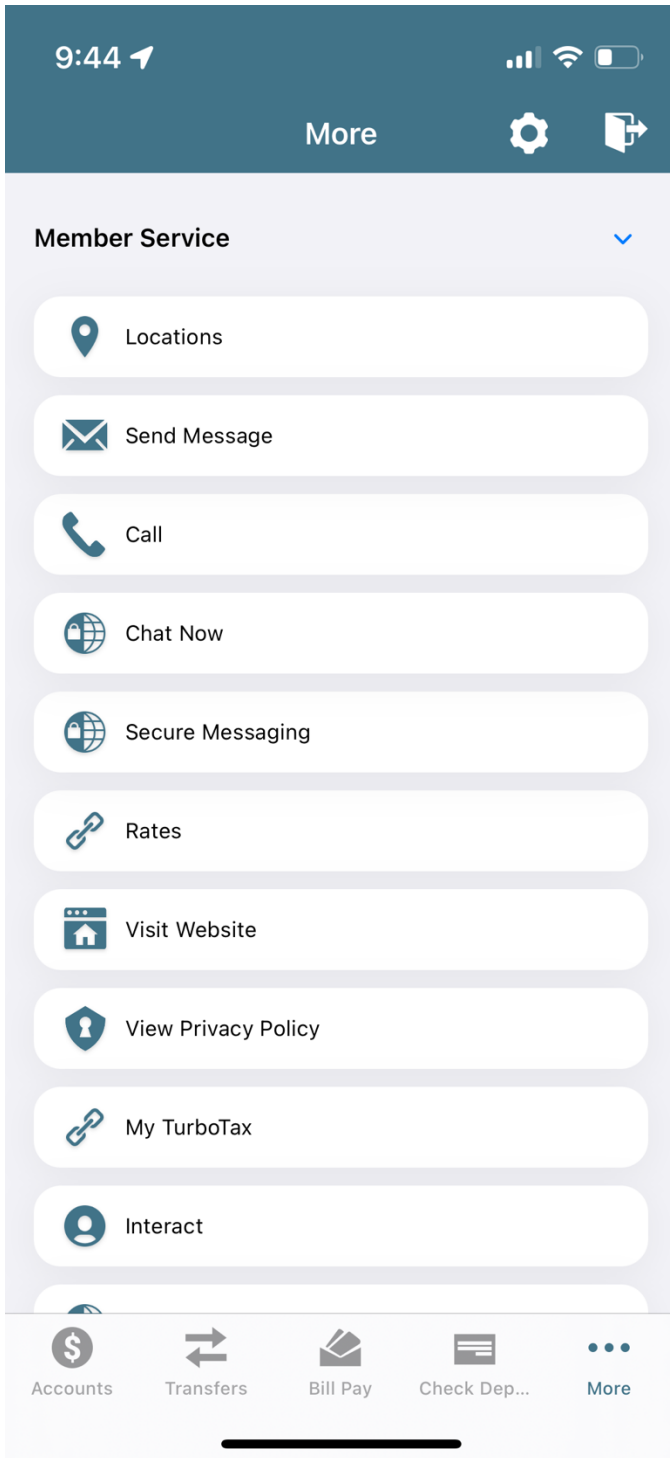


## Mobile Banking

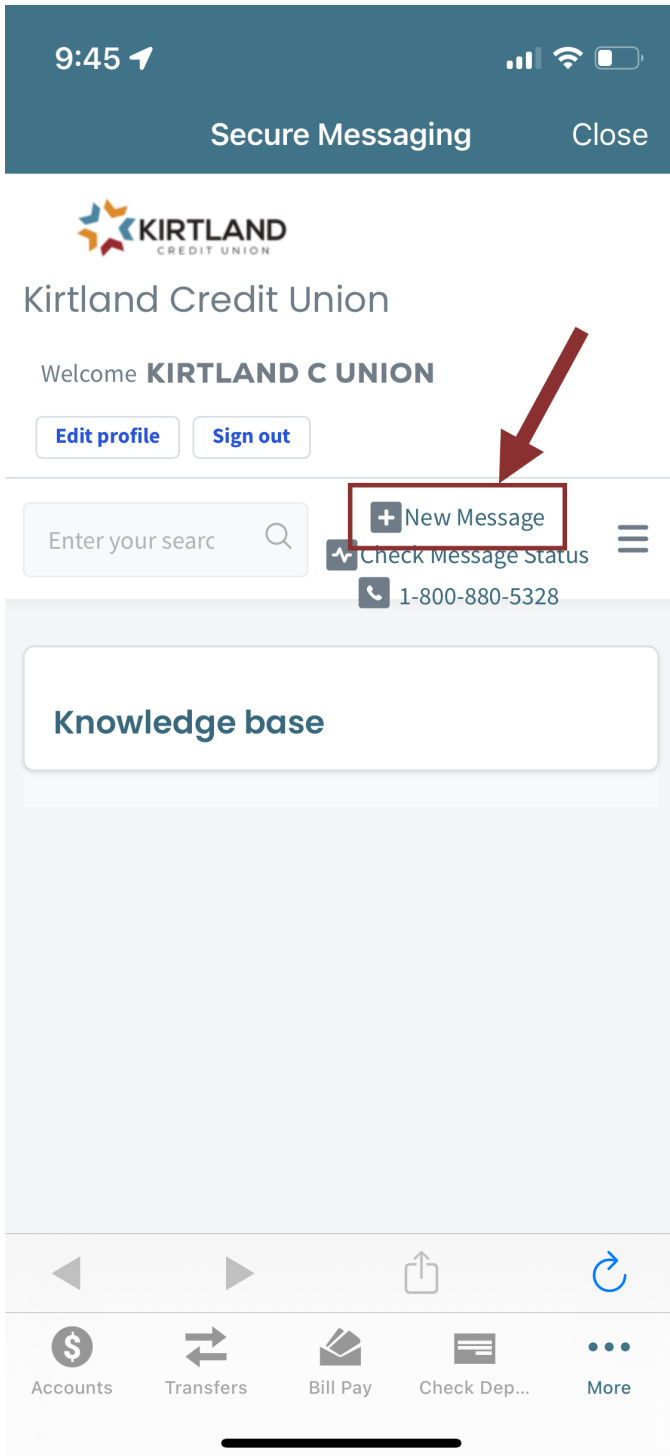
1. Log in to Mobile Banking.
2. Tap **More** in the bottom navigation bar.







3. Scroll to the **Member Service** section and tap **Secure Messaging**.



4. Tap on **New Message** in the Secure Messaging portal.



5. Type "Remove App Account" in the subject line. A Kirtland CU representative will contact you to confirm the deletion of your online banking account.

9:45    


Secure Messaging Close





### Submit a ticket






Subject \*

Description \*

[+ Attach a file](#)

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 Accounts  Transfers  Bill Pay  Check Dep...  More

Upon execution of this request, Kirtland Credit Union will delete all associated data held in our Online and Mobile 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 Online and Mobile Banking data will be deleted.

If you have any questions about deleting your online or mobile banking account, call our Member Contact Center at 1-800-880-5328.