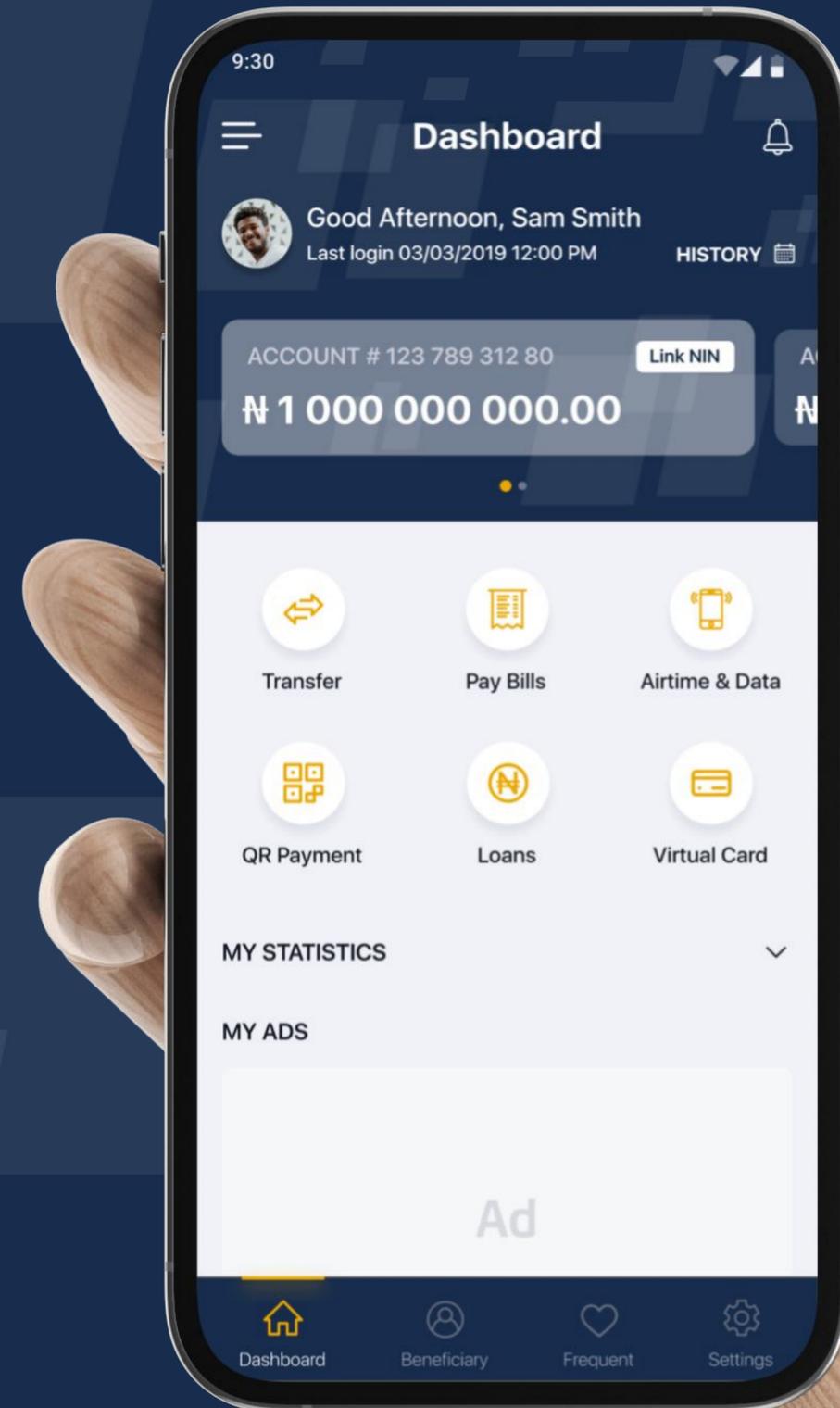


# How to request for your profile deletion

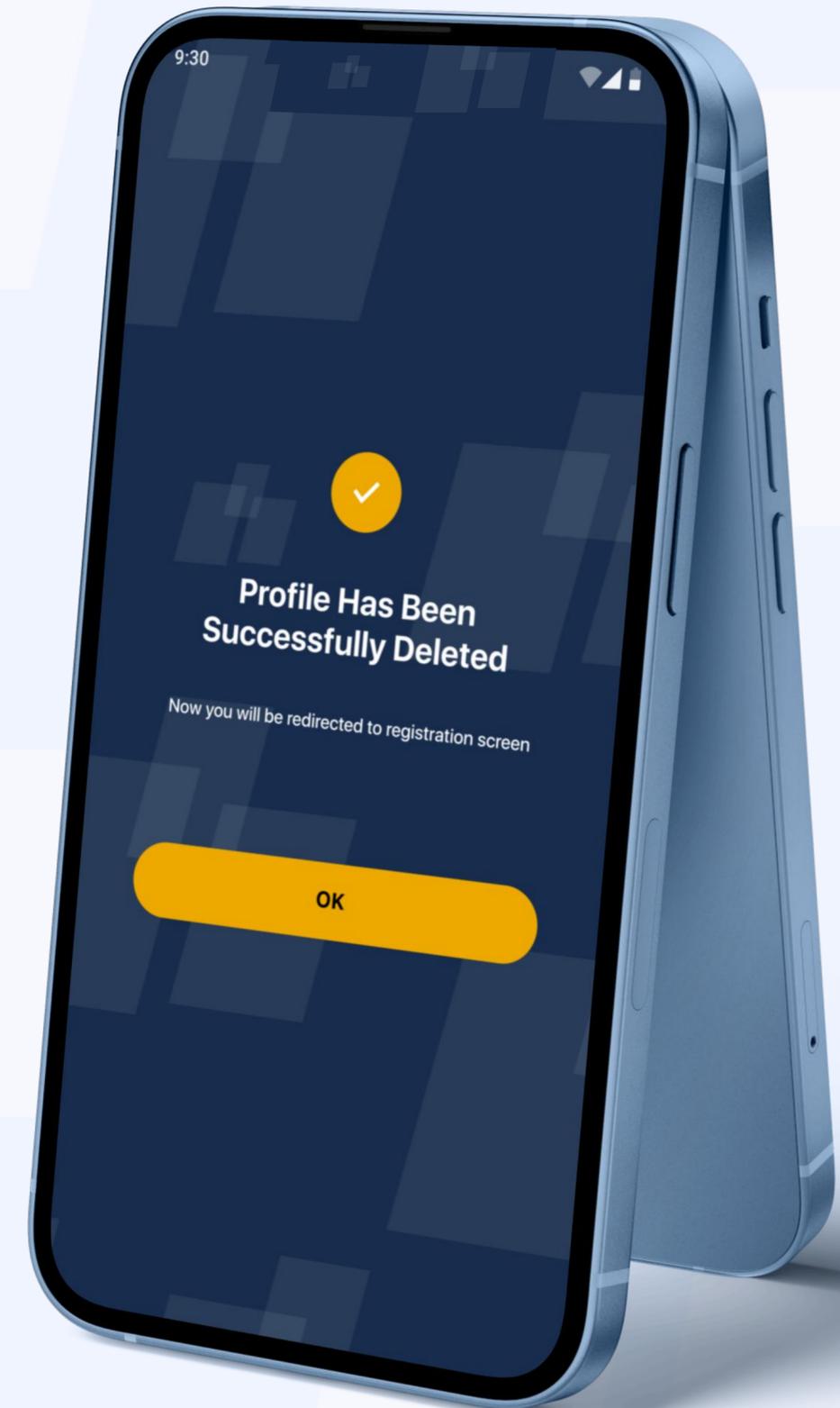
**STEP-BY-STEP GUIDE**



# Introduction

In this presentation we will guide you through the process of requesting the deletion of your profile information from our bank's database. This procedure ensures that your personal data is completely removed, providing you with greater control over your data.

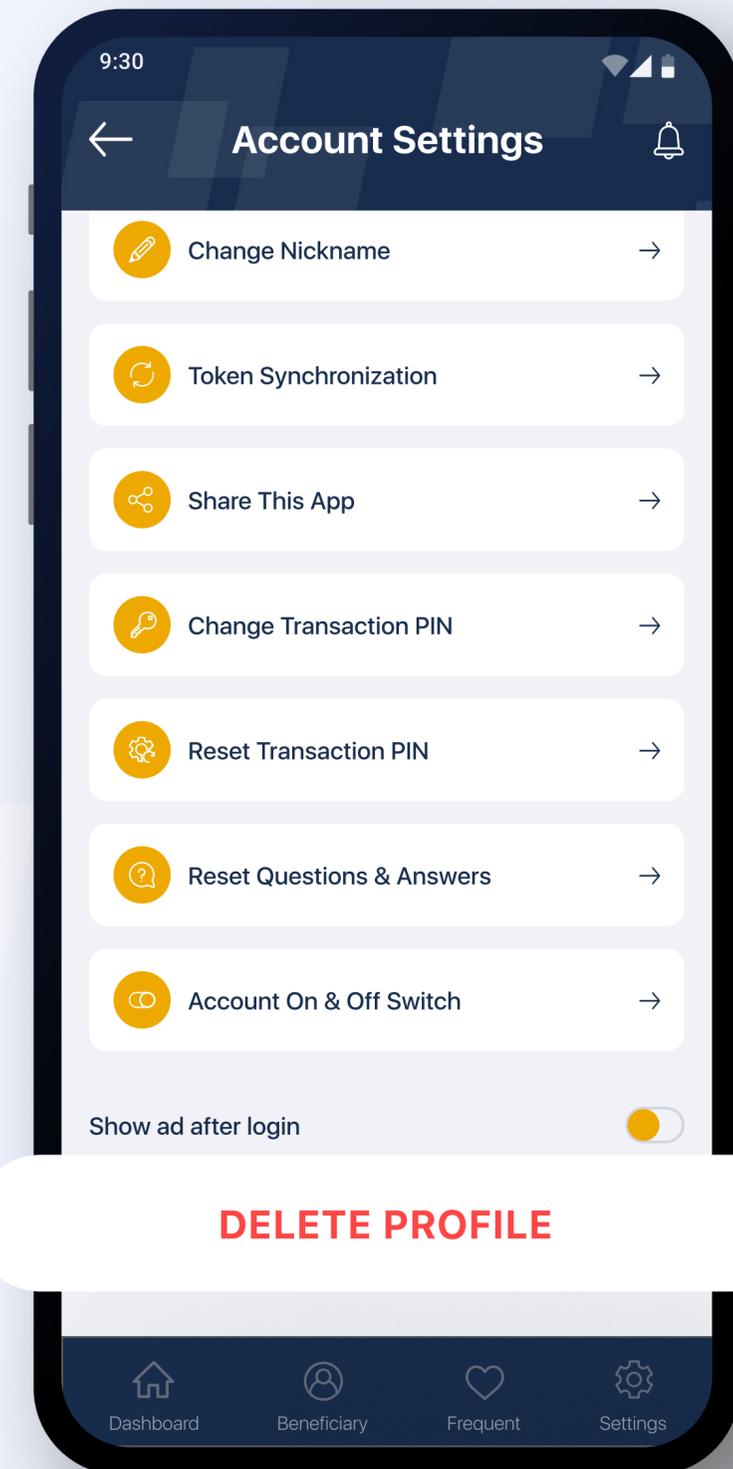
**DELETE PROFILE**



# Navigate to profile delete

Once you have successfully logged in to your profile in the mobile app, go to the side menu. At the bottom of the section you will find the option to delete your profile.

**STEP 1**

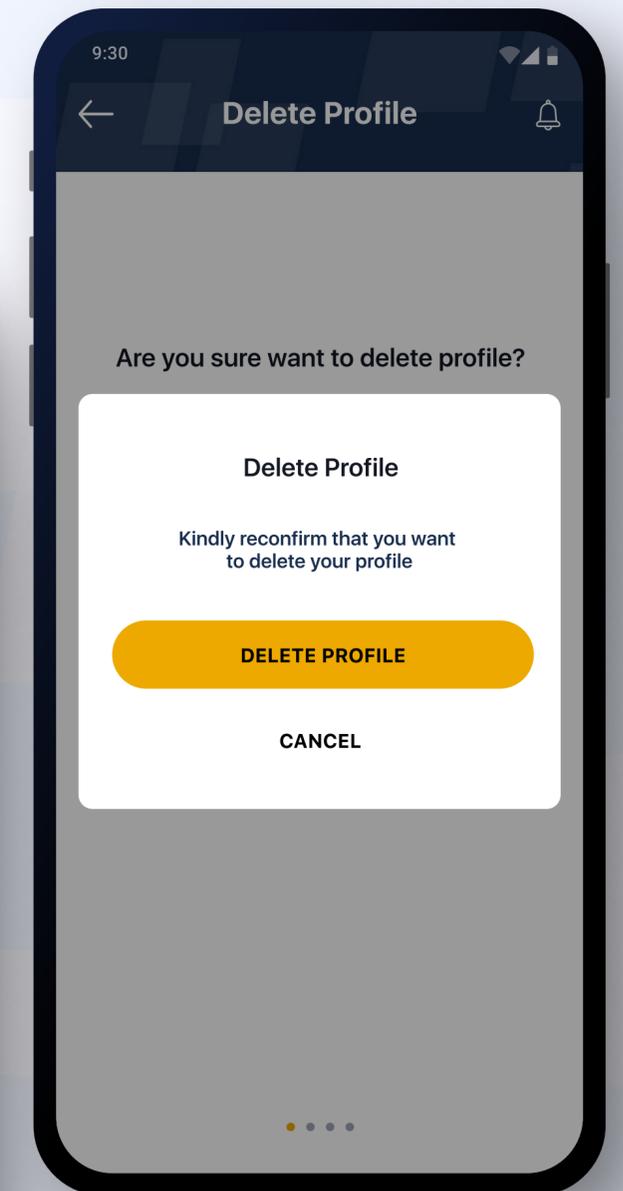
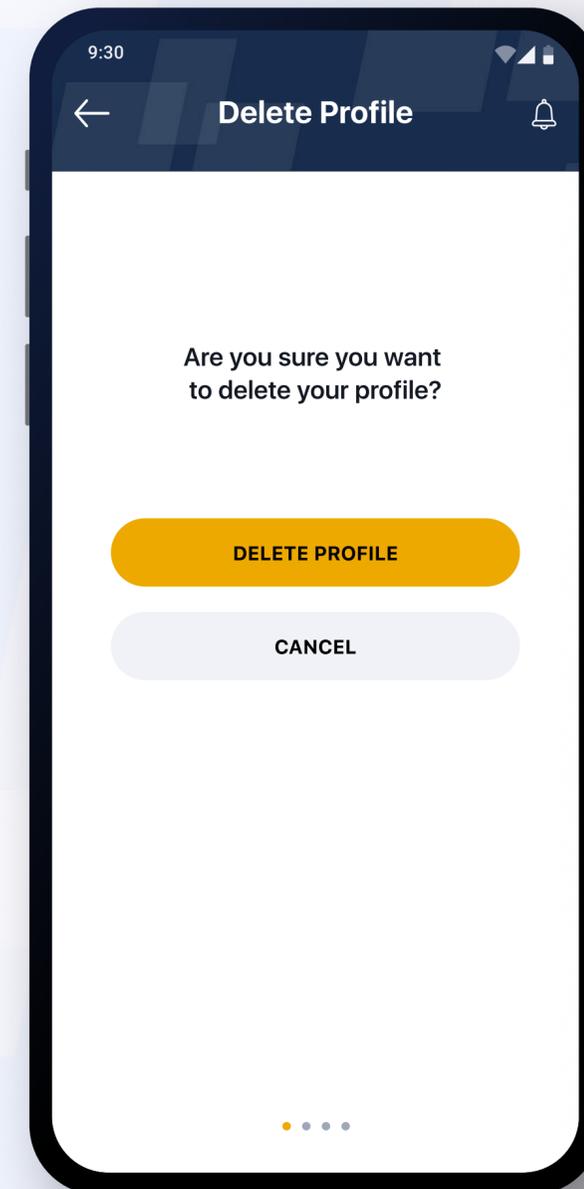


# Confirmation of profile delete

Before proceeding with Profile Deletion, take a moment to review the description of next steps. This ensures that you understand the implications and consequences of deleting your profile.

Once you're ready to proceed, confirm your decision to delete your profile.

**STEP 2**

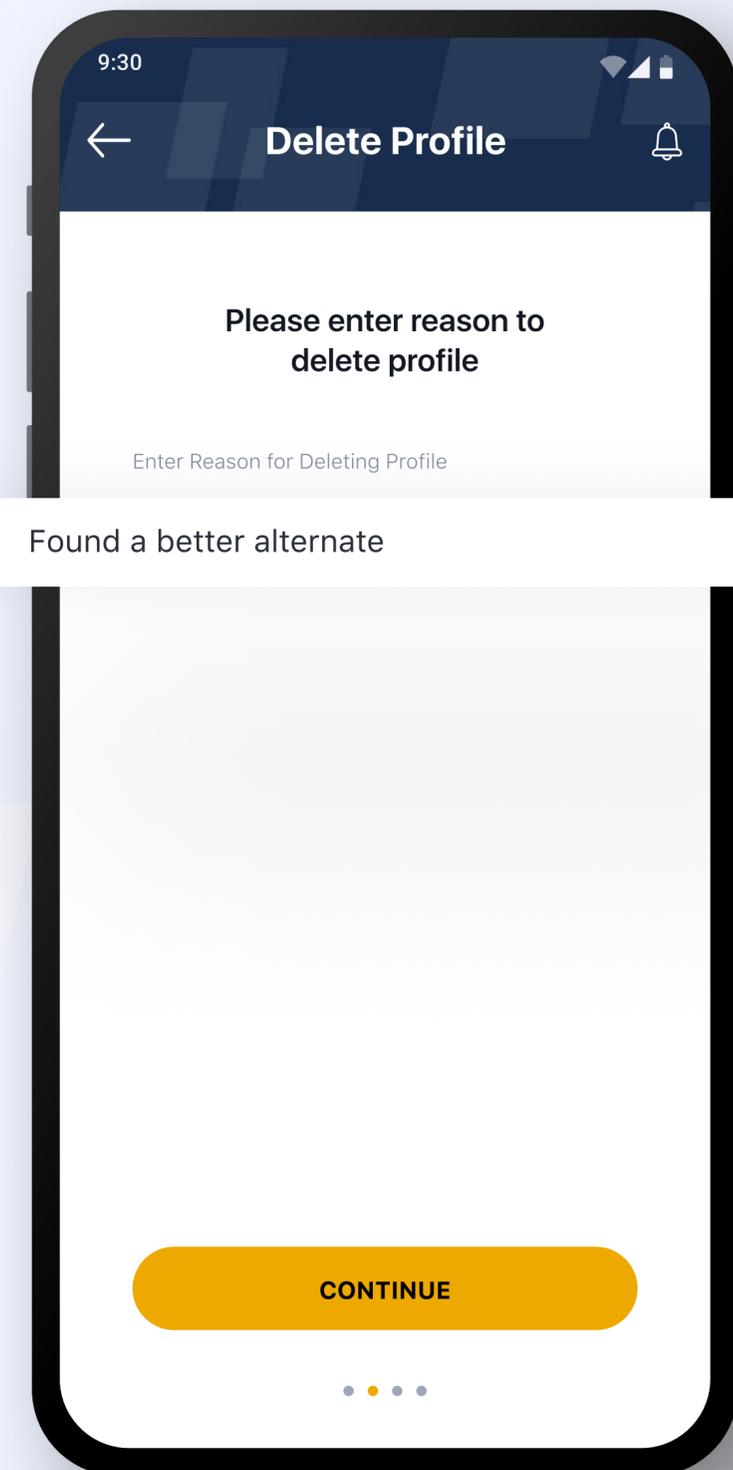




# Provide a reason for deletion

You will need to enter the reason of deletion and provide the description, and once complete, submit your application by clicking on the 'Proceed' button at the end. This can help us improve our services in the future.

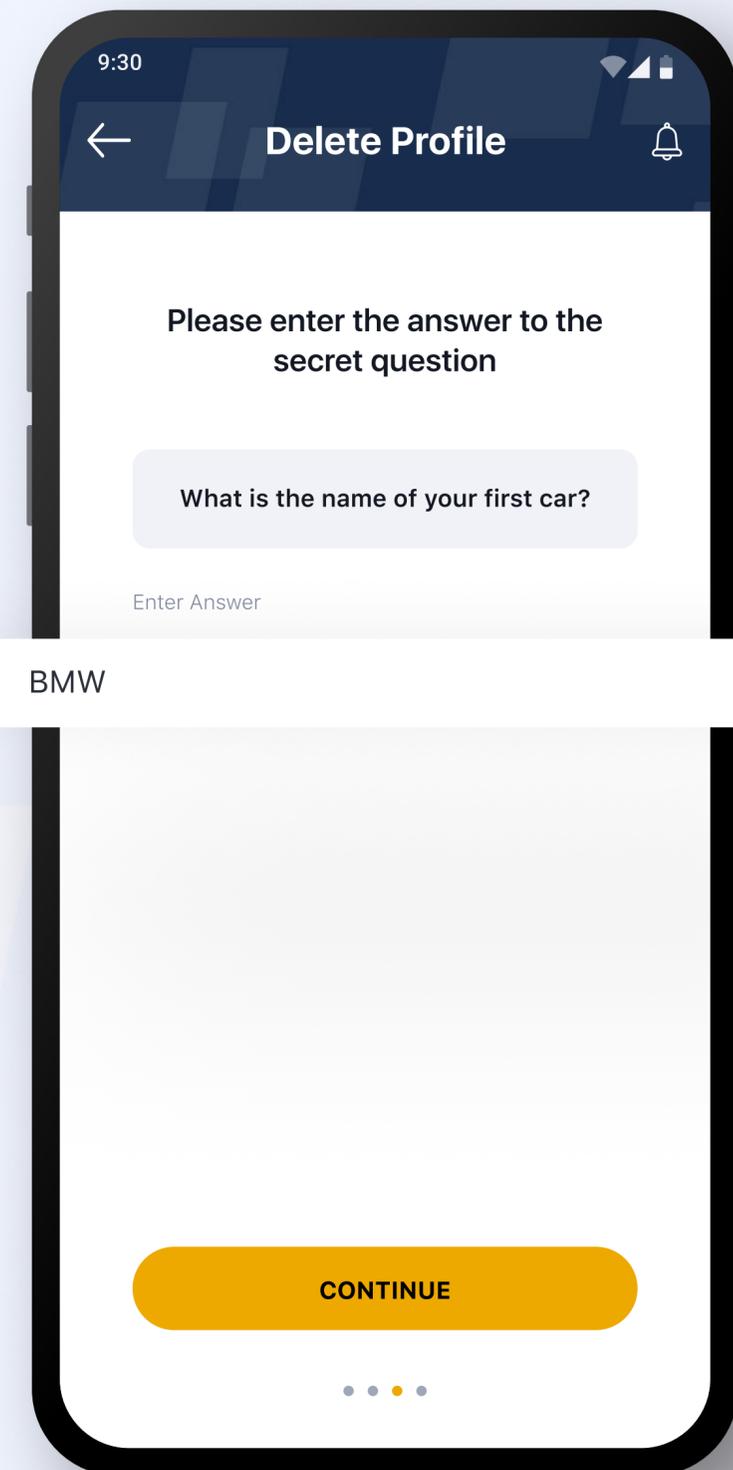
**STEP 3**



# Enter the answer to the secret question

This step verifies your identity, provides an extra layer of protection against unauthorized access, and ensures your intent, thereby preventing accidental deletion and enhancing overall data security.

**STEP 4**

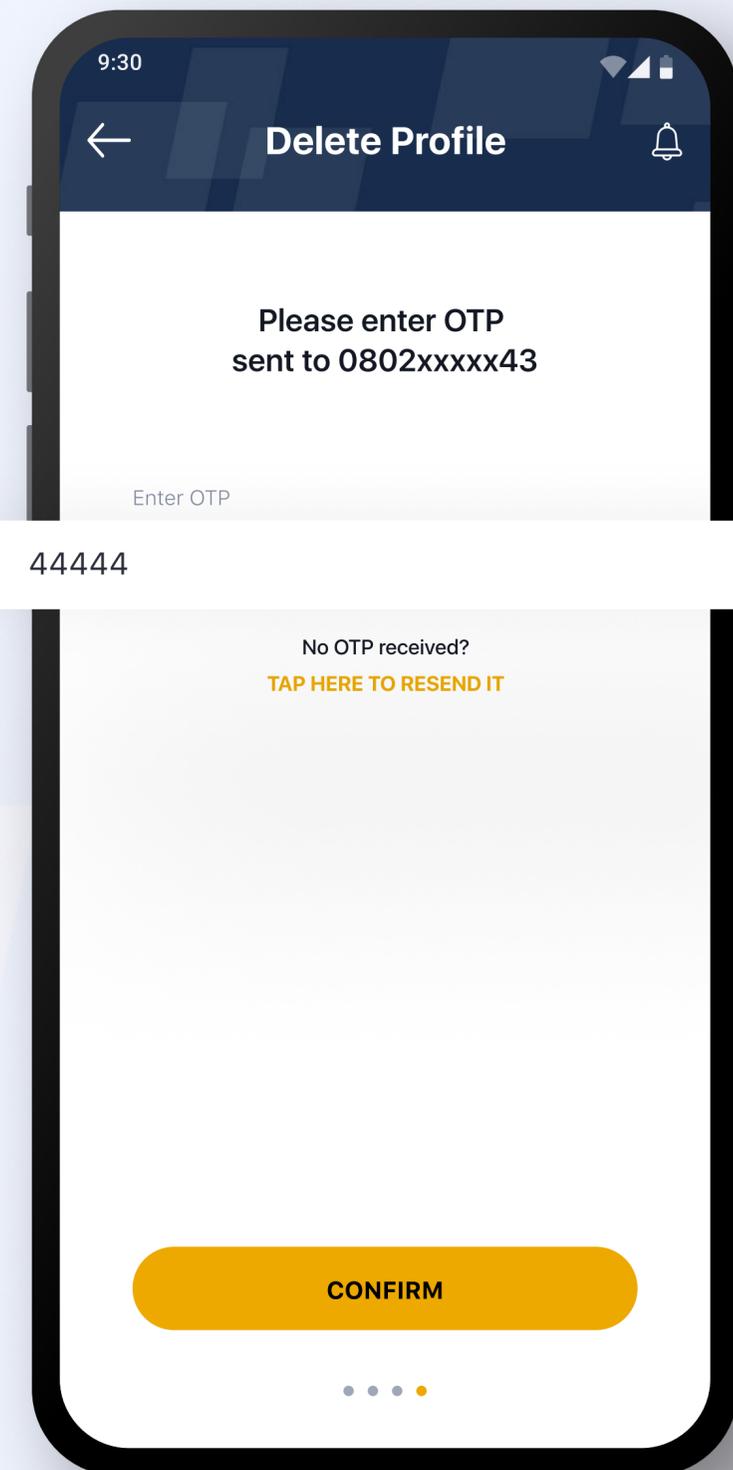


# Enter OTP

Once you're ready to proceed, confirm your decision to delete your profile. This step is irreversible, so please ensure that you've considered all factors before proceeding.

You will need to complete the profile deletion process by confirming your identity with OTP.

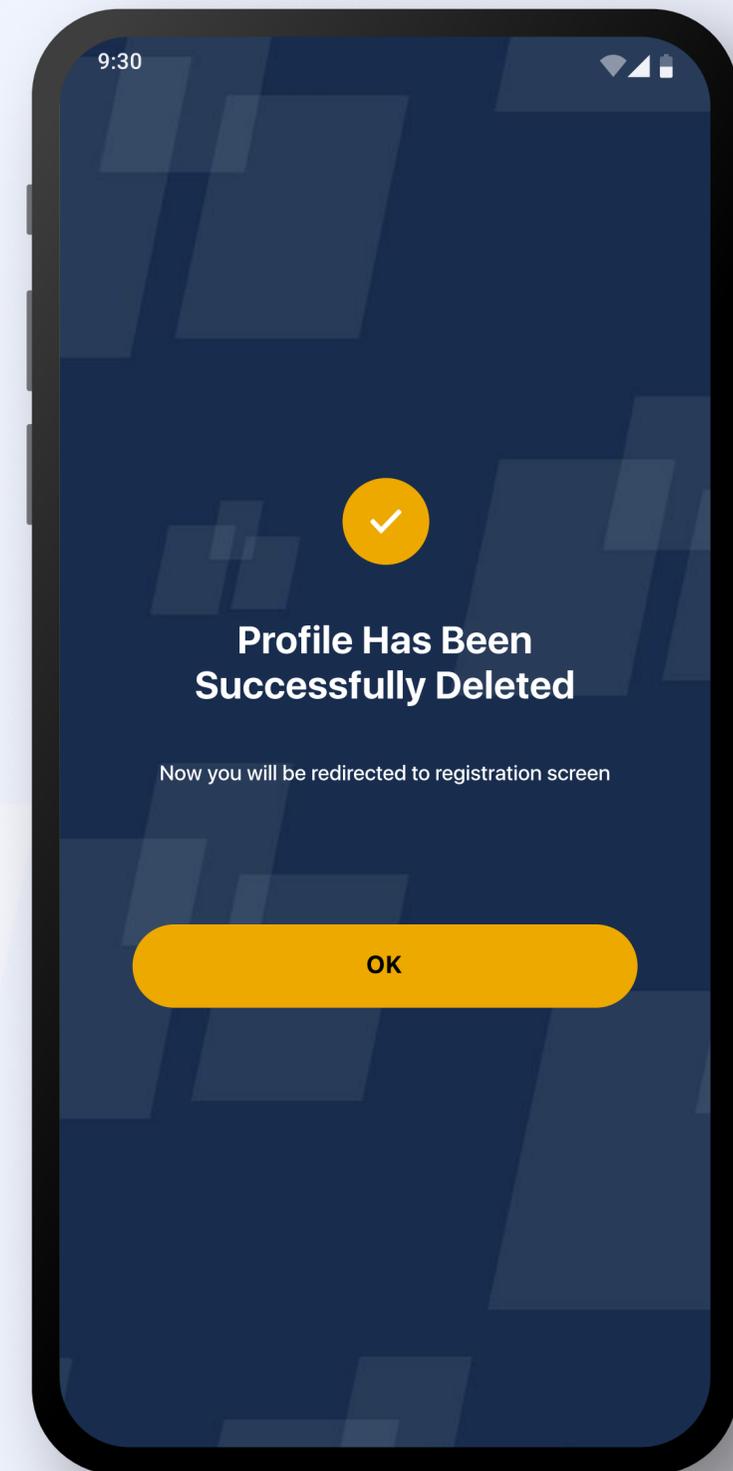
**STEP 5**



# Final confirmation

After completing all necessary steps, you'll receive a final confirmation that your profile deletion request has been received and processed. Your profile will be scheduled for deletion according to our internal procedures.

**CONFIRM**





## Dear valued customer,

We understand that circumstances change, and sometimes you may need to part ways with your bank . We're here to ensure this process is as smooth as possible for you. Please note that any pending transactions or outstanding balances must be resolved before your profile can be deleted. Once your account deletion request is processed, you will no longer have access to your account or any associated services.

We'd like to take this opportunity to thank you for being a valued member of our banking community. If you ever decide to return, we'll be here to welcome you back with open arms.

If you have any questions or need assistance with the account deletion process, please don't hesitate to reach out to our customer support team. We're here to help.

Sincerely, **FIRST**



# Contact us

E-mail [firstcontact@firstbankgroup.com](mailto:firstcontact@firstbankgroup.com)

Phones 0700  
01-4485500  
07080625000

**THANK YOU!**

