

Mobile/Online Banking User Profile Deletion Request

Navigant Credit Union values your privacy. If you wish to delete your online banking account (the account you use to log in to our online banking system and our mobile app), simply send an email request to Info@navigantcu.org. Please type “**Delete Online Banking Account**” in the subject line of your email and provide us with your name and a valid phone number where a representative can reach you at for verification purposes.

Please note that when your account is deleted:

- You will no longer be able to log into online banking or the NCU mobile app.
- You will not be able to see electronic copies of past account statements. If you have opted in to receiving electronic statements, your preferences will be changed to receipt of paper statements.
- Any activity you previously set up within online banking or our mobile app will be disabled and/or deleted. This includes real-time account alerts, Bill Pay payments and payee info, External Transfers to other people or accounts, scheduled or recurring transfers, Card Controls, Money Management Budgeting Tool, Personal Financial Management (PFM) as well as any history for any of these services. It will also delete any sub user access granted by primary account owner. When we contact you for verification, we will review specific impacts to you based on the features you use.
- Your NCU financial accounts and loans will remain open and unaffected. This process is only used for deleting your online banking account.

If you should have any questions, please give us a call at 401-233-4700 and we will be happy to assist you.