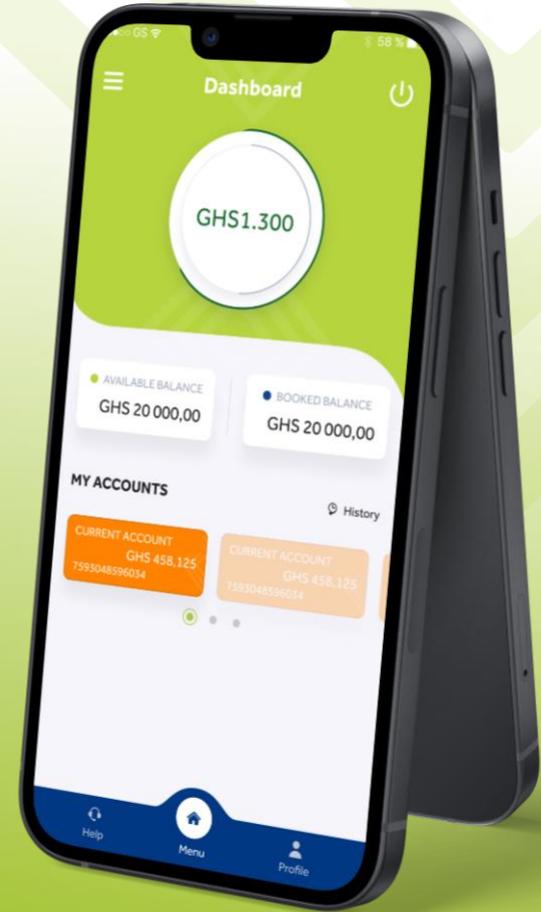




How to delete your mobile app profile.

A step-by-step guide

Delete Profile



Introduction

In this guide, we will walk you through the process of deleting your mobile app profile. This procedure ensures that you no longer have access to your account for conducting banking activities via the mobile app. Once deleted, your profile will be entirely removed, restricting access through this channel until you choose to reinstate it.

Delete Profile

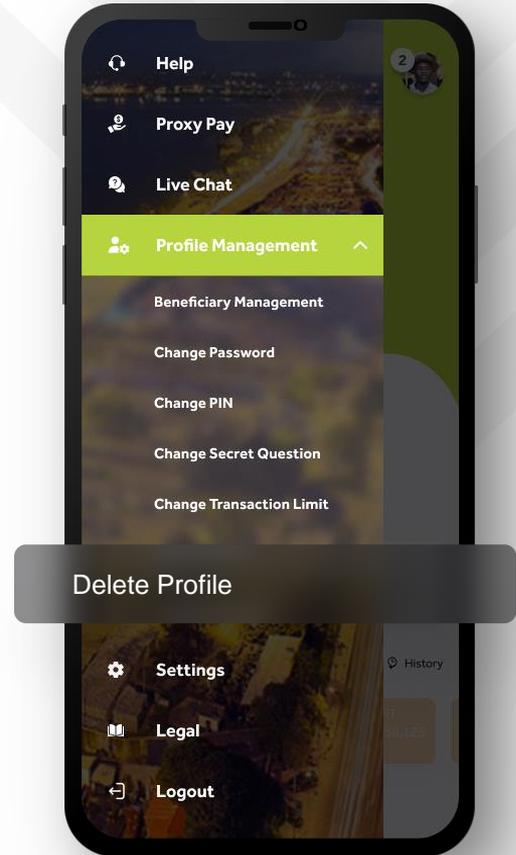


Step 1

Navigate to Delete Profile

Once you have successfully logged in to your profile on the mobile app, tap on the hamburger menu at the top left corner of your screen. Locate Delete Profile under the Profile Management option and tap on it.

Delete Profile

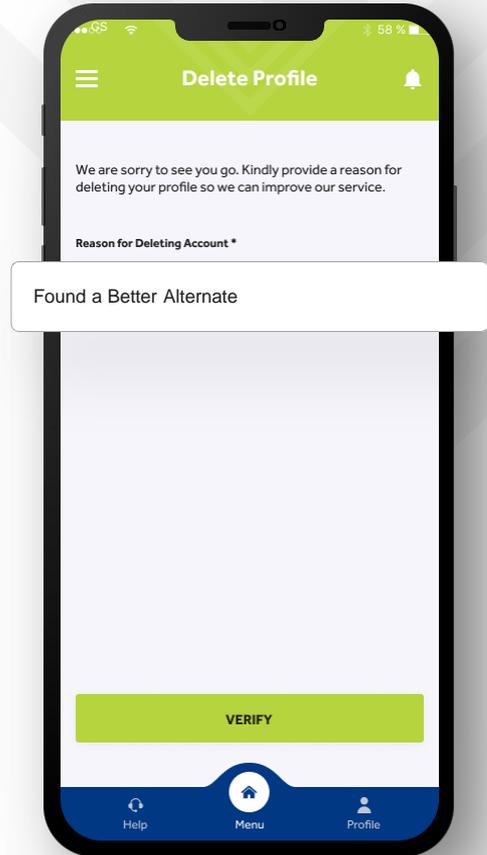


Step 2

Provide a reason for deletion

To help us serve you better, you will be required to enter the reason of deletion. Once done, submit your application by clicking on the 'Verify' button at the bottom of your screen.

Delete Profile

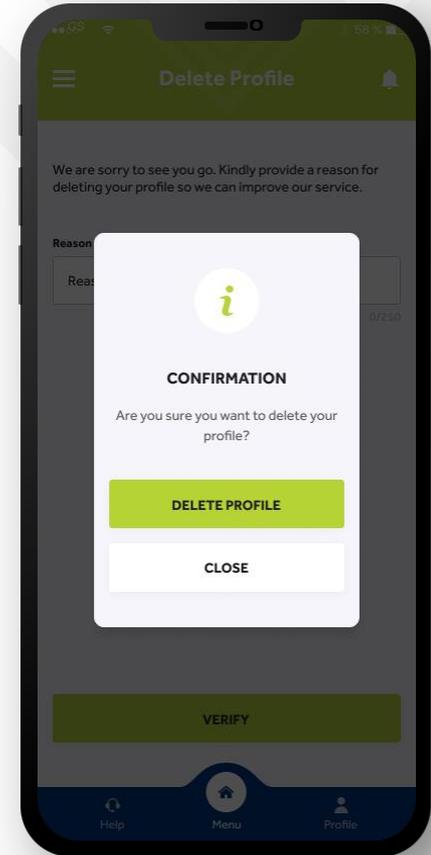


Step 3

Confirmation of profile deletion.

To be sure you are fully aware of your decision to delete your profile, a second confirmation is required.

Delete Profile

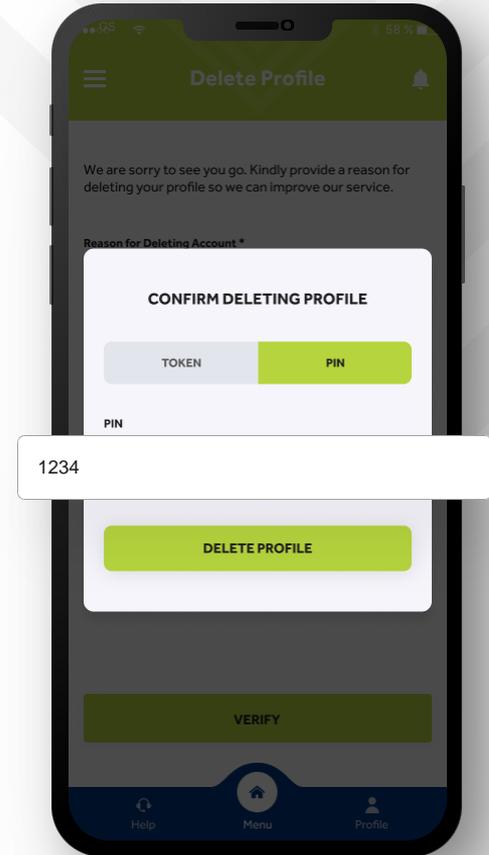


Step 4

Enter PIN or token

Once you are sure of your decision to delete your profile, you will be required to complete the process by entering your transaction PIN or token.

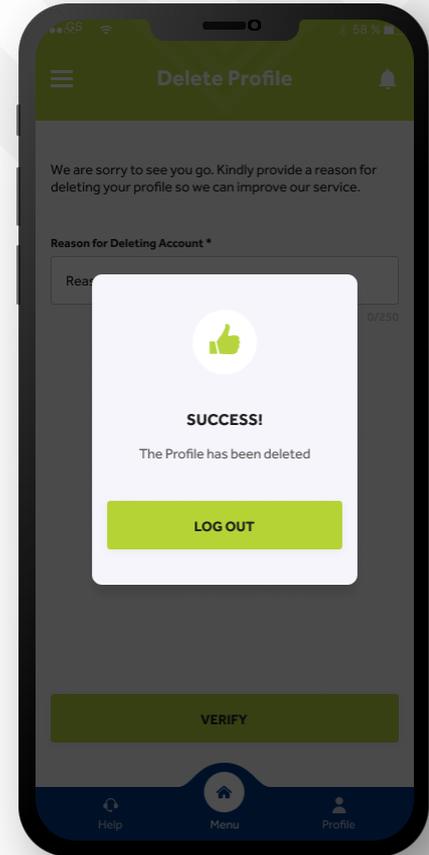
Delete Profile



Final confirmation

Upon successful validation of your PIN, you will receive a prompt to indicate success of your profile deletion.

Delete Profile





Dear valued customer,

We noticed that you have recently deleted your profile from our mobile app, and wish to thank you for being a part of our valued customers. You are assured of our commitment to provide you with exceptional banking services online or in-branch, or whenever you decide to return to the app.

We value your partnership and hope to serve you soon on all our platforms.

For more information, please do not hesitate to reach out to our customer support team on 0800004400.

We will be happy to assist you.

Sincerely, Access



Contact us

Address Starlets' 91 Road, Osu.

E-mail contactcentergh@accessbankplc.com

Phone +233 (0) 302 742699

Toll free 0800 00 4400



Thank You!