



Mobile App and Online Banking Account Deletion Request Instructions

If you would like to request removal of your Online Banking and Mobile Banking accounts and related data, send an email request to info@myGECreditUnion.com. Please type "Delete OLB Account" in the subject line of your email and provide us with a good phone number to reach you at.

One of our representatives will be in touch if there are any questions. Otherwise, allow 5 business days for the process to be completed.

Upon execution of this request, GE Credit Union will delete all associated data held in our digital and internet banking system. This data will no longer be accessible or available to any party. Your accounts will remain active, and your accounts transaction history will remain in our main system history as long as your accounts are open, but all Internet and Mobile Banking data will be deleted. Please note that this means:

- You will no longer be able to log in to Online Banking or the mobile banking app.
- You will not be able to see electronic copies of past account statements. If you have opted in to receiving electronic statements and/or tax documents, your preferences will be changed to receiving paper statements and paper tax documents.
- 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, and scheduled or recurring transfers, as well as any history for any of these services.

If you have any questions, please give us a call at any of our locations and we will be happy to assist you.