

## Deleting Your Online Profile with HPCU

To delete your online profile with Houston Police Credit Union, please call us anytime at 713-986-0200. Deleting your online profile will revoke access for you and anyone else with access through our website or mobile applications.

Consequently, you will no longer be able to access your accounts online or utilize services such as online statements, bill pay, or mobile deposit.

Please allow up to two weeks for the removal of your online access to be completed. Once the process is finished, any scheduled future or recurring transactions established through your online profile will be deleted and cancelled.

You will maintain online access to your account until the deletion process is complete. Please be aware that as a regulated financial institution, we are legally obligated to retain data related to your online profile for a minimum of three years.

Therefore, deleting your online profile will not erase all historical records associated with your enrollment.