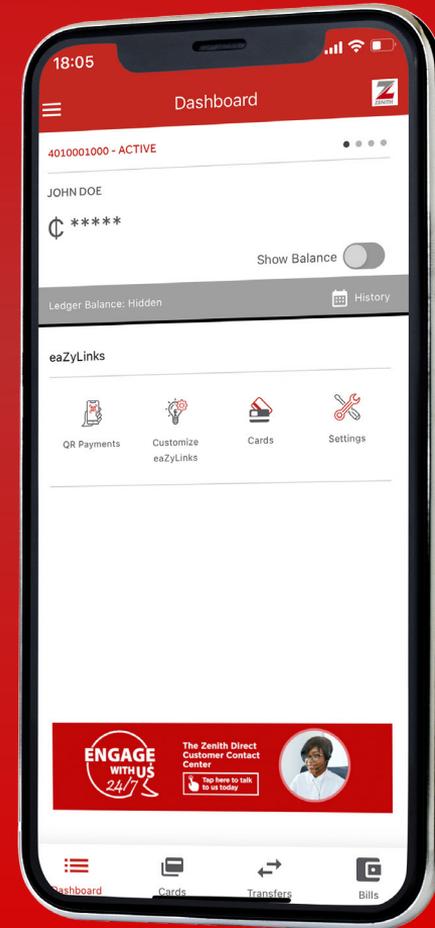




# How to request for your profile deletion on ZMobile

A step-by-step guide





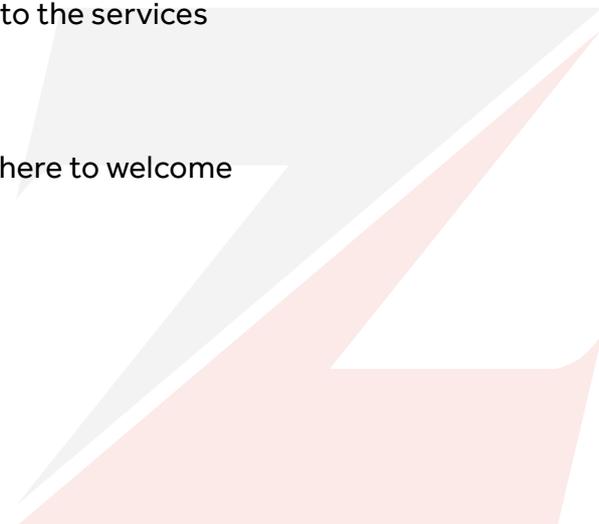
# Dear Valued Customer,

We understand that circumstances changes, and sometimes you may need to say goodbye. We are here to ensure the process for deleting your ZMobile profile is as smooth as possible. Once your profile deletion request is processed, you will no longer have access to the services on ZMobile.

We thank you for using our ZMobile App. If you ever decide to return, we will be here to welcome you back.

For any assistance with the profile deletion process, kindly call Zenith Direct on 0302680884 or 0307086370.

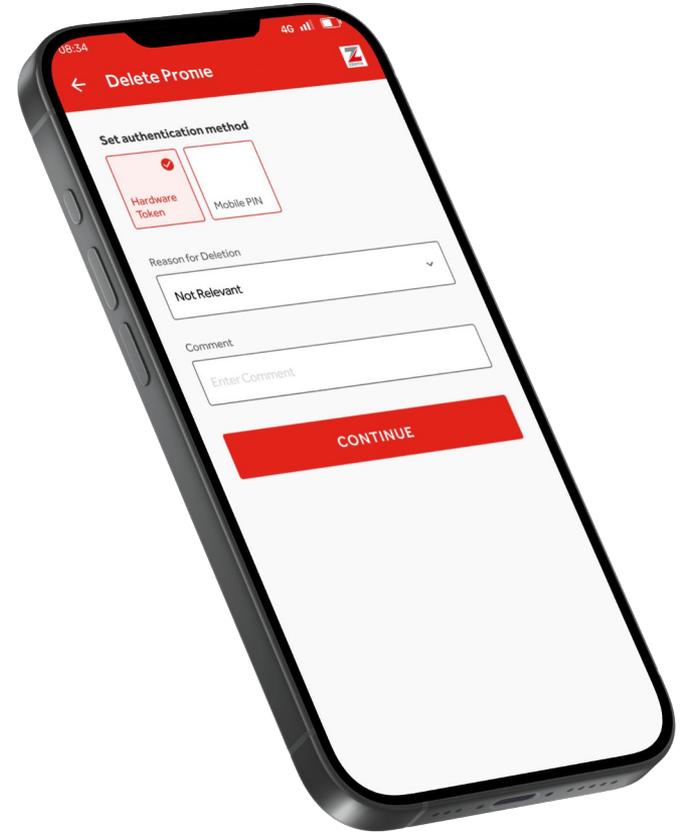
Zenith Bank... in your best interest.





## Introduction

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

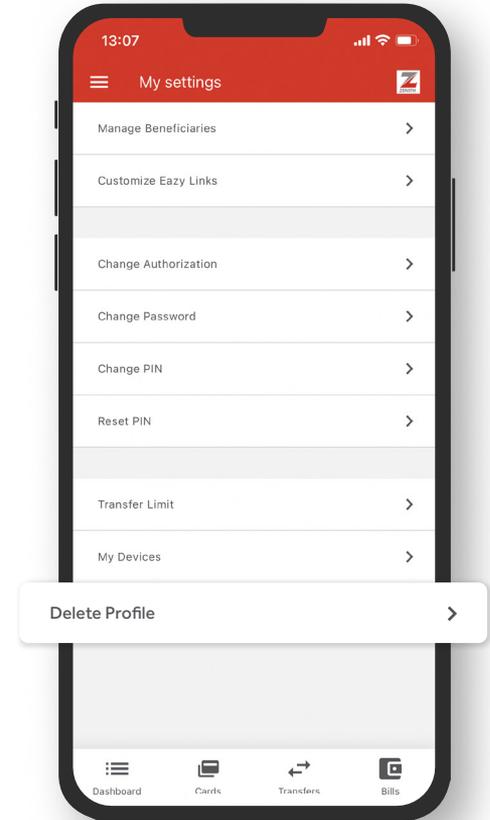




## Navigate to profile delete

Once you have successfully logged in to your profile in the ZMobile app, go to the side menu and select 'My Settings' at the bottom of the section, you will find the option to delete your profile.

Step 1



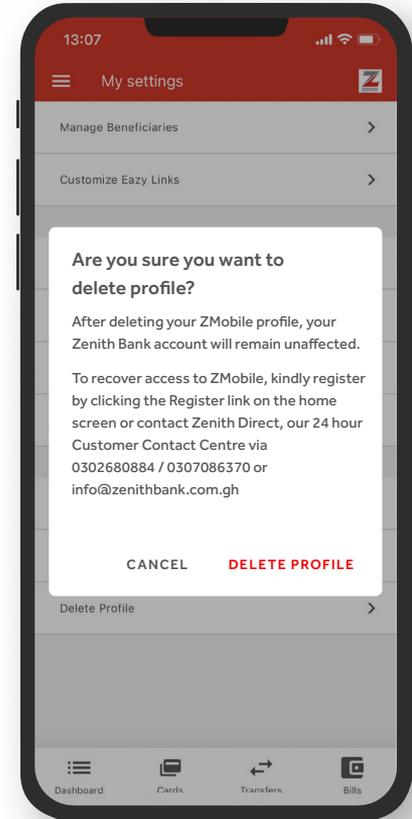


## Confirmation of profile delete

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

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

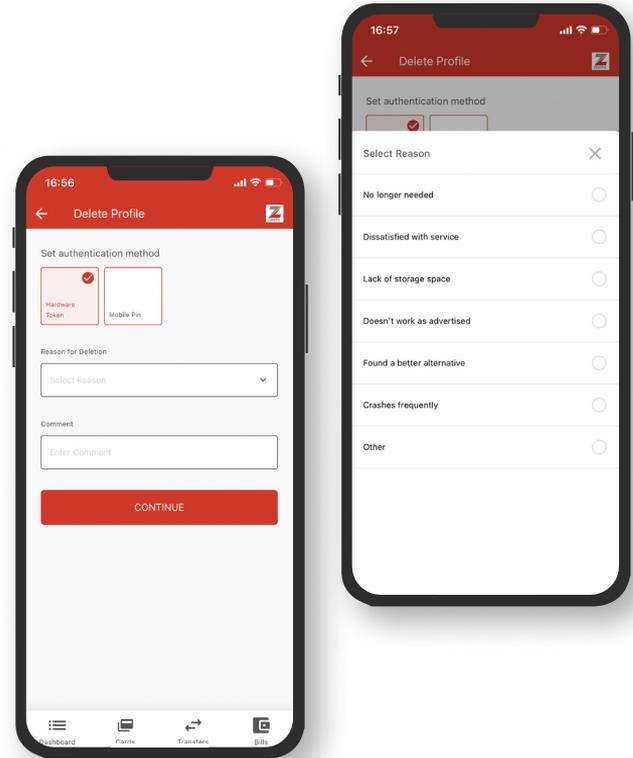
Step 2



## Provide a reason for deletion

You will need to select the reason for deletion and provide a description. This can help us improve our services in the future. Once completed, submit your application by clicking on the 'Continue' button at the end.

Step 3



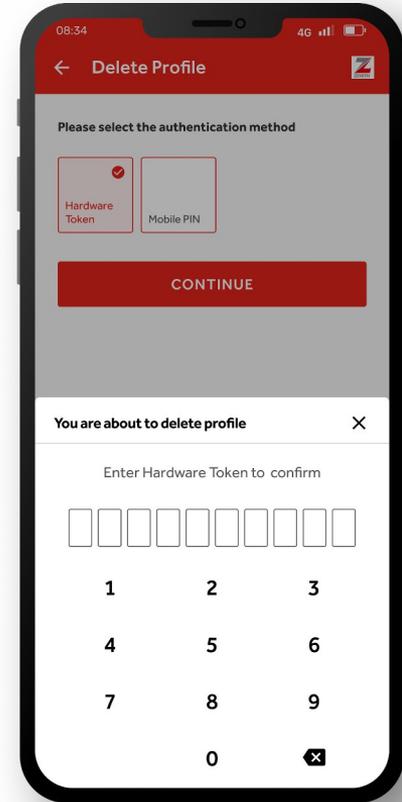


## Enter PIN or Hardware token

This step is irreversible, so please ensure that you have considered all factors before proceeding.

Once you are ready to proceed, confirm your decision to delete your profile by confirming your identity with a transaction PIN or token.

Step 4

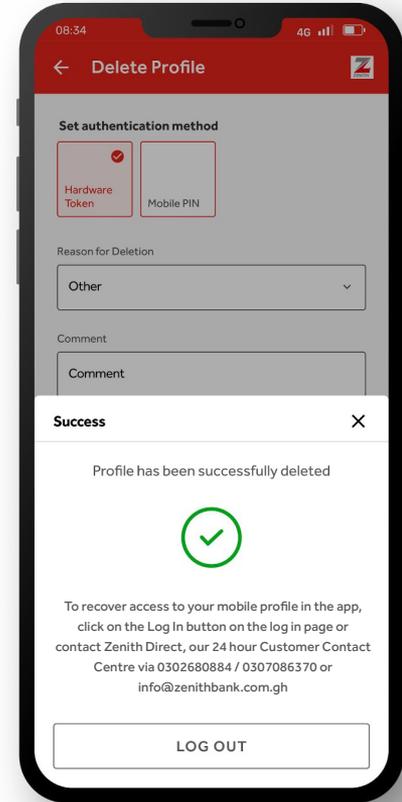




## Final Confirmation

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.

**Final Confirmation**





# Contact Us

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**Thank You**

