

Mobile Banking Profile Deletion Request Form

Solapur Janata Sahakari Bank Ltd

Regulatory & Security Compliance Notice:

In accordance with Reserve Bank of India (RBI) guidelines on Digital Payment Security Controls, customers may request the deregistration and deletion of their Mobile Banking profile/account at any time. Processing this request will permanently revoke your access to the Mobile Banking Application, disable all associated MPIN/TPINs, and deregister mobile-linked digital payment profiles.

Note: This request pertains strictly to your Mobile Banking Digital Access. Your core savings/current bank account, fixed deposits, debit cards, and physical branch services will remain active and unaffected.

1. Customer Details

Field	Details
Full Name of Customer	
Primary Bank Account Number	
Customer ID	
Registered Mobile Number	
Registered Email Address	
Mobile App Username / User ID	
Identity Proof Attached	☐ Aadhaar Card ☐ PAN Card ☐ Passport ☐ Voter ID

2. Deletion Scope Requested

Please select the digital services to be deleted/deregistered:

- ☐ **Full Mobile Banking Application Profile Deletion** (Deactivates app login, removes user credentials, and purges device registration)

3. Reason for Profile Deletion (Optional)

Help us improve our digital services by selecting a reason:

- ☐ Upgrading/Changing Mobile Device or Phone Number
- ☐ Switching to Branch Banking only
- ☐ Security / Privacy Concerns
- ☐ App no longer required
- ☐ Other (Please specify): _____

4. Customer Declaration & Undertaking

1. I hereby request **Solapur Janata Sahakari Bank Ltd** to delete/deregister my Mobile Banking application profile linked to the registered mobile number specified above.
2. I understand that upon processing, I will no longer be able to view account balances, perform fund transfers, or access digital services through the Mobile Banking Application.
3. I understand that deleting the Mobile Banking profile **does not** close my bank account or alter any active standing instructions, loans, or fixed deposits.
4. I confirm that all pending or scheduled digital transactions initiated via the mobile app prior to deletion have been reviewed by me.

Customer Signature: _____

Date: _____

5. Official Use & Branch Verification Only

Verification Parameter	Status / Details
Branch Name & Code	
Mobile Number Match Verification	[] Verified against Core Banking System (CBS)

Verification Parameter	Status / Details
Identity Proof Verification	[] Original Verified
CBS / Digital Banking Portal Status	[] Profile Flagged for Deletion / Deregistered
Processing Officer Name & Designation	
Officer Signature & Stamp	
Date of Processing	

6. Instructions for Customer Submission

1. Submission Channels:

- **In-Person:** Submit the signed form along with a self-attested copy of your ID proof at any SJSbank branch.
- **Email:** Scan and signed form send it from your registered email address to pno@sjsbbank.in

2. Processing Timeline: Profile deletion requests are typically processed within **24 to 48 working hours** upon verification of details.