First Interstate

Member FDIC. Equal Housing Lender

Online Account Deletion Notice

At First Interstate, safeguarding your privacy and security is our priority. To support management of your digital footprint, you may request deletion of your online banking account (used for logging into our online system and mobile app).

IMPORTANT: Online Business Banking account deletion cannot be requested through the mobile app or desktop online business banking site. To request deletion of an Online Business Banking account, please contact your nearest First Interstate Bank location or call us at 1-855-342-3400.

Upon receipt, your request will be reviewed and processed within seven (7) business days. Please save, print, or download any account history or statements that you wish to retain prior to requesting deletion of your online banking account. Your First Interstate accounts and loans remain unaffected; this process only pertains to the deletion of online banking services.

To request the deletion of your online banking account, follow these steps.

To Request Deletion Via the Mobile App

1. **Log into the Mobile App**
    - Open the mobile banking app. Log in with your username and password.
2. **Seek Support**
    - Open the **More** menu in the lower-right corner of the app
    - Select **Secure Support** under **Client Support**.
3. **Compose a New Message:**
    - Click the "New Message" option.
4. **Subject**
    - In the Subject drop-down choose "Online Banking & Bill Payment."
5. **Provide Clear Instructions:**
    - In the message description, include the title **"Delete Online Banking Account"**, followed by a clear statement indicating that you want your Online Banking account

deleted.

6. **Send Your Secure Message**
    - A Client Support Specialist will process your request promptly.

To Request Deletion Via the Desktop Online Banking Site

1. **Log into the Desktop Online Banking Site:**
    - Visit **firstinterstate.com** to access Online Banking, then log in using your username and password.
2. **Seek Support**
    - Select "Secure Support" in the main navigation.
3. **Compose a New Message:**
    - Click the "New Message" option.
4. **Subject**
    - In the Subject drop-down choose "Online Banking & Bill Payment."
5. **Provide Clear Instructions:**
    - In the message description, include the title **"Delete Online Banking Account"**, followed by a clear statement indicating that you want your Online Banking account deleted.
6. **Send Your Secure Message**
    - A Client Support Specialist will process your request promptly.

After your online banking account has been deleted:

- You will no longer have access to online banking or the mobile app. If you wish to reinstate access, you will need to re-enroll.
- Electronic statements will switch to paper versions. You may be charged a paper statement fee. Refer to your account disclosure for details.
- Any unprocessed scheduled or recurring online payments (such as bill pay payments, loan payments, or external transfers) will be cancelled.
- All associated data (including online transfers, payments, services, and alerts) will be permanently deleted.

If you have any additional questions about this process, please reach out to our **Client Contact Center** at 855-342-3400.