

ACCOUNT DELETION POLICY

There are several reasons why UBB META may not provide an account deletion option in the app. Our trust proposals are subjected to strict record-keeping requirements, which can make it difficult or impossible for user to completely delete an account and all associated data at any time upon their wish. However, in the case of a user request of account deletion, we may need to retain certain information about the account holder and their transactions for a certain period of time, typically until all financial obligations are settled, in accordance with applicable regulations and internal policies. Once all requirements have been met, the information will be manually removed by our IT support team.

There are only few specific reason that allow users to delete their account such as:

- No longer feel secured with us regarding their personal data
- Given wrong information and want to create a new account with the correct information
- No longer using our service

If a user wishes to delete their account, they will need to follow these steps:

- 1.Contact our customer service through email: ubbib@ubbibank.com or WhatsApp [+6011-7264-9387](tel:+6011-7264-9387).
- 2.Explain to our customer service representative why you need to delete your account.
- 3.Our customer service will verify that you are the owner of the account requesting deletion by asking for the last four digits of your identity document, your full given name, and contact number.
- 4.After successfully verifying your identity, our customer service representative will confirm whether you wish to proceed with account deletion. If yes, our representative will submit the request to our IT support. Else, the request will be aborted.
- 5.Upon submitting the account deletion request to our IT support, it will take up to seven (7) working days for the account to be deleted from our system. After the account is successfully deleted, all personal data and information belonged to the account will also be deleted from our system.