



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).

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**
 - Navigate to the "More" menu located in the lower right of the app.
 - Select "Secure Support" located under the Client Support category.
3. **Compose a New Message:**
 - Click the "New Message" option.
4. **Subject Line:**
 - In the subject line of your secure message, add "Delete Online Banking Account."
5. **Department Selection:**
 - In the "Department" drop-down, choose "Online Banking & Bill Payment."
6. **Provide Clear Instructions:**
 - In the message description, clearly state that you want your online banking account deleted.
7. **Submit 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:**
 - a. Visit the firstinterstate.com to login to online banking. Log in with your username and password.
2. **Seek Support**
 - a. Click "Support" in the upper right corner of the page.
 - b. Then select "Secure Support."
3. **Compose a New Message:**
 - a. Click the "New Message" option.
4. **Subject Line:**
 - a. In the subject line of your secure message, add "Delete Online Banking Account."
5. **Department Selection:**
 - a. In the "Department" drop-down, choose "Online Banking & Bill Payment."
6. **Provide Clear Instructions:**
 - a. In the message description, clearly state that you want your online banking account deleted.
7. **Submit Your Secure Message**
 - a. A Client Support Specialist will process your request promptly.

Important: For Online Business Banking account deletion, send an email request to Treasury.Solutions@fib.com.

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.