

Request Deletion of Your Online Banking Profile

To delete your Lake Trust Online Banking Profile, please call us at 888-267-7200 during normal business hours. It may take up to 5 business days for us to complete your request.

Once access to your Online Banking Profile is removed, you will no longer be able to log into your Lake Trust Online Banking Account on our website or mobile app.

Any future scheduled payments, including recurring payments will be cancelled. Pending payments and transfers may either be processed or cancelled, depending on the timing of the transaction in relation to when your Online Banking Profile is deleted by Lake Trust.

Deleting your Online Banking Profile also removes the following services and features:

- Electronic documents and notices, including eStatements (reverts to paper statements with a \$2 fee), tax documents, and related history
- Online transaction history
- Bill Pay services and related Bill Pay history
- P2P services (including Zelle) and related history
- External Transfer services and related history
- Internal/Cross-Member Transfer services and related history
- Remote Deposit Capture Services
- All other Online Banking Services

Please note, Lake Trust is obligated to retain data about your Online Banking Profile for a minimum period as required by applicable law and/or regulation. Therefore, deleting your Online Banking Profile will not delete all of the historical records associated with your existing Online Banking enrollment.