
Procedure for Deleting Mobile App Account

Please follow the below steps to delete your mobile app account with Poonawalla Fincorp Limited.

1. **Access the Mobile App:** Open the Poonawalla Fincorp mobile app on your device.
2. **Navigate to My Profile:** Once the app is open, locate and select the "My Profile" section. This section is typically where you manage your personal account settings.
3. **Select "Delete Mobile App Account":** Within the "My Profile" section, you will find various options related to your account. Look for the option labeled "Delete Mobile App Account". Click on this option to proceed with deleting your account.
4. **Confirmation:** After selecting the "Delete Mobile App Account" option, the app will likely prompt you to confirm your decision. You may confirm that you indeed wish to delete your account by clicking on "Continue". Upon confirmation, your request to delete your mobile app account will be submitted.
5. **Await Contact from Customer Service:** A customer service agent from Poonawalla Fincorp may reach out to you to assist with the process of deleting your mobile app account. They may require additional information or confirmation before proceeding.

Note: It's important to ensure that all necessary actions, such as clearing any outstanding balances or withdrawing funds, are completed before initiating the account deletion process. Post mobile account deletion, you will not be able to avail services available on the mobile app. However, mobile app account deletion will not impact any other terms and conditions agreed between you and Poonawalla Fincorp Limited, and you shall continue to perform all your obligations as otherwise agreed with PFL. Please note, if you have applied for any loan and the application is under process, post mobile app account deletion, it will be discarded.

You can also write to us at customer@poonawallafincorp.com in case you want to delete your PFL mobile app account.