* ***21 DEC 2022 MORNING SESSION***
* **Account Closure with E-credit, Mobile Banking, Internet Banking**

1. Customer to clear the E-Credit Balance
2. Visit Omni /Mobile and Internet Banking and delink the customer

* **Closure of the Account**

1. Invoke the menu – “**CAT**” **Close Account**
2. Enter the **A/c ID**
3. Click on **GO**
4. Enter the **Closure Remarks**
5. Select the appropriate **Reason Code Description** from the searcher
6. Click on **Upload Document** to upload supporting document if any.
7. Click on **Continue**
8. Click on **SUBMIT**

* **Verification of the Closed Account**

1. Invoke the menu “**VAC**” **Verify Account Closure**
2. Enter the **A/c ID** to be verified for closure or click on the searcher to locate it.
3. Click on **GO**
4. Confirm the details captured by the maker
5. Click **Continue**
6. Confirm the other details captured by the maker
7. Click **Submit**.