soveel meer vir my | so much more for me
Samba
Koöperatief Bpk | Co-operative Ltd

BLOEMFONTEIN
The Blocks / Blok C
H/v Topsy Smith & TT Cloetestr.
Bloemfontein
9300
T: 051 448 0111

KIMBERLEY
Winkel 68
North Cape Mall
Kimberley
8301
T: 053 831 1976/7

PORT ELIZABETH
14-20 Pickering Street
Newton Park,
Gqeberha
6057
T: 053 831 1976/7

SAMBA APP: DELETE MY ACCOUNT

You may request the deletion of your Samba App account at any time. To do so, please complete the account deletion request form and submit it to us using one of the methods listed below. We will process your request within thirty [30] business days.

What we delete

- Your App login and password;
- Your App profile and settings; and
- Notification and device information linked to the App.

What we keep

Deleting your Samba App account does not automatically terminate your Samba membership or cancel any products or services you hold with Samba. As a registered financial services provider, Samba is required to retain certain records including:

- Membership, identification and FICA records;
- Financial agreements, transactions and statements; and
- Provident fund and bonus records.

These required records will only be retained for the period required by applicable legislation and will be securely disposed of once the legal retention period has expired.

Your details

Description	Complete
First name	
Surname	
SA ID number	
Membership number (if known)	
Mobile number registered on the App	
Email address	
Reason for leaving the App (optional)	

Please tick all three

- ☐ I want to delete my Samba App account.
- ☐ I understand that my Samba membership and financial records will stay, as the law requires.
- ☐ I confirm that I am the account holder.

How to send this form

- Online: https://sambakoop.com/Home/Downloads/ Samba App Delete My Account
- Email: [mobile@sambakoop.com]

What happens next

- We email you a reference number.
- We may phone you to confirm that it's you.
- We delete your App account and let you know by email, within thirty [30] business days.

Your rights

Under the Protection of Personal Information Act (POPIA), you may ask us to correct or delete your personal information. For questions, contact our Information Officer at ceo@sambakoop.com.

Signature

Date