

# TERMINATION REQUEST FORM

NO.:

## Customer's Details (Required)

NAME: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_

RESIDENTIAL / PHYSICAL ADDRESS: \_\_\_\_\_

MOBILE CONTACT NO. 1: \_\_\_\_\_ CONTACT NO. 2: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

## Account Details (Required)

CUSTOMER ACCOUNT NO. (as per latest statement): \_\_\_\_\_

	Mobile number to be terminated	Deposit paid per mobile number	Date deposit was paid
1.			
2.			
3.			
	<b>TOTAL DEPOSIT</b>		

## Termination Details

Tick Service Required

- ☐ Permanent Deactivation
- ☐ Migration to PrePay Tariff

Reasons for Termination of PostPay Contract

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Refund Details

- ☐ Transfer via M-PESA to mobile No.: \_\_\_\_\_
- M-PESA Registered Name: \_\_\_\_\_
- ☐ Apply to clear outstanding amount on account no: \_\_\_\_\_ and Refund Balance
- ☐ Transfer deposit to another PostPay account as:
- ☐ Deposit (indicate account No.) \_\_\_\_\_
- ☐ Account Payment
- ☐ Top up airtime to mobile No. (indicate mobile No.) \_\_\_\_\_
- Registered Name: \_\_\_\_\_

- ☐ Refunds via EFT (Electronic Funds Transfer)

Bank Name: \_\_\_\_\_

Branch: \_\_\_\_\_

Account No.: \_\_\_\_\_

Account Name: \_\_\_\_\_

- ☐ Activate another Mobile No. (indicate mobile No.) \_\_\_\_\_

- ☐ Hold the deposit to activate another mobile No. (indicate mobile No.) \_\_\_\_\_

**The basic and roaming deposit is refundable after 45 days and 90 days respectively.**

**Expected Date of Refund:**

DD/MM/YY \_\_\_\_\_

## (For Official Use Only)

Verified by: \_\_\_\_\_

Safaricom Shop: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

