Delete your X² Capital Balanced IRA account

X-Square Capital, LLC

This page explains how to ask us to close your account and delete your data from the X² Capital — Balanced IRA mobile app.

How to request deletion

You can start from inside the app, or contact us directly. Either route reaches the same team.

From the app: open **Settings → Account → Close Account**, then choose **Email** or **Call**.

Without the app:

- Email **ira@xsquarecapital.com** with the subject *Close my account*
- Or call **+1 (787) 282-1621**, Monday to Friday, 9:00–17:00 Atlantic Time

Please include the email address on the account so we can identify it. We will confirm your identity before acting on the request — we are not able to close an account or release information to someone we have not verified.

We will acknowledge your request within 5 business days and tell you what will be deleted and what we are required to keep.

Why closing an IRA is not instant

An Individual Retirement Account holds assets. Before the account can be closed, the balance has to be distributed to you or transferred to another custodian (the custodian of your IRA is Charles Schwab), and that has tax consequences we will walk you through. Once the account is at zero, we close it and delete what we are permitted to delete.

What is deleted

Once your account is closed and we are outside the retention periods below, we delete:

- your name, email address, postal address and phone number;
- your date of birth, gender, marital status and occupation;
- your Social Security number;
- your government-issued ID details and the photograph of that document;
- your specimen signature;

- your linked bank account details.

Anything stored only on your phone — the email and password held in the iOS Keychain or Android Keystore for biometric sign-in — is removed the moment you turn biometric sign-in off or sign out, and when you delete the app. We never receive it.

What we keep, and for how long

We are a regulated financial institution and some records we are legally required to retain even after an account is closed. We keep them for that purpose alone and for no other.

What	Why	How long
Identity verification records — the information collected to open the account	Customer Identification Program rule, 31 CFR 1020.220(a)(3)	5 years after the account is closed
Transaction records — contributions, rollovers, distributions	Bank Secrecy Act recordkeeping, 31 CFR 1010.430	5 years from the date of the transaction
Tax reporting records — Forms 5498, 1099-R and supporting detail	IRS retirement-account reporting	As long as the IRS requires for the relevant tax years

After those periods expire the records are deleted.

Deleting only some of your data

If you want to correct or remove particular information without closing the account, contact us at **ira@xsquarecapital.com** and we will tell you what we can do. Some fields — those used for identity verification — cannot be removed while the account is open, because we are required to hold them.

More information

See our Privacy Policy for what we collect and why.
