



## Worksheet: How to cancel a credit card, step by step

### 1. Gather contact information for the credit card you want to close.

Write down the card issuer, address and customer service phone number in the space provided below. The information should be on your card, your latest statement or both.

Credit card issuer	Address	Phone

### 2. Pay down your balance in full.

Call the issuer, but DON'T say you're closing the account. DON'T use the card. Also, DON'T assume that by paying the amount on your last bill, you'll pay off your balance. Interest accrues between billing time and the time they deposit your check. So call and ask how much you'll owe 15 days from now. Ask for a supervisor if the customer service representative is unable to help. Mail the check; wait 15 days.

Date	Amount to pay	Notes

**3. Deliver the news.** Call. Confirm your credit card's balance is zero. Then inform them that you are canceling the card. State that you want your credit report to reflect that the account was "closed at the consumer's request." Ask, and write down, who to send it to.

Date	Notes (including who to send letter to)

### 4. Send a letter. See sample letter on next page.

Write a short cancellation letter to the card issuer, directed to the name provided.

To: Credit card issuer  
Address  
Attn:

From:  
You  
Your address  
Account number:  
Phone number

Date

I wish to close my credit card account with your institution.

I have, on DATE, requested by phone that my credit card account be closed. DETAILS OF PRIOR CONVERSATION.

I wish that my credit report reflect that the account was "closed at the consumer's request." I also request written confirmation of the account's closure.

The check number that I used to pay off the account is:

The check cleared my account on this date:

This letter is sent via certified mail, return receipt requested.

Sincerely,



Send the letter via certified mail, return receipt requested, so you can prove the company received your letter.

Be patient, and take any needed additional notes below.