AUTOMATED ACCOUNT ASSISTANCE
1-800-816-9608

Fidelity Bank
Right By You.

Option 1: Account Information

Step 1: Press 1 and enter your social security number to access your account information. You will be prompted to enter your pin number.

NOTE: If this is your first time using the automated account assistance phone number you will be asked to create a pin number.

Step 2: Choose from one of the following Account Type Menu Options:

OPTION 1: CHECKING

- If you have multiple checking accounts, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Withdrawals
Option 2: Deposits
Option 3: Funds Transfer
Option 4: Find a Transaction

Option 1: Search by check number
Option 2: Search for a withdrawal by amount
Option 3: Search for a deposit by amount

Option 5: Other Options

Option 1: Balance
Option 2: Interest
Option 3: Change PIN

OPTION 2: SAVINGS

- If you have multiple savings accounts, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Withdrawals
Option 2: Deposits
Option 3: Funds Transfer
Option 4: Find a Transaction

Option 1: Search for a withdrawal by amount
Option 2: Search for a deposit by amount

Option 5: Other Options

Option 1: Balance
Option 2: Interest
Option 3: Change PIN

OPTION 3: CD

- If you have multiple CDs, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Balance
Option 2: Interest
Option 3: Change PIN

OPTION 4: IRA

- If you have multiple IRAs, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Balance
Option 2: Interest
Option 3: Change PIN

OPTION 5: LOANS

- If you have multiple loans, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Advances
Option 2: Payments
Option 3: Find Transaction

Option 1: Search for an advance by amount
Option 2: Search for a payment by amount

Option 4: Other Options

Option 1: Balance
Option 2: Interest
Option 3: Change PIN

HELPFUL TIPS:

- Withdrawals: The last five withdrawals including checks, ATM withdrawals, and electronic payments and drafts will be provided first. When prompted, you may press 1 to hear additional transactions.
- Deposits: The last five deposits will be provided first. When prompted, you may press 1 to hear additional transactions.
- Funds transfers entered after 9:00 p.m. will be posted on the next business day.

Option 2: Funds Transfer

TRANSFERS ENTERED AFTER 9:00 P.M. WILL BE POSTED ON THE NEXT BUSINESS DAY.

Step 1: Press 1 and enter your social security number to access your account information. You will be prompted to enter your pin number.

NOTE: If this is your first time using the automated account assistance phone number you will be asked to create a pin number.

Step 2: Select the Account Type you would like to transfer money from:

- **OPTION 1: CHECKING**
- **OPTION 2: SAVINGS**

Step 3: You will be provided with a list of your account numbers. Press the keypad number that corresponds with the account number you wish to select.

Step 4: Select the Account Type you would like to transfer money to:

- **OPTION 1: CHECKING**
- **OPTION 2: SAVINGS**

Step 5: You will be provided with a list of your account numbers. Press the keypad number that corresponds with the account number you wish to select.

Step 6: Enter Amount

Option 3: Lost or Stolen Debit Card and Card Activation

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FISERV'S CARD PROCESSING CENTER.

Step 1: Select from the following options:

- **OPTION 1: CARD ACTIVATION**
  (Please have your card number available.)
- **OPTION 2: LOST OR STOLEN CARD**
  (You will be asked for your financial institutions name.)

Option 4: Lost or Stolen Credit Card and Other Credit Card Information

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER ASSISTANCE CENTER.

Step 1: Select from the following options:

- **OPTION 1: CREDIT CARD ACCOUNT INFORMATION**
- **OPTION 2: REPORT A LOST OR STOLEN CARD**
- **OPTION 3: CARD ACTIVATION**
- **OPTION 6: VERIFY RECENT ACCOUNT ACTIVITY**
- **OPTION 7: PAYMENT OPTIONS**
- **OPTION 8: CHANGE PIN NUMBER**

Option 5: Online Banking Support

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER CARE CENTER.

Step 1: Select from the following options:

OPTION 1: PASSWORD RESETS

OPTION 2: GENERAL ONLINE BANKING QUESTIONS

OPTION 3: BUSINESS CASH MANAGEMENT ASSISTANCE

OPTION 4: ALL OTHER QUESTIONS

OPTION 9: LEAVE A MESSAGE

Option 6: Business Cash Management Assistance

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER CARE CENTER.

Step 1: Select from the following options:

OPTION 1: PASSWORD RESETS

OPTION 2: GENERAL ONLINE BANKING QUESTIONS

OPTION 3: BUSINESS CASH MANAGEMENT ASSISTANCE

OPTION 4: ALL OTHER QUESTIONS

OPTION 9: LEAVE A MESSAGE

Option 7: Check Verification

THIS OPTION IS USED TO VERIFY THAT FUNDS ARE AVAILABLE IN YOUR ACCOUNT FOR A PARTICULAR CHECK AMOUNT.

Step 1: Enter checking account number

Step 1: Enter the amount to verify by entering dollars, followed by *, followed by cents, followed by #.

Ex: To see if a $25.00 check will clear your account, enter 25*00#