

Consumer Credit Card System

Initial Log In Instructions



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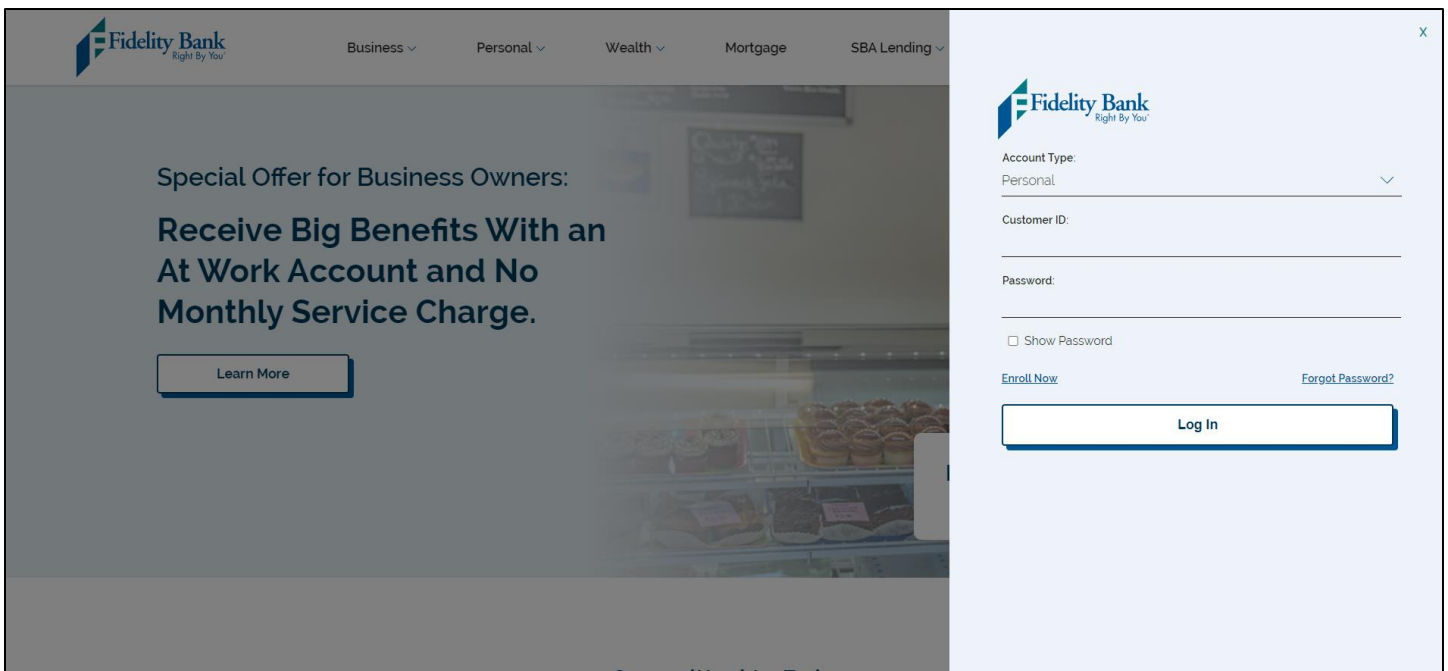


We've made improvements to the way you manage your consumer credit cards at Fidelity Bank. For a seamless transition to CardControl, our new credit card system, we recommend managing and controlling your card through Fidelity Bank Mobile Banking. Simply download our convenient app on your mobile device and click on the Cards tab, no extra log in is required!

If you access your consumer credit card through Business Advantage Online Banking or if you prefer to access Personal or Small Business Online Banking from your computer, please use the instructions below when you log in for the first time.

| Getting Started

To access and manage your Fidelity Bank consumer credit card, visit fidelitybanknc.com and log in to online banking using the same credentials you currently use.



Once logged in, scroll down to the Credit Cards section and click on the credit card number you'd like to view and manage.

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Credit Cards		
xxxxxxxx9206	Current Balance	Available Balance
JACK T CUSTOMER	COMING SOON	COMING SOON

| Enrolling in CardControl

After clicking on the card you'd like to view, you will be directed to our CardControl system. If you are logging in for the first time, click on New User to register. You will need your card number, security code (CVC/CVV), and your card's expiration date.

Then, follow the on-screen prompts to verify your card and identity, setup a username and password, and accept the terms and conditions to complete your registration..

To learn more about our CardControl system, view our demo at fidelitybanknc.com/cardupgrade.

| Have Additional Questions?

If you have additional questions or have difficulty with this system update, please call our Credit Card department at 1-855-547-1385 and select option five for assistance.