

August 5, 2024

We are excited to announce that we are making improvements to the way you manage your business credit card at Fidelity Bank. We have invested in an enhanced business credit card system to better serve you. Enjoy a new streamlined, modern appearance and the ability to add cardholders with varying levels of access, analyze spending trends, change credit limits, make approvals and send notifications and invitation links within the system, and more!

While we complete the updates to our system, please keep the following important information in mind:

- Credit cards will be unavailable in Fidelity Bank Online Banking beginning Thursday, August 15 at 5 p.m. through Monday, August 19 at 9 a.m.
- Your cards will still be active during our system maintenance. You may continue to process transactions without service interruption.
- You can still report a lost or stolen card by calling 1-800-816-9608, option 4 and access other parts of online and mobile banking while we modernize our system.
- Online statement enrollment for your credit card will need to be reestablished.
- Recurring payments to your Fidelity Bank business credit card will remain unchanged. However, any payment methods used for one-time credit card payments will need to be reestablished.
- The ability to download transactions in CSV and QBO formats will be available. If you use QuickBooks your connection will need to be reestablished. Log in to QuickBooks and disconnect from your existing connection. Then, search for Fidelity Bank NC-Business Credit Card to reconnect.
- For enhanced security and faster payment processing, our payment address is changing to P.O. Box 2711, Omaha, NE 68103 in September. Payments will now be processed seven days a week. You can also continue to make payments conveniently at your local branch.

For a seamless transition to Spendtrack, our new business credit card system, we recommend that businesses determine their Program Administrator (PA) prior to August 19, 2024. The PA will manage the entire credit card account, set up and monitor users, and control and monitor employee transactions and limits. When the new business credit card system is available, the PA should log in first and register as a PA, then they can send invitation links to set up additional users and monitor user access levels.

If you access your credit card through Business Advantage Online Banking, simply click on your credit card number to access your card, no extra log in is required! If you access your credit card through Small Business Online Banking, click on your credit card number to register for Spendtrack. You will be required to create a username and password.

If you have any additional questions, please call 1-855-547-1385, option 5 for assistance. To view demos and other helpful information, please visit fidelitybanknc.com/cardupgrade. Thank you for banking with Fidelity Bank!

Sincerely,

Fidelity Bank