



Post Office Box 8
Fuquay-Varina, NC 27526

August 5, 2024

We are excited to announce that we are making improvements to the way you manage your credit card at Fidelity Bank. We have invested in an enhanced credit card system to better serve you. Enjoy a new streamlined, modern appearance and the ability to turn your card on and off, add travel plans, 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 card(s) 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.
- Transaction alerts and online statement enrollment for your credit card will need to be reestablished.
- Recurring payments to your Fidelity Bank credit card will remain unchanged. However, any payment methods used for one-time credit card payments will need to be reestablished.
- Quickbooks file format will no longer be available. However, you can conveniently download a CSV file to save your transactions.
- 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.

To access your consumer credit card, simply log in to online banking using the login credentials you currently use on or after August 19, 2024. Then, click on your card number to register for CardControl, our new consumer credit card system. You will be required to create a username and password.

If you access your consumer credit card through Fidelity Bank Personal or Small Business Online Banking, you will have the ability to manage and control your card through our convenient mobile banking app. Take advantage of this new seamless experience by downloading the Fidelity Bank Mobile Banking app on your mobile device and click on the Cards tab, no extra log in required!

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. We value you as a customer and look forward to continuing to serve your financial needs. As always, thank you for banking with Fidelity Bank!

Sincerely,

Fidelity Bank