

## Important Online and Mobile Banking Enhancements



Dear Subscriber:

At Fidelity Bank, we continually seek ways to improve our services for our valued customers. We have invested in a new online and mobile banking system to better serve you and make managing your finances easier. Our new enhanced digital experience will have a refreshed intuitive design, easier navigation, and enhanced security.

This updated experience will be available on November 4, 2024.

### Important information:

- Fidelity Bank Online and Mobile Banking will be unavailable for all transactions beginning Friday, November 1 at 6 p.m. through Monday, November 4 at 9 a.m. You may continue to use our ATM network and telephone banking system to check account balances and transfer funds.
- Your user ID and password will remain the same. Our new system offers a more secure log in experience with multi-factor authentication (MFA). A unique code will be sent to you via text message or phone call. You will also be asked to review and accept terms and conditions.
- **Business Advantage Customers** - If you currently use the Fidelity Bank Business Mobile App, you will have to download a new app. Find the Fidelity Bank NC/VA Mobile in your app store or use the links below.

### Download Our App Today



If you have any concerns after logging in to the new platform, please contact your local branch or call 1-855-547-1385 for assistance.

We'll do everything we can to make this transition as easy as possible. Visit [fidelitybanknc.com/digital-update](https://fidelitybanknc.com/digital-update) and follow us on our social media channels for more details about this exciting update.

As always, thank you for banking with Fidelity Bank!

