

New Online and Mobile Banking Updates

Coming Soon:
A New Mobile and Online
Banking Experience.

[Learn More](#)



Dear Subscriber:

We are excited to share our new online and mobile banking system with you starting on November 4. As part of the improvements, we have made some **step-by-step videos** for you to reference. To view the videos and the latest updates visit fidelitybanknc.com/digital-update, which is also available by clicking the 'Learn More' button on the top of our homepage.

Important information:

- **Online banking 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.
- On November 4, your account administrator should be the first person to log in to reinstate permissions for sub-users, so sub-users can access accounts, ACH Filter, Positive Pay, and other services.
- 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.
- Starting November 4, you will be able to access ACH Filter and Positive Pay, if you have those services, using the mobile app.
- Our new system offers a more secure login experience with multi-factor authentication (MFA). A unique code will be sent to you via text message or phone call. This will allow you to discontinue using hard/soft tokens for ACH transactions and wires. If you need to update your phone number to receive multi-factor authentication, call Business Solutions at 1-855-547-1385, Option 3.
- If you have wires, internal transfers, or ACH batches scheduled after November 1, they will need to be re-entered. Any recurring internal transfers set up will be migrated over to the new system.
- Any alerts or notifications you have set up will need to be reinstated.
- If you use an account aggregation tool such as QuickBooks[®], Quicken[®], or another third-party tool that uses your online banking data, we encourage you to download your transaction history before November 1. You may need to reestablish your connection on or after November 12. Transactions can be manually downloaded from online banking until you are able to reestablish your connection.
- Your user ID and password will remain the same.

For the most up-to-date information and our instructional videos.

[Learn More](#)

New Features:

- There will be one login box for all online banking users. The mobile banking app will update after our improvements are complete.
- Enjoy faster and easier payments and transfers, including the ability to send domestic wires, make external transfers, and access to Zelle® for your businesses.
- Enhanced user experience, easier navigation, and the ability to nickname your accounts.
- The new platform will grow to fit your business needs. You are now able to manage users including adding, removing, and managing permissions.

Download Our App Today



If you have any additional questions, please contact your [local branch](#) or call 1-855-547-1385 for assistance.

For more information and details visit fidelitybanknc.com/digital-update and follow us on our social media channels.

As always, thank you for banking with Fidelity Bank!