

New Online and Mobile Banking Updates



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 a few items we would like you to be aware of and plan for if necessary.

Important information:

- **Fidelity Bank 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.
- External transfer information may need to be reentered.
- 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.
- Only debit and credit cards where you are the primary cardholder will be migrated over to the new system. If you added a card where you are not the primary cardholder or set up card alerts outside of the Fidelity Bank mobile app (i.e. from a computer or direct browser), you will need to set these up again.
- You will need to reestablish your transaction and account level alert preferences.
- Your user ID and password will remain the same, and your account transaction history (18 months) will be available.

New Features:

- There will be one login box for all online banking users. The mobile banking app will update after our improvements are complete.
- 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.
- Enjoy faster and easier payments and transfers, including the ability to send domestic wires.
- View and track your credit score - When you opt-in to use this feature powered by SavvyMoney you will gain access to your credit score, your TransUnion credit report, financial education, and so much more!

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!



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