



FIDELITY

BANK & TRUST

www.bankfidelity.bank

Member FDIC

Business Online Banking



**BUSINESS
SOLUTIONS**

To better serve our customers, Fidelity Bank & Trust will be implementing an upgrade to Business Online Banking and Cash Management. **Our current system will not be available after 3:00 p.m. Thursday, April 25th through 8:00 a.m. Monday, April 29th to accommodate for this upgrade.** During this time, please contact your local Fidelity Bank & Trust for your transaction questions.

**AFTER 8:00 A.M.
MONDAY, APRIL 29:**

You will be required to re-enroll for Business Online Banking and Cash Management in four simple steps.

Re-Enrollment Instructions:

1. Visit www.bankfidelity.bank and select "Online Banking Log In" to enter your current Access ID. Click GO.
2. Enter your temporary passcode on the all-new passcode screen. **Your temporary passcode is the last 4 digits of the business' tax identification number.**
 - a. Change your passcode – 10 character passcodes are required and must include at least one uppercase and lowercase alpha (A-Z and a-z), one numeric (0-9), and one special character. Never share your passcode, protect it as you would your ATM PIN.
3. At future logins you may be required to submit additional authentication. For this reason, you will be required to enter your email and phone number.
4. Read and accept a new user agreement(s).

Coming Soon!

Updated Business Online Banking Features

Online Banking History	After the system upgrade on April 29, 2019, you will build up to three months of deposit and check history.
ACH Batch Templates	Your ACH Batch templates will convert to our new system. If you notice your files are missing, contact us immediately. For recurring ACH batches, upon first login to Cash Management, please initiate batch and set it up as recurring. Do not schedule batches for April 26th - April 29th. You may need to adjust the date of your batches for this timeframe.
ACH History	The history of your ACH uploads and batches will not transfer to the new system. Please save this information to your computer prior to the upgrade.
ACH File Upload	This will be named NACHA File Upload after conversion.
ACH Payroll & Customer Payment Files	Your employee payroll information and customer payment files will convert to the new system.
Bill Pay Payees & Payments	Your payees and scheduled payments from Bill Pay will convert to the new system. Businesses will experience a new Bill Pay feature to work better for your business needs!
Internal Recurring Transfers	All future dated/recurring transfers will carry over to the new system. You must click on transfer and initiate the date of first transfer for these to continue.
External Transfers	External transfers will still be available! You will simply need to go through the online steps to set up the external account. As in the past, a charge of \$5.00, plus applicable sales tax, will be assessed for funds transferred to another institution, however, incoming transfers will remain free. If you choose to move money externally around the timeframe of the system upgrade, you must submit by 3:00 p.m. on Monday, April 22nd.
E-statements	Customers love the ease and access of e-statements! In the coming weeks after the merger, your e-statement library will include 18 months of history.
Wire Transfers	If your business currently has a recurring wire agreement with Fidelity Bank & Trust, you can request wire transfers through Online Banking. The bank will call you to verify that you initiated the transfer and process the request.
Stop Payments	If you need to place a stop payment on an item, simply send the request through Online Banking.
Recurring ACH	Your recurring ACH files will convert to the new platform. For security purposes, you will be required to initiate the first transfer and verify the recurring processing date.
Quicken®/ Quickbook® Users	Fidelity Bank & Trust uses Intuit® Web Connect. Customers that download transactions into Quicken®/Quickbooks® will need to start in Online Banking and download to Quicken®/Quickbooks®. Instructions to re-enable can be found at www.bankfidelity.bank .

We realize our customers depend on Business Online Banking, so we are excited to offer you an all-new experience. If you have questions or concerns about the new and improved Business Online Banking service, please feel free to call Fidelity Bank & Trust customer service at 800-403-8333.

