

FIDELITY

BANK & TRUST

www.bankfidelity.bank

Member FDIC

Online Banking



To better serve our customers, Fidelity Bank & Trust will be implementing an upgrade to Online and Mobile Banking. **Online and Mobile Banking 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 Online Banking in four simple steps either by personal computer or mobile app. See back side for instructions.

Enhanced Features

- Sleek look and feel to match our website!
- All-new dashboard can be configured to find your banking information quickly!
- Fingerprint login for all devices supporting this feature!

Coming Soon!

Re-Enrollment on PC

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 your social security number.**
 - o 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).

OR

Re-Enrollment on Mobile

We have a new Mobile App! Begin by deleting the Fidelity Bank & Trust icon from your device and follow the instructions below.



1. Visit your device's app store to download the new app by searching for "bankfidelity"
2. Enter your temporary passcode on the all-new passcode screen. **Your temporary passcode is the last 4 digits of your social security number.**
 - o 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).

Online Banking History	After the system upgrade on April 29, 2019, you will build up to three months of deposit and check history.
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.
Bill Pay Payees & Payments	Bill Pay will remain the same! Your current payees and scheduled payments will be there to schedule your upcoming payments.
Internal Recurring Transfers	All future dated/recurring internal 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.
Transaction Categories/ Outside Accounts	Some customers choose to define transactions by categories and review outside accounts within online banking. If you are a customer who currently uses this feature, please know this will not convert. You will need to download a report prior to 4/25/19 to keep this information.
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 Online and Mobile Banking, so we are excited to offer you an all-new experience. If you have questions or concerns about the new and improved Online Banking service, please feel free to call Fidelity Bank & Trust customer service at 800-403-8333.

