

Audience: Personal Customers

Subject Line: Reminder: Transition to Fidelity Bank Begins Friday

Preheader Text: Here's what to expect when your accounts transition October 16-19.



Reminder: Your Transition to Fidelity Bank Starts Friday

[View Step-By-Step Guide](#)

Your accounts will begin transitioning to Fidelity Bank this Friday, October 16. Here's what to expect and what you can do now to prepare.

Account Transition

Your accounts will transition to Fidelity Bank systems between 5 p.m. ET on Friday, October 16, and 9 a.m. ET Monday, October 19. During this time, online banking, mobile banking, telephone banking, and services accessed through online banking or mobile banking will be temporarily unavailable.

Before 5 p.m. ET on Friday, October 16, be sure to save any information you'd like to keep for your records, including transaction history, statement history, transfer information, and payees. See step-by-step guide for detailed instructions.

Services That Remain Available

You can continue to use your Affinity Bank, Newton Federal, or FitnessBank debit card and checks during the transition. To avoid any interruption, activate your new Fidelity Bank debit card so you can begin using it on Monday, October 19 at 9 a.m. ET. After that time, your Affinity Bank, Newton Federal, and FitnessBank debit card will no longer work.

Access Your Accounts

Fidelity Bank Online Banking will be available beginning at 9 a.m. ET on Monday, October 19. To get started, follow the instructions included in the step-by-step guide.

[View Step-By-Step Guide](#)

We're looking forward to serving you and showing you what it means to be Right By You.

Need Help?

If you have any questions or need assistance, please call our Customer Care Center at [770-385-3043](tel:770-385-3043) or visit fidelitybanknc.com/welcome.

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Fidelity Bank
PO Box 8
Fuquay-Varina, NC 27526

Audience: Business Customers (No ACH/Positive Pay/ACH Filter)

Subject Line: Reminder: Transition to Fidelity Bank Begins Friday

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