

Audience: Personal Customers

Subject Line: Your Online Banking Instructions

Preheader Text: Follow these steps to get started with Fidelity Bank.



Your Fidelity Bank Online Banking Instructions Are Here

Fidelity Bank Online Banking will be available for enrollment beginning at 9 a.m. on Monday, October 19. Once enrolled, you can access your accounts and the tools you use to manage your finances. There's no need to enroll immediately, complete the steps whenever it's convenient for you.

After you enroll, you'll need to set up the services you use, such as eStatements, bill pay, internal and external transfers, alerts, and person-to-person payments.

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

Before October 15 at 5 p.m. ET: Save Important Information

Before your account transitions to Fidelity Bank, we recommend taking a few steps to save information you may need, including:

- Transaction History
- Statements
- Internal and External Transfer Information
- Payees and Person-to Person Contacts

Beginning October 19 at 9 a.m. ET: Set Up Your Services

Once the transition is complete, you can enroll in Fidelity Bank Online Banking and begin setting up the services you use to manage your accounts. For your convenience, your existing online banking experience will be available in view-only mode through November 15, 2026. The information available will reflect a snapshot of your accounts and transactions as of 5 p.m. ET on October 16, 2026.

1. Enroll in Fidelity Bank Online Banking.
2. Set up the online banking services you use.
3. Access your accounts and manage your finances.
4. Download the Fidelity Bank Right By You mobile app.

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

Thank you for your patience as we complete this transition. We're excited to welcome you to Fidelity Bank and look forward to 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: Your Online Banking Instructions

Preheader Text: Follow these steps to get started with Fidelity Bank.



Your Fidelity Bank Online Banking Instructions Are Here

Beginning at 9 a.m. on Monday, October 19, you can log in to Fidelity Bank Online Banking using your existing user ID. When you log in for the first time, select the "Forgot Password?" link to create your new password. There's no need to log in right away, simply complete the steps when it's convenient for you.

After you log in, you'll need to set up the services you use, such as eStatements, bill pay, internal and external transfers, alerts, and person-to-person payments.

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

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- Transaction History
- Statements
- Internal and External Transfer Information
- Payees and Person-to Person Contacts

Beginning October 19 at 9 a.m. ET: Set Up Your Services

Once the transition is complete, you can log in to Fidelity Bank Online Banking and begin setting up the services you use to manage your accounts. For your convenience, your existing online banking experience will be available in view-only mode through November 15, 2026. The information available will reflect a snapshot of your accounts and transactions as of 5 p.m. ET on October 16, 2026.

1. Log in to Fidelity Bank Online Banking.
2. Set up the online banking services you use.
3. Access your accounts and manage your finances.
4. Download the Fidelity Bank Right By You mobile app.

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

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After you log in, you'll need to set up the services you use, including eStatements, bill pay, internal and external transfers, alerts, and person-to-person payments.

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

Before October 15 at 5 p.m. ET: Save Important Information

Before your account transitions to Fidelity Bank, we recommend taking a few steps to save information you may need, including:

- Transaction History
- Statements
- Internal and External Transfer Information
- ACH, ACH Filter, and Positive Pay History
- Payees and Person-to Person Contacts

Beginning October 19 at 9 a.m. ET: Set Up Your Services

Once the transition is complete, you can log in Fidelity Bank Online Banking and begin setting up the services you use to manage your accounts. For your convenience, your existing online banking experience will be available in view-only mode through November 15, 2026. The information available will reflect a snapshot of your accounts and transactions as of 5 p.m. ET on October 16, 2026.

1. Log in to Fidelity Bank Online Banking.
2. Set up the online banking services you use.
3. If applicable, set business sub-user entitlements.
4. If applicable, review the following information to verify that it is accurate: ACH participants, ACH templates, ACH Filter, and Positive Pay.
5. Access your accounts and manage your finances.
6. Download the Fidelity Bank Right By You mobile app.

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

Thank you for your patience as we complete this transition. We're excited to welcome you to Fidelity Bank and look forward to showing you what it means to be Right By You.

Other Resources

Take a few minutes to explore these short videos and get familiar with Fidelity Bank Online Banking and its features.

[Online Banking](#)

[Fraud Prevention](#)

[ACH Origination](#)

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