

CLIENT FAQs

Questions & Answers

1. Are Fidelity Bank and Cape Cod 5 merging, or is one acquiring the other?

- a. This is mutual partnership at the parent company level, not a bank merger or acquisition. Both banks will continue to operate independently under their respective brands, with the same team members serving their local communities, under one multi-bank holding company.

2. Why is the Bank doing this? What is the benefit of this to Fidelity Bank?

- a. Bringing our two institutions under one holding company provides many mutual benefits, including the ability to share resources and to help expand the services that each bank offers its clients, while still allowing each bank to exist independently.

3. What is a Mutual Holding Company and how does this structure affect the Bank?

- a. A Mutual Holding Company (MHC) is a parent company, which wholly owns the subsidiary bank(s). In a highly regulated industry such as banking, a holding company structure allows for more opportunities for growth, including by acquiring or developing another line of business. It is similar to parent companies in other industries.

4. Will there be any change as a Fidelity Bank client?

- a. All Banking Centers will remain open and your banking relationship will continue as it currently exists. In fact, Fidelity Bank is excited to be able to offer additional products such as Trust and Wealth Management services and increased commercial loan lending limits.

5. How will this impact your service?

- a. We will continue our LifeDesign brand promise, utilizing our C.A.R.E. process to provide you with the care and clarity you need to always move forward with confidence.

6. Will my money stay at Fidelity Bank?

- a. Yes, your accounts, deposits, and loans, will stay at Fidelity Bank with no changes.

7. Is there anything I need to do as a client?

- a. As a client of Fidelity Bank, there are no changes to your accounts, deposits, or loans and nothing you need to do.

8. Will Fidelity Bank continue to be part of the Depositors Insurance Fund and offer 100% deposit insurance?

- a. Yes, 100% of your deposits will continue to be insured by our unique combined insurance coverage offered through the FDIC and DIF.

9. Will I be able to use Cape Cod 5's branches and ATMs?

- a. You will not be able to at this time.

10. How will this affect our community involvement and support?

- a. Through this partnership, Fidelity Bank will be setting up a \$5 million charitable foundation that will allow us to give more support, indefinitely, to the important non-profits, causes, and events in the communities we serve.

11. Will there be any staffing changes?

- a. All of the caring bankers who service your banking relationship will continue in their roles.

12. Will Bank leadership change?

- a. The Fidelity Bank leadership team, as well as its Board of Directors will remain the same.

13. What is the timeline?

- a. Following regulatory review and approval of the holding company merger agreement, the official closing date for the agreement is expected to occur in early Q2 2024.

14. Who should I contact if I have a question, comment, or concern?

- a. You can talk to a caring banker at your nearest banking center, your business relationship manager, contact our Client Care Center at 800-581-5363, or reach us via our website at [FidelityBankOnline.com](https://www.FidelityBankOnline.com).

A Mutually Beneficial Partnership