

Dear Valued Fidelity Bank Client,

Because **C.A.R.E.** is more than a word—it's an experience.

At Fidelity Bank, we believe banking should be **simple, clear, and built around you**. That's the foundation of **LifeDesign Banking** — our promise to provide unwavering **care and clarity** at every moment that matters, so you can always move forward with **confidence**. That's why we're making exciting upgrades to our banking systems the weekend of **May 16-18, 2025** — enhancements designed with **your needs in mind**.

This upgrade is about **more than technology—it's about elevating your banking experience**. You'll enjoy a **brand-new Online Banking systems, an upgraded Mobile App, new digital tools, and enhanced deposit accounts**. These improvements reflect our commitment to **helping you manage your financial life with greater ease, security, and flexibility**.

As part of our **LifeDesign Banking approach**, we take the time to understand what matters most to you, analyze the best solutions, and deliver meaningful enhancements that make a difference in your financial journey. This system upgrade is just one piece of our continued commitment to **offering the best products, services, and digital solutions to support your goals**.

We encourage you to **carefully review and hold onto this booklet**, as it outlines **key dates, important action items, and service downtimes**. Our goal is to make this transition as smooth as possible, and we are here to guide you every step of the way.

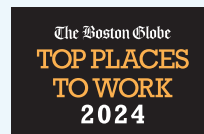
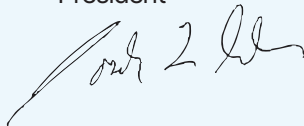
For more details, visit our **Upgrade Resource Hub** at [www.FidelityBankOnline.com/Upgrade](http://www.FidelityBankOnline.com/Upgrade), where you'll find the latest updates and additional information.

Thank you for trusting Fidelity Bank. We're not just upgrading our systems—we're **upgrading your banking experience**. Because when it comes to your financial well-being, we believe you deserve nothing less than the very best.

Edward F. Manzi, Jr.  
Chairman & CEO



Joseph Silva  
President



## Stay Informed – Bookmark our Resource Hub!

For the latest updates, key dates, and everything you need to know about this system upgrade, **visit and bookmark:**

[www.FidelityBankOnline.com/Upgrade](http://www.FidelityBankOnline.com/Upgrade)



Be sure to check back regularly as we'll continue to provide important information to help make this transition as smooth as possible.

We will also be sending periodic reminders via email with important action items to help you prepare.

## Reminder: Keep Your Finances Safe

Your security is our top priority. **Fidelity Bank will never ask you to share private information via email, text, or phone.** Any official communications from us will provide clear instructions directing you to our website or App stores.

To protect yourself from fraud:

- ✓ **Never** share your personal or banking information with anyone.
- ✓ **Only log in through official Fidelity Bank channels** (our website or Mobile App).
- ✓ **If you ever have concerns about an email, contact us directly** using a trusted Fidelity Bank phone number, 800-581-5363, or visit one of our banking centers.