

TELEPHONE BANKING USER GUIDE



I Option 1: Account Information

Step 1: Press 1 and enter your social security number to access your account information. You will be prompted to enter your pin number.

NOTE: If this is your first time using the automated account assistance phone number you will be asked to create a PIN.

Step 2: Choose from one of the following Account Type Menu Options:

■ OPTION 1: CHECKING

- If you have multiple checking accounts, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Withdrawals

Option 2: Deposits

Option 3: Funds Transfer

Option 4: Find a Transaction

Option 1: Search by check number

Option 2: Search for a withdrawal by amount

Option 3: Search for a deposit by amount

Option 5: Other Options

Option 1: Balance

Option 2: Interest

Option 3: Check Reorder

Option 4: Change PIN

■ OPTION 2: SAVINGS

- If you have multiple savings accounts, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Withdrawals

Option 2: Deposits

Option 3: Funds Transfer

Option 4: Find a Transaction

Option 1: Search for Check Number

Option 2: Search for a withdrawal by amount

Option 3: Search for a deposit by amount

Option 5: Other Options

Option 1: Balance

Option 2: Interest

Option 3: Change PIN

■ OPTION 3: CD

- If you have multiple CDs, select the last 4-digits of the appropriate account number.

- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Balance

Option 2: Interest

Option 3: Change PIN

■ OPTION 4: IRA

- If you have multiple IRAs, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Balance

Option 2: Interest

Option 3: Change PIN

■ OPTION 5: LOANS

- If you have multiple loans, select the last 4-digits of the appropriate account number.
- Your balance information will be provided first, then select from the following options if you would like more detailed information:

Option 1: Advances

Option 2: Payments

Option 3: Find Transaction

Option 1: Search for an advance by amount

Option 2: Search for a payment by amount

Option 4: Other Options

Option 1: Balance

Option 2: Interest

Option 3: Change PIN

HELPFUL TIPS:

- Withdrawals: The last five withdrawals including checks, ATM withdrawals, and electronic payments and drafts will be provided first. When prompted, you may press 1 to hear additional transactions.
- Deposits: The last five deposits will be provided first. When prompted, you may press 1 to hear additional transactions.
- Funds transfers entered after 9:00 p.m. will be posted on the next business day.

I Option 2: Funds Transfer

TRANSFERS ENTERED AFTER 9:00 P.M. WILL BE POSTED ON THE NEXT BUSINESS DAY.

Step 1: Press 1 and enter your social security number to access your account information. You will be prompted to enter your pin number.

NOTE: If this is your first time using the automated account assistance phone number you will be asked to create a PIN.

Step 2: Select the Account Type you would like to transfer money from:

- **OPTION 1: CHECKING**
- **OPTION 2: SAVINGS**

Step 3: You will be provided with a list of your account numbers. Press the keypad number that corresponds with the account number you wish to select.

Step 4: Select the Account Type you would like to transfer money to:

- **OPTION 1: CHECKING**
- **OPTION 2: SAVINGS**

Step 5: You will be provided with a list of your account numbers. Press the keypad number that corresponds with the account number you wish to select.

Step 6: Enter Amount

| **Option 3: Lost or Stolen Debit Card and Card Activation**

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FISERV'S CARD PROCESSING CENTER.

Step 1: Select from the following options:

- **OPTION 1: CARD ACTIVATION**
(Please have your card number available.)
- **OPTION 2: LOST OR STOLEN CARD**
(You will be asked for your financial institutions name.)

| **Option 4: Lost or Stolen Credit Card and Other Credit Card Information**

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER ASSISTANCE CENTER.

Step 1: Select from the following options:

- **OPTION 1: CREDIT CARD ACCOUNT INFORMATION**
- **OPTION 2: REPORT A LOST OR STOLEN CARD**
- **OPTION 3: CARD ACTIVATION**
- **OPTION 4: BILLING DISPUTE ISSUES**
- **OPTION 5: IF YOU WERE CONTACTED ABOUT SUSPECTED FRAUD ON YOUR ACCOUNT**
- **OPTION 6: PAYMENT OPTIONS**
- **OPTION 7: CREATE OR CHANGE PIN**

| **Option 5: Online Banking Support**

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER CARE CENTER.

Step 1: Select from the following options:

- **OPTION 1: PASSWORD RESETS**
- **OPTION 2: GENERAL ONLINE BANKING QUESTIONS**
- **OPTION 3: BUSINESS ADVANTAGE OR TREASURY MANAGEMENT SERVICES**
- **OPTION 4: AUTOMATED ACCOUNT ASSISTANCE OR REPORT LOST OR STOLEN CARD**
- **OPTION 5: CREDIT CARD OR MERCHANT SERVICES ASSISTANCE**
- **OPTION 6: DEBIT CARD ASSISTANCE**
- **OPTION 8: MILITARY LENDING ACT DISCLOSURE**
- **OPTION 9: ALL OTHER QUESTIONS**

| **Option 6: Business Cash Management Assistance**

YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO FIDELITY BANK'S CUSTOMER CARE CENTER.

Step 1: Select from the following options:

- **OPTION 1: PASSWORD RESETS**
- **OPTION 2: GENERAL ONLINE BANKING QUESTIONS**
- **OPTION 3: BUSINESS ADVANTAGE OR TREASURY MANAGEMENT SERVICES**
- **OPTION 4: AUTOMATED ACCOUNT ASSISTANCE OR REPORT LOST OR STOLEN CARD**
- **OPTION 5: CREDIT CARD OR MERCHANT SERVICES ASSISTANCE**
- **OPTION 6: DEBIT CARD ASSISTANCE**
- **OPTION 8: MILITARY LENDING ACT DISCLOSURE**
- **OPTION 9: ALL OTHER QUESTIONS**