

ATM/Debit Card Safety Tips

Fidelity Bank's ATM/Debit Card provides convenience for its customers at Automated Teller Machines (ATMs) by allowing balance inquiries, transfer of funds between accounts, and cash withdrawals, as well as at Domestic Point-of-Sale Terminals (POS) and online. Along with this convenience, however, comes a need for increased security and personal safety precautions.

ATM/Debit Card Safety Tips

- Report a lost or stolen card **immediately** to Customer Service at one of our locations listed in this letter. You may also call our automated number at **1-800-554-8969** if a Bank employee is unavailable.
- Notify Customer Service when information on your account changes, such as telephone number, address, or email address. The Bank will be able to contact you quickly and reduce losses if your card is lost or stolen.
- Treat your card like cash. Keep it stored in a safe place.
- Do not share your Personal Identification Number (PIN) with anyone, including family or friends. Do not select a PIN that others would know, such as a birthdate or last four of your telephone number.
- Only use secure sites or trusted internet connections when shopping online.
- Check your account regularly for unauthorized activity. The Bank provides convenient 24-hour access to your account through Telebanking, Online Banking, and Mobile banking. Report unauthorized activity immediately to Customer Service at one of our six locations listed at the bottom of this letter.
- Never disclose your personal information to anyone via unsolicited communication.
- Do not expose the magnetic strip on your card to magnetic objects.
- Do not swipe your card into any electronic terminal that looks tampered with, has loose parts, or appears re-manufactured. This terminal may have a "skimmer" which is used to copy identifying information from the magnetic strip on the back of your card.

ATM Safety Tips

- **Use only well-lit, unobstructed ATMS** – If an ATM is obstructed (for example, by a building, fence, or landscaping) or poorly lit, go to another location.
- **Limit time spent at the ATM** – Complete the ATM transaction and walk or drive away. Do not stay at the ATM to count your cash and never leave your receipt.
- **Be aware of messages on the ATM screen** – if you are prompted by unfamiliar screens, such as needing to re-enter a PIN, go to another location.
- **Be aware of others waiting to use the ATM** – shield the screen to protect your PIN.
- **Watch for ATMs that look tampered with** – Do not use an ATM that appears to be tampered with or altered where you swipe your card. Go to another location.
- **When using a drive-through ATM** – Always use a terminal in a well-lit, unobstructed location. Keep your doors locked and your engine running. If you fear you are being followed drive to a well-lit, crowded area, stay in your vehicle, and call the police.

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