



We do business Right here at home

March 20th, 2020 Update: COVID-19 Precautions

As Fidelity customers continue to feel the impact of the coronavirus (COVID-19), we want our customers to know that we will continue to support their financial needs and want to ensure that our customers are aware of their digital banking options to minimize any exposure to the illness.

Beginning Saturday, March 21st, we'll be happy to serve you through our drive-thru windows at all of our locations. Our drive-thru hours will remain the same (8:30-6:00 p.m. Monday through Friday and 8:30-12:00 on Saturday). Appointments are available between 9:00 a.m. and 5 p.m. Monday through Friday by calling 785-295-2100. This will allow us to ensure surfaces are cleaned and disinfected after every visitor and that your financial services are met without any additional concerns.

Fidelity offers a variety of ways to access your accounts and manage your money from the comfort of your home and workplace, 24 hours a day.

- *Personal Online Banking
- *Mobile Banking
- *Mobile Deposit
- *Business Online Banking
- *Business Remote Deposit
- *Personal Online Bill Pay
- *Mobile Bill Pay
- *ATM Services at each location
- *Business Online Bill Pay

Please remember, we are available during normal business hours at the phone numbers listed below or email us at fidelity@fidelitytopeka.com

Main Bank	785-295-2100
Gage Center Branch	785-228-8400
Southwest Branch	785-228-8420
Westridge Branch	785-228-8440

Staff have plans in place to continue to support customers with the closing of the lobbies. Tellers will service simple transactions at the drive-up window. For more complicated transactions, such as business transactions, staff may accept the transaction and then ask the customer to move to the parking lot. Staff will then deliver the transaction receipt and/or change to them at their vehicle.

For new deposit and loan accounts, staff will take as much information as possible over the telephone, or through the applications via website, then have a brief face to face interaction for signing documents. Commercial banking officers at the main bank will continue to meet with customers by appointment, however we will try to serve customers by telephone or electronic communication when possible.

As stated in previous communications, our bank's history has always been based on a commitment to caring for our customers, employees and communities, and we believe these precautions are in everyone's best interest.