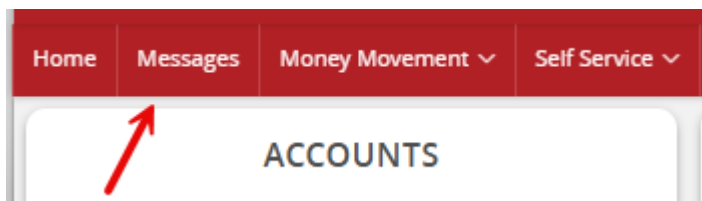




Secure Messages

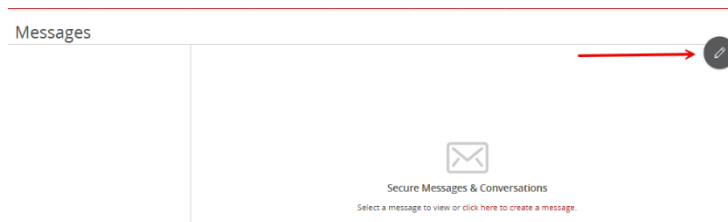
NOTE: The Messages feature is a secure messaging function which allows for two-way communication between the online banking user and Fidelity Bank and Oklahoma Fidelity Bank. Since the message is delivered securely within the Online Banking system, sensitive material.

1. Select the **Messages** menu.



NOTE: Both incoming and outgoing messages will appear in the right side column of the screen in descending order (newest on top).

2. Click the pencil icon on the right side of the screen.



For further assistance, please call customer service:

Fidelity Bank – 800.658.1637

Oklahoma Fidelity Bank – 800.757.0464

3. Select the appropriate **Message recipient** from the dropdown menu.

NEW MESSAGE

Message recipient

--Select Recipient--

Customer Service

Report a Lost/Stolen Card

Need Help with Online Banking

Other

0/1000

Go back Send message

4. Enter the desired **Message Subject** and **Message**.
5. Click **Send Message** at the bottom of the screen to submit the message

NEW MESSAGE

Message recipient

Customer Service

Message subject

Message

0/1000

Go back Send message

6. Select the arrow icon beneath the pencil to reply to a secure message or the trash bin to delete the message.

SAMPLE SUBJECT

☐ This message should never expire

Customer Service

Sample message

3/21/2025 - 4:46 PM

↩ 🗑

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