



The **Tabb** Insurance Agency, Inc.
Complete Insurance Service Since 1954



Patty Voelz
Fidelity Bank – Sandy Springs Branch

Since my wife and I opened our Fidelity checking and money market accounts some 5 years ago, we have been exceedingly pleased with Fidelity's service and banking resources. Patty has always been available to clarify and simplify things anytime we find ourselves confused. Patty is an incredibly adept banker. And let's face it, she's basically the most pleasant person to speak with in the history of earth. We could ALL learn something from Patty's bedside manner and relationship approach to doing business.

So, everything mentioned above has been readily apparent since day one w/ Fidelity and Patty; but it's when things get a little a little out of control that you see what kind of relationship you truly have with your bank and your banker. Such was the case when on a random Friday afternoon, I checked our account and noticed that thousands of dollars had evaporated. Naturally, I phoned Patty right away. She put me instantly at ease w/ her calming demeanor as she simultaneously got right to work identifying the problem. We had in fact been victims of fraud and our account was being drained. She quickly identified the vulnerability and stemmed the tide of monies exiting our account...all while never betraying her patented solemnity.

She and Fidelity worked quickly to restore our account and refund our lost monies and allow us to get back to leading a normal life. It was an extraordinarily distressing experience but one which would have left us feeling exposed and lost, had our only recourse been to call our megabank so that we could be handled as an anonymous checking account number by some nameless person in a faraway call center.

Fidelity has all of the product and all of the technology of the big banks with none of the fees but most importantly they have the peerless Patty Voelz. Why wouldn't your friend or co-worker want to enjoy the same incredible service, reliability and peace of mind that we do?

Your customers for life,

Ryan and Tamara Tingle