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May 27, 2015

Patty Voelz  
Fidelity Bank  
225 Sandy Springs Circle  
Sandy Springs, GA

Dear Patty:

I banked for years at a mega bank where I was a faceless, anonymous account. If I ever did need to call with a question or problem it was difficult to reach a live person on the other end. If I did finally contact someone solutions never seemed easy.

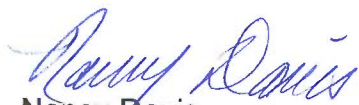
Even Clark Howard comments that most people find it difficult to change banks, but hearing you describe your services convinced me to do it. I'm so glad I did.

When I heard you talk about Fidelity Bank, you usually ended your comments with "you're not just a customer at Fidelity, you're a member of the family." I might have taken that comment with a grain of salt until I brought to you a family member with problems. You went out of your way to graciously solve those problems. You really did treat us as if we were family.

I love having a bank where I'm not just an anonymous depositor. It's great walking in knowing I'll be taken care of. I've seen you with other customers as well. You make us all feel special.

I do and will recommend you and your bank to everyone. Thanks again for all you do.

Sincerely,



Nancy Davis  
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