

Social Media Guidelines

We reserve the right to remove anything that we believe violates our guidelines. We also reserve the right to temporarily or permanently block users and/or hide their posts – especially repeat offenders. Keep the following guidelines in mind as you engage with Fidelity Bank on social media.

WE LIKE FRIENDLY PEOPLE. We can maintain a level of civility and mutual respect by keeping our communication (including criticisms) positive and constructive. We ask that you refrain from offensive language, personal attacks and disrespectful comments.

YOUR SECURITY IS PARAMOUNT. Never post any personal account information here. Fidelity Bank would never request this. Any such request is fraudulent.

PROTECT YOUR IDENTITY. Do not post personal information that you do not want publicly available and do not post or share any information that can be used to illegally obtain access to your financial information – such as your Social Security Number, online banking password or user id or debit or credit card number.

THIS IS NOT A BRANCH. This is a place for discussion. If you need help with an account, call 870-735-8700 or contact your branch.

OPINIONS ARE NOT STANCES. Any comments made by unauthorized bank representatives do not reflect the viewpoints held by Fidelity Bank. We also can't be responsible for all the content of ads from Social media or third party sites and applications that may appear.

BE AUTHENTIC. Only post content that you've created. Posting others' material, including third party trademarks, may be infringement. If you share content with us that you didn't create, but that you find is helpful, make sure to include a link to the original source.

REGARDING CHILDREN. If you are under the age of 13, we cannot accept your comments. This is in compliance with federal law.

NO SPAM ZONE. Any links posted that we believe to be spam will be deleted.

WE'RE MODERATING. Moderation of Fidelity Bank social media pages will take place between the hours of 8:00 am – 4:00 pm CST Monday through Friday, with the exception of the following holidays: New Year's Day, Martin Luther King Jr. Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day. For matters requiring more immediate assistance, please contact us at 870-735-8700. Please do not use social media to request financial transactions.

You participate at your own risk on social media. All content may be monitored. You are responsible for any and all postings under your username.

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Fidelity Bank Contest Rules and Guidelines

Offers open to Arkansas residents, 18 years of age and older.

Sharing is requested but not required to win.

Winner will be selected at random among those who have liked and/or commented on a post. Only one entry per person. No automatic entries permitted. All entries submitted must be in good taste and not identify or tag anyone other than the individual entrant submitting the comment. Fidelity Bank shall reserve the right to remove, delete, and disqualify any comment(s) deemed inappropriate at its sole discretion.

Winners will be announced on social media.

Participants do not need to be customers of Fidelity Bank.

The odds of winning the contest are subject to the final number of eligible entries determined by the bank. Acceptance of the contest prize by the winner constitutes permission for Fidelity Bank to use the winners' names and photographic images for promotional purposes.

Fidelity Bank employees and their immediate families are not eligible. Immediate family is defined as the employee's spouse, parents, grandparents, children, grandchildren, brothers, sisters, mother-in-law, father-in-law, brothers-in-law, sisters-in-law, daughters-in-law and sons-in-law.

Winners may not appoint substitute winners or assign the prize to anyone else. Fidelity Bank reserves the right to substitute a prize of similar value. Void where prohibited or restricted by law. All prizes may not be awarded. No responsibility is assumed for limitations or unavailability of prizes.

Fidelity Bank and its officers and employees are not responsible for technical malfunctions which may occur related to a contest, and assume no responsibility or liability for damages, losses, or injury resulting from acceptance or use of any prize, including liability for personal injury and/or death. Decisions regarding interpretation of these rules shall be made by Fidelity Bank, its agents or employees, and shall be final. All federal, state, and local laws apply, including information reporting requirements for federal income taxation on prizes.

Our contests are not sponsored or endorsed by Facebook, Instagram, or any social media.

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