



June 27, 2017

Fidelity Bank of Florida
1380 N Courtenay Pkwy
Merritt Island, FL 32953

On Wednesday, June 21, 2017, about 5:30pm I was working away at my office when my phone dinged. This particular ding alerts me when my Fidelity Bank of Florida debit cards are being used. Sure enough \$107 was just debited from my account at a big box retailer in Cocoa. The trouble was, both me and my debit cards were at the office. I immediately jumped on the SecurLOCK Equip app and shut off both cards, just as another debit for \$108 was attempted. Luckily, I was able to block that second debit.

The next 30 minutes were a flurry of stress & phone calls. First, Cocoa Police on my cell whilst simultaneously calling the stolen card number on the back of debit card from a land line and Facebook messaging my banker, Dominick Damico. Now remember, this is after normal business hours. Dominick quickly replied and was very calming and helpful. He directed me to call the stolen card number and meet him at the bank in the morning; all while getting a shave at the barber.

Thursday morning, I met with Dominick and Office Manager, Helen. Even the bank president, Mr. Roberts came out to see me. Helen explained the fraudulent transaction had indeed taken place at the store in Cocoa, but that SecurLOCK has restricted future access to my accounts due to my quick actions. She ordered a new card for me, took a copy of the police report and assured me the bank will work very hard to recover my funds. This whole process took about an hour and Dominick never left my side.

I cannot tell you how grateful I am that Dominick suggested I download the SecurLOCK app. Although the thief only had access to my expense account, the knowledge that I have 100% control over when my bank debit cards can be used is very comforting. The lesson is I now keep both cards turned off unless I'm actually using them. How cool is that?

Overall, the service I received from everyone at Fidelity Bank of Florida was second to none. Please consider me a client for life.

A handwritten signature in black ink that reads "Robyn Killary-Greene". The signature is written in a cursive, flowing style.

Robyn Killary-Greene
President
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