

Product Revamp

Fidelity Lifestyle Investment Plan (FLIP)

Frequently Asked Questions | **FAQs** | Updated April 2023

1. Why is the FLIP product being revamped?

The FLIP offering in GHS and USD variants is being revamped to ensure that they continue to meet your evolving investment goals/needs.

2. What will be the operating modalities for my existing FLIP account?

All investments in your existing FLIP account will continue to run in line with the existing Terms and Conditions (Ts & Cs) until the investment reaches maturity.

3. What will happen when my FLIP investment matures?

- You will be notified through any of the Bank's approved channels about your matured investment.
- Provided that you are not indebted to Fidelity (i.e., funds used as cash collateral), the full value of your investment will be accessible in your FLIP Account upon maturity to enable you to transfer the matured funds into your Current or Savings Account (CASA) or other alternative investment products available in the Bank.
- Interest payment on your FLIP account will cease upon maturity of your investment, except in instances where your FLIP investment is used as cash collateral for a loan facility.

4. Who should I contact in case of further clarification?

For further enquiries, kindly contact

- Toll free: **0800 00 3355**
- Email: **wecare@myfidelitybank.net**
- Fidelity Bank Branch or Fidelity Relationship Managers/Officers