



Family Service and Guidance Center

Thank you, Topeka!

Family Service & Guidance Center wants to thank everyone in Topeka and beyond for attending the Works of Heart in-person event and watching via livestream. Your generosity made it possible for them to raise \$113,000 toward the construction of the Youth Crisis & Recovery Center.

Fidelity State Bank & Trust Co. was proud to play a part as a Children's Champion Sponsor

Watch the video of connecting artists and art buyers

[Connecting artists and buyers](#)

New Staff Positions



Elana LaGrone
 Customer Relationship Specialist

We welcome Elana as *Customer Relationship Specialist* at the Main Bank, 600 S. Kansas Avenue, Topeka, KS.

Elana previously held the position of Head Teller at the Southwest Branch location. She will now be working at the Main bank in this newly created position.



Amanda Chaffin
 Customer Relationship Specialist

We welcome Amanda as *Customer Relationship Specialist* at the Westridge Branch location, at 21st and Ashworth Place, Topeka, KS.

Amanda previously held the position of Head Teller at the Gage Center location. She will now be working at the Westridge location in this newly created position.

Personnel location updates



Amber Paynter
 Teller Supervisor/Officer

Amber will now be working from the Westridge Branch location. She previously had an office at the Gage Center location.



George Maxwell
 Commercial Banking Officer

George is now working from the Westridge Branch location as the Commercial Banking Officer. He previously was at the Main Bank, downtown.

Reminder: The bank will not be open on Monday, October 10 in observance of Columbus Day.



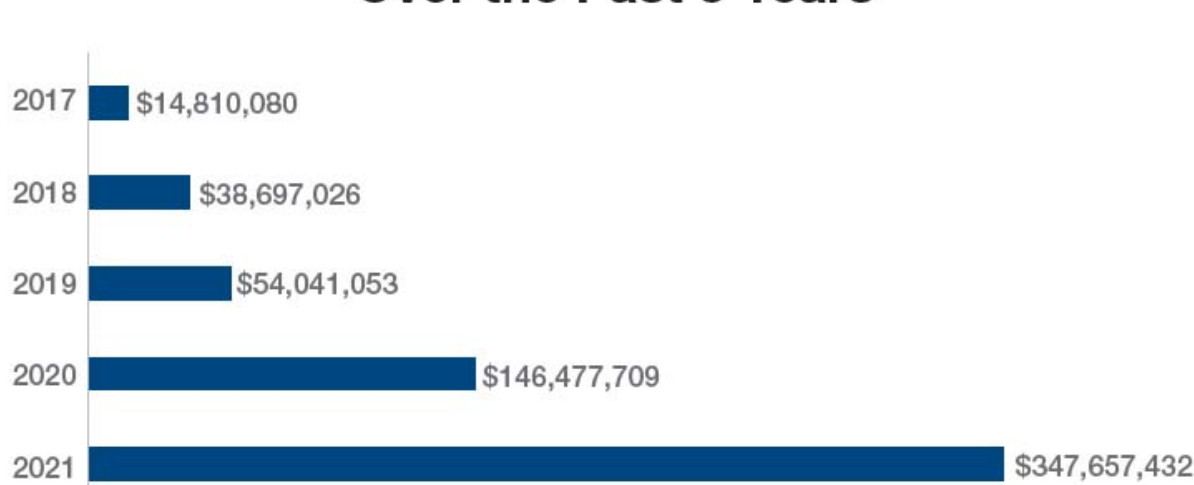
If you have questions about Online Banking or signing up for e-Statements, feel free to give us a call. We will be happy to help you.

785-295-2100



Caution: Tech Support Fraud

Tech Support Fraud Losses Over the Past 5 Years



Tech support fraud was a "minor" scam that is now exploding.

There was a 137% increase in this crime between 2020 and 2021, and we presume this correlates with increased online interactions due to pandemic lock downs. In 2021, the FBI Internet Crime Complaint Center (IC3) received almost 24,000 Tech Support Fraud complaints, from victims in 70 countries. Many of the victims are over 60 years of age and suffered almost 70% of the reported losses, so tech support fraud is a direct hit to senior citizens

Tech support fraud includes a scammer offering to give customer service, security, or technical support, but who is actually defrauding people. Criminals may offer to solve problems such as a compromised email or bank account, a virus on a computer, or a software license renewal. Many victims report being told to make wire transfers to overseas accounts or to purchase large amounts of prepaid cards.

Tech support fraudsters typically impersonate well-known tech companies, offering to fix non-existent technology issues or renew fraudulent security subscriptions. However, in 2021, the FBI's Internet Crime Complaint Center (IC3) also received many more complaints reporting the impersonation of customer support from companies such as financial institutions or utilities.

Source
 FBI Internet Crime Report 2021

We do business Right here at home

www.fidelitytopeka.com



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