

FIDELITY INVESTMENTS

2021 HIGHLIGHTS

Fidelity remained focused on meeting the evolving needs of our customers, clients, and associates in 2021. Strong markets and high levels of customer engagement resulted in significant year-over-year growth in accounts, trading, and call volumes. Throughout the year, Fidelity continued to deliver innovative products and solutions to help strengthen and secure our customers' financial well-being, support employers and their employees, and provide institutional clients with tools to grow their businesses.

2021 FMR Financial Results

REVENUE	OPERATING INCOME	OPERATING EXPENSE	ASSETS UNDER ADMINISTRATION	DISCRETIONARY ASSETS
\$24.0 billion	\$8.1 billion	\$15.9 billion	\$11.8 trillion	\$4.5 trillion
⬆️ 15% from 2020	⬆️ 13% from 2020	⬆️ 15% from 2020	⬆️ 20% from 2020	⬆️ 18% from 2020

"Going forward, we will continue to make investments in hiring, training, and operations to provide a robust live channel experience because the personal touch of a one-on-one interaction is an essential element of what differentiates Fidelity. But just as crucial, we will continue to digitize all aspects of our customer service."

—ABIGAIL P. JOHNSON | CHAIRMAN & CEO



We put our customers at the center of everything we do—that's why we are available 24/7 to answer phone calls, provide answers via our personalized mobile and digital tools, or respond to questions on social media. We believe that Fidelity's differentiators are our financial strength, comprehensive product offering, and superior customer support, which together enable us to be a partner to customers throughout their lifelong financial journeys.

Customer Growth

32.4 million retail client accounts, with 3.8 million new accounts opened by new and existing investors age 18 to 35	34.7 million workplace participant accounts	7.6 million clearing and custody accounts	3.0 million health care benefits customer accounts
⬆️ 22% from 2020	⬆️ 7% from 2020	⬆️ 13% from 2020	⬆️ 11% from 2020

Customer Engagement



Personal Investing's financial planning offering engaged more than **four million households in 2021**, an **82%** increase year-over-year.



Workplace Investing processed **5.6 billion transactions**, a 7% increase from 2020, and received **16.9 million** participant calls.



Fidelity Institutional responded to significant increases in volumes, including an **8%** year-over-year rise in average daily trades and a **12%** rise in average daily core transactions.¹



Formed the Customer Inclusion team, which aims to serve the needs of individuals from underrepresented and underserved communities. The team is focused on understanding the intersectionality of people's identities, values, and cultures to help Fidelity serve the unique needs of all customers.

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Announced the opening of new retail regional call centers in Smithfield, Rhode Island and Durham, North Carolina. Along with our six other U.S. regional centers, these are the home bases for the thousands of new customer-facing phone associates we hired this past year.

Fidelity continues to invest in the people and technology to modernize and deliver the best customer experience. Investors want tools that are simple, intuitive, and mirror the digital experiences they are using in other parts of their lives. The key to satisfying our existing customers, as well as attracting future customers, is the ongoing enhancement of our platforms and the launches of innovative, relatable products and services.

Introduced the Fidelity Youth Account, the industry's first saving, spending, and investing account designed exclusively for teens aged 13 to 17 years old.

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Announced Guaranteed Income Direct, a retirement income product that allows individuals to convert a portion of their 401(k) or 403(b) savings into a plan sponsor-selected, third-party annuity to provide consistent, pension-like payments throughout retirement.

Introduced the Fidelity Health® App, an easy-to-navigate mobile experience that helps individuals manage their health needs on-the-go.

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Launched nine new thematic funds in 2021. Fidelity now offers a total of **33 mutual funds and exchange traded funds (ETFs)** that cover a range of thematic categories including megatrends, sustainability, outcome-oriented, differentiated insights, and disruption.

Expanded presence to social channels like Reddit and TikTok to present financial services in a more approachable way, and to help make saving and investing feel accessible and relevant.

Launched ESG Pro®, a new solution for advisors to support growing demand for Environmental, Social, and Governance (ESG) investing. This solution helps advisors initiate conversations about sustainable investing with their clients and build portfolios that align to their clients' values.

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Introduced Fidelity Agency LendingSM, a digital platform that manages all aspects of securities lending for asset managers and other financial institutions.

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¹Core transactions refers to account opening, transfer of assets, money movement, and maintenance.

Our ongoing success relies on our ability to attract, retain, and grow a diverse set of associates. We believe the best customer experience starts with delivering the best associate experience. We use associate feedback to shape enhancements to our benefits, development programs, office amenities, and more.

Welcomed more than 16,600 new regular associates, a 110% increase from 2020. Nearly **80% of new hires were in customer-facing roles**.

Announced benefits enhancements, including increased student loan assistance, parental leave, work-from-home allowance, and more paid time off for eligible employees.

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Created additional career vitality opportunities and, as a result, **saw our highest internal mobility in the last five years**.

Released our first-ever Diversity & Inclusion report, sharing our workforce demographic data and outlining the efforts underway to accelerate our progress.

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Expanded self-identification program, which embraces individual identity and intersectionality, allowing incoming and existing associates to share—voluntarily and confidentially—additional aspects of their identity with the firm.

Throughout our 75-year history, Fidelity has remained focused on giving back to the communities where our associates live and work. We continue to expand our financial literacy programs and aim to make investing more accessible for all by providing education and support.



Introduced 75 ways to make a difference in support of our communities, with efforts focused on organizations advocating for racial equity.

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Fidelity Charitable® set new records with **24,650** new accounts, **670** bitcoin contributions worth more than **\$330** million, and **\$10.2** billion in grants recommended by its donors.

⬆️ **13%** increase in grant recommendations over 2020



Supported 15 nonprofit organizations through skill-based volunteer programs, and **22 local food banks and food justice organizations**.



Reached more than 4,500 teachers and 450,000 students nationwide with the Fidelity Learning Lab, which supports financial education.



Provided donations to 30 local organizations through holiday programming that supported more than **24,000 families**.

Images are for illustrative purposes only.

Before investing in any mutual fund or exchange-traded fund, you should consider its investment objectives, risks, charges, and expenses. Contact Fidelity for a prospectus, an offering circular, or, if available, a summary prospectus containing this information. Read it carefully.

Past performance is no guarantee of future results.

Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

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