

# 2020 FIDELITY INVESTMENTS® Q3 HIGHLIGHTS

Customers across all of our businesses have been contacting Fidelity in record numbers in 2020 to help them navigate their own situations amidst market uncertainty and economic volatility. This is driving us to expand our hiring now and into 2021. We want to be there for customers when they need our help, from individual investors and employers to advisors and institutions. Delivering the best customer experience in the industry has always been Fidelity's primary focus, but has taken on a new level of importance during the pandemic."

— ABBY JOHNSON, CHAIRMAN & CEO

## Q3 2020 BUSINESS STATISTICS

### ASSETS UNDER ADMINISTRATION\*

**\$8.8 trillion**

⬆️ 13% from Q3 2019

\*AUA = discretionary assets + non-Fidelity managed assets

### TOTAL DISCRETIONARY ASSETS

**\$3.5 trillion**

⬆️ 17% from Q3 2019

### AVERAGE DAILY TRADES\*

**2.2 million**

⬆️ 97% from Q3 2019

\*Includes rep-assisted and online for Institutional Brokerage and retail investors

We are helping customers meet their financial goals at every life stage, supporting employers by designing the future of benefits programs, and investing in technology to support the growth of financial institutions. We believe no other competitor can match the depth of products and services we offer across investment management, personal investing, workplace investing, and institutional investing and services.

## MARKETPLACES WE SERVE



RETAIL



WORKPLACE



INSTITUTIONAL



INTERMEDIARY



**76 million**

TOTAL CUSTOMER ACCOUNTS



**13,500+**

WEALTH MANAGEMENT FIRMS AND INSTITUTIONS



**32 million+**

INVESTORS



**22,000+**

EMPLOYEE BENEFITS PROGRAMS

## Q3 2020 HIGHLIGHTS

Q3 2020 continued to bring challenges due to COVID-19, which is causing uncertainty about personal finances, job security, and health concerns for our customers, as well as their advisors and employers. Fidelity remains committed to ensuring all customers can rely on us during times of market volatility and economic uncertainty.

While usage of digital tools is going up, customers continue to leverage the expertise of Fidelity representatives during this time across all our businesses.



**Record customer volumes**

combined with engagement on digital platforms, are driving Fidelity to accelerate hiring over the next year, bringing more diversity to the firm, and providing jobs across our U.S. regions and nationwide network of Fidelity investor centers.

**5,000**

ASSOCIATES HIRED IN 2020

⬆️ 38% from 2019

**4,000+**

NEW CLIENT-FACING POSITIONS

are being added in the next 6 months

## SUPPORTING END CUSTOMERS ON OUR DIGITAL PLATFORM

Fidelity continues to make investments in technology, investment management tools and expansion of digital planning capabilities which has resulted in:



**NUMBER OF RETAIL HOUSEHOLDS ENGAGED IN PLANNING**

⬆️ 34% from Q3 2019



**RETAIL CUSTOMER WEB SESSIONS\***

⬆️ 100% from Q3 2019

\*Includes Fidelity.com and mobile log-ins

## ENHANCING AND INTRODUCING INNOVATIVE AND DIFFERENTIATED NEW PRODUCTS AND SERVICES

We are offering new and enhanced digital programs, services, and educational resources to support our clients in new and different ways.

### FIDELITY SPIRE

A new mobile app to help young adults save, plan, and invest in their short- and long-term goals

### BOND BEACON<sup>SM</sup>

Provides advisors with a fully digital trading solution that helps them manage all aspects of fixed income investing for their end-investors

### UPGRADED INTEGRATION XCHANGE

our digital store for independent wealth management firms, by adding more fintech providers, application programming interfaces (APIs) and single sign-on integrations

### NETBENEFITS MOBILE APP CAPABILITIES

enhanced to include additional foreign language capabilities, such as exchange transaction capabilities in Spanish

### FIDELITY U.S. MULTIFACTOR ETF

Provides an additional choice and exceptional value for investors seeking a rules-based, systematic approach to drive potential returns and manage risk

Building on our culture of innovation, Fidelity collaborated with Amazon's Quantum Solutions Lab to develop a hybrid quantum-to-quantum algorithm proof of concept that mimics the behavior of a market index. This development could enable faster processing time in the future.

## ADDITIONAL HIGHLIGHTS

### HEALTH SAVINGS ACCOUNTS

ASSETS INCREASED 66% YOY, WHICH IS MORE THAN 3X THE INDUSTRY GROWTH RATE

### MANAGED ACCOUNT ASSETS

SURPASSED \$500B IN Q3 2020

### ADDED RECORD NEW REGISTERED INVESTMENT ADVISOR (RIA) CUSTOMER ACCOUNTS

NEW ACCOUNT VOLUMES ⬆️ 164% VS. Q3 2019

## INVESTING IN OUR ASSOCIATES

We believe a great customer experience starts with an exceptional associate experience. We continue to invest and evolve our benefits, training, and development opportunities to establish Fidelity as an employer of choice. To address the changing needs of remote workers during this time, we introduced:



**Childcare reimbursement** to help working parents juggle work and family challenges



**Pilot programs for flexible work options** to allow associates to have more location flexibility during this time



**New collaboration tools** to help associates connect and maintain community in a digital environment



**Using interactive virtual reality** driven by the Fidelity Center for Applied Technology, Fidelity piloted a VR use-case for onboarding new associates, enabling them to connect with one another in a virtual environment.

These initiatives also help us design the future of the benefits programs that we want to offer to our workplace clients. Fidelity is collaborating with thousands of employers across the country to share insights and best practices for programs that can help their employees address the evolving challenges that the pandemic has amplified—such as caregiving responsibilities, mental and emotional health, and financial planning considerations for women addressed in our "Women Talk Money" series.

**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.

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Stock markets, especially foreign markets, are volatile and can decline significantly in response to adverse issuer, political, regulatory, market, or economic developments. Foreign securities are subject to interest rate, currency exchange rate, economic, and political risks. The securities of smaller, less well known companies can be more volatile than those of larger companies. There is no guarantee that a factor-based investing strategy will enhance performance or reduce risk. Before investing, make sure you understand how the fund's factor investing strategy may differ from that of a more traditional index product. Depending on market conditions, funds may underperform compared with products that seek to track a more traditional index. The return of an index exchange-traded fund (ETF) is usually different from that of the index it tracks, because of fees, expenses, and tracking error. An ETF may trade at a premium or discount to its net asset value (NAV).

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