

Q1 2024

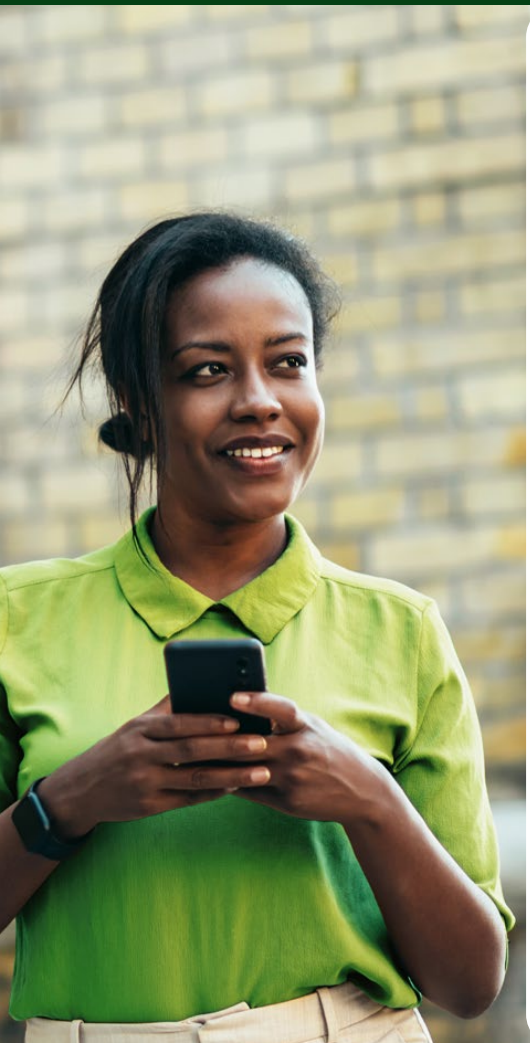


Business Update



We strive to treat every customer moment as an opportunity to help each person, family, and business realize their unique financial goals and aspirations."

— Abigail P. Johnson, Chairman and CEO

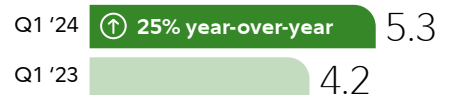


BY THE NUMBERS¹

ASSETS UNDER ADMINISTRATION (\$T)

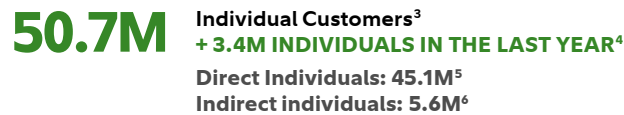


DISCRETIONARY ASSETS² (\$T)

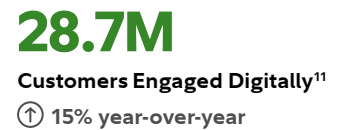


CUSTOMER AND ACCOUNT GROWTH

Net Year-Over-Year Increase



CUSTOMER ENGAGEMENT



¹ Unless otherwise indicated, all data is as of March 31, 2024.

² Includes all Fidelity investment products, such as mutual funds and managed accounts.

³ Individual investors total includes customers who have direct and indirect relationships with Fidelity.

⁴ Represents net new individual customers which includes the total change in individual customers between March 31, 2023 and March 31, 2024.

⁵ "Direct Individuals" generally engage with Fidelity through our retail, workplace, and health offerings, and use a Fidelity intermediary.

⁶ "Indirect Individuals" generally engage with Fidelity through our clearing and custody business, and use a (non-Fidelity) intermediary to engage with Fidelity.

⁷ Customer account data as of March 31, 2024 is calculated based on a different methodology than previous quarters.

⁸ Represents net new customer accounts which includes the total change in accounts between March 31, 2023 and March 31, 2024.

⁹ Number of Fidelity Wealth, Fidelity Brokerage, or Workplace Investing customers who conducted a live or digital plan throughout the year. Each individual is captured only once in the metric.

¹⁰ Customer appointments include all roles taking client appointments in Investor and Regional Centers.

¹¹ Includes all Fidelity Wealth, Fidelity Brokerage, Workplace Investing, Fidelity Institutional, and Fidelity Institutional Wealth Management Services customers who engage on our web and mobile platforms.

¹² Green Client Score is an overall assessment of Workplace Investing client servicing health, incorporating both quantitative and qualitative inputs tracking recordkeeping service across contacts and interactions, problem resolution, and overall quality.

CUSTOMER INNOVATION HIGHLIGHTS



Introduced [new proprietary alternative investments research via WealthscapeSM](#), expanding capabilities to support financial advisors' adoption of alternative investments.



Launched the [Fidelity[®] Wise Origin[®] Bitcoin Fund¹³](#), one of the industry's first spot bitcoin exchange-traded products. The fund held \$10.17 billion assets under management as of March 31, 2024.



Expanded [Guaranteed Income Direct across the nation](#), allowing workplace plan participants to create lifetime income by enrolling all or a portion of their retirement savings into an immediate annuity.



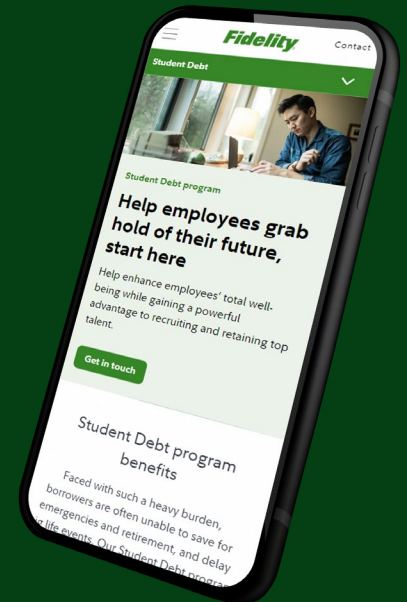
Increased our [exchanged-traded fund \(ETF\) lineup](#) with the launch of the Fundamental Active ETF suite and Fidelity Low Duration Bond ETF, expanding our ETF product offering to 66 funds.



Introduced Fidelity's [Student Debt Retirement employer benefit](#), an innovative workplace solution to help employees boost retirement savings while paying down student loan debt.



Promoted financial education through [Women Talk Money](#), a series of roundtable discussions and workshops that equip over 570,000 community members with resources that help unlock their money's full potential.



AWARDS AND RECOGNITION*

GLASSDOOR

Ranked #10 among the Best Places to Work in the U.S.

[Learn More](#)

LIPPER FUND AWARDS

Won 32 U.S. LSEG Lipper Fund Awards for 25 actively managed mutual funds.

[Learn More](#)

BARRON'S

Ranked #2 in Best Fund Families of 2023, across the one-, five-, and 10-year categories.

[Learn More](#)

NERDWALLET

Named the Best App for Investing for the third year in a row.

[Learn More](#)

STOCKBROKERS.COM

Ranked #1 in the U.S. across several categories, including innovation, IRAs, and beginners.

[Learn More](#)

INVESTOR'S BUSINESS DAILY

Ranked #1 in customer service.

[Learn More](#)

VIEW PAST BUSINESS UPDATES

[Annual Report 2023](#)

[Diversity & Inclusion Report 2023](#)

[Q3 2023 Business Update](#)

¹³ FBTC invests in a single asset bitcoin, which is highly volatile and can become illiquid at any time. View [prospectus](#).

Exchange-traded products (ETPs) are subject to market volatility and the risks of their underlying securities, which may include the risks associated with investing in smaller companies, foreign securities, commodities, and fixed income investments. Foreign securities are subject to interest rate, currency exchange rate, economic, and political risks, all of which are magnified in emerging markets.

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ETFs are subject to market fluctuation and the risks of their underlying investments. ETFs are subject to management fees and other expenses.

Crypto as an asset class is highly volatile, can become illiquid at any time, and is for investors with a high risk tolerance. Crypto may also be more susceptible to market manipulation than securities. Crypto is not insured by the Federal Deposit Insurance Corporation or the Securities Investor Protection Corporation. Investors in crypto do not benefit from the same regulatory protections applicable to registered securities.

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

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.



FIDELITY.COM

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