

FIDELITY INVESTMENTS® Business Update



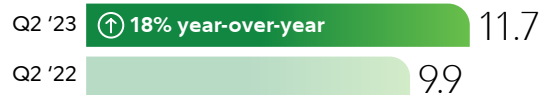
Fidelity delivered another quarter of strong operating results, spurred by our continued investments in the people and technology needed to deliver outstanding customer experiences. The combination of easy-to-use digital tools and live channel support is a powerful hybrid model that sets Fidelity apart. We let our customers choose how to engage with us, and we meet them where they are – whether that's in person, on social media, over the phone, or in a digital chat."

— Abigail P. Johnson, Chairman and CEO



BY THE NUMBERS¹

ASSETS UNDER ADMINISTRATION (\$T)

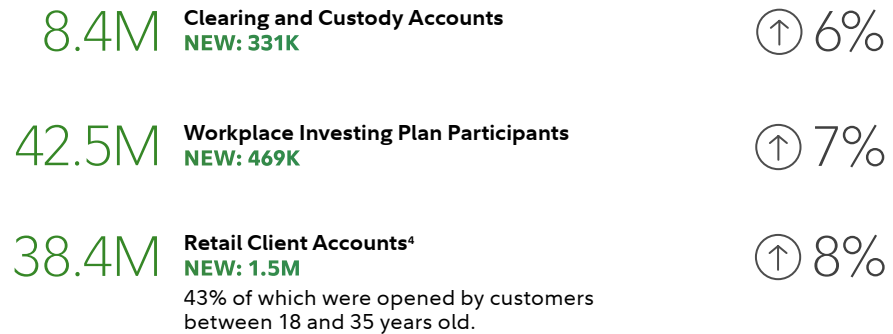


DISCRETIONARY ASSETS² (\$T)

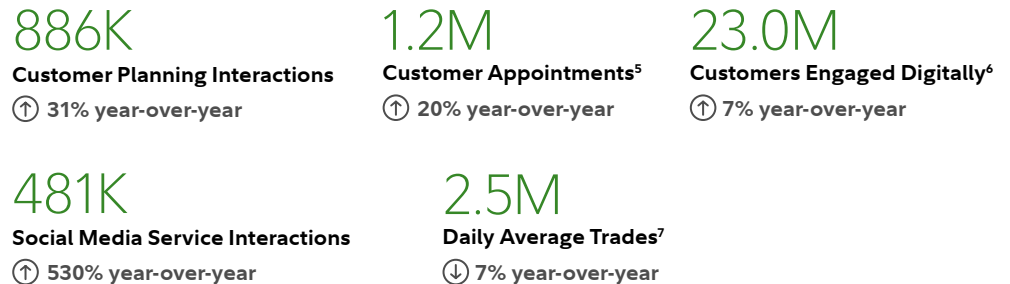


CUSTOMER AND ACCOUNT GROWTH³

Net Year-Over-Year Increase



CUSTOMER ENGAGEMENT



¹ Unless otherwise indicated all data is as of June 30, 2023.

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

³ "NEW" is equal to the gross number of new accounts onboarded during the period.

⁴ Historical retail accounts increased slightly due to a methodology change. Q2 2022 restated to 35.5 million.

⁵ Customer appointments include all roles taking client appointments in Investor and Regional Centers.

⁶ Includes all Personal Investing, Workplace Investing, Fidelity Institutional and Fidelity Institutional Wealth Management Services customers who engage on our web and mobile platforms.

⁷ Daily Average Trades were adjusted for current and prior periods which removed some trades from the calculation that had been previously included.



HIRING TO MEET OUR CUSTOMERS' NEEDS

Fidelity filled more than **2,400 jobs**, including over **600 in technology-specific roles** to support our digital initiatives. We also welcomed over **1,140 interns** in June as we work to develop the next generation of Fidelity associates.

CUSTOMER INNOVATION HIGHLIGHTS



We launched six new thematic ETFs. These are among the most competitively priced active thematic ETFs in the industry, each with a total expense ratio of 0.50%.



Launched Fidelity Multi-Strategy Credit Fund, expanding our alternative investment product lineup, which now includes 39 products and \$11.3B in assets.



Released two new digital experiences to help educate the next generation on finance and healthier money habits: Pancake Empire Tower Tycoon, an educational Roblox game, and Bloom-o-rama, a new metaverse experience in Decentraland.



Produced "Tech on Deck," a new podcast where leaders across the firm discuss the technologies transforming the financial services industry and what it's like to be a technologist at Fidelity.



AWARDS AND RECOGNITION*

MONEY.COM

Ranked as the best overall online broker platform in their review of the seven Best Online Trading platforms.

[Learn More](#)

J.D. POWER

Ranked as the best for clients seeking guidance from investment professionals in the 2023 U.S. self-directed investor satisfaction study.

[Learn More](#)

We became one of the first companies to be FinOps certified, leading the financial services industry in adopting cloud technology at scale on behalf of our customers.⁸

[Learn More](#)

KIPLINGER

Ranked as the best overall for full-service brokers in their first ever Readers' Choice Awards.

[Learn More](#)

BARRON'S

Ranked as number one in their 2023 Best Online Broker ratings.

[Learn More](#)

FORBES

Ranked as one of the Best Employers for New College Grads.

[Learn More](#)

VIEW PAST BUSINESS UPDATES

[Q1 2023](#)

[Annual Report 2022](#)

[Diversity & Inclusion Report 2022](#)

⁸ The FinOps Foundation is a project dedicated to the discipline of cloud financial management through best practices, education, and standards.

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