

2020 FIDELITY INVESTMENTS[®] Q2 HIGHLIGHTS

Customers know that they can count on Fidelity to deliver outstanding customer service and provide innovative products and services in both strong markets and during periods of market volatility. Throughout the past several months, new and existing Fidelity customers have opened new accounts, increased trading activity, and contributed to retirement, HSA, and retail accounts. Fidelity entered this crisis in a position of strength, driven by a combination of interconnected, market-leading financial services businesses, large-scale technology platforms, and an expanding portfolio of personalized, digital products and services. Over the years, we have invested in our people, operational processes, and technology infrastructure. As a result, we swiftly moved our global workforce to work-from-home and responded to significant increases in client engagements while continuing to serve tens of millions of retail, financial, institutional, and employer clients.

Q2 2020 BUSINESS STATISTICS

ASSETS UNDER ADMINISTRATION

\$8.3 Trillion

⬆️ 8% from Q2 2019

TOTAL DISCRETIONARY ASSETS

\$3.3 Trillion

⬆️ 15% from Q2 2019

Fidelity has a wide range of investment products and services to help meet customer needs at every life stage. We believe the breadth and depth of our investment management capabilities are unmatched in the investment industry. We provide everything most customers potentially need to plan and save for their futures.

MARKETPLACES WE SERVE



RETAIL



WORKPLACE



INSTITUTIONAL



INTERMEDIARY



75M+

TOTAL CUSTOMER ACCOUNTS



13,500+

FINANCIAL ADVISORY FIRMS



32M+ Investors



22,000+

EMPLOYEE BENEFITS PROGRAMS

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.



Fidelity's commitment to innovation and investment in technology means that, even in times of widespread global disruption, we continue to find new and better solutions for our customers, present and future."

MAGGIE SERRAVALLI
CHIEF FINANCIAL OFFICER

Q2 2020 HIGHLIGHTS

An increasingly complex economic cycle created new challenges and increased demand for help...

The company's extensive investment in technology and planning tools seek to provide a stable and reliable digital platform for customers to conduct financial transactions and receive planning and guidance help in whatever channel works for them: online, using our mobile apps, and on the phone.

We also continued to provide options to complete transactions that require in-person visits to the company's Investor Centers.

We saw big increases in our customers' digital activity with a:

42% ⬆️ in daily activity on our 401(k)/403(b) participant website (JUNE 2019 VS. JUNE 2020)

59% ⬆️ in daily digital activity among retail digital properties (Q2 2020 VS. Q2 2019)

2.4 million visits

to COVID-19 resource hubs for retail, workplace and institutional clients.



1.6 million households engaged in planning interactions with Fidelity in Q2, a 24% increase from the same period last year.

...and Fidelity provided additional resources to help all customers navigate market volatility and the financial impact of COVID-19.

Fidelity's strength, stability, and private ownership allows us to expand our customer service capabilities when other companies pull back. Customers can count on Fidelity to be there for them in good times and bad.



Our long-term investment in technology helps makes it easier for customers to get the support they need. We are focused on making routine transactions simple, easy, and digital. In Q2, we rolled out new digital capabilities, including a simplified account opening experience for retail customers, a new Help Hub for plan participants, an enhanced workstation for plan sponsors and new digital service tools for advisors.

From April to June, we hired 2,000+ financial consultants, technology associates, licensed representatives and customer service representatives in order to be there for our clients during this challenging time.

Customers can count on Fidelity's tools and technology, even during times of unprecedented demand. Our investments in brokerage technology enabled our platforms to seamlessly and quickly manage record-setting trading rates during Q2's trading surges.

Equity trading volume and daily trades both set new records with an average of 2.3M trades daily (up 106% YOY) and 671M shares traded daily (up 134% YOY).

When market volatility and the pandemic upended the country, Americans turned to Fidelity. New customers came to Fidelity in record numbers in Q2 because they want to work with a company they can count on to deliver planning and guidance, innovative products and services, and reliable and smooth technology. But this is nothing new for us. Since the company's founding, a customer-first mentality has always guided our decisions and activities.

Customers opened **1.17M new retail accounts in Q2**.

Fidelity research shows that health savings accounts (HSAs) are a valuable benefit with 89% of enrolled employees reporting their HSA has had a positive impact on their lives. This past year saw significant growth for Fidelity's Health Care Group with Health Savings Account assets up 61% for a total of \$ 7.77B (June 2019 vs. June 2020).

We launched Fidelity Rewards+SM to give eligible* Fidelity Wealth Management customers opportunities to earn and save more. We also lowered our equity and fixed income Separately Managed Account minimums, making them accessible to more retail investors, to \$100K and \$350K respectively.



Guiding customers through this year's extended tax season resulted in record investments of \$82.1B January to July 2020 into customer retirement accounts.

We're constantly working to help customers reach their goals. Fidelity's products and services are always evolving to help meet changing customer preferences, long-term developments in the economy, and emerging opportunities.

In Q2, customer demand helped spur the development of eight new thematic mutual funds — including an agricultural productivity fund and a water sustainability fund — and our first suite of active equity ETFs available commission-free** to individual investors and financial advisors through Fidelity's leading online brokerage platforms.

As part of Fidelity's focus on innovation, we're constantly testing new ways to improve people's lives across a range of platforms, including digital currencies and blockchains.

Fidelity  DIGITAL ASSETSSM the division of Fidelity which offers a full-service platform for securing, trading and supporting digital assets, had its best quarter ever with record growth in clients, assets and trade volume.

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.

*Eligible assets include those invested through Fidelity® Wealth Services, Fidelity® Strategic Disciplines, or a combination of both registered as an individual account, a joint account, or certain types of revocable trusts. Assets in other registration types, such as irrevocable trusts, partnerships, or LLCs, will not be included when determining program eligibility. Please see the program Terms and Conditions and the FAQs for additional information on program operation. Fidelity Rewards+ is not offered as a component of any advisory service or program through Fidelity, including, without limitation, Fidelity® Wealth Services and Fidelity® Strategic Disciplines.

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