A guide to your account online

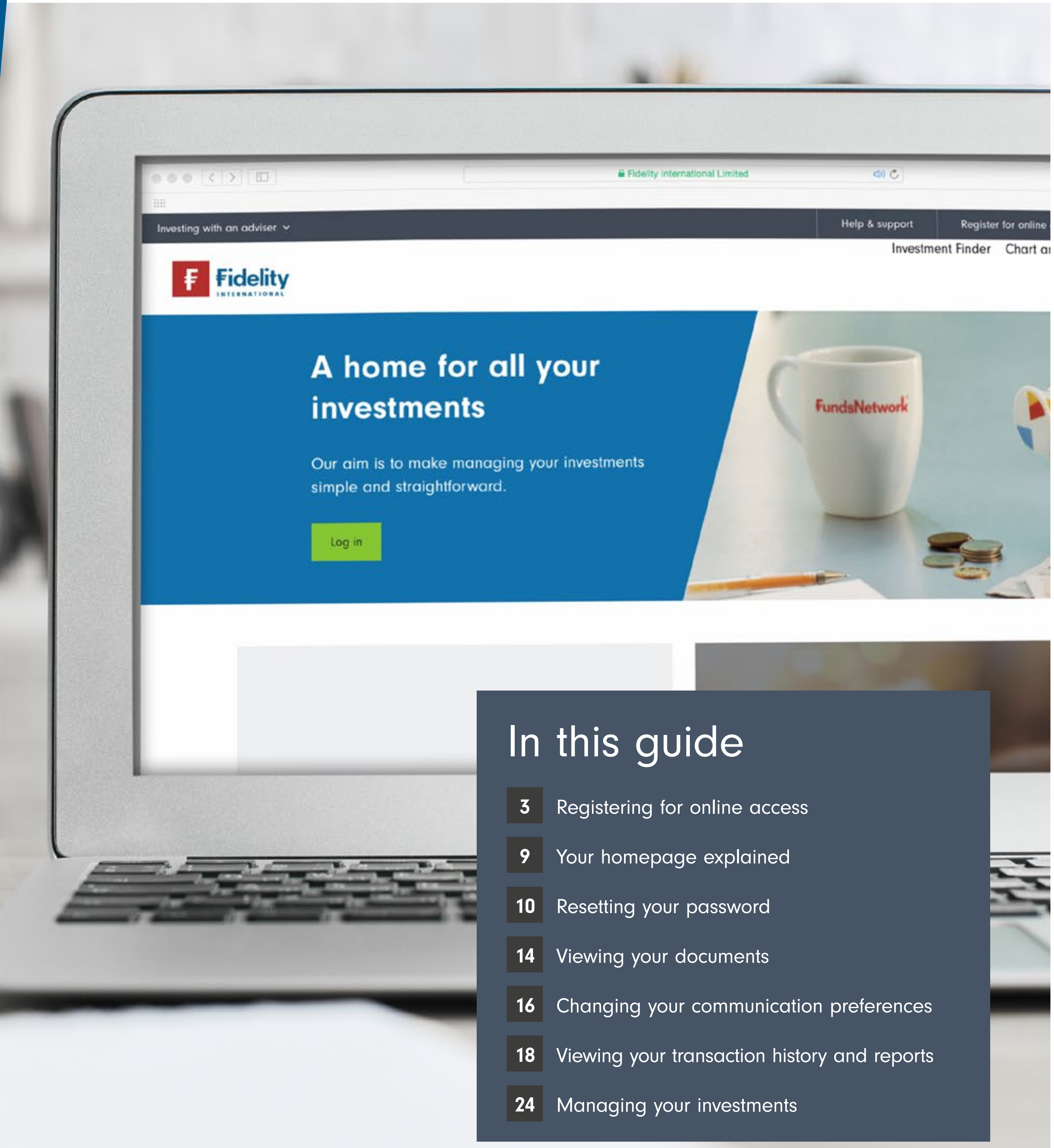
Fidelity INTERNATIONAL

Making the most of your account online

More and more of our clients are now telling us they would like to see their ISAs, pensions and other investments online, in the same way they can check their bank statements. We therefore provide you with secure online access to your account. This also enables you to easily let us know about any changes to your personal information and to make any other necessary adjustments.

You'll receive regular updates on the progress of your investments with Fidelity. We'll also keep your adviser in the picture too – so they are fully informed and can answer any questions you may have about your account.

This guide takes you through the simple steps you need to take to register for our online service. It also runs through how you can complete some straightforward tasks, such as changing your password and accessing important documents, such as your Statement and Valuation.



In this guide

Registering for online access

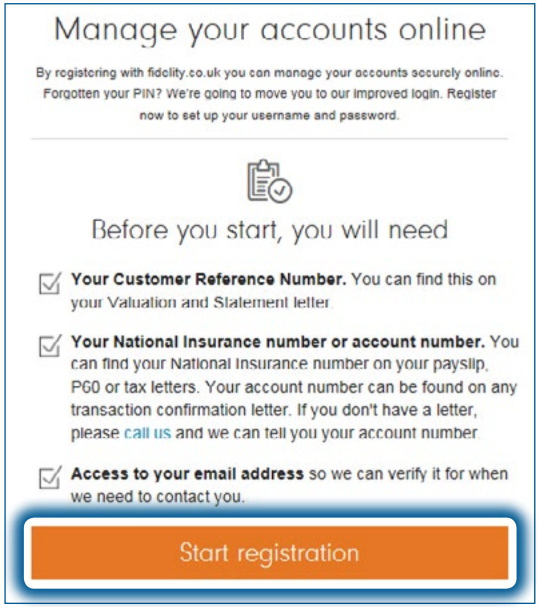
Arranging online access to your account is both quick and easy. Here we take you through the process in four simple steps.

Step 1

Before you begin, you will need your Customer Reference Number and National Insurance Number or account number and access to your email.

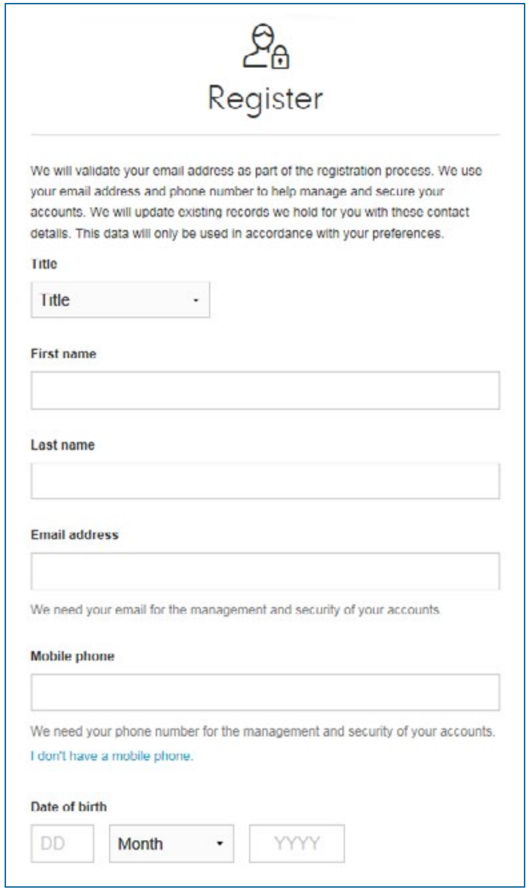
Once you have these details, simply visit **https://www.fidelity.co.uk/clients/**

Then click on **'Register for online access'** in the top right-hand corner of the screen, followed by **'Start registration'** on the page that appears.



Step 2

Enter your details and create your username and password. You can use your email address if you like. The username should be something that is memorable to you. Keep these details safe as you will need these to log in to your account.



Register

We will validate your email address as part of the registration process. We use your email address and phone number to help manage and secure your accounts. We will update existing records we hold for you with these contact details. This data will only be used in accordance with your preferences.

Title

Title

First name

Last name

Email address

We need your email for the management and security of your accounts

Mobile phone

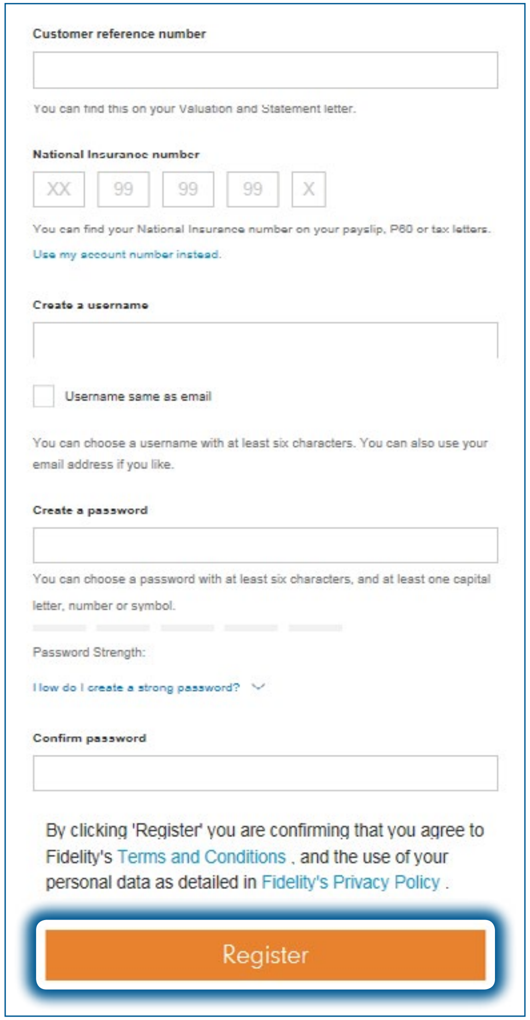
We need your phone number for the management and security of your accounts.

I don't have a mobile phone.

Date of birth

DD Month YYYY

It's important to review all of our terms and policies, so please read each one carefully. Once you are happy with everything, select **'Register'** to confirm that you accept the terms.



Customer reference number

You can find this on your Valuation and Statement letter.

National Insurance number

XX 99 99 99 X

You can find your National Insurance number on your payslip, P60 or tax letters.

Use my account number instead.

Create a username

Username same as email

You can choose a username with at least six characters. You can also use your email address if you like.

Create a password

You can choose a password with at least six characters, and at least one capital letter, number or symbol.

Password Strength:

How do I create a strong password?

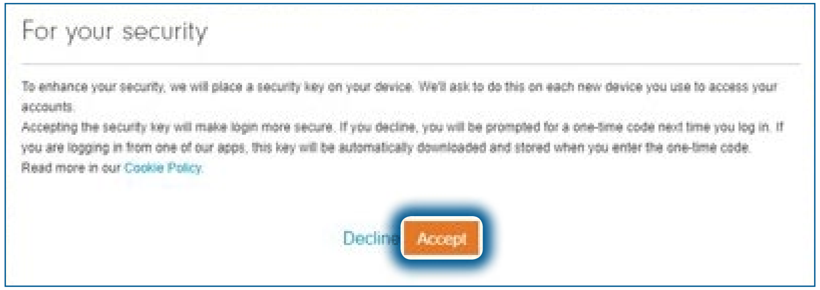
Confirm password

By clicking 'Register' you are confirming that you agree to Fidelity's Terms and Conditions , and the use of your personal data as detailed in Fidelity's Privacy Policy .

Register

Step 3

You will now see a message regarding security. A pop-up box will appear explaining how we recognise your computer, phone or tablet each time you log in. If you select **'Accept'**, we will remember your device the next time you log in. Only accept if you are using your own device rather than one in a public area.

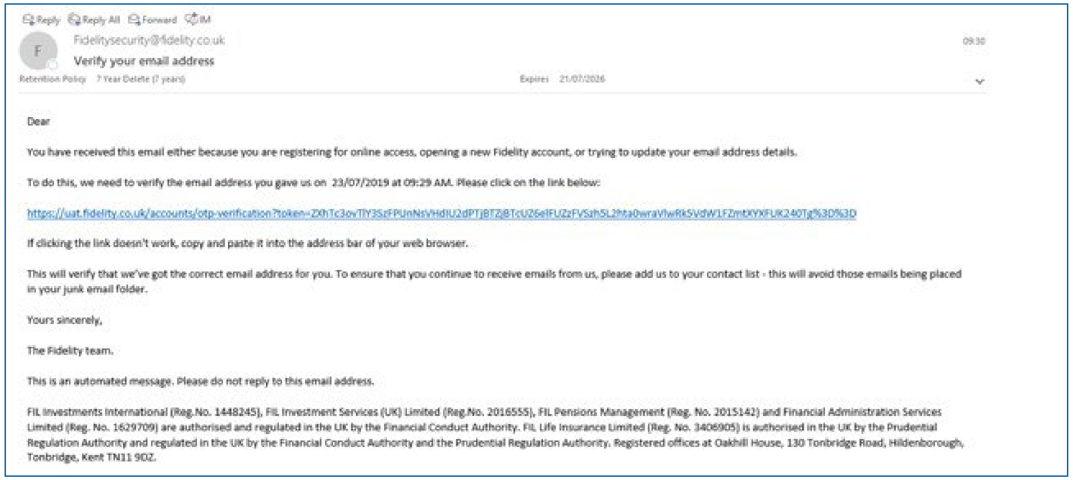


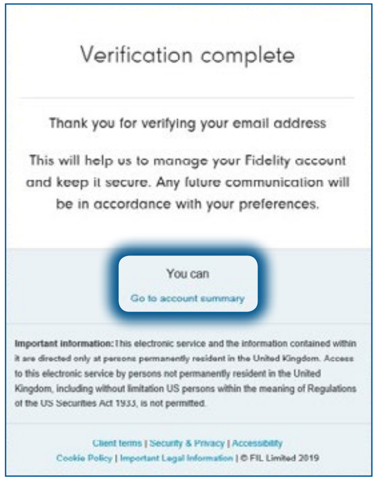
Step 4

You will now receive an email from **fidelitysecurity@fidelity.co.uk** so please check your email account. Clicking on the link within the email will allow us to verify your email address. Please be aware that this link expires after 30 minutes.

If the email hasn't arrived in your inbox, you may need to check your junk or spam folders. Alternatively, you can request another one.

After opening the link, a new window will open confirming your registration is now complete. You can now access your accounts by selecting **'Go to account summary'.** You will then be prompted to log in.





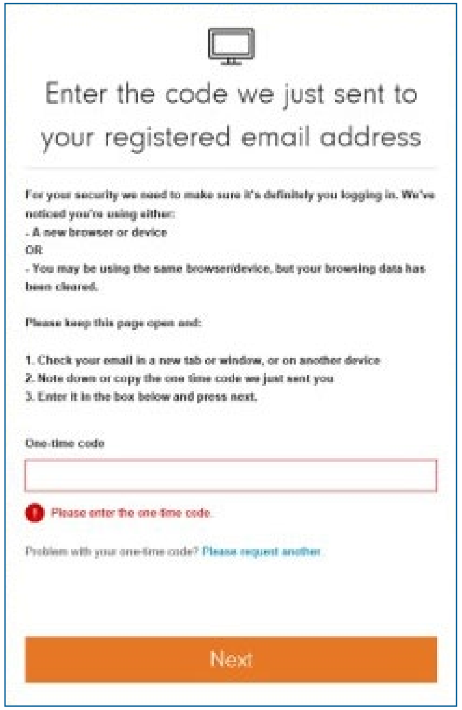
Additional step to ask for a one-time code

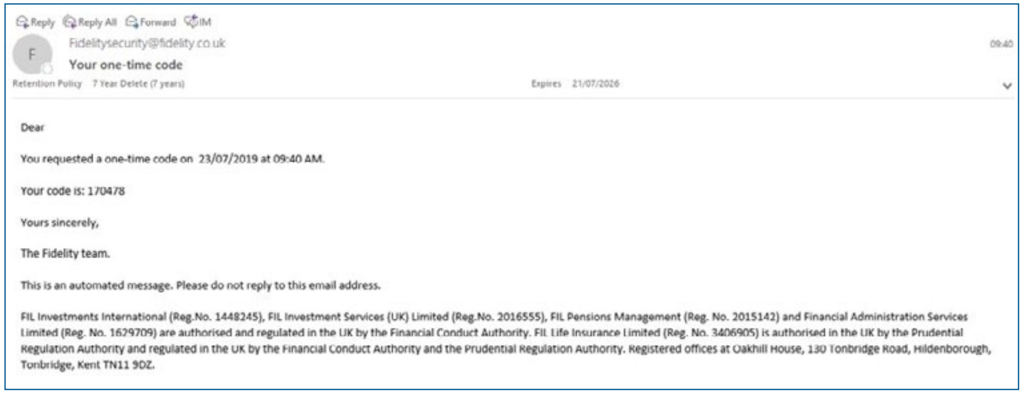
Step 5

If you are logging into a computer, phone or tablet that we do not recognise, we will send a one-time code to your registered email address.

This email will be from **fidelitysecurity@fidelity.co.uk** and will expire after 30 minutes.

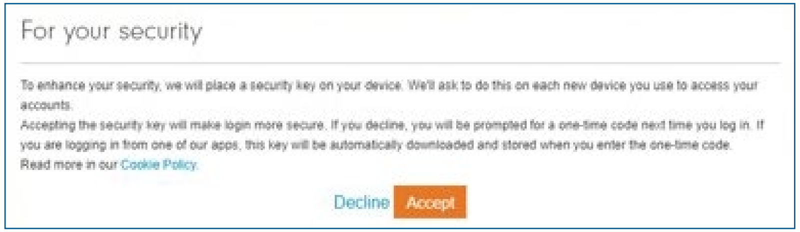
Please enter this code in the box on screen to verify that it is you logging in. If you have not received a code you can request another to be sent to you.





Step 6

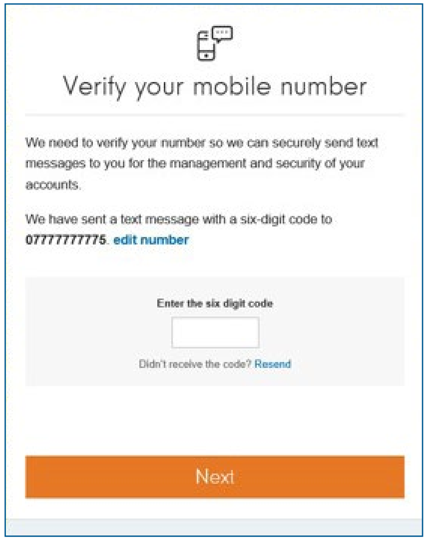
You will now see a message regarding security. A pop-up box will appear explaining how we recognise your computer, phone or tablet each time you log in. If you select **'Accept'**, we will remember your device the next time you log in. Only accept if you are using your own device rather than one in a public area.



Step 7

You will now receive a SMS from **FIDELITY** to verify the mobile number we hold for you.

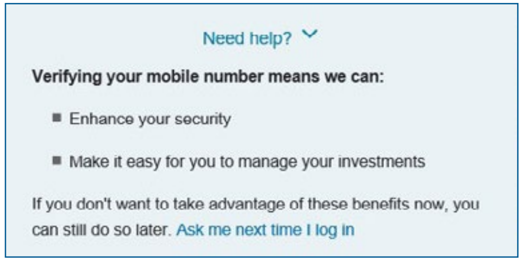
Please check your messages and enter the code on screen and click 'Next'. From here you will be taken to your 'Account summary'.



Step 8

We recommend verifying your mobile number as doing so will enable additional security on your account and allow you to take advantage of additional services such as secure text messaging.

If you do not want to complete this step you can choose to skip this by choosing '**Ask me next time I log in'** within **'Need Help**'.

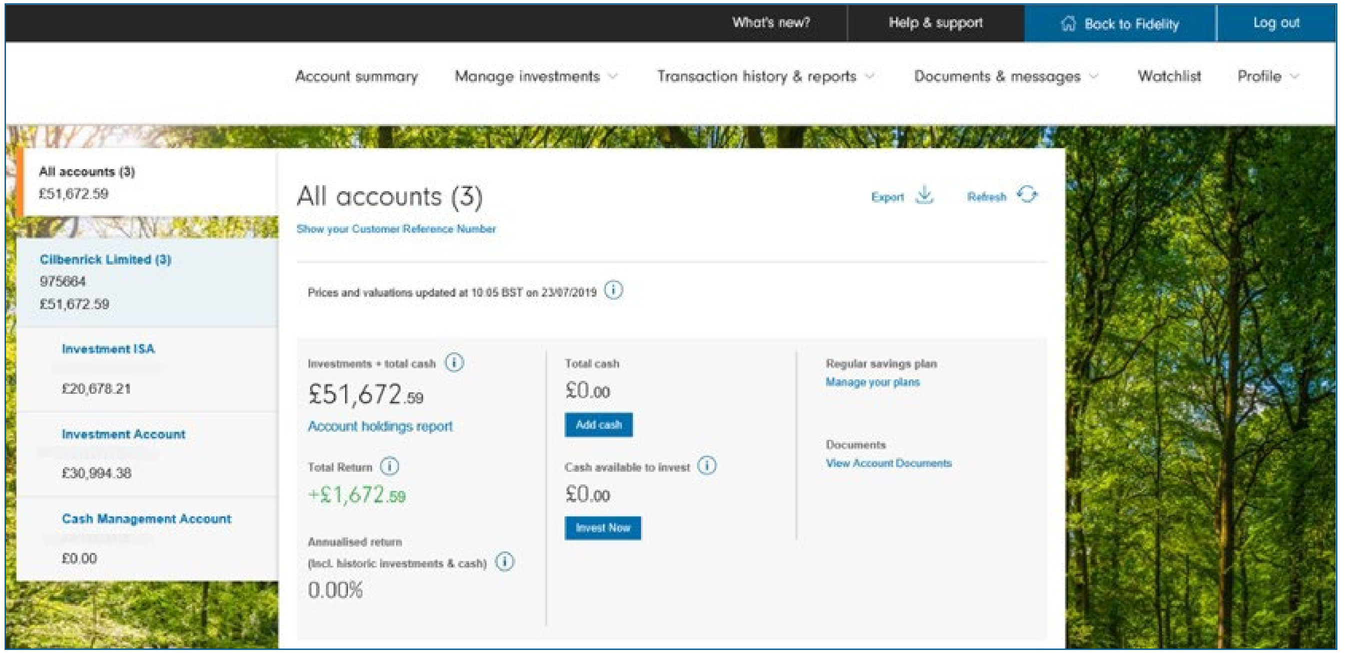


Your homepage explained

Here we run through the first page you'll see every time you log into your account online. It's known as your homepage or 'dashboard'. As well as giving a summary of your investments and accounts, it's also your gateway to a range of online services – such as electronic documents and the ability to manage your investments.

Your dashboard shows a list of all your accounts on the left-hand side of the page while the current value of all your investments appears in the centre of the screen. If you click on an account shown on the left-hand side, then a summary of that particular account will appear in the centre of the page.

Your dashboard also allows you to navigate to other online services. The menu at the top of the screen has a range of options, such as managing your investments or viewing your transaction history and account documents.

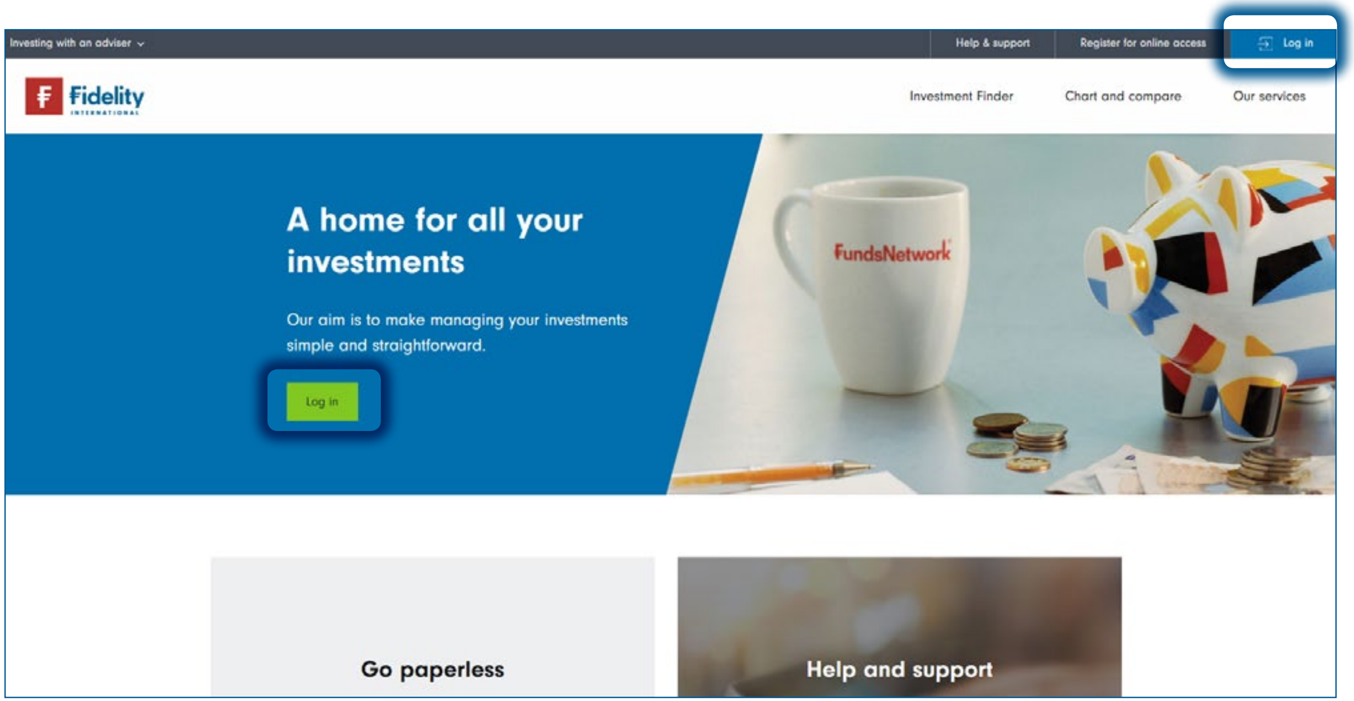


Resetting your password

Remembering all your different passwords can be a challenge, particularly as they should never be written down. Here we take you through how you can reset the password for your Fidelity account, should you forget what your current one is.

Step 1

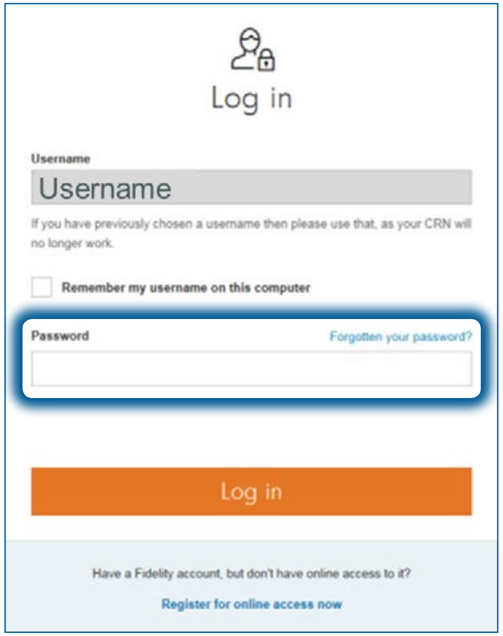
Select **'Log in'** from the Fidelity homepage.



Step 2

Enter your Username and then click **'Next'**.

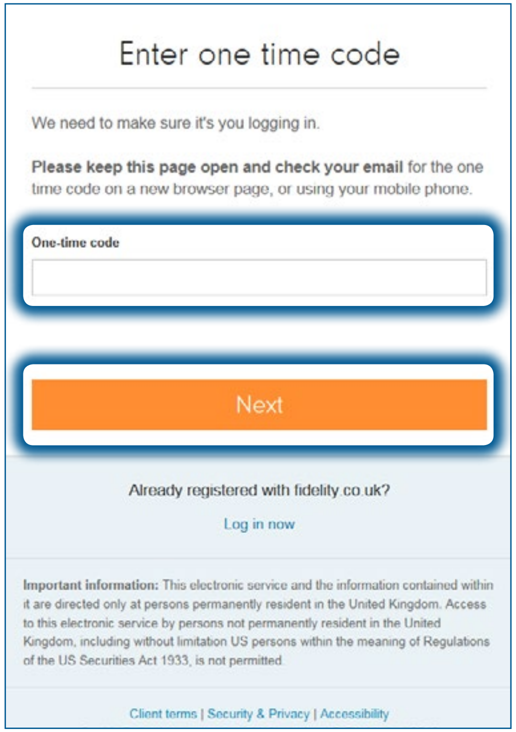
Click **'Forgotten your password'**, which is located just above the **'Password'** box.



Step 3

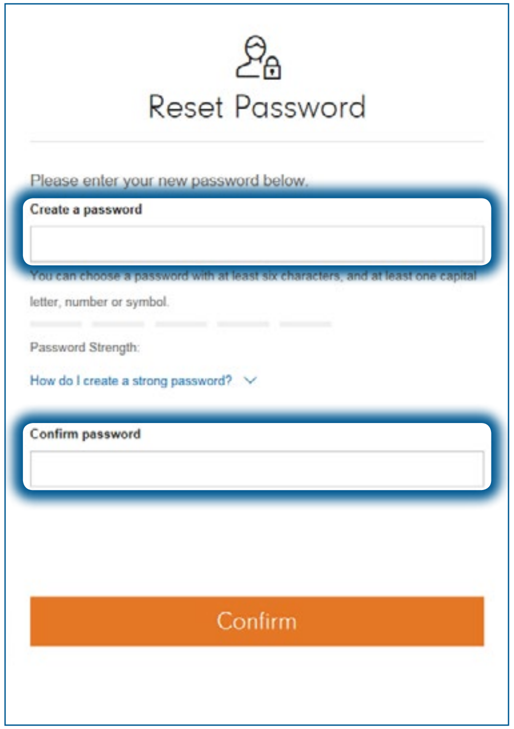
An email with a one-time code will be sent to you.

Once received, enter the code and click **'Next'**.



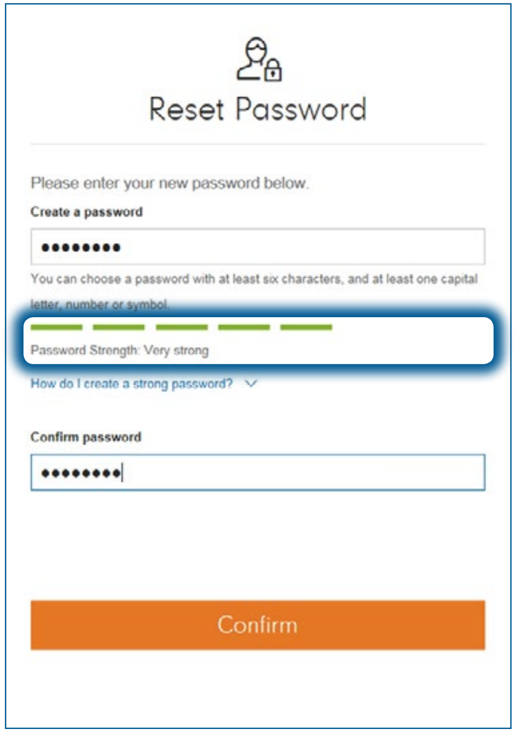
Step 4

You will now be asked to create a new password and to confirm it in the box below.



Step 5

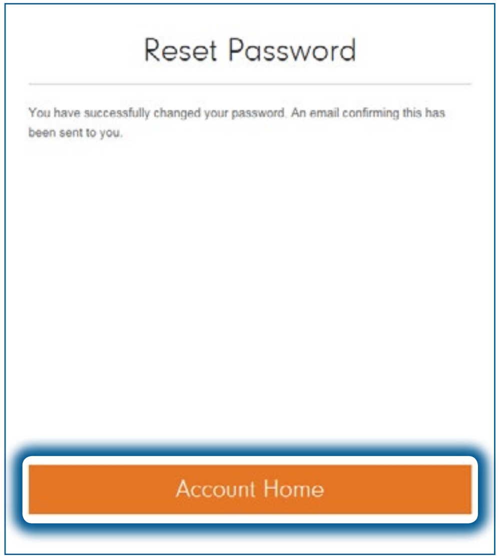
We will illustrate the strength of your password through showing a number of green bars. The more bars we show, the stronger your password is.



Step 6

We will let you know once the password has been changed. We'll also send an email to you confirming this.

Once this has been successfully completed, you're ready to go again!

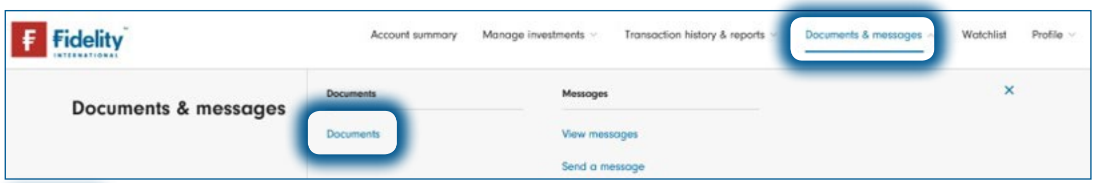


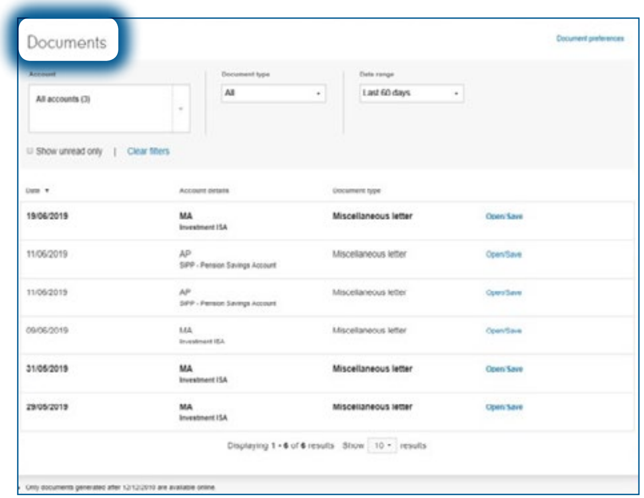
Viewing your documents

We give you online access to all the various documents connected to your accounts and investments, such as your Statement and Valuation. Here we describe how you can quickly view or save these documents.

Step 1

Once you've logged in, select '**Documents & messages**' from the menu at the top of screen then select **'Documents'**.



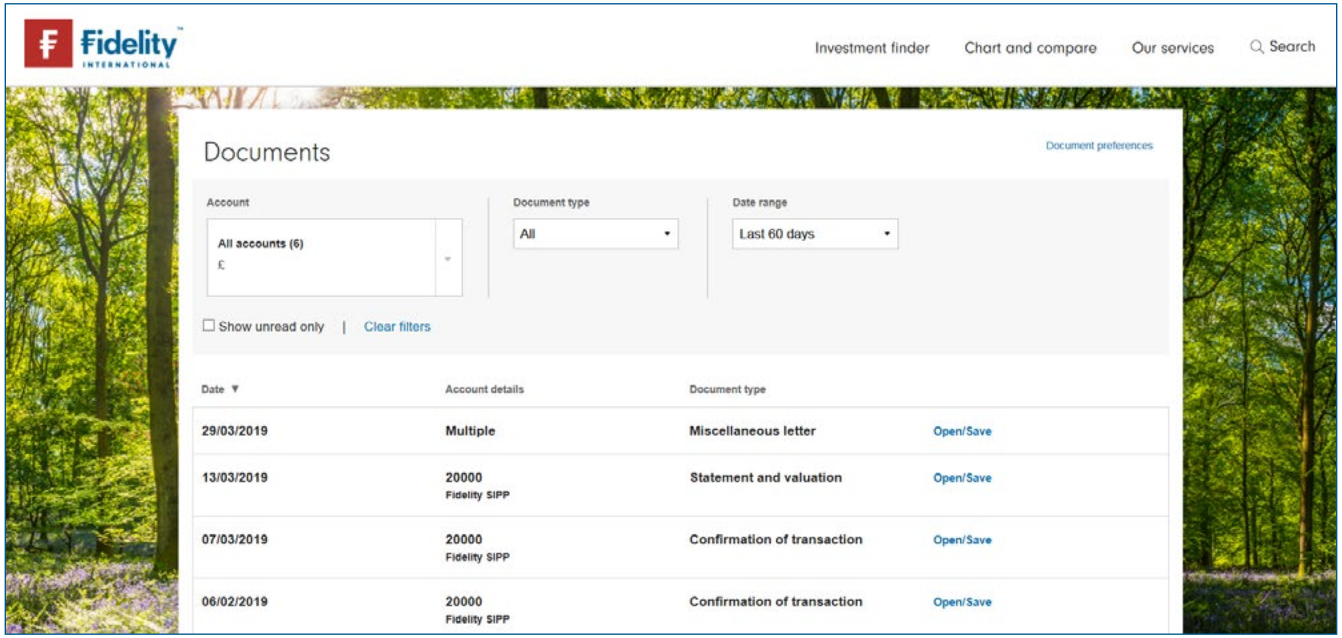


From this screen, there are a number of filters to choose from.

You can view:

- Documents for one or more account
- Various types of document, e.g. Confirmation of Transaction, Statement and Valuation, Distribution and tax letters
- Documents over a certain period, such as over the last 60 days or current tax year, or you can set a custom date range.

You can choose to open the documents or save them to your computer or other location.

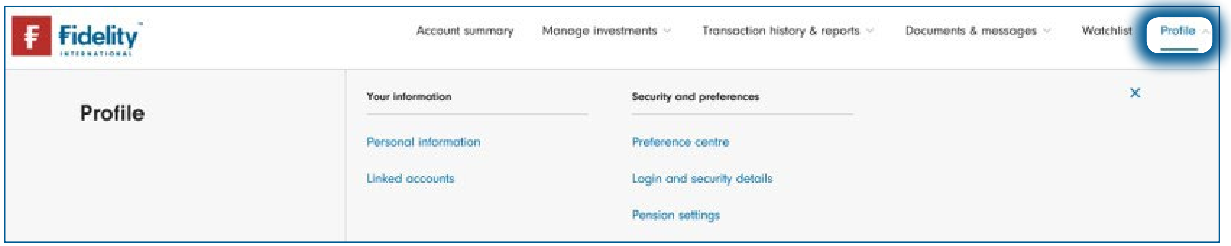


Changing your communication preferences

You'll have online access to the various documents connected to your investments. If you prefer, you can elect to receive these by post as well. Here we show you how to manage your document preferences.

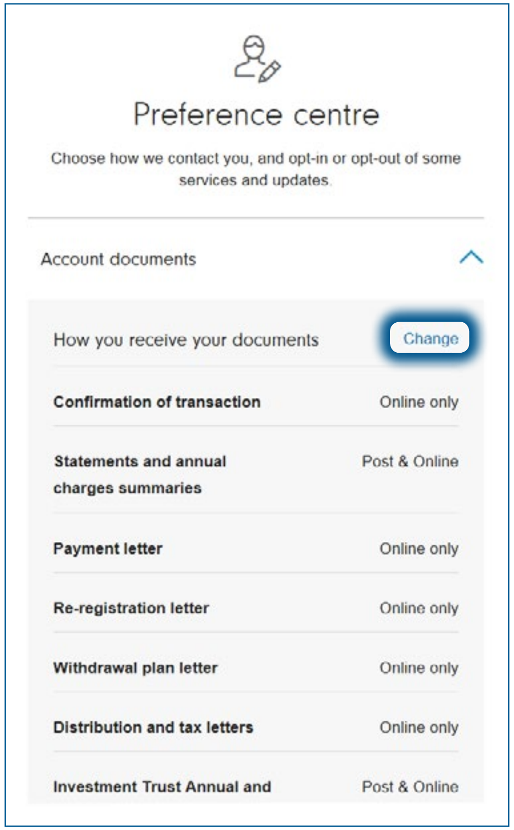
Step 1

Once you've logged in, select '**Profile**' from the menu at the top of screen then select '**Security and preferences**'> '**Preference centre**'.



Step 2

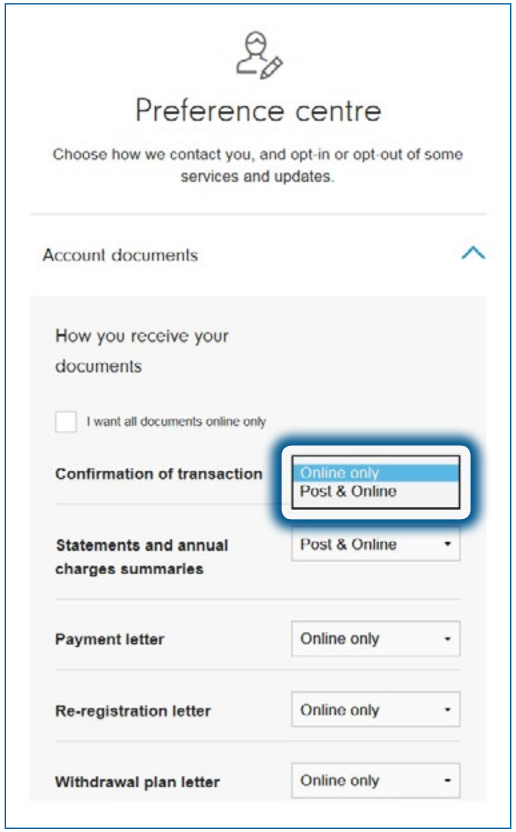
Click on **'Change'**.



Step 3

You can choose to receive all your documents online through selecting the tick box at the top of the list.

Alternatively, you can select either **'Online only'** or **'Post & Online'** for each type of document from the list of drop-down boxes.

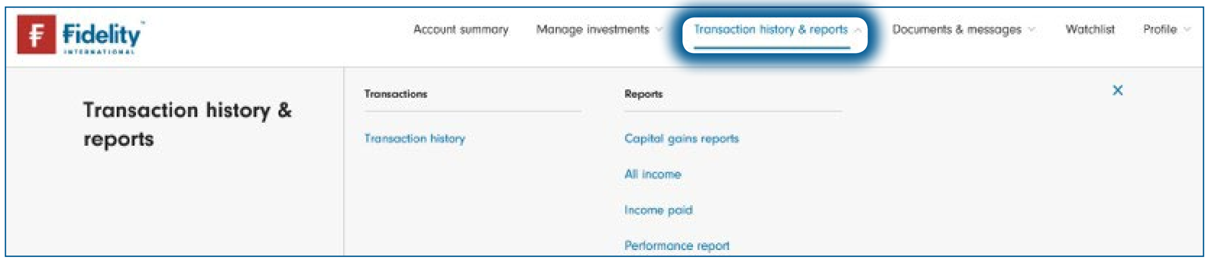


Viewing your transaction history and reports

You can view the details of any transactions you have made, such as when you bought or sold an investment. There are also a range of helpful reports available to you. Here, we run through how to access this information.

Step 1

Once you've logged in, select '**Transaction history & reports**' from the menu at the top of screen then select '**Transactions**'> '**Transaction history**'.



From here, a number of reports can be accessed:

Capital gains reports

All income

Income paid

Performance report

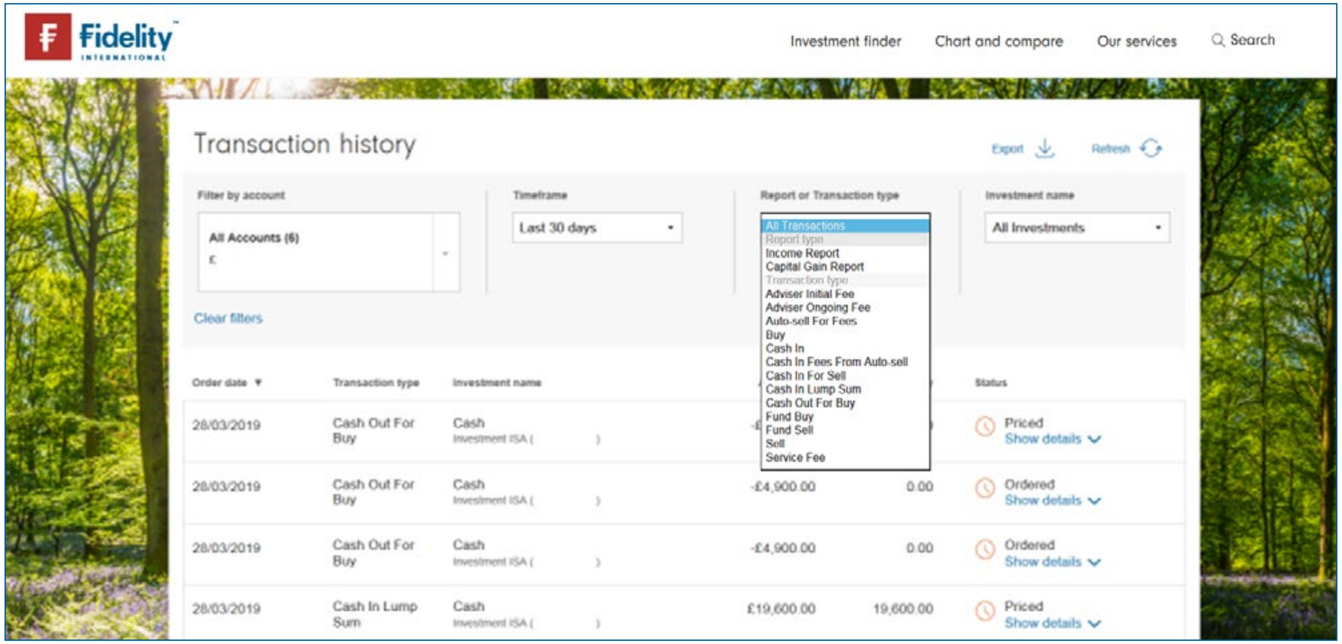
Transaction history

This page allows you to view the transactions made on your various accounts (you can select all or individual accounts from the first drop-down box).

You can select the timeframe from the second drop-down box (the default is for the last 30 days).

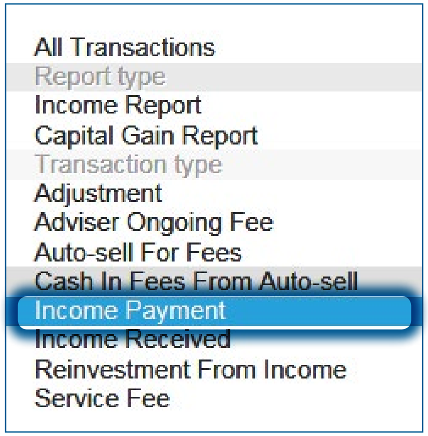
You can choose to view certain types of transactions or reports from the third drop-down box.

The final drop-down box allows you to filter transactions by certain funds.

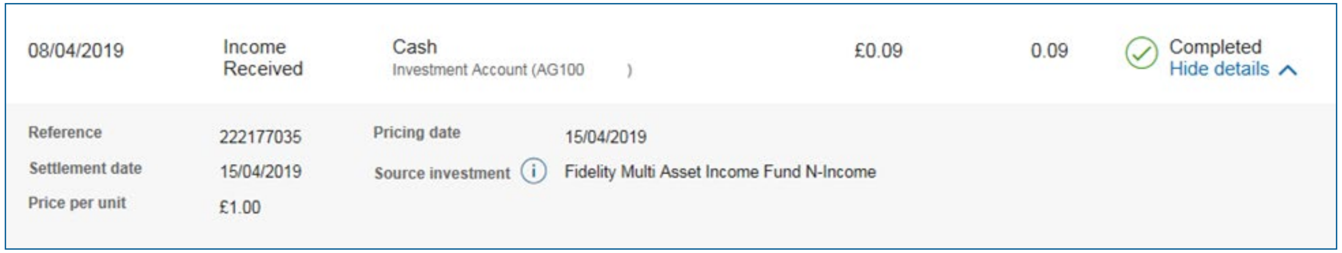


Income reports

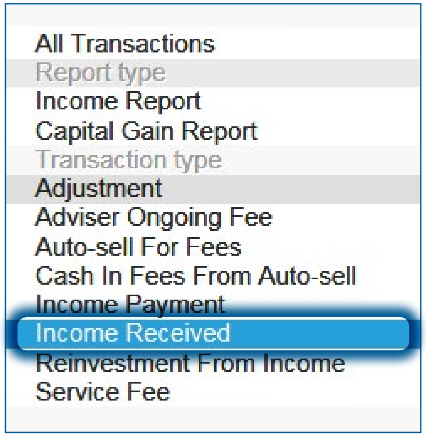
To see what income has been paid out to you, select **'Income payment'** from the **'Report or transaction type'** drop-down menu.



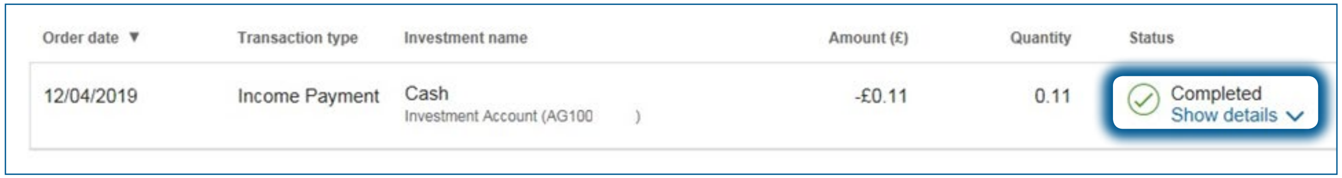
You'll see a report similar to the one shown here.

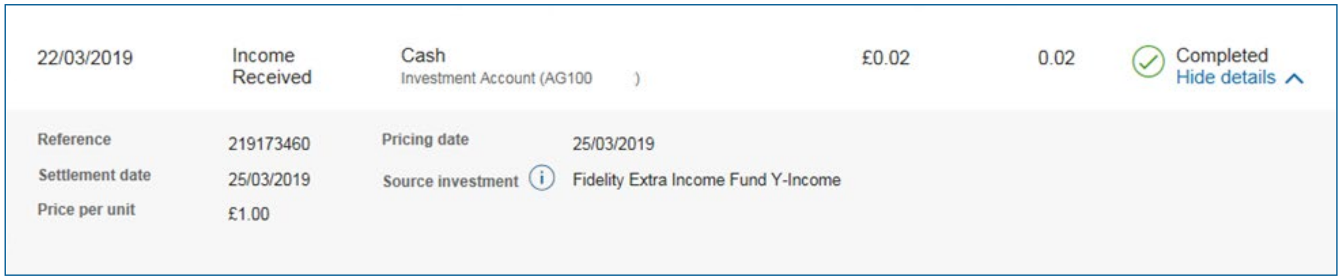


To see what funds generated this income, select **'Income Received'**.



Clicking on **'Show details'** will display the funds and the amount of income received.

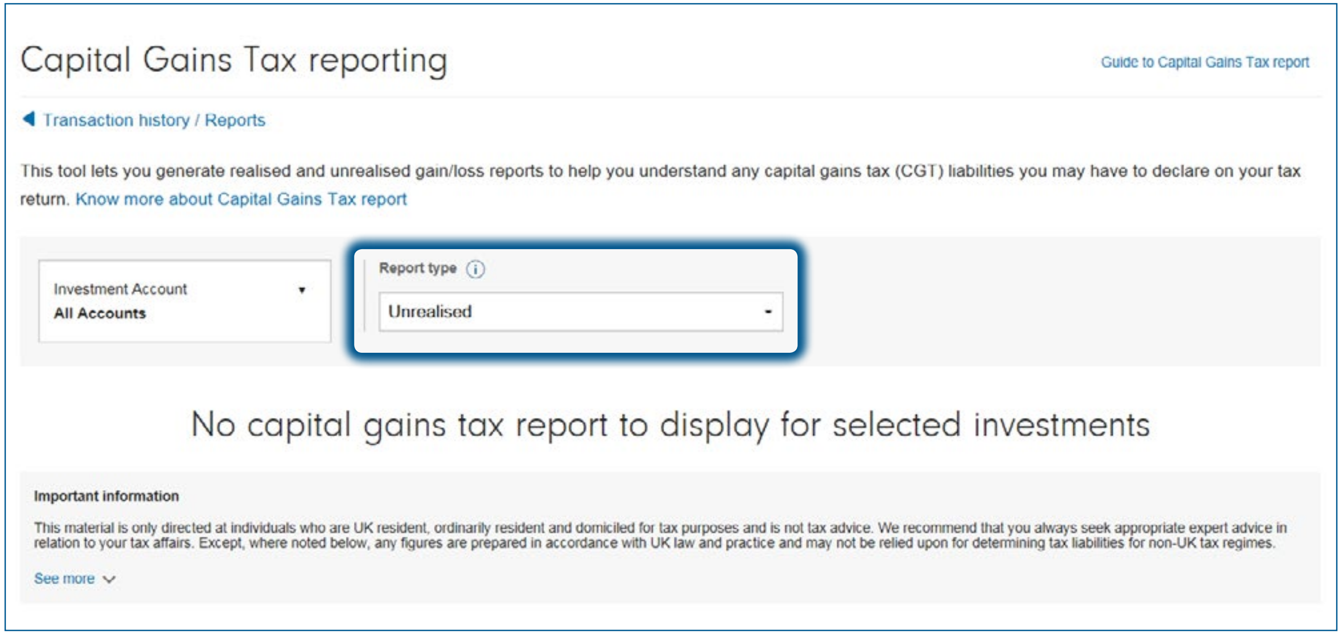




Capital Gains Tax reporting

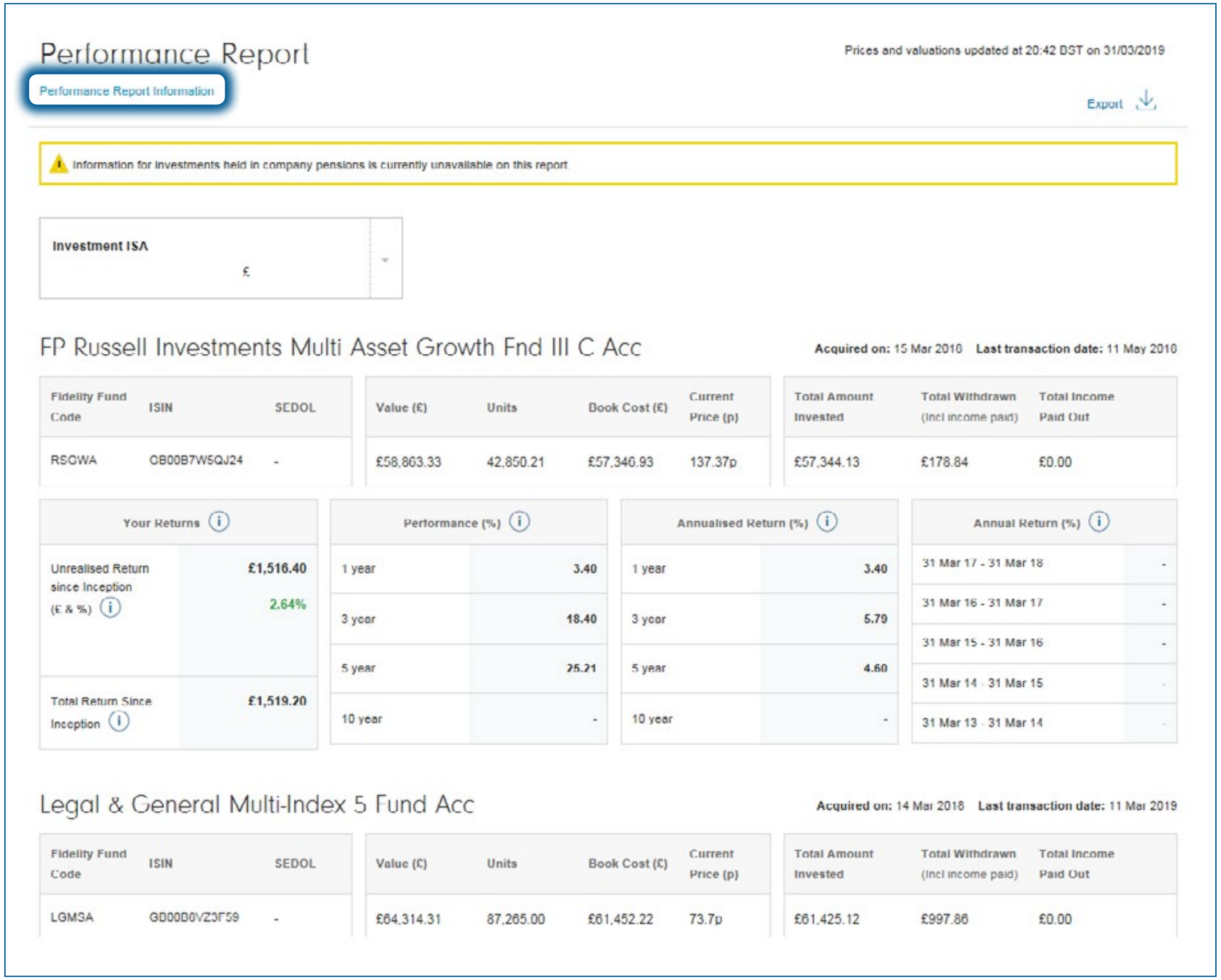
These reports can be retrieved from the drop-down list.

Once you have navigated to this page, the **'Report type'** drop-down box allows you to select either a **'Realised gains'** or **'Unrealised gains'** report.



Performance report

This report allows you to review the performance of your chosen funds.



Clicking on the **'Performance Report Information'** link in blue opens up a guide (shown below) which allows you to learn more about the information shown in the report.

Managing your investments

Your account gives you the option to transact online. Here we show you how to do this. However, you should always consult your adviser before making changes to your investments.

Step 1

Once you've logged in select '**Manage investments**' from the menu at the top of screen.

From here, there are a number of options, such as:

- Add cash
- Buy/Sell/Switch
- Income management.

To find out more, visit fidelity.co.uk/clients

Important information: When making decisions about investing, we recommend that you always consult your adviser. As you will be aware, they work with you to understand your needs, offering comprehensive expert advice to help you achieve your long-term goals. We only give information about our products and services and do not provide investment advice. The value of investments can go down as well as up, so you may not get back the amount you invest.

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