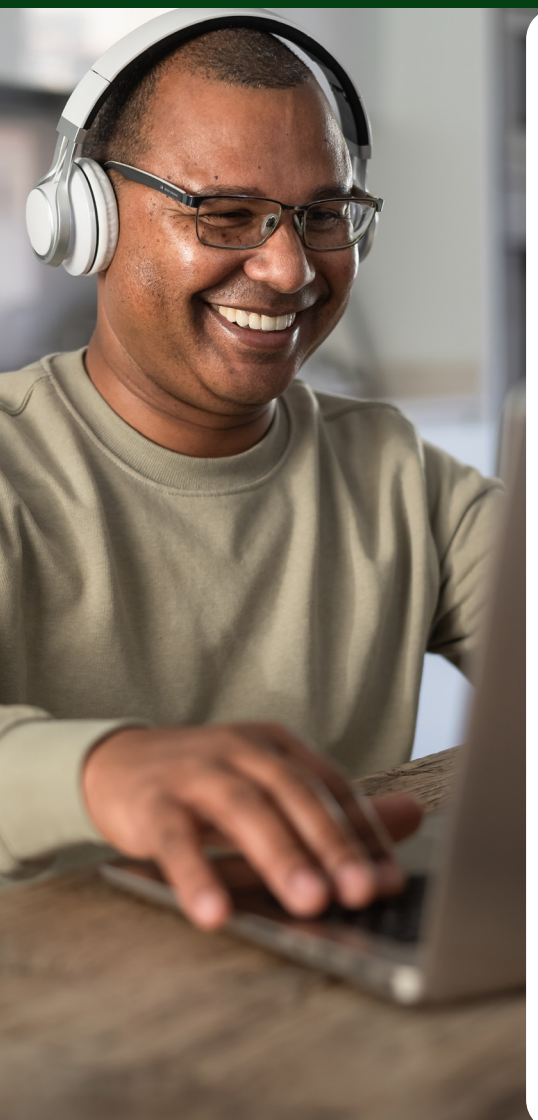


Q2 2024



Business Update

In Q2, Fidelity continued to have strong growth in customers, accounts, and assets.

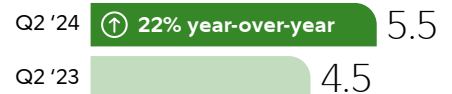


BY THE NUMBERS¹

ASSETS UNDER ADMINISTRATION (\$T)



DISCRETIONARY ASSETS² (\$T)



CUSTOMER AND ACCOUNT GROWTH

Net Year-Over-Year Increase

51.5M Individual Customers³
+ 3.3M INDIVIDUALS IN THE LAST YEAR⁴

↑ 7%

84.9M Customer Accounts⁵
+ 7.0M CUSTOMER ACCOUNTS IN THE LAST YEAR⁶

↑ 9%

CUSTOMER ENGAGEMENT

5.5M
Customer Planning Interactions YTD⁷
↑ 10% year-over-year

1.3M
Customer Appointments⁸
↑ 11% year-over-year

26.4M
Customers Engaged Digitally⁹
↑ 15% year-over-year

776K
Social Media Service Interactions
↑ 68% year-over-year

3.3M
Daily Average Trades
↑ 34% year-over-year

98.8%
Green Client Score¹⁰
↓ 0.4 points year-over-year

¹ Unless otherwise indicated, all data is as of June 30, 2024.

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

³ Includes individual customers of Fidelity's retail and workplace benefits businesses, as well as end-customers of Fidelity Institutional Wealth Management Services and Fidelity Charitable.

⁴ Represents net new individual customers, which includes the total change in individual customers between June 30, 2023 and June 30, 2024.

⁵ Customer account data as of June 30, 2024. The methodology for calculating accounts was changed on January 1, 2024. Prior data has been restated with the new methodology.

⁶ Represents net new customer accounts, which includes the total change in accounts between June 30, 2023 and June 30, 2024.

⁷ 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.

⁸ Customer appointments include all roles taking client appointments in Investor and Regional Centers.

⁹ 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.

¹⁰ Green Client Score is an overall assessment of Workplace Investing client servicing health, incorporating both quantitative and qualitative inputs that track recordkeeping services across customer contacts and interactions, problem resolution, and overall service quality.

HIGHLIGHTS



Reached 75% in Fidelity's Customer Experience Index, a measurement of satisfaction among Workplace Investing plan participants. It is the highest index score in the past seven quarters.



Assisted more than 24 million customers online, in person, or on the phone, in the lead-up to the April tax filing deadline.¹¹



Launched three actively managed liquid alternatives (alts) exchange-traded funds (ETFs): Fidelity® Dynamic Buffered Equity ETF, Fidelity® Hedged Equity ETF and Fidelity® Yield Enhanced Equity ETF; bringing Fidelity's total ETF offering to 70 funds as of June 30, 2024.



Expanded #1 proprietary separately managed account (SMA) market share with the launch of six professionally managed equity and fixed income SMAs to help retail investors personalize their assets around targeted objectives. Fidelity's retail SMA assets now total more than \$187 billion.



Expanded relationship with Envestnet to deliver a [next-generation unified wealth and advisory platform](#) that builds on the success of Fidelity Managed Account Xchange® (FMAX).



Launched The Growth HubSM, drawing from our deep business development experience as well as practice management, technology, and investment consulting to develop a suite of resources to guide financial advisors through their organic growth journeys.



AWARDS AND RECOGNITION*

LINKEDIN

Ranked in the top 20 of LinkedIn Top Companies in 2024.

[Learn More](#)

ETF.COM

Fidelity® Disruptive Technology ETF recognized as the Best New U.S. Equity ETF.

[Learn More](#)

AMBITIONBOX

FMR India ranked #5 Top Financial Services Companies to Work For in the 2024 Employee Choice Awards.

[Learn More](#)

SUNDAY INDEPENDENT & STATISTA

Named one of Ireland's Best Employers in 2024.

[Learn More](#)

DISABILITY EQUALITY INDEX®

Awarded top score (100) on the 2024 Disability Equality Index® for best place to work for people with disabilities.

[Learn More](#)

VIEW PAST BUSINESS UPDATES

[Q1 2024 Business Update](#)

[Annual Report 2023](#)

[Diversity & Inclusion Report 2023](#)

¹¹ Customers that interacted with Fidelity between January 1, 2024 and the April tax filing deadline in their state.

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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.



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