Q3 2024

Business Update

"The economics of the financial industry continue to reward efficiency and demand faster speed to market. We view these challenges as energizing opportunities to harness the scale of Fidelity's business to offer a broad range of digital tools, education, product choices and personalized experiences."

– Abigail P. Johnson, Chairman and CEO

By the Numbers

Customer Engagement

7.1 million
Customer Planning Interactions YTD[1]
↑ 11% year-over-year

1.3 million
Customer Appointments[2]
↑ 13% year-over-year

19.9 million
Digital Engagement with Unique Individuals[3]
↑ 17% year-over-year

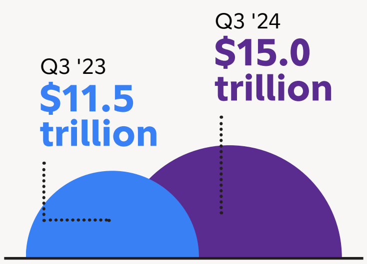
640 thousand
Social Media Service Interactions
↑ 22% year-over-year

3.5 million
Daily Average Trades
↑ 35% year-over-year

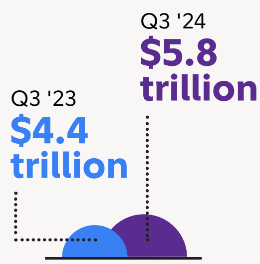
98.8%
Green Client Score[4]
↓ 0.4 points year-over-year

Assets[5]

Assets Under Administration
↑ 30% year-over-year



Discretionary Assets[6]
↑ 31% year-over-year



Highlights

Launched the Fidelity® Ethereum Fund (FETH), expanding our digital assets lineup for financial advisors and individual investors.

Learn more about the fund →

FETH is for investors with a high risk tolerance and invests in a single cryptocurrency, which is highly volatile and could become illiquid. Investors could lose their entire investment. To learn more, please review the fund's prospectus.

Continued growth of Fidelity Advantage 401(k)℠, our small business 401(k), and introduction of new features, including payroll integration for some clients.

Expanded Fidelity Medicare Services availability to residents of all 50 states.

Small business owners and their employees can now leverage Fidelity Go®[7], our robo advisor, to manage their tax-deductible Simplified Employee Pension Plans (SEP IRAs).

Fidelity released its 15th annual Plan Sponsor Attitudes Study, aimed at helping plan advisors better understand their clients, which reported how advisors are driving positive plan design changes to better position employees for retirement.

Added fractional shares trading within Personalized Portfolios[8], providing retail clients with greater access to separately managed accounts (SMAs) with lower investment minimums for clients within our Unified Managed Household offering.

Introduced new technology offerings for smaller and mid-sized registered investment advisors to help them establish and grow their businesses, reinforcing our commitment to serve wealth management firms of all sizes.

Awards and Recognition*

Kiplinger
Fidelity was named best overall online broker.

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Barron's
Fidelity Go® ranked best Robo-Advisor for 2024.

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Investors Business Daily
Fidelity ranked #1 Most Trusted Financial Company in all three investing categories: ETF/Fund companies, Online Brokers, and Wealth Management.

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Morningstar
Fidelity Health Savings Account (HSA) ranked #1 for the sixth year in a row.

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Investopedia
Fidelity named best provider of HSAs.

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WealthManagement.com
Fidelity received awards for its eMoney, Catchlight, and Advisor Transition Support offerings.

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Explore Past Business Updates

Annual Report 2023

Diversity & Inclusion Report 2023

Environmental Sustainability Report 2023

Q2 2024 Business Update

Sustainable Investing & Stewardship Report 2023

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.

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

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

[2] Customer appointments include all roles taking client appointments in Investor and Regional Centers.

[3] Includes unique individuals with a member identifier (MID) (prospects with a MID, customers, and former customers) who engage on Fidelity.com and the Fidelity mobile app.

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

[5] Unless otherwise indicated, all data is as of September 30, 2024.

[6] Includes all Fidelity investment products such as mutual funds and managed accounts.

[7] Fidelity Go® provides discretionary investment management, and in certain circumstances, non-discretionary financial planning, for a fee. Advisory services offered by Fidelity Personal and Workplace Advisors LLC (FPWA), a registered investment adviser. Brokerage services provided by Fidelity Brokerage Services LLC (FBS), and custodial and related services provided by National Financial Services LLC (NFS), each a member NYSE and SIPC. FPWA, FBS and NFS are Fidelity Investments companies.

[8] Fractional share quantities can be entered out to 3 decimal places (.001) as long as the value of the order is at least $1.00. Dollar-based trades can be entered out to 2 decimal places (e.g. $250.00).

Fidelity® Wealth Services provides non-discretionary financial planning and discretionary investment management through one or more Portfolio Advisory Services accounts for a fee. Advisory services offered by Fidelity Personal and Workplace Advisors LLC (FPWA), a registered investment adviser. Discretionary portfolio management services provided by Strategic Advisers LLC (Strategic Advisers), a registered investment adviser. Brokerage services provided by Fidelity Brokerage Services LLC (FBS), and custodial and related services provided by National Financial Services LLC (NFS), each a member NYSE and SIPC. FPWA, Strategic Advisers, FBS, and NFS are Fidelity Investments companies.

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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.

Spot crypto ETPs, such as FBTC are not investment companies registered under the Investment Company Act of 1940 (the "1940 Act") nor are they commodity pools under the Commodity Exchange Act of 1936 (the "CEA"). As a result, shareholders of spot crypto ETPs do not have the protections associated with ownership of shares in a registered investment company nor are shareholders afforded the protections of investing in an CEA-regulated instrument or commodity pool.

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.

Custody and trading of crypto accounts are provided by Fidelity Digital Asset Services, LLC, which is chartered as a limited purpose trust company by the New York State Department of Financial Services to engage in virtual currency business (NMLS ID 1773897).

FIDELITY.COM

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