

HOW TO CHANGE MY COMMUNICATION PREFERENCES

GETTING STARTED

HELP GUIDE

Use this step by step guide
designed to help you
get started.

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How it works: If you're looking for help on a particular part of this guide, you can find the step you are trying to complete below, and then broken down into smaller tasks.

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BEFORE YOU BEGIN

THINGS YOU WILL NEED

- Your login details

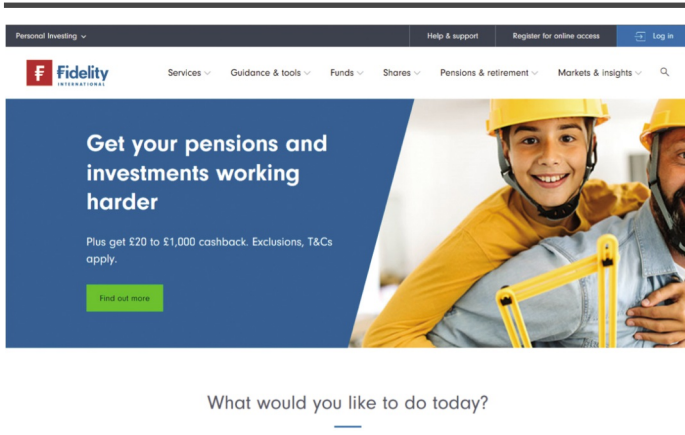
Important information

The images used in this guide are for illustration purposes only and should not be construed as recommendation to buy or sell any investments. When reviewing the performance of your investments, it's also important to remember that past performance is not an indicator of future performance. Fidelity Personal Investing does not give financial advice. If you need advice, please speak to a financial adviser.

GETTING STARTED



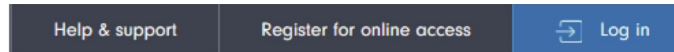
Go to the Fidelity homepage



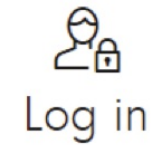
Homepage link: www.fidelity.co.uk



Select **Log in** at the top right corner of the page



Log in with your username and password



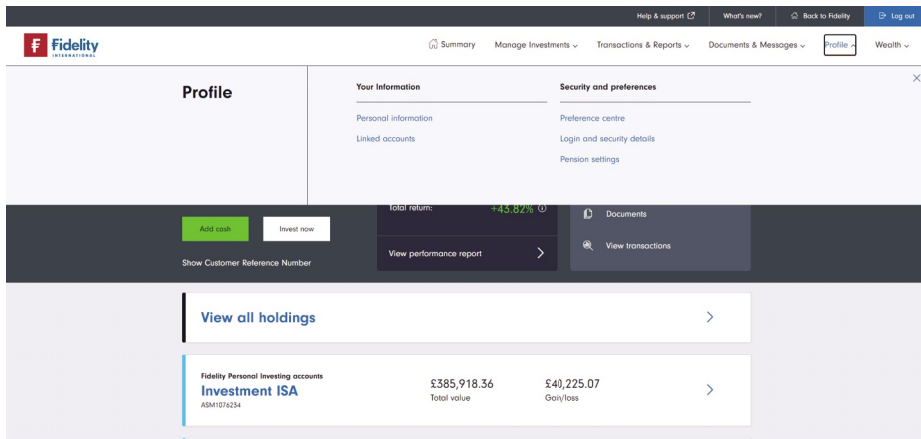
Username [Forgot your username?](#)

If you have previously chosen a username then please use that, as your CRN will no longer work.

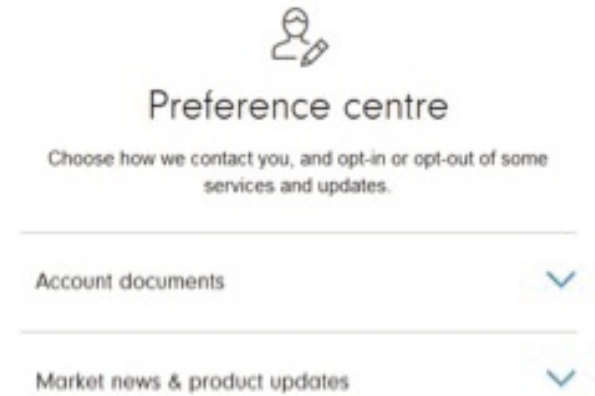
GETTING TO MY COMMUNICATION PREFERENCES



At the top right of the page,
select **Profiles**
> **Preference centre**



Click on the arrow on the right
to select which preferences you
want to amend



The Account documents option lets you select whether you want your documents delivered through paper or electronically. You can set your preferences at document level.

The Market news & product updates option enables you to receive information from us through SMS, phone or email.

ACCOUNT DOCUMENTS



Tick the box to have all documents delivered online only

Or use the drop down options to set preferences for each type of document individually. If you choose to receive a document by post we will also provide an online copy for you.

Account documents



How you receive your documents

I want all documents online only

Confirmation of transaction Online only ▾

Statement and valuation Online only ▾

Payment letter Online only ▾

Account documents



How you receive your documents

I want all documents online only

Confirmation of transaction Post & Online ▾

Statement and valuation Online only ▾

Payment letter Post & Online ▾

Re-registration letter Online only ▾

MARKET NEWS & PRODUCT UPDATES



You can select to receive news from us through phone call and / or post.

You can also select to receive email updates from both Citywire or Fidelity's experts.

Market news & product updates

How would you like to receive market news and product updates from us?

Phone call Off

Post On

Email

Citywire - a weekly newsletter with expert industry insights On

Fidelity's expert market news, views and product updates On

THANK YOU

We hope you found this guide useful.

If you need help with another journey, you can find our other guides on our website.

