Fidelity INTERNATIONAL

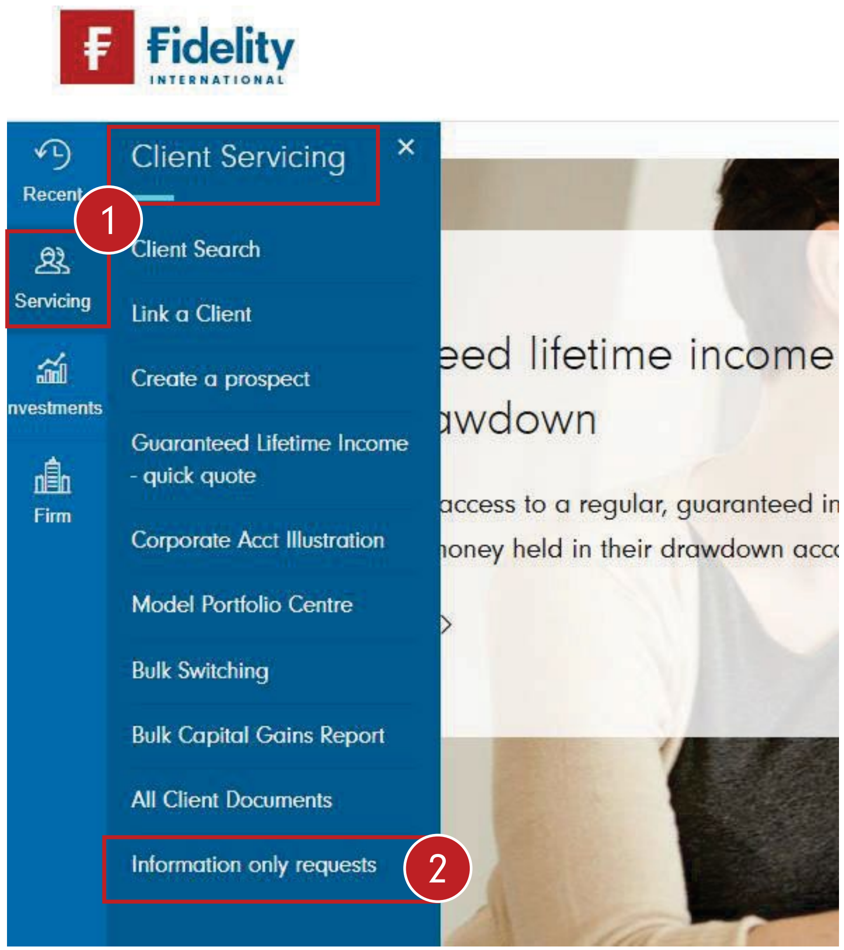
Fidelity Workplace Investing Information Only Request Guide

July 26

How do I access the journey?

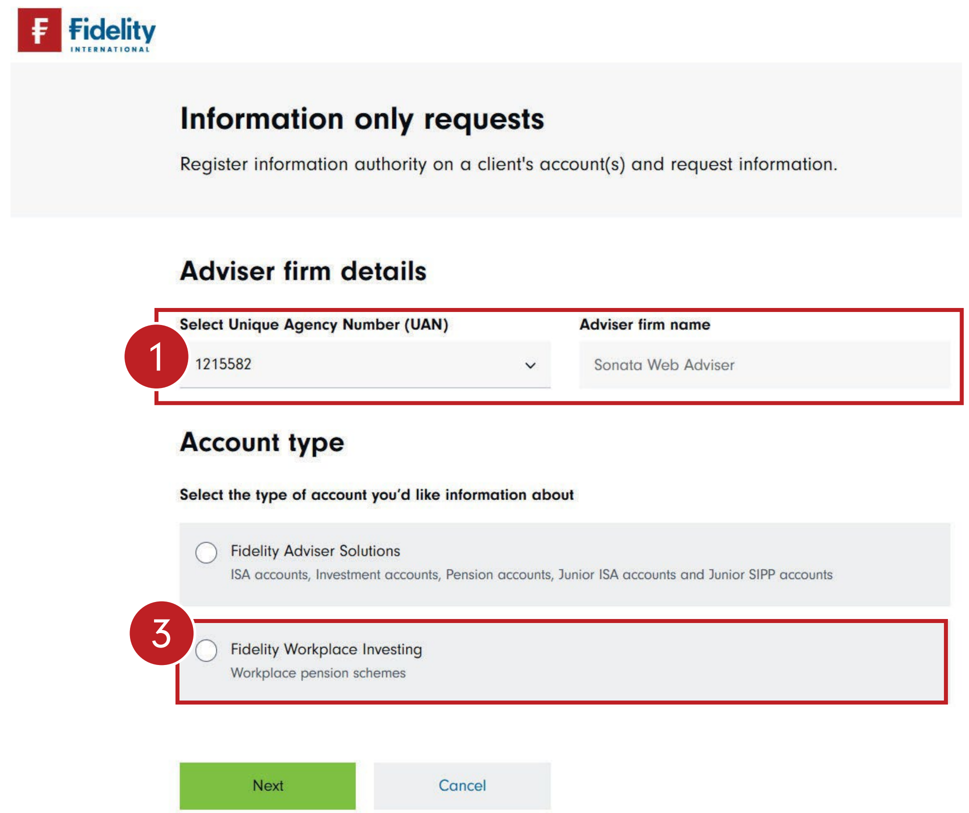
Step 1

1. Log in to the Fidelity platform, go to '**Servicing**' then '**Client Servicing**'.
2. You'll see a tab for '**Information only requests**'.



Step 2

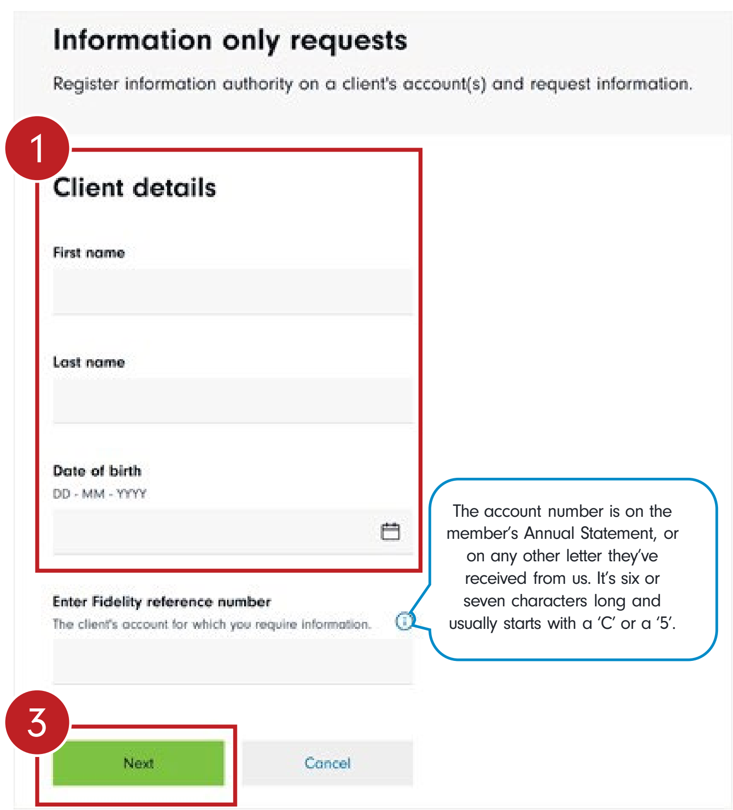
1. Your firm's name and UAN (Unique Agency Number) are already filled in.
2. If you're logging in from your firm's head UAN, you'll see a drop-down list. You can use it to choose a specific sub-UAN.
3. Select **Fidelity Workplace Investing** and click 'Next'.



How do I submit a request?

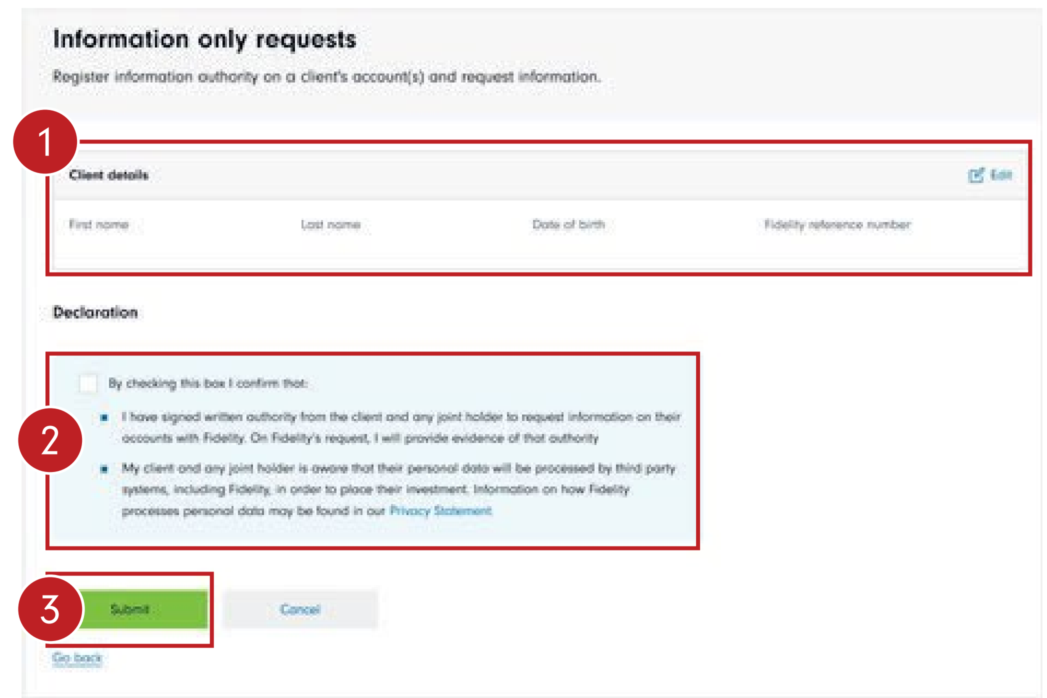
Step 3

1. Enter the following details:
   - The client's name and date of birth
   - The specific account number(s) you'd like information about
2. Once you've added an account, you'll see an option to add more if you want to.
3. Click '**Next**'.



Step 4

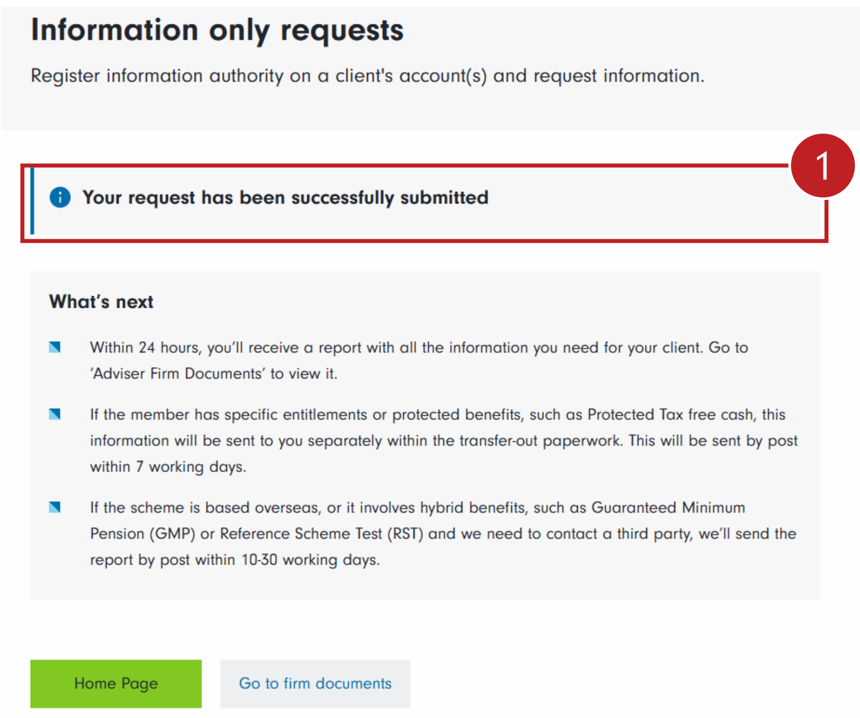
1. You'll be taken to a confirmation page where you should carefully check the information you've given us.
2. You must confirm that you have permission from the client to request their plan information, and that they agree to the use of their personal details.
3. Click '**Submit**'.

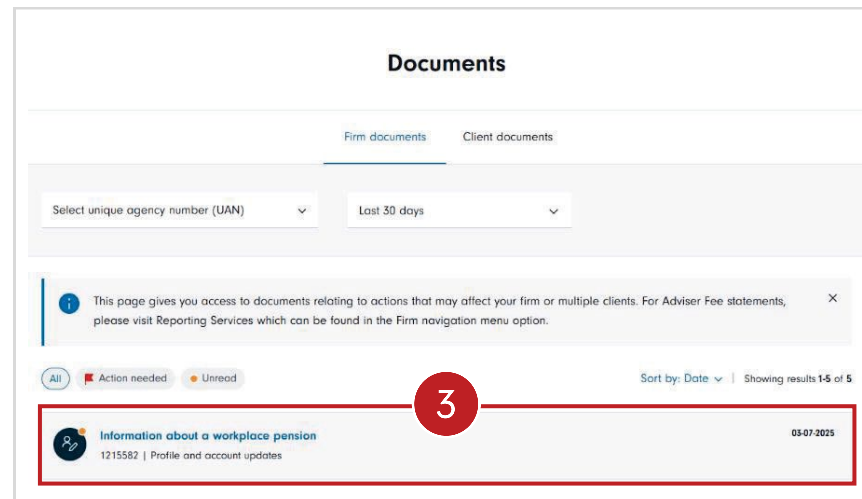


How do I access the report?

Step 5

1. You'll see a confirmation that **your request has been submitted**.
2. Within 24 hours, you'll receive a report with all the information you need for your client. Go to '**Adviser Firm Documents**' to view it. If the member has specific entitlements or protected benefits, such as Protected Tax free cash, this information will be sent to you separately within the transfer-out paperwork. This will be sent by post within 7 working days. Additionally, If the scheme is based overseas, or it involves hybrid benefits, such as Guaranteed Minimum Pension (GMP) or Reference Scheme Test (RST) and we need to contact a third party, we'll send the report by post within 10-30 working days.
3. The report is titled '**Information about a workplace pension**'.





What’s in the Report?

IFA Query Pack Summary

The pack issued within 24 hours will include the following information. If the member has specific entitlements or protected benefits, such as Protected Tax-free cash, this information will be sent to you separately within the transfer-out paperwork.

Account Summary

- Provides key scheme information including:
- Plan and member details, Adviser authority and PIN/UAN details
- Total fund value including Split between uncrystallised and crystallised (drawdown) benefits

Investment and Contribution details

- Current investment holdings
- Fund allocation and fund codes

Contribution Details

- Membership status, MPAA status
- Contribution history and transaction information

Product Charges

- Charges information

Product Features

- Scheme and tax-registration details, Scheme restrictions and guarantees (where applicable)
- Available investment options including Drawdown and Investment Pathway availability

Transferring Pensions

- Transfer-in and transfer-out options
- Partial transfer availability and Origo transfer service support

Benefits Paid on Death

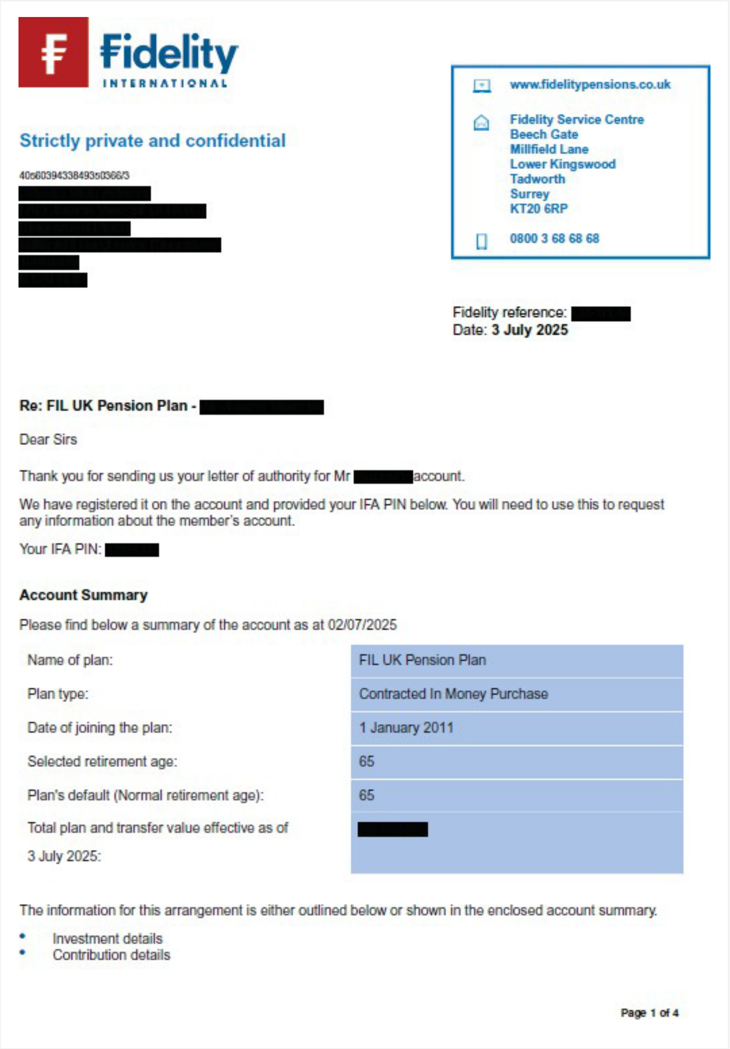
- Beneficiary nomination information
- Tax treatment of death benefits

Other Information

- Bankruptcy and divorce order status
- Pension protections if applicable

Additional Enclosures

- One-Year Transaction History, Illustrations and Projections
- Investment and Income Options



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Strictly private and confidential

40s60394338493s0366/3
[redacted]

Fidelity reference: [redacted]
Date: **3 July 2025**

Re: FIL UK Pension Plan - [redacted]

Dear Sirs

Thank you for sending us your letter of authority for Mr [redacted] account.

We have registered it on the account and provided your IFA PIN below. You will need to use this to request any information about the member's account.

Your IFA PIN: [redacted]

Account Summary

Please find below a summary of the account as at 02/07/2025

Name of plan:	FIL UK Pension Plan
Plan type:	Contracted In Money Purchase
Date of joining the plan:	1 January 2011
Selected retirement age:	65
Plan's default (Normal retirement age):	65
Total plan and transfer value effective as of 3 July 2025:	[redacted]

The information for this arrangement is either outlined below or shown in the enclosed account summary.

- Investment details
- Contribution details

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