



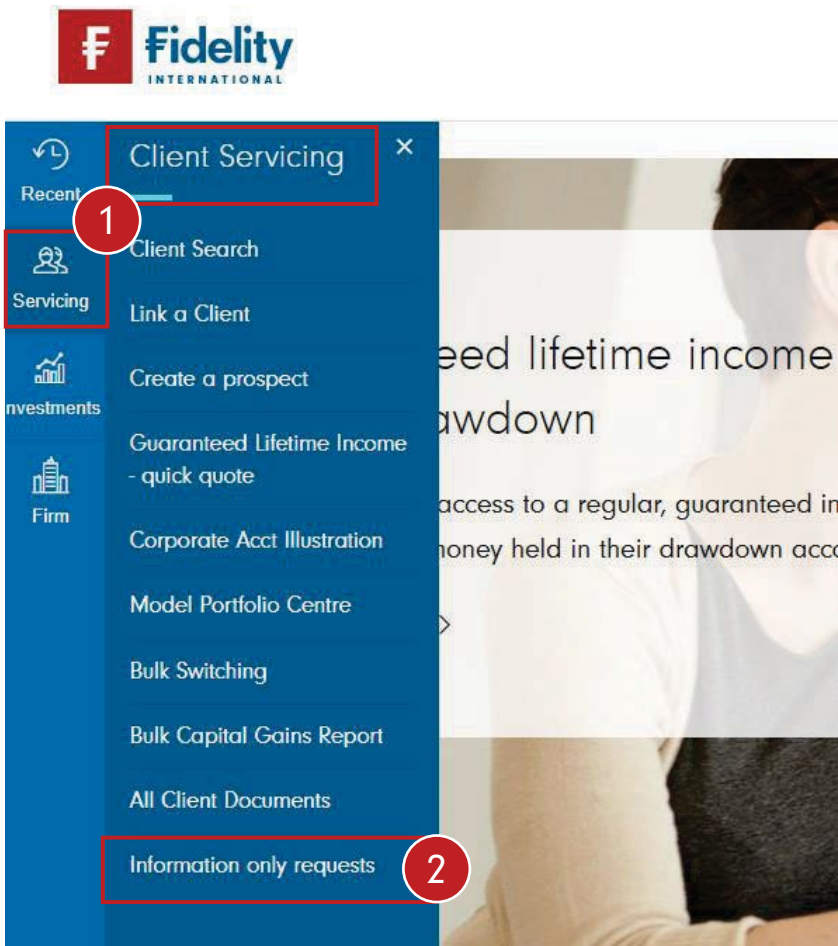
Fidelity Workplace Investing Information Only Request Guide

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'.

A screenshot of the Fidelity 'Information only requests' form. The form is white with a blue header bar at the top containing the Fidelity International logo. Below the header is a section titled 'Information only requests' with the subtitle 'Register information authority on a client's account(s) and request information.' Below this is a section titled 'Adviser firm details' which contains two fields: 'Select Unique Agency Number (UAN)' with a dropdown menu showing '1215582' and 'Adviser firm name' with a text input field containing 'Sonata Web Adviser'. Below this is a section titled 'Account type' with the subtitle 'Select the type of account you'd like information about'. It contains two radio button options: 'Fidelity Adviser Solutions' (with subtext 'ISA accounts, Investment accounts, Pension accounts, Junior ISA accounts and Junior SIPP accounts') and 'Fidelity Workplace Investing' (with subtext 'Workplace pension schemes'). A red circle with the number '1' is placed over the UAN dropdown, and another red circle with the number '3' is placed over the 'Fidelity Workplace Investing' radio button. At the bottom of the form are two buttons: a green 'Next' button and a grey 'Cancel' button.

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'.

Information only requests
Register information authority on a client's account(s) and request information.

1

Client details

First name

Last name

Date of birth
DD - MM - YYYY

The account number is on the member's Annual Statement, or on any other letter they've received from us. It's six or seven characters long and usually starts with a 'C' or a '5'.

Enter Fidelity reference number
The client's account for which you require information.

3

Next

Cancel



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'.

Information only requests
Register information authority on a client's account(s) and request information.

1

Client details

First name Last name Date of birth Fidelity reference number

Declaration

☐ By checking this box I confirm that:

- I have signed written authority from the client and any joint holder to request information on their accounts with Fidelity. On Fidelity's request, I will provide evidence of that authority
- My client and any joint holder is aware that their personal data will be processed by third party systems, including Fidelity, in order to place their investment. Information on how Fidelity processes personal data may be found in our [Privacy Statement](#)

2

3

Submit

Cancel

[Go back](#)

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**'.

Information only requests

Register information authority on a client's account(s) and request information.

1

Your request has been successfully submitted

What's next

■ 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.

■ 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.

Home Page

Go to firm documents

Fidelity INTERNATIONAL

Recent

Manage Users

Reporting Services

Adviser Firm Documents

Upload & Send Documents

Secure Messaging

2

Documents

Firm documents

Client documents

Select unique agency number (UAN)

Last 30 days

1

This page gives you access to documents relating to actions that may affect your firm or multiple clients. For Adviser Fee statements, please visit Reporting Services which can be found in the Firm navigation menu option.

All

Action needed

Unread

Sort by: Date

Showing results 1-5 of 5

3

Information about a workplace pension

1215582 | Profile and account updates

03-07-2025

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



Strictly private and confidential

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

www.fidelitypensions.co.uk

Fidelity Service Centre
Beech Gate
Millfield Lane
Lower Kingswood
Tadworth
Surrey
KT20 6RP

0800 3 68 68 68

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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