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Mr X  
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## How to get in touch

**Please contact:** Derbyshire IFA LLP  
DBS

### Alternatively

**Web:** [fidelity.co.uk/clients](https://fidelity.co.uk/clients)

**Freephone:** 0800 358 4060

Mon-Fri 8:30am-5:30pm

**You'll need this reference if you call:**

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6 March 2026

Dear Mr X

### Your adviser has switched you to paperless

You've been switched to paperless communications – It's faster, safer and more convenient.

From now on, we'll email you when there's a new document for you to view online.

You'll be able to access everything securely through your Fidelity account – including statements, valuations, and other important updates.

### What you need to do

#### 1. Register for our online service

If you haven't registered for online access yet, it's quick and easy. Just visit [fidelity.co.uk/accounts/register](https://fidelity.co.uk/accounts/register) and follow the instructions.

#### You'll need:

- Your Customer Reference Number (it's in the blue box above)
- Your National Insurance number
- Access to your email to receive a verification code.

#### 2. Check your email address

The email address we have for you on our system is: [X\\*\\*\\*\\*X@hotmail.com](mailto:X****X@hotmail.com). It's important to keep your personal information up to date. Once registered, if you'd like to use a different email address, please change your details in your account or app as soon as possible. Alternatively, you can contact your adviser or call us to make the change.

### Forgotten your details?

If you're already registered but don't remember your username or password, you can reset them. Go to [fidelity.co.uk/clients](https://fidelity.co.uk/clients) and click on 'Log in' and click 'Forgotten username?' and follow the instructions.

### **The benefits of going paperless**

- **Faster delivery** – you'll get your documents the day we send them.
- **24/7 access** – search and view older correspondence anytime.
- **Better security** – no sensitive documents sent by post, less risk of fraud.
- **Less paper** – reduces waste and supports a more sustainable future.

### **If you don't want to go paperless**

You can change your preferences and switch to paper whenever you like. Just speak to your adviser or log in to your online account and change your communication preference.

If you need any more support, contact your adviser or give us a call. We're here to help.

Yours sincerely

**Your Fidelity Team**