

Protecting what matters

Fidelity is committed to protecting you and your clients. We keep your data and clients safe with continuous strategic investments in cybersecurity and fraud prevention.



250+ technologists dedicated to cybersecurity and fraud prevention



Multimillion pound cybersecurity and fraud prevention program



200+ documented and independently certified security controls

We protect your greatest asset: your clients

A program focusing on protecting individual clients from account compromise, fraud, and identity theft.

Account protection features (from November 2025)

- Strong passwords (including upper-and lower-case letters, numbers, and special characters)
- PIN used as an additional authentication factor to enhance security during password changes, particularly when performed from unknown devices
- Multi-factor authentication will be required when logging-in, this may involve additional authentication steps if you're using an unknown device or if there are other risk factors
- A new security centre to enable you to manage passwords and PINs
- Greater control for your firm administrators to simplify and improve user management

Fraud detection and prevention

- Use of data analytics solutions and external threat intelligence
- High Risk Client Services Investor Servicing team
- Dedicated Fraud Prevention and Investigation team
- Fraud monitoring programme to test the effectiveness of key fraud controls

Fidelity's cybersecurity hub

- Visit www.fidelityadvisersolutions.co.uk/cybersecurity

Adviser Solutions



A proactive approach to security

We monitor your data and accounts 24/7, every day of the year

Continuous threat monitoring



Observe

Monitor suspicious client login and dark web activities



Act

Proactive engagement to notify firms and their clients

Strong pedigree of cybersecurity leadership



Cybersecurity leadership team with more than **200 years** of combined cyber experience



Hands-on experience

responding to high-level and sophisticated attacks

Dedicated fraud and cyber-risk teams

- Cyber defence operations
- Cyber threat intelligence
- Customer Identity & Protection
- Supplier Security Assurance
- Cyber incident response
- Ethical hacking team

“At Fidelity, our customers are at the heart of our business. We are unwavering in our commitment to safeguarding their data and assets while always striving to provide the best possible customer experience.”

Keith Metters

President Fidelity International



Fidelity is certified to the international standards for data security, cloud security, data privacy and business resiliency



ISO 27001 2013 Information Security Standard (Technology)
Certified since 2013. Updated to revised 2022 standard



ISO 20000 2018 IT Service Management Standard (Technology Infrastructure)
Certified since 2011



PCI-DSS Payment Card Industry Data Security Standard (e-commerce payment channel)



NIST Aligned to industry information security standards

Adviser Solutions



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