Q4 2025

Business Update

"We scale with purpose, focus intently on protecting customers and the firm, and launch new businesses that anticipate and fulfill customer preferences. All these efforts are driven by an underlying commitment to delivering exceptional customer service."

Abigail P. Johnson
Chairman and Chief Executive Officer

Customer engagement[1]

2.4 million
Social media service interactions[2]
↑ 72% year-over-year
Trailing six-month view

4.7 million
Daily average trades[3]
↑ 27% year-over-year

10.1 million
Fidelity Brokerage, Fidelity Wealth, or Workplace Investing customers who had a live or digital plan interaction YTD[4]
↑ 19% year-over-year

1.8 million
Appointments and walk-ins at Investor Centers and Regional Centers[5]
↑ 10% year-over-year

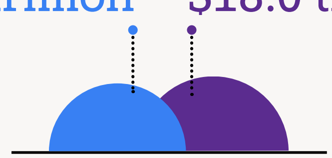
9.9 million
Calls to Fidelity associates working in the Fidelity Brokerage, Fidelity Wealth, Workplace Investing, or Institutional Wealth Management Services business units[6]
↑ 3% year-over-year

30.0 million
Unique visitors engaging with Fidelity.com, NetBenefits.com, Wealthscape.com, or mobile apps[7]
↑ 7% year-over-year

Assets

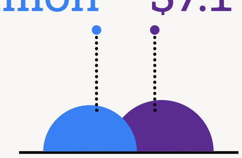
Assets under administration
↑ 19% year-over-year

Q4 '24 **$15.1 trillion**
Q4 '25 **$18.0 trillion**



Managed assets[8]
↑ 19% year-over-year

Q4 '24 **$5.9 trillion**
Q4 '25 **$7.1 trillion**



Highlights

Expanded our investable lineup of digital assets with the addition of a Solana coin offering and Fidelity Solana Fund (FSOL), our first staking-enabled exchange-traded product (ETP) and the third crypto ETP in our exchange-traded lineup.

Spot crypto ETPs are for investors with a high risk tolerance and invest in a single cryptocurrency, which are highly volatile and could become illiquid. Investors could lose their entire investment.

Introduced dynamic digital publishing for model portfolio collateral, replacing manual processes with a streamlined digital workflow. This advancement improves speed, accuracy, and scalability—delivering a better experience for advisors and clients.

The Fintech Open Source Foundation (FINOS) announced the launch of Fluxnova, an open-source process orchestration platform, in partnership with Fidelity and other financial institutions.*

Fidelity Charitable® rolled out Stripe, a new electronic funds transfer (EFT) offering, as part of the firm's broader paperless initiatives.

Awards and recognition*

Investopedia
Fidelity Go® ranked as best for low costs on annual Best Robo-Advisors list
Learn more about the award

Morningstar
Named best HSA for spending and investing
Learn more about the award

Forbes
Fidelity Go® named best overall robo-advisor
Learn more about the award

Stockbrokers.com
Recognized as best for customer support and financial planning
Learn more about the award

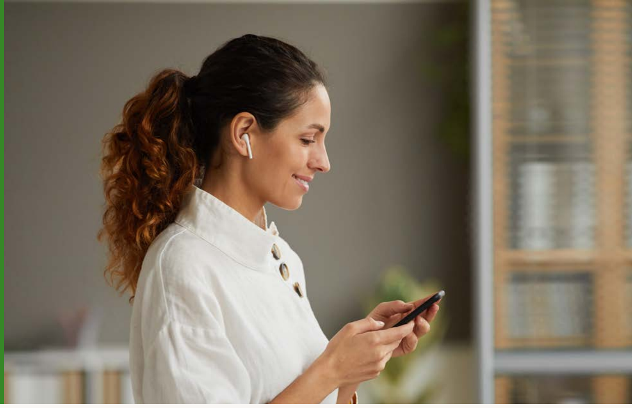
Explore past business updates

Q3 2025 Business Update

Q2 2025 Business Update

Q1 2025 Business Update

2024 Annual Report



Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

[1] Unless otherwise indicated, all data as of December 31, 2025. Figures may not sum precisely or match percentage changes exactly due to rounding.

[2] Social Media Service Interactions are calculated based on a methodology that includes proactive and reactive service-related content across Fidelity's social platforms. Proactive content includes FAQs, market topics, and answers to trending customer questions. Reactive service-related content includes responses to customer comments, tweets, direct messages, and secure chats.

[3] Daily Average Trades represent total customer/client trades divided by the number of trading days in the applicable reporting period. Trading days are based on NYSE business days for all except cryptocurrency, which trades seven days a week. Total customer/client trades are total trades across Fidelity, excluding portfolio allocation transactions, non direct Fidelity Capital Markets trades, advisory trades, and long/short separately managed account activity. Both retail and institutional cryptocurrency trades are included.

[4] Each individual is captured only once in this metric.

[5] Number of completed appointments handled by a Fidelity representative at a retail branch location. This includes virtual, in person, and walk-in interactions.

[6] Count of incoming calls that Fidelity receives from individuals, where the individuals spoke to a financial professional.

[7] Includes unique visitors who engage on Fidelity.com, NetBenefits.com, Wealthscape.com, the Fidelity Investments Mobile App, the NetBenefits Mobile App, or the Wealthscape Mobile App.

[8] Managed Assets, formerly called Discretionary Assets. Includes all Fidelity Investment products and managed accounts.

Past performance is no guarantee of future results.

Views expressed are as of the date indicated, based on the information available at that time, and may change based on market or other conditions. Unless otherwise noted, the opinions provided are those of the speaker or author and not necessarily those of Fidelity Investments or its affiliates. Fidelity does not assume any duty to update any of the information.

Spot crypto ETPs must be preceded or accompanied by its prospectus. Before investing you should carefully consider the Fund's investment objectives, risks, charges, and expenses. Spot crypto ETPs are for investors with a high risk tolerance and invest in a single cryptocurrency, which are highly volatile and could become illiquid. Spot crypto ETPs are not investment companies registered under the Investment Company Act of 1940 (the "1940 Act") nor are they commodity pools under the Commodity Exchange Act of 1936 (the "CEA"). As a result, shareholders of spot crypto ETPs do not have the protections associated with ownership of shares in a registered investment company nor are shareholders afforded the protections of investing in an CEA-regulated instrument or commodity pool.

Exchange-traded products (ETPs) are subject to market volatility and the risks of their underlying securities, which may include the risks associated with investing in smaller companies, foreign securities, commodities, and fixed income investments.

Fidelity Go and Fidelity® Wealth Services provide non-discretionary financial planning and discretionary investment management through one or more Personalized Portfolios accounts for a fee. Advisory services offered by Strategic Advisers LLC (Strategic Advisers), a registered investment adviser. Brokerage services provided by Fidelity Brokerage Services LLC (FBS), and custodial and related services provided by National Financial Services LLC (NFS), each a member of the NYSE and SIPC. Strategic Advisers, FBS, and NFS are Fidelity Investments companies.

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Before investing in any exchange-traded fund, you should consider its investment objectives, risks, charges, and expenses. Contact Fidelity for a prospectus, or, if available, a summary prospectus containing this information. Read it carefully.

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