


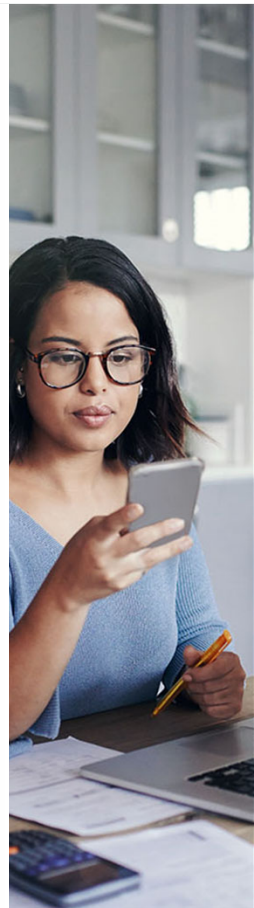


Employers' benefits administration pain points

And how Fidelity's Health & Welfare Administrative Services delivers value and positive outcomes

 Employers' pain points	 Value Fidelity delivers	 How employers benefit
Employees unengaged with their benefits	Easy access to all benefits and engaging communications relevant to each employee's unique financial journey <ul style="list-style-type: none"> • Integrated digital experience and navigation 	Employees are taking advantage of their benefits and experiencing less financial stress , enabling them to feel more productive at work <ul style="list-style-type: none"> • 6-8 NetBenefits® visits per quarter¹ • 90% are confident about their benefits decisions²
Multiple systems and log-ins	Single entry point for all the employees' benefits and one platform, vendor, and relationship manager for employers	Simplified management boosts engagement for employees and helps employers to optimize plan performance <ul style="list-style-type: none"> • 40% more employee visits to NetBenefits when enrolled in both financial and health products³
Too much administrative work	A fully outsourced solution , with an aligned service team accurately handling the logistics of benefits administration	Fidelity's personnel and processes alleviate the employer's management burden, freeing up time and resources so they can focus on their business <ul style="list-style-type: none"> • 13+ years average Client Service Manager tenure⁴
Poor service experience	A trusted provider who's always investing to deliver unparalleled service <ul style="list-style-type: none"> • 28+ years of experience in benefits administration • \$850 million investment across 2022-2026⁵ 	Fewer administrative challenges, employee escalations, vendor issues, and other service/support issues lead to time savings and long-term relationships <ul style="list-style-type: none"> • 21 years average active H&W client tenure⁶
Data errors/inaccuracy	Investment in the latest technology to mitigate data issues <ul style="list-style-type: none"> • 5M+ data quality tests run nightly⁷ • #1 cybersecurity among recordkeepers⁸ 	Employers gain more time due to fewer calls from employees about benefits coverage issues, payroll issues, and more, giving them both peace of mind <ul style="list-style-type: none"> • 99.95% operational accuracy⁹
Complexity of navigating health care	A suite of health benefits and tools to help employees make decisions and employers to navigate costs <ul style="list-style-type: none"> • Journey-based digital experiences 	Flexible and informed strategies enhance all employees' financial wellness while supporting organizations in reaching their goals , now and in the future



Important information

For plan sponsor use only.

¹Fidelity Internal Analysis from Q1 2021 to Q3 2023.

²NetBenefits® Annual Enrollment Satisfaction survey (10/1/22 - 11/30/23). This survey was administered via a pop-up invite when participants reached the enrollment confirmation page on NetBenefits®.

³All clients with workplace products were considered as of January 31, 2024.

⁴Average Client Service Manager experience as of 2023.

⁵Fidelity Internal Analysis as of December 31, 2023.

⁶Figure reflects Fidelity's H&W Administrative Services business as of June 14, 2024.

⁷Fidelity's nightly automated data monitoring tests and analysis to ensure client's benefit setup quality.

⁸Forbes 2023 published "America's Most Cybersecure Companies" research, ranking Fidelity #1 among all recordkeepers.

⁹Fidelity internal data during performance year 2023 (10/1/22 – 9/30/23).

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