

Feel confident investing

with Fidelity's

**Invest@Work**



**Fidelity**  
INTERNATIONAL

# Welcome to Invest@Work



**At Fidelity we want you to feel confident about your money, whether that's being prepared for life's unexpected moments or reaching an exciting financial milestone. We want you to feel optimistic about all your finances, which is why we created Invest@Work.**

**Invest@Work** is a service that is designed to sit alongside your workplace pension so you can do more to improve your overall financial wellness.

## Our aim with this service is make sure you:



**Feel confident:** You'll have an easy way to get your money working harder, so you can improve your financial wellness.



**Feel at ease:** You can contribute to accounts offered by our Personal Investing service, such as a Fidelity Stocks & Shares ISA, a Stocks & Shares Lifetime ISA, and/or an Investment Account, from your net salary through your company's payroll if you want to, or by investing directly with us.



**Feel supported:** You have access to our guidance tools and insights to help you with your investment decisions.



**Feel rewarded:** On top of everything else, you'll receive a generous discount on our usual service fee. **T&Cs apply.**

So, whether you're investing for the first time or have a wealth of experience, we've got you covered.

As one of the UK's leading investment companies with over 50 years of investing expertise, Fidelity is here to help you achieve your financial goals.

### Important information

The value of investments can go down as well as up, so you may get back less than you invest. Eligibility to invest in an ISA or Lifetime ISA and tax treatment depends on individual circumstances and all tax rules may change in the future. You cannot normally access money within a Lifetime ISA unless you are buying your first home, or from age 60. Other withdrawals may incur a 25% government withdrawal charge, so you may get back less than you put in. A Lifetime ISA is not a replacement for a workplace pension. If you save into a Lifetime ISA instead of enrolling into or contributing to a workplace pension, you could lose the benefit of employer contributions. The value of your Lifetime ISA could affect any current or future entitlement to means tested benefits. This information is not a personal recommendation for any particular investment. If you are unsure about the suitability of an investment you should speak to an authorised financial adviser.

# What we offer you



**Choice**  
5,500+ ways to invest

Funds, shares & more



**Expertise**  
Investment choices from  
100+ providers

Including Fidelity



**Discounted service fee**

A discount on our usual  
service fee



**Experience**

Fidelity has over 50 years of  
investing experience



**Flexibility**

The ability to vary what  
you save

 **Trustpilot**



**Confidence**



You must be age 18, resident in the UK and be a Non-US Person to open a Fidelity account (e.g. ISA, Lifetime ISA or Investment Account). Fidelity is unable to accept business from US Persons due to Foreign Account Tax Compliance Act (FATCA) and fund distribution licensing restrictions.

# Helping you with your investment decisions



**Whether you're a beginner or an advanced investor, we can help you to find your next investment from the thousands on offer.**

Our range of online tools could help you with your decision. Read the following explanations of what each tool does to see which of them could be useful to you.

If you've never invested before, it can be difficult to pick your first fund. This is where **Easy Invest** comes in. It helps you with a straightforward investment idea to consider.

With our **Navigator tool**, you just make a few straightforward decisions and it will show you a single investment to consider based on those decisions. This investment will hold a selection of funds that is chosen and monitored by Fidelity's Multi Asset team.

If you want to pick your own funds but need some ideas to help you get started, take a look at **Select 50**. With thousands of funds to choose from, **Select 50** can help you choose from the range of funds available on our website. The funds are chosen by investment experts and feature active and passive funds, investment trusts and exchange-traded funds (ETFs) from over 100 providers. All you have to do is research the ones you like the look of.

If you know what you want, but need help finding it, try **Investment Finder**. It covers all the funds and shares in the Fidelity Personal Investing range and offers an extensive selection of filters that you can use to create your own personal shortlist.

If you're not ready to decide what investment(s) to choose, but still want to open an account, you can pay in your contributions as cash and decide where to invest later.

Watch our short video on investments [here for more help](#).

## **Important information**

Please note that these guidance tools are not a personal recommendation in respect of a particular investment. If you need additional help, please speak to an authorised financial adviser. You should regularly reassess the suitability of your investments to ensure they continue to meet your attitude to risk and investment goals.

# Payroll deductions



If you're ready to start building up some savings, we offer you flexibility in how you can pay monthly into a Fidelity Stocks and Shares ISA, Stocks & Shares Lifetime ISA (LISA), and/or an Investment Account.

If you are new to Fidelity Personal Investing, you can open a new ISA, Lifetime ISA, and/or Investment Account, and make contributions through your payroll.

If you are an existing Fidelity customer, you can make payroll contributions to an existing Fidelity ISA, Lifetime ISA, and/or Investment Account, if you have one, or open a new account if you prefer.

Choose your level of contribution and your monthly amount will be deducted from your pay, after tax. You can change your regular contribution amount throughout the year, or top up your account with lump sums.

Just remember that if you're investing in an ISA, there is a yearly maximum contribution, which is currently £20,000 per person. If you decide to invest in a Lifetime ISA, there is a yearly maximum contribution of £4,000 per person, which counts towards your overall ISA limit.

If you don't want to make payroll contributions but would still like to open an account and benefit from the discount, please read page 9.

If you have ever held an account or previously had communication with Fidelity Personal Investing, please contact us before you open a new payroll account and we will link your records. This is to make sure you can complete your online account opening journey. Similarly, if you no longer have your customer reference number, please contact us so that we can help. See page 11.

## Get started here:



To open a new account or link to an existing Fidelity account, please go to [www.fidelity.co.uk/iaw-all-lisa](http://www.fidelity.co.uk/iaw-all-lisa)

### You'll need the following information:

- Your National Insurance number
  - Your Employer reference number - XXXXXXX
  - Your staff number
- 
- Use your full and proper legal name as shown on your passport.
  - Once your account has been set up, or your existing account has been linked, please remember to select your investments.
  - Your discount will be automatically applied to all of your Fidelity Personal Investing accounts when you save via payroll. **T&Cs apply.**



You can watch a video of how to open your payroll linked account [here](#).

# Compare accounts



	Fidelity Stocks & Shares Lifetime ISA	Fidelity Stocks & Shares ISA	Fidelity Investment Account
Who can open an account?	UK residents aged between 18 & 39 (with the option to keep contributing until you're 50).	UK residents aged 18 or over.	UK residents aged 18 or over.
How much can I invest each year?	Up to £4,000.	Up to £20,000 (which includes any investments in a Lifetime ISA).	As much as you want.
Are there tax benefits?	Yes. They include no tax on interest, dividends, or capital gains.	Yes. They include no tax on interest, dividends, or capital gains.	No, but you can potentially benefit from tax allowances for capital gains, dividends, and interest, depending on your situation and types of investment you make.
Is there a government bonus?	Yes. There is a 25% top-up on investments. So, if you put in £4,000, you get an extra £1,000 each tax year.	No.	No.
How many of these accounts can I have?	You can have more than one LISA, but you can only contribute to one in each tax year.	You can hold as many stocks and shares ISAs as you like across different providers - you just need to remember that in any tax year, you cannot contribute more than £20,000 in total across all ISA accounts you hold.	You can have as many as you want each tax year.
Can I transfer into this account from similar accounts I hold elsewhere?	No.	Yes.	Yes.
What happens if I take my money out?	It's tax free from the age of 60 or if used for a house purchase (under £450,000) as long as it has been 12 months from your first contribution. Otherwise, there's a 25% government withdrawal charge, which could mean you get back less than you put in.	You can make tax free withdrawals whenever you want. Just remember that you lose that portion of your ISA allowance if you make a withdrawal.	If you make a profit, you may have to pay capital gains tax (depending on your personal tax situation).
Can I take an income from my investment?	Yes, you can take a tax-free income from your 60th birthday from your Lifetime ISA. Before this time, any income will be subject to the 25% government withdrawal charge.	Yes, and it will be tax free.	Yes, but you may have to pay tax on interest or dividends (depending on your personal tax situation).
What are the costs?	Invest@Work offers a discounted service fee of 0.30% (normally 0.35%). We don't charge for buying or selling funds. For shares, exchange-traded funds and investment trusts, we charge £1.50 for regular savings and £7.50 for online one-off deals (£30 over the phone). There will be charges set by the companies managing your investments. Ongoing fund charges range from 0.05% to 2.4%. Find out more about fees at <a href="https://www.fidelity.co.uk/services/charges-fees/">fidelity.co.uk/services/charges-fees/</a>		

**Important information** - the value of investments can go down as well as up, so you may get back less than you invest. Eligibility to invest in an ISA or Lifetime ISA and tax treatment depends on individual circumstances and all tax rules may change in the future. You cannot normally access money within a Lifetime ISA unless you are buying your first home, or from age 60. Other withdrawals may incur a 25% government withdrawal charge, so you may get back less than you put in. A Lifetime ISA is not a replacement for a workplace pension. If you save into a Lifetime ISA instead of enrolling into or contributing to a workplace pension, you could lose the benefit of employer contributions. The value of your Lifetime ISA could affect any current or future entitlement to means tested benefits. This information is not a personal recommendation for any particular investment. If you are unsure about the suitability of an investment you should speak to an authorised financial adviser.

# Your questions answered



## Making and changing your payroll contributions



### Flex your contributions through your employer

You can increase or decrease your contributions on a monthly basis. All you need to do is visit your employer's benefit portal and amend the contribution before your employer's monthly payroll cut-off date – which is normally the **XXth** of the month.



### Making contributions to Fidelity

When you set up your account, we will ask you for your initial contribution. After that you can increase or decrease your regular contributions monthly. You simply need to log into to your account and go to Manage Investments, then select Regular Savings Plan and amend your contribution. You need to make any change before your employer's monthly payroll cut-off date – which is normally the **XXth** of the month.

# Your questions answered



## When do my contributions get invested?

Your contributions will be invested in your account within 48 hours of Fidelity Personal Investing receiving the money from your employer. This is normally a few days after your pay day. Your employer will be able to give you exact details of when the money is sent to Fidelity Personal Investing.

## What happens if I leave my employer?

If you are contributing to your account via payroll this will come to an end and you will no longer receive a discount off the service fee. However, you can continue to contribute into your account by making lump sums using your debit card. If your new employer offers Invest@Work, you may be eligible to register for a discount, and details for how to do this will be available from your new employer.

## Exceeding your ISA allowance

If you exceed your ISA or LISA allowance, any contribution you make over £20,000 per annum (£4,000 per annum in the case of LISA) will be automatically placed into your Cash Management Account. We will let you know if this happens. A Cash Management Account is opened for you to help you manage the movement of money between your main accounts. If you want, you can place cash in this account to pay your service fees without having to pay fees from a tax-efficient account such as an ISA or LISA. Any money paid into your Cash Management Account can be moved to another account type of your choice at any time. You don't need to monitor your contributions or worry about exceeding your ISA or LISA limit.

## What happens if I stop contributing via payroll through my employer?

If you decide to stop contributing to your account via payroll, you may no longer automatically receive a discount off the service fee. However you can continue to take advantage of the discount service fee by registering directly with Fidelity. For details on how to do this, please see the *Saving directly with Fidelity* section on page 9.

## What happens if my employer stops offering a payroll facility?

If your employer stops contributing into your investment account via payroll, you may no longer automatically receive a discount on the service fee. However, you can continue to take advantage of the discount service fee by registering directly with Fidelity. For details on how to do this, please see the *Saving directly with Fidelity* section on page 9.



# Saving directly with Fidelity



If you would prefer to pay into a Fidelity account directly from your bank account rather than through your employer's payroll, you can save into a Fidelity Stocks and Shares ISA, and/or an Investment Account. You can pay in regular amounts and ad-hoc lump sums by direct debit or debit card.

You also have the option of directly adding occasional lump sums into a Fidelity Lifetime ISA by using your debit card. In this situation, you will need to open the account through Invest@Work and make regular contributions from your salary first.

You can benefit from a discount on all your Fidelity Personal Investing accounts by following the steps in the *Get started here* box opposite.

**Important information** – the value of investments can go down as well as up, so you may get back less than you invest. If you invest in an ISA there is no capital gains tax on growth and no income tax on interest. If you redeem ISA holdings, you cannot reuse that ISA allowance. You do not have to pay income tax or capital gains tax on investments held in an ISA or Lifetime ISA.

This information is not a personal recommendation for any particular investment. If you are unsure about the suitability of an investment, you should speak to an authorised financial adviser.

## Get started here:



Go to [www.fidelity.co.uk/iaw-all-isa](http://www.fidelity.co.uk/iaw-all-isa) to open a new account.

To apply the discount to your new or existing personal investing account(s):

- Login to your **Personal Investing account**
- Click on '**Profile**' in the main menu
- Go to **Preference Centre**
- Select **Invest@Work Discount**
- Add your Employer Code which is:
- **XXXXX** (zero one)



Read the guide to apply for the discount here

# Feel supported with reporting your investments



You will need to report your investments to your employer, so please register for our Employee Compliance Reporting service.

Fidelity International is an approved broker\*, so this service will keep your compliance team updated with your holdings and transactions. This service will automatically get you the Invest@Work discount as well. **T&Cs apply.**

**Please visit our web page** if you'd like to know more about how to do this.

If you need to preclear your investments before making a trade, please remember to contact your employer's compliance team and follow your employer's internal policies.

\*An approved broker is one that an employer has deemed that employees are permitted to use. This 'approval' is granted to brokers that provide the necessary automated compliance reporting. It is not an endorsement of Fidelity.



## Get started here:

Go to [www.fidelity.co.uk/law-af-lisa](http://www.fidelity.co.uk/law-af-lisa) to open a new account or login to your existing account.

To apply the discount to your new or existing personal investing account(s):

- Login to your **Personal Investing account**
- Click on **'Profile'** in the main menu
- Go to **Preference Centre**
- Select **Employee compliance reporting**
- Add your Employer Code which is:
  - **XXXXXX** (zero one)
- Click **'Register'**

After you've completed these steps, we'll send your information to your employer within 48 Hours.



Read the guide to find out how to activate employee compliance reporting [here](#)

# Transferring investments to Fidelity



**Having investments spread across multiple providers can be time consuming and costly, but bringing them together can mean less stress and paperwork for you, allowing you to take control of your money.**

Here at Fidelity we work hard to make your life easier – all you have to do is let us know which investment accounts you would like to transfer across to your Invest@Work account and we will do the rest.

## **Where can I find information about transferring my investments to Fidelity?**

- Make sure you open an Invest@Work account first by visiting [www.fidelity.co.uk/iaw-all-lisa](http://www.fidelity.co.uk/iaw-all-lisa)
- You can find useful information about Fidelity's transfer options as well as helpful guides, so you can weigh up the pros and cons before making any decisions: [www.fidelity.co.uk/transfer](http://www.fidelity.co.uk/transfer)
- If you have questions about making a transfer, please phone Fidelity on:
  - **0800 0854 263**
  - **8.30am to 5.30pm Monday to Friday**
  - **9am to 12.30pm on Saturdays**

## **Important information**

Please be aware that if you transfer share classes that are not supported by Fidelity, they will be sold and moved to us as cash. If this happens, you will be out of the market while your money is being transferred, so you could miss out on growth and income if the market rises during this time. Completion times will vary as the process is reliant on prompt action by your existing providers. Before making your decision, please read our transfer guide: [Moving your investment to Fidelity](#), which explains the options available and gives you the important information you need to know. If you are unsure about the suitability of an investment and/or investments, you should speak to an authorised financial adviser.

# How to **links** and guides



## How to set up a regular savings plan (non-payroll)

- Set up a regular savings plan >
- Amend your regular savings plan >
- Cancel your regular savings plan >

## Adding and withdrawing cash

- How to add cash to your account >
- How to withdraw money from your account >
- How to add cash to your management account >

## Managing your account

- How to register to get online access >
- How to change your password >
- How to view your transaction history >
- How to view your documents >
- How to change your address >
- How to change your communications preferences >

## Buy sell and switch investments

- How to register search for investments >
- How to buy a fund (OEICs & Unit Trusts) >
- How to sell a fund (OEICs & Unit Trusts) >
- How to buy Exchange Traded Investments (shares, ETFs, Investment Trusts) >
- How to sell Exchange Traded Investments (shares, ETFs, Investment Trusts) >
- How to switch your investments >

## FSCS protection

You can find out how your money is protected by visiting [here](#), where you can find information on the Financial Services Compensation Scheme (FSCS) and read about the steps that Fidelity takes to protect your money.

# Here to help you

If you need further help, please call our dedicated **Invest@Work** number on **0800 368 0890**.

Our lines are open Monday to Friday: 8.30am to 5.30pm and Saturday: 9am to 12.30pm



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