

## Steps Fidelity is Taking

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To protect your information and assets, Fidelity employs extensive physical, electronic, and procedural security controls, regularly adapting them as technology and threats evolve. Although we cannot fully disclose all of our tactics, here are just a few of the measures we take.

### **Customer ID and Password**

When you sign up for online access to FidelityPrime.com, you establish your own personal password. Together with your Customer IDs, your secret password allows you encrypted, secure access to your accounts.

### **Customer Access to Account Information**

We verify your identity before granting you access to your accounts.

### **Timed Log-Off**

FidelityPrime.com automatically logs you off after an extended period of inactivity. This reduces the risk that others could access your information from your unattended computer.

### **Firewalls**

To block unauthorized access, all our computer systems are protected by firewalls, electronic barriers that prevent unauthorized access to our networks.

### **Encryption**

Fidelity employs some of the strongest methods of encryption commercially available today. All online activity involving personal or sensitive information is encrypted from the point it leaves your computer until it enters our systems. For your general online security, be sure you see the letter "s" at the end of "https" at the beginning of the URL address before entering any sensitive information, indicating the site is secure (e.g., "https://www.fidelityprime.com"). Similarly, another indication that a website is secure is a padlock icon in the lower right corner of your browser.

### **Constant Surveillance**

Fidelity security teams monitor our systems round-the-clock, ensuring you have timely and secure access to your accounts.

### **Workplace Security**

Because we also print and deliver documents containing sensitive account information, all such work areas are monitored round-the-clock and restricted to authorized personnel only.

### **Employee Access to Customer Information**

Just as we limit physical access to our work areas, we also restrict access to systems containing customer data and monitor system access continuously.

### **Employee Education**

Fidelity employees receive thorough training on our security policy and are held accountable for adhering to the policy. Employees who work directly with customers also receive training on emerging risks, such as Identity Theft.