

## Services for Third-Party Administrators

Enhancing the way you can do business



We offer products, tools, and services designed to help you thrive, from a robust range of brokerage and investment offerings to straight-through transaction processing and integration with your recordkeeping system.



## Understanding your business

Whether you offer just recordkeeping services or provide a full array of capabilities, including advice, you can work with a leader that has proven experience in retirement services—one that understands the unique needs of third-party administrators (TPAs) and is committed to providing a comprehensive range of products and services to help you support the evolving needs of your clients.

Having access to a core program designed specifically for the TPA marketplace can serve as the basis to help you attract new plan sponsors, potentially increase assets under management, and improve operational efficiency to achieve your firm's growth objectives.

Continual investment in these products and services can help position you to better serve your plan sponsor clients and their participants. You will have the option to:

- Access an extensive range of investment products
- Take advantage of an open architecture technology platform that integrates with your recordkeeping system
- Leverage the SunGard Global Network (SGN)<sup>1</sup> for efficient trade processing
- Draw on more than six decades of financial services experience

<sup>1</sup>SGN Brokerage Services offered in the United States and Canada are provided by SunGard Institutional Brokerage Inc., member FINRA, SIPC.

Clearing, custody, or other brokerage services may be provided by National Financial Services LLC or Fidelity Brokerage Services LLC, members NYSE, SIPC.

# Leverage the strength and reputation of Fidelity

*“We start with the premise that Fidelity’s reputation, which is the basis for earning customers’ trust, is its greatest asset.”*

—Edward “Ned” C. Johnson 3d

## COMMITMENT

Work with a provider who is committed to the TPA marketplace for the long term. Fidelity is a recognized name that plan sponsors and their participants can trust. In addition, as a privately owned firm, we have the freedom to invest continually in the latest capabilities to help you efficiently manage day-to-day activities and potentially grow your business over time.

## EXPERIENCE

Collaborate with a team of experienced professionals who understand your unique needs. The professionalism, creativity, energy, and dedication of our employees have been the driving forces behind our successful growth.

## INNOVATION

With Fidelity, you can benefit from continuous innovation and improvement. We offer a vast range of investment options, launched the industry’s first Web-based wealth management platform, and are focused on identifying and addressing the future business needs of TPAs.

# Comprehensive custody services

Whether you have daily valuation or balance forward plans, as a Fidelity client you can simplify and streamline your operations while consolidating assets with a single custodian. We have one of the nation's most highly automated brokerage processing platforms, offering the size, scalability, technology, and service experience needed to help you strengthen your business.

## ROBUST CAPABILITIES

Given the sophistication of your business and your clients, you are likely to require a strategic ally that offers substantial custody capabilities. Fidelity is ideally positioned to serve in this role. We provide custody for mutual funds and individual securities; consolidated monthly client statements that summarize stock, bond, and mutual fund positions; and trade confirmations and duplicate statements that are sent to you electronically. With Fidelity, your clients can also give their employees the option of purchasing company-issued stock through their qualified retirement plans.

## AN EFFICIENT CHOICE

We know you are looking to improve operational efficiencies, so we offer fully automated mutual fund account opening as well as timely and accurate posting of transactions and consolidated reporting. Access what you need, when you need it, online<sup>2</sup> through Fidelity WealthCentral,<sup>®</sup> our Web-based platform for TPAs, or through your own recordkeeping system.

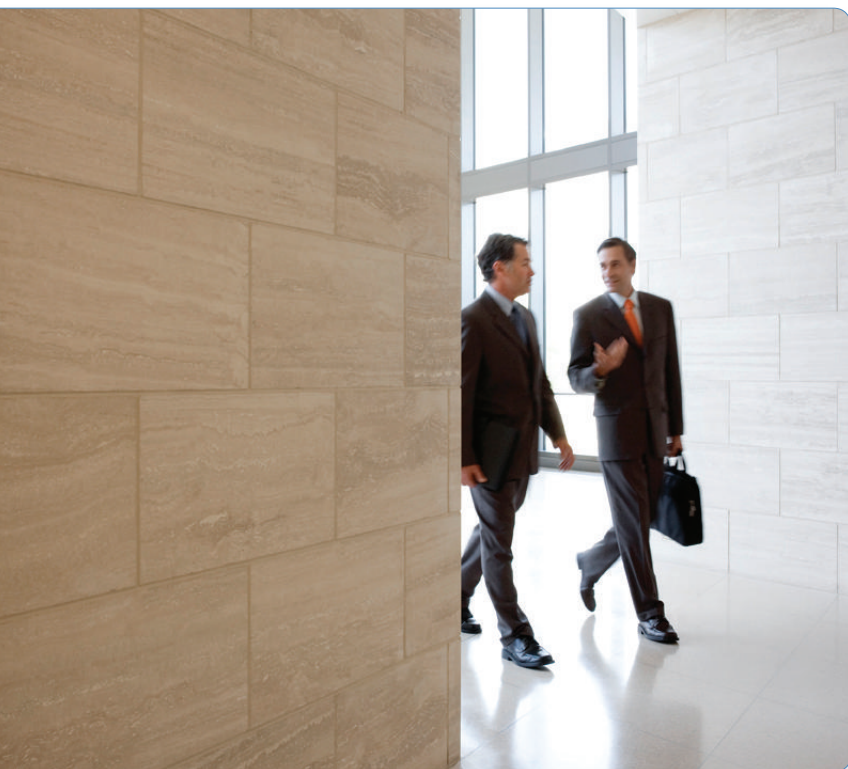
## STREAMLINED ACCOUNT OPENING

We take a proactive approach to help ensure a smooth process for converting and transferring assets. This includes maintaining ongoing contact with delivering firms and collaborating with them to address any questions that may arise. We also expedite the account opening process with electronic applications, and provide data to assist with recordkeeping system reconciliation.

<sup>2</sup>System availability and response times may be subject to market conditions.

# Straight-through processing for greater efficiency

We automate nearly every aspect of the investment process—from order placement and reconciliation to account management and reporting.



## OUTSOURCED MUTUAL FUND RELATIONSHIPS

Fidelity's platform can help simplify the administrative tasks required to serve plan sponsors by eliminating the need to contact multiple fund families in order to place and reconcile trades. As a Fidelity client, you are able to operate under the agreements we have in place with a wide selection of mutual fund companies. We set up all mutual fund accounts for you—most the same day, with no additional paperwork required.

### A TECHNOLOGICAL ADVANTAGE

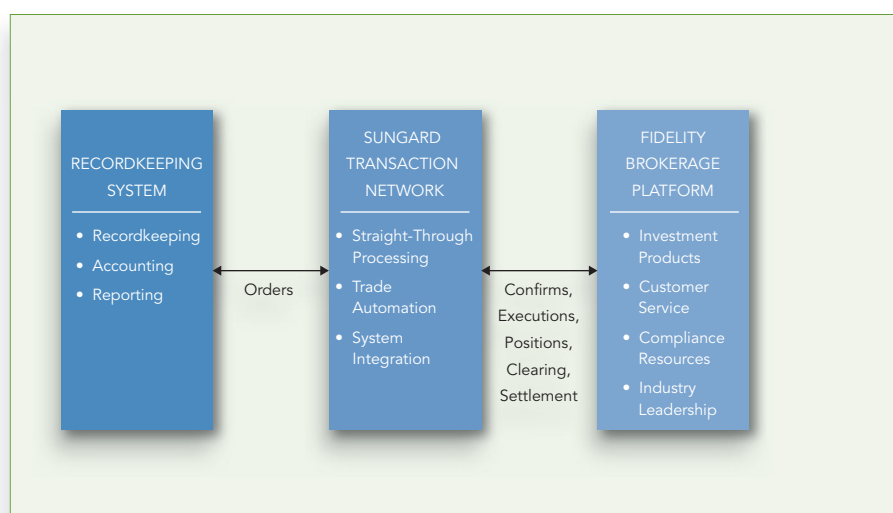
By integrating Fidelity's robust brokerage offering with SunGard's trade processing, you obtain powerful tools for multifund trading, inquiry, and reporting. Same-day exchange lets your plan participants make trades at daily market close prices. Immediate status of order processing and T+1 functionality for confirmations are specifically designed to keep you and your clients up to date on account activity. They also help maintain the integrity of order processing while minimizing market risk and error.

### SIMPLIFIED ACCOUNT ADMINISTRATION AND BACK-OFFICE FUNCTIONS

Together with SunGard, our technology solutions interface virtually seamlessly with many recognized third-party recordkeeping software packages, including Relius® Administration, Schwab Retirement Technologies®, and InvestLink.<sup>3</sup> Our technology can also be configured to interface with most proprietary systems.

### EASY DIVIDEND PROCESSING

The Fidelity platform also provides you with comprehensive dividend information in a convenient online format. We post dividends within two days of the payable date. Detailed reporting is provided through Fidelity WealthCentral, and dividend and daily distribution rates are provided every day, as appropriate.



<sup>3</sup>The third-party firms listed are not affiliated with Fidelity Investments. Listing them does not suggest a recommendation or endorsement.

# A vast array of investment options

When you work with Fidelity, you have access to a wide range of investment products and services to help you meet the increasingly diverse needs of plan sponsors and their employees.

## EXTENSIVE CHOICES FOR MUTUAL FUNDS

Fidelity connects you to one of the widest selections of mutual funds in the industry, including thousands of Fidelity and non-Fidelity share classes. You have access to style-specific products in all major investment disciplines, spanning the wide risk-reward spectrum.

### *Fidelity Institutional FundsNetwork®*

As a consolidated fund-trading platform, our Institutional FundsNetwork (IFN) can help you reduce your administrative workload by eliminating the need to contact multiple fund families to place and reconcile trades. Fund holdings are incorporated into our consolidated monthly statement for your plan sponsor clients.

Through IFN, you have access to:<sup>4</sup>

- More than 17,000 share classes from more than 490 participating fund families
- More than 13,500 CUSIPs available with expense reimbursement for retirement assets, including many load funds
- More than 11,500 load-waived and no-load funds that can be purchased without paying a transaction fee<sup>5</sup>
- More than 800 offshore funds
- More than 350 Fidelity funds without transaction or custody fees<sup>5</sup>

<sup>4</sup>These figures are as of June 30, 2011.

<sup>5</sup>Fidelity Investments reserves the right to change the funds available without transaction fees and to reinstate the fees on any funds.



### Fidelity Retail Funds<sup>6</sup>

Access a comprehensive family of more than 250 Fidelity mutual funds managed by one of the industry's largest teams of research analysts and portfolio managers. Our equity funds span the risk-reward spectrum in a variety of investment disciplines, styles, and market capitalizations.

We also offer:

- Government, corporate, high-yield, and municipal funds
- A wide selection of international, industry-specific, and sector portfolios
- Fidelity Freedom Funds<sup>®</sup> — a selection of lifecycle funds for investors with specific retirement time horizons<sup>7</sup>

### Fidelity Advisor Funds<sup>®6</sup>

Available through Fidelity Financial Advisor Solutions, Fidelity Advisor Funds is a family of more than 100 mutual funds available to investors exclusively through investment professionals. These funds range from conservative and tax-advantaged income funds to aggressive growth and sector funds.



<sup>6</sup>These figures are as of June 30, 2011.

<sup>7</sup>The investment risk of the Fidelity Freedom Funds changes over time as the funds' asset allocations change. The funds are subject to the volatility of the financial markets, including that of equity and fixed-income investments in the U.S. and abroad, and may be subject to risks associated with investing in high-yield, small-cap, commodity-linked, and foreign securities. Principal invested is not guaranteed at any time, including at or after the funds' target dates.

# Directed trustee and paying agent services

A directed trustee distributes fiduciary responsibility more broadly, thereby reducing the possibility of conflicts of interest. An independent professional trustee impartially operates the plan in the best interests of participants and adds a layer of confidence that assets are used solely for the benefit of participants.

## INTEGRATED TRUSTEE AND BROKERAGE SERVICES WITH STRAIGHT-THROUGH PROCESSING

To address the need of many plan sponsors for a corporate trustee, Fidelity Personal Trust Company<sup>8</sup> offers a fully integrated institutional custody and trust offering. Leveraging a professional trustee's experience may:

- Provide certain oversight and support functions for the plan in accordance with ERISA
- Have the potential to help reduce audit expenses by producing statements that qualify for a "limited scope" audit

Use of a directed trustee combined with recordkeeping integration provides an opportunity to help reduce administrative costs by outsourcing paying agent functions such as:

- Automated contribution, distribution, and loan processing, including tax withholding on remittances
- Online Web-based tools for contribution and distribution status and processing
- Consolidated quarterly plan statements and annual certified statements with the IRS Form 5500 schedule
- IRS Form 1099-R tax reporting
- Automated ACH pull processing with the ability to manage money sources

<sup>8</sup>Fidelity Personal Trust Company, FSB, is a Fidelity Investments company and a federal savings bank. Nondeposit investment products and trust services offered through Fidelity Personal Trust Company, FSB, and its affiliates are not insured or guaranteed by the Federal Deposit Insurance Corporation or any other government agency, are not obligations of any bank, and are subject to risk, including possible loss of principal.

# Self-directed brokerage

Fidelity's self-directed brokerage account option, BrokerageFlex,<sup>®</sup> allows more sophisticated participants to select from thousands of mutual funds as well as other investments beyond their plan's standard options.

## A FLEXIBLE INVESTMENT OPTION

BrokerageFlex<sup>®</sup> combines the attributes of a retirement plan with the additional flexibility of a brokerage account, giving participants expanded investment choices and the opportunity to actively manage their retirement plan contributions.

- Online cash movement tool for you to move between plan and participant accounts
- Full Web-based participant trading tools
- Phone support

You can consolidate BrokerageFlex accounts with other assets on our platform for ease of recordkeeping. We'll provide the operational support, and you and your plan sponsor clients can set trading restrictions for a greater sense of security. In addition, plan participants can use extensive, ongoing communications to trade or place orders, obtain real-time quotes, review orders and recent transaction history, and access third-party market news.

# Tools to help you grow your business

We offer a wide range of online tools to provide ready access to the information you need to effectively serve your clients.

## EASY-TO-USE MUTUAL FUND SEARCH TOOL

To help you select the most appropriate mutual funds for plan sponsors, we provide online access to an extensive mutual fund database that offers up-to-date information on all the funds available through Fidelity's Institutional FundsNetwork (IFN). Data can be sorted by more than 70 different criteria, such as fund type and whether there's a transaction fee.

## COMPREHENSIVE EXPENSE REIMBURSEMENT INQUIRY AND REPORTING TOOL

Our online Expense Reimbursement inquiry and reporting tool enables you to easily monitor payments received from Fidelity across multiple fund companies and retirement plans. The system facilitates ad hoc inquiry and reporting for all expense reimbursements received or fees paid by the plan. The system also supports information searches by any number of criteria.

When you have the information you want, you can simply print a consolidated report directly from the system, or export the information to an Excel<sup>®</sup><sup>9</sup> worksheet for further analysis.

## EXTENSIVE ONLINE CAPABILITIES

Fidelity WealthCentral is an integrated analysis, trading, and reporting system that enables you to view detailed client account information, positions held across all accounts, and updated market data—all with a single sign-on. In addition, a wide range of online business forms and administrative documents can help you respond quickly to client requests. Using these enhanced services may also allow you to benefit from the simplified administration, accounting, and reporting capabilities available within a straight-through processing environment.

<sup>9</sup>Excel is a product of Microsoft Corporation.

You will have convenient access to your information:

- **Accounts**—Easily view positions, balances, history, order status, account summaries, account features, and statements and records.
- **Reports**—Access reports on new accounts, expense reimbursement, and fees.
- **Service**—Receive e-mail alerts, send service inquiries, and track asset transfers.
- **Products and Programs**—Tap into marketing support and view available funds, technology solutions, and more.

You will also have access to certain processing capabilities:

- **Cashiering**—Request and track your own cashiering transactions.
- **Short-Term Redemption Fees**—Submit the fees for funds that are part of the Fidelity track-and-remit program.
- **Self-Directed Brokerage**—Move cash between the plan and participant accounts in real time.
- **Fees**—Process fees from plan accounts that deposit directly to your master fee account.
- **SEC Rule 22c-2**—Receive and transmit data to comply with regulations via one convenient location.

## COMPLIANCE AND REGULATORY RESOURCES

By working with Fidelity, you have direct access to our organization's continuous focus on industry trends, regulatory changes, and mutual fund compliance tools.

We have developed a support model for SEC Rule 22c-2 requirements and have executed 22c-2 agreements as the first-tier intermediary for all funds on our platform. As a Fidelity client, you will not be required to enter into separate agreements with individual fund companies and you can use our 22c-2 tool to help ensure your firm's compliance.

Fidelity will continue to monitor additional regulatory changes and provide the information and support for this ever-changing landscape.

# Client support

What sets Fidelity's proactive service model apart is dedicated professionals, measurable performance standards, and our commitment to understanding your business and ensuring that our resources have a virtually seamless integration with yours.

## EXPERIENCED IMPLEMENTATION TEAM

To help ensure that conversions to our platform are completed in a smooth, accurate, and timely manner, you will be assigned a dedicated implementation team composed of a project manager and a technical integration analyst. Working together, your implementation team will develop strategies and help move new Fidelity clients onto our platform in an efficient manner.

## ASSET CONVERSION SUPPORT

We take a proactive approach to help streamline the process of converting and transferring assets. This includes maintaining ongoing contact with delivering firms and collaborating with them to address questions

that may arise. Electronic applications and transfer-of-asset forms, assistance with recordkeeping system reconciliation, and a conversion reference manual all can help expedite the account opening process.

## ONGOING TRAINING PROGRAMS

Fidelity will provide you with up-front and ongoing support and will supply you with tools to help you meet the unique needs of your firm. We offer a range of training options, including:

- Tele-training
- On-site support
- Web-based interactive programs

THREE STAGES OF CLIENT SERVICE			
STAGE	1) PRE-CONVERSION	2) CONVERSION	3) ONGOING SUPPORT
SUPPORT	<ul style="list-style-type: none"><li>• Contract signed</li><li>• Finalize conversion date</li><li>• Fidelity performs client needs assessment</li></ul>	<ul style="list-style-type: none"><li>• Account applications produced and mailed to client</li><li>• New accounts established</li><li>• Technology deployed and training completed</li></ul>	<ul style="list-style-type: none"><li>• Transition to client services</li><li>• Day-to-day support provided through Fidelity service model</li></ul>

# Your dedicated service team

Behind every one of our clients is a dedicated team that specializes in serving TPAs. Our in-depth understanding of the complexities of your business enables us to tailor our relationship to your specific needs, and assign experienced professionals to help you with the critical strategic and business development facets your firm may require.

## How your Fidelity team works with you

### Relationship Manager

- Overall relationship owner and business consultant
- Connects you to the power of Fidelity

### Client Service Organization

- Delivers overall Fidelity operational experience
- Offers access to experienced professionals
- Helps you adopt best practices to drive efficiencies
- Advocates enhancements and helps identify future service needs



### Marketing Support

- Practice management
- Client communications
- Collateral development

### Product Management

- Develops enhancements to existing product offerings
- Incorporates and implements industry and regulatory changes within product offerings
- Identifies and develops new products

***Your Relationship Manager*** serves as the key strategic contact. Responsible for your overall relationship, this professional can connect you to the broader power of Fidelity and help ensure that you have access to the services you may need to help you grow your business.

***Your Client Service Organization*** serves as your back-office contact. Designed to support the operational side of your business, these professionals help you adopt best practices to enhance efficiency and also help to identify future service needs.

***Marketing Support*** provides tools and assistance for practice management, client communications, and collateral development.

***Product Management*** serves to enhance existing product offerings and identify and develop new products. In addition, it continually incorporates and implements industry and regulatory changes within our product offering.

# Business-building resources

Fidelity offers access to business development programs that can help you create a source for potential referrals, generate new revenue streams, and expand your reach and visibility.

## **COST-EFFECTIVE, TIMELY, AND EFFICIENT MARKETING**

In this environment of converging business models, heightened competition, and escalating plan sponsor expectations, marketing has become an increasingly vital component of many firms' business development efforts. Through our strategic alliances with third-party service providers, Fidelity may help you with your marketing efforts by providing access to cost-effective and easy-to-implement programs. These marketing solutions may help you enhance your profitability, drive business growth, and cultivate deeper customer relationships.

## **POWERFUL, ONLINE REFERRAL-EDGE<sup>SM</sup> DATABASE<sup>10</sup>**

Referral-EDGE is an interactive, Web-based tool developed by Infinata and customized exclusively for Fidelity Institutional Wealth Services clients. Referral-EDGE taps into an extensive database of timely, relevant, and public information on high-net-worth individuals, retirement plans, centers of influence, foundations, and endowments, helping you gain insight into your existing clients, uncover qualified prospective clients, and network with influential professionals.

Referral-EDGE enables you to search more than 3 million public records quickly, from more than 3,000 U.S. sources updated daily, including records for more than 2.5 million high-net-worth individuals, 1 million companies, 1 million retirement plan contacts, and over 125,000 foundations and endowments with more than \$1 million in assets.<sup>11</sup> You can customize your view and search a wide array of variables, including demographics, geographic locations, level of assets, and more. Conveniently e-mail, print, or export your search results into Excel or your CRM system.

<sup>10</sup>Referral-EDGE is powered by Infinata Inc., a wholly owned subsidiary of the Financial Times Group and is not affiliated with Fidelity Investments. The data available on Referral-EDGE are supplied by Infinata. Fidelity is not involved in the collection of the information and does not guarantee or assume responsibility for its content. Fidelity does not review the content provided in Referral-EDGE for accuracy, timeliness, or completeness. Use of this tool is at your own risk.

<sup>11</sup>These figures are as of September 2011.



#### TIME-SAVING BUSINESS SERVICES

Running a business can be a costly and time-consuming effort. Every hour and dollar you spend managing your basic day-to-day activities is one less hour that could be devoted to serving your clients. To help you use your time most effectively, Fidelity has established key alliances with a variety of third-party providers of quality business support services.



## Get the support of an industry leader

At Fidelity, we are dedicated to providing you with compelling, value-added services to assist you in broadening plan enrollment, acquiring new plan sponsors, and efficiently managing your business.

### COMMITMENT

As your advocate, we are dedicated to supporting you as you grow your business—and helping you ensure a successful experience for your plan sponsor clients. We're as committed to your success as you are. When you work with us, we will adhere to service level standards that outline every facet of our relationship and what you can expect. We will also provide you with ways to measure your success over time.

### EXPERIENCE

Having worked with many TPAs over the years, each with specific goals and challenges, we have accumulated a thorough understanding of the unique needs of your business. This experience continues to drive the development of products and services geared specifically to your business requirements and those of your clients.

### INNOVATION

Because your plan sponsor clients look to you for ongoing expertise, we will support you and your business with the latest best practices, technological innovations, and service enhancements—helping you to remain at the forefront of delivering integrated solutions to your clients.

For more information on our services for third-party administrators, call **800.571.7696** or visit **[www.fiws.fidelity.com](http://www.fiws.fidelity.com)**.



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**Before investing, consider the funds' 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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