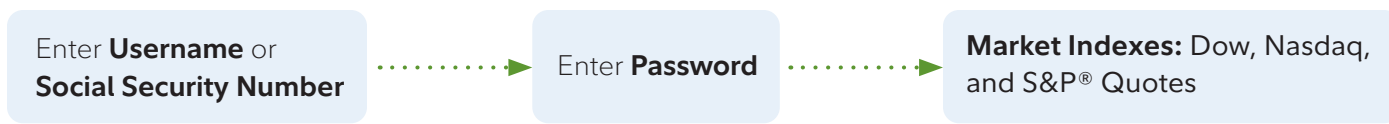


# FAST<sup>®</sup> system at a glance

The Fidelity Automated Service Telephone (FAST<sup>®</sup>) system makes it easy for you to get the information you need, with both voice-recognition and touch-tone technology. Keep this card handy for specific prompting information, and be sure to visit **Fidelity.com/fast** for more navigational information and helpful hints.

## For your convenience, please refer to the following FAST information sequence:



*Note: When entering or speaking your username or password, you must convert any letter to the equivalent number on the telephone keypad. Example: For letters A, B, and C, either say "two" or enter 2 on the keypad.*

*Your username and password are the same on Fidelity.com.*

*(Skip this by pressing or saying one of the menu choices in the blue boxes below.)*

**Order Review and Dividend Information**  
(if you have orders or dividend information to review)

1 Quotes	2 Trading	3 Account Information	4 Market News	5 Other Services
<ul style="list-style-type: none"> <li>1 Stocks</li> <li>2 Mutual Funds</li> <li>3 Indices</li> <li>4 Watch Lists</li> <li>5 Options</li> <li>6 Canadian Quotes</li> <li>7 Portfolio Quotes</li> <li>9 Quote Tips</li> </ul>	<ul style="list-style-type: none"> <li>1 Buy/Sell Stocks</li> <li>2 Buy/Sell Options* <i>(for applicable accounts)</i></li> <li>3 Buy/Sell/Exchange Mutual Funds</li> <li>4 Change/Cancel Order</li> </ul>	<ul style="list-style-type: none"> <li>1 Balances</li> <li>2 Positions</li> <li>3 Order Review</li> <li>4 Account History</li> </ul>	<ul style="list-style-type: none"> <li>1 Most Actives</li> <li>2 Gainers and Losers</li> <li>3 Advances and Declines</li> </ul>	<ul style="list-style-type: none"> <li>1 Watch Lists</li> <li>2 Order Checks†</li> <li>4 Change Password</li> <li>5 Mailing Addresses</li> </ul>

**Call FAST<sup>®</sup> any time at 800.544.5555.**



Note: Additional prompts may exist under each of these headings or subheadings. Menu options will change slightly for employee retirement plans and annuities.  
 \*Not available for mutual fund-only customers; options trading is available for customers with an options agreement.  
 †Applies only to customers who have checkwriting on their Fidelity account.  
 System availability and response times may be subject to market conditions.

# Frequently asked questions

## **The new system has speech recognition. Can I still use touch-tone?**

You can use touch-tone or speech for most options. This allows you to determine what works best for you at the time of your call.

## **Do I have to wait for the voice to stop before I choose an option?**

No, if you already know the choice you want, you can enter or say it as soon as you want.

## **If I miss a question, what should I do?**

If you miss something, you can always say "Repeat" or "Go back."

## **How do I get the bid/ask or yield on a security?**

Say "More details" during or after a quote is heard.

## **Are there any shortcuts to navigate the system?**

Yes, you will hear tips as you navigate the system. You can also use the following shortcuts at the main menu:

- Stock Quotes
- Mutual Fund Quotes
- Portfolio Quotes
- Watch List Quotes
- Balances
- Positions
- Account History
- Trading

**Visit [Fidelity.com/fast](https://www.fidelity.com/fast) for more information.**

