Authenticating Your Account When You Call

Fidelity has added an Account Authentication feature that helps improve the overall experience and shorten the duration of the call when speaking with a Fidelity Stock Plan Services Representative. To authenticate your account, please follow the steps below:

**Step 1: Gather the information required to authenticate your account.**
- Participant number
- NetBenefits® username and password used to access your account online

**Step 2: Call a Fidelity Stock Plan Services Representative.**
- Calling instructions can be found at Fidelity.com/globalcall.
- Representatives are available Monday through Friday, from 8 a.m. to 8 p.m. your local time (excluding all New York Stock Exchange holidays except Good Friday).

**Step 3: Enter your information when prompted.**
- Enter your NetBenefits username or participant number, then press the hash key or pound sign.
- Enter your NetBenefits password followed by the hash key or pound sign.
  - For hints, say, “password tips.”

Congratulations! You have authenticated your account. You will be transferred to a Fidelity Stock Plan Services Representative.

If you need to reset your password, log in to NetBenefits.com.

If you have trouble authenticating your account when you call, press “0” twice to speak with a Fidelity Stock Plan Services Representative.