

Value Assessment Statement

Fidelity Workplace Investing



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At Fidelity we work tirelessly to provide products and services that represent fair value to our members. Our purpose is to help members achieve their long-term financial goals and to build up a sustainable income for their retirement. We do this by offering a range of products and services that make saving in the workplace easy.

We are regulated in the UK by the Financial Conduct Authority (FCA). As part of the FCA's Consumer Duty regulations, we need to continually ask ourselves whether our products and services represent fair value for the price members pay.

To answer this question, we make a value assessment, at least once a year, to be reviewed by the Board of Directors and made available to the FCA.

Fidelity Workplace Investing is provided by FIL Life Insurance Limited, which is a Fidelity company. This document provides a summary of how we assess fair value and the outcome of the assessment for 2023.

For scheme sponsors, trustees, their advisers and consultants use only

The outcome in summary

As at the assessment date of 28 April 2023, we have found that Fidelity's Workplace Investing services represent fair value for money for members invested in our workplace pension products and investment solutions. We will keep our services and proposition under regular review to ensure we continue to offer fair value.

We are pleased to note that the outcome of our value assessment was aligned to the last assessment conducted by our Independent Governance Committee (IGC).

Our products and services

Included within our assessment were the following Workplace Investing products and services

- Our pension products covering the Group Personal Pension (GPP), Stakeholder Pension, Section 32 (Buy-out plans) and our full-service offering to occupational pension schemes, including the Fidelity Master Trust and AVC plans
- Our investment solutions, including the full self-select fund range, FutureWise and Investment Pathways
- In assessing the products and solutions above, we considered our broader services including member engagement services, online tools and guidance including online account management, plan administration and the support we provide to sponsoring employers and trustees to ensure schemes are well-run, which also enables us to continue to understand our members' and clients' needs.

How do we assess value?

When assessing the value of our products and services, we use a range of criteria designed to be repeatable and ensure objectivity, so our outcomes can be backed by evidence. We put members at the centre of our assessment criteria, listening to member feedback as well as that from sponsoring employers and trustees, so we can understand what's most important to our members and clients. Our assessment includes representatives from across Fidelity and is not limited to the department providing each service. In terms of our investment solutions, we looked at net (of charges) returns for each fund over one, three and five year periods. Finally, our assessment is built on objective data which means it can be repeated annually to allow for comparison year-on-year.

We have looked at the value provided in the following three areas, reviewing information and data from multiple sources to assess our products and services and evaluate the overall value for money.

	Criteria	Overview
1	Member benefits	<p>What benefits do members receive in return for the fees they pay?</p> <ul style="list-style-type: none"> The products and services we provide, the quality of our administration and client service teams, our website and our mobile app services. The educational material and insights, guidance services and tools we offer that allow members to understand their options and analyse their own data, such as performance history and transaction history. Are members using these and do they value them?
2	Fees and charges	<p>What are the fees and charges for our services, and do they offer members value for money?</p> <p>How do our fees and charges affect our members' ability to achieve their financial goals?</p> <p>Are there any financial barriers to members achieving good outcomes?</p> <p>How do our fees and charges compare to those of our competitors?</p> <p>When we look at total cost including all fees and charges, do we still offer fair value for money?</p>
3	Member and client (customer) experience	<p>What is our customers' experience of the services and benefits we provide?</p> <p>What do our customers' feedback surveys and scores tell us?</p> <p>Are our services available when members need them?</p> <p>How quickly do we complete member instructions and process key financial transactions?</p> <p>How many complaints do we receive, and do we fix things quickly?</p> <p>How are our services used by members with specific requirements and accessibility needs, and do any groups of members not receive fair value for money?</p> <p>Independent reviews of our service by third parties.</p>

How did we do?

Member benefits

Overall, Fidelity provides a wide range of services that members are engaging with through our website, email communications, engagement campaigns and mobile app. Members also receive high quality administration and support through our Client Services teams. Fidelity works closely with sponsoring employers and trustees via a dedicated relationship management team which ensures schemes are well-run for members. We have also considered the net-returns of our investment options. As a package, these services enable members to access all our resources, receive timely and relevant information and guidance that helps them achieve their long-term financial goals.

We have ongoing oversight of all the investment options we make available to our members through multiple governance forums to make sure they remain appropriate for our members, and the quantitative value assessments were favourable.

We have recently delivered improvements to PlanViewer (our online and mobile app, account management tool), pension transfer capabilities and we have an ongoing series of enhancements underway looking at our proposition and service. Our communications are undergoing review to ensure they meet member expectations.

Fees and charges

All members pay a percentage of their fund value, as a total expense ratio (TER) for all the services we provide, and this is reflected in the daily unit-price of the funds they invest in. This means that smaller member pots won't be eroded by monetary deductions and there are no financial barriers (such as exit fees or fees to transact or access benefits) to members achieving good outcomes. We also try to be very transparent with members in respect of helping them understand the fees they pay using 'pound and pence' illustrations.

Fidelity works closely with its IGC on an annual basis to formally compare and benchmark our fees with other providers/competitors in the market against the quality and range of services provided. The outcome of the IGCs last published assessment was favourable, and we look forward to seeing the publication of the 2023 report imminently.

Fidelity also receives continuous feedback from the Trustees of the Fidelity Master Trust, other trustee clients, sponsoring employers and advisors in respect of the fees members pay, to ensure we continue to offer value for money.

Member and client (customer) experience

We receive positive feedback from our members about the quality of services they receive from Fidelity, and this compares favourably with industry averages. We did not meet the high expectations set internally regarding call-wait times during 2022, primarily due to difficult economic events, however we are pleased to note that improvements to these were already underway for 2023 at the time of the assessment.

What's next?

While we're confident that we provide members with fair value for the price they pay, there are always areas in which we can improve. Passing an assessment does not mean we stop working hard for our customers.

We have a 'to-do' list, created from the feedback sponsoring employers, trustees and members give us every day and we continue to improve the services we offer and add more services. Our annual value assessment is a good opportunity to revisit how we're progressing across the wide range of products and services we provide.



Important information

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