

Protecting what matters

Fidelity is committed to protecting our customers

We keep your data and employees safe with continuous strategic investments in cybersecurity and fraud prevention.

	250+ technologists dedicated to cyber- security and fraud prevention		Multimillion pound cybersecurity and fraud prevention program		200+ documented and independently certified security controls
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We protect your greatest asset: your employees

A program focusing on protecting individual customers from account compromise, fraud, and identity theft.



Account protection features

- Multi-factor login and device biometrics
- Biometric mobile authentication
- Voice biometric identification
- Robust bank mandate verification process

Fraud detection and prevention

- Data analytics and external threat intelligence
- High Risk Client Services Investor Servicing Team
- Fraud Prevention and Investigation Team
- Fraud monitoring programme tests the effectiveness of key fraud controls

Fidelity's Security Centre

- Visit our dedicated security centre for advice and guidance on staying secure and protecting data

A proactive approach to security

We monitor your data and accounts 24/7, every day of the year

Continuous threat monitoring		Dedicated fraud and cyber-risk teams	
 Observe Monitor suspicious customer login and dark web activities	 Act Proactive engagement to notify plan sponsors and participants	- Cyber defence operations - Cyber threat intelligence - Customer Identity & Protection	- Supplier Security Assurance - Cyber incident response - Ethical hacking team
Strong pedigree of cybersecurity leadership		"At Fidelity International, our customers are at the heart of our business. We are unwavering in our commitment to safeguarding their data and assets while always striving to provide the best possible customer experience." Keith Metters President Fidelity International	
 Cybersecurity leadership team with more than 200 years of cyber experience	 Hands-on experience responding to high-level and sophisticated attacks		

Fidelity is certified to the international standards for data security, cloud security, data privacy and business resiliency

