



NEWS RELEASE

## Fidelity Investments Adding 12,000+ New Jobs; on Track for Third Consecutive Year of Record Hiring

4/28/2022

Company Introduces New Training Programs for Employees to Help Serve Fidelity's Growing Customer Base and Their Emerging Interests as Part of its Ongoing Commitment to the Future of Financial Services

BOSTON--(BUSINESS WIRE)-- **Fidelity Investments**® one of the industry's most diversified and largest financial services companies committed to strengthening and securing its clients' financial well-being, today announced the creation of more than 12,000 new jobs to be filled by the end of the third quarter. The jobs will put the company on track to meet or exceed its hiring in 2021, which saw 16,600 new hires – more than double the 7,200 associates hired in 2020. These increases come as Fidelity sustains **growth** across its market-leading businesses, including in assets under administration, daily trades, and advisory assets.

The new jobs are across all job functions, particularly customer-facing positions (69 percent) and technology positions (14 percent) and represent one of many ways Fidelity makes significant investments back into the customer experience. The company's growth also allows it to invest further in technology, through new **digital platforms**, and growing areas of customer interest, like **cryptocurrency** and **direct indexing**. These new product offerings and solutions are supported by the launch of innovative training programs that provide pathways for new hires to be part of the work that is shaping the future of financial services.

"We know that people are looking for flexibility, variety, and the freedom to explore areas of interest, and Fidelity can offer that," said Kirsten Kuykendoll, head of talent acquisition at Fidelity Investments. "Our new career development programs help associates explore what's next in their careers, learn skills for the future, and improve on processes across our businesses that will make an impact on peoples' lives."

As part of Fidelity's commitment to the **next generation** of investors, including the next generation of financial services talent, Fidelity is introducing new industry-leading training and development programs. One such

experience, **Launch**, is designed to promote ongoing education and career exploration as program participants split their time between customer service roles and other areas of the business. Participants in the program will declare “minors,” where they explore a myriad of career paths, including operations, marketing, human resources, social media, digital advocacy, and data analytics. Another program, ADAPT, is designed to expose associates to careers at Fidelity in cryptocurrency and blockchain work. Participants in the rotational program are given hands-on projects and training across the business, including with **Fidelity Digital Assets** and **Fidelity Center for Applied Technology**.

Fidelity, a **2021 LinkedIn Top Company**<sup>1</sup>, continues to test and innovate with new associate benefits, such as work-from-home allowances, increased parental leave, and an enhanced student debt repayment program. Fidelity offers expedited hiring, onboarding, and training processes as well as new entry-level programs, all of which prioritize the safety of candidates and associates. Fidelity will take a “flexibility first” approach to in-person work, which will begin this summer, an approach that will combine remote work with purposeful time onsite helping to balance associates’ work and life needs. To get more information or to apply to join the Fidelity team, visit <https://jobs.fidelity.com>.

### **About Fidelity Investments**

Fidelity’s mission is to inspire better futures and deliver better outcomes for the customers and businesses we serve. With assets under administration of \$11.3 trillion, including discretionary assets of \$4.2 trillion as of March 31, 2022, we focus on meeting the unique needs of a diverse set of customers. Privately held for over 75 years, Fidelity employs more than 57,000 associates who are focused on the long-term success of our customers. For more information about Fidelity Investments, visit <https://www.fidelity.com/about-fidelity/our-company>.

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eReview #1026582.1.0

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Source: Fidelity Investments