

Follow these steps to use the NetBenefits® Web site

If you already have an active Fidelity account (from a former employer or a personal account), you will use your existing Fidelity customer ID and personal identification number (PIN) to access your TI account information. The Fidelity system will display your active account information, along with your TI health benefits information, beginning Nov. 4. When you're ready, go to the NetBenefits Web site at netbenefits.fidelity.com to get started.

New account registration process

If you do not have an active Fidelity account, you will need to establish a customer ID and PIN. When you go to the NetBenefits Web site for the first time on or after Nov. 4, 2008, follow these steps:

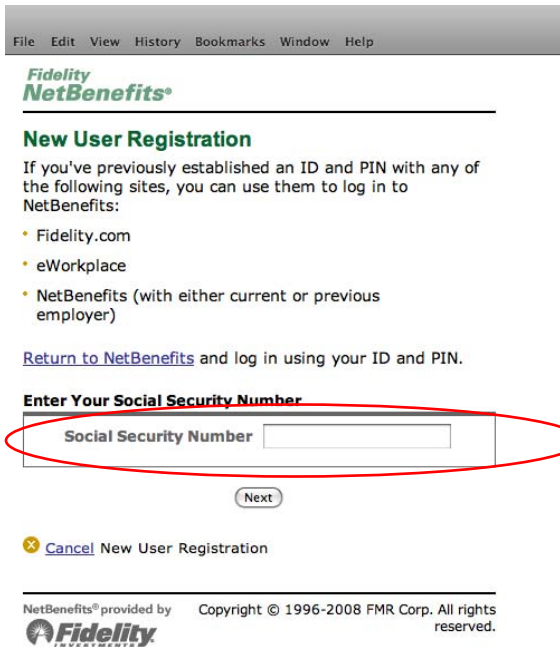
1. Click the **New User Registration** link.

The screenshot shows the Fidelity NetBenefits login page. At the top, there is a browser menu bar with 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Window', and 'Help'. Below the menu bar is the Fidelity NetBenefits logo. The main content area is divided into several sections:

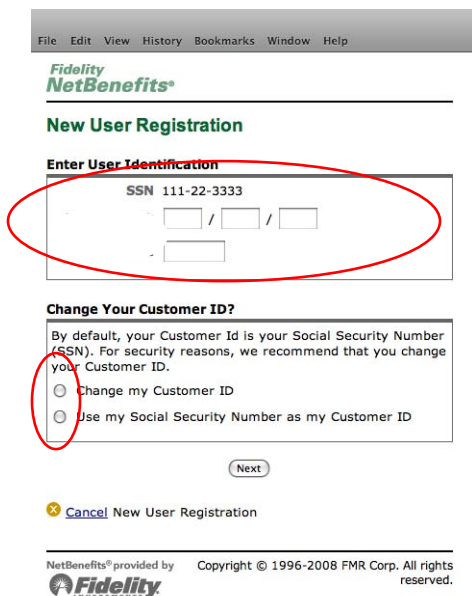
- Log In:** A form with two input fields: 'SSN or Customer ID*' and 'PIN'. Below the first field is a link 'Forgot Your Customer ID?'. Below the second field is a link 'Forgot Your PIN?'. A 'Log In' button is located at the bottom right of the form.
- Please Note:** A box containing the text: 'If you have an account on Fidelity.com, use the same ID and PIN to access NetBenefits.'
- New User:** A section with a green heading. The link 'New User Registration' is circled in red. Below it is the text: 'for customers who have never logged in.' Below this is a link: 'Not sure if you're already a registered user?'.
- Manage Your Login:** A section with a green heading. Below it is the text: 'Change your Customer ID and PIN in Your Profile periodically to keep them secure.' Below this are three links: 'Create or Change Your Customer ID', 'Change Your PIN', and 'Reset a Forgotten or Blocked PIN'.
- Security Notice:** A link with a yellow warning icon.
- Log in to NetBenefits Worldwide:** A link with a small icon.

*A Customer ID is an identifier you can create to use in place of your Social Security Number (SSN) to log in.

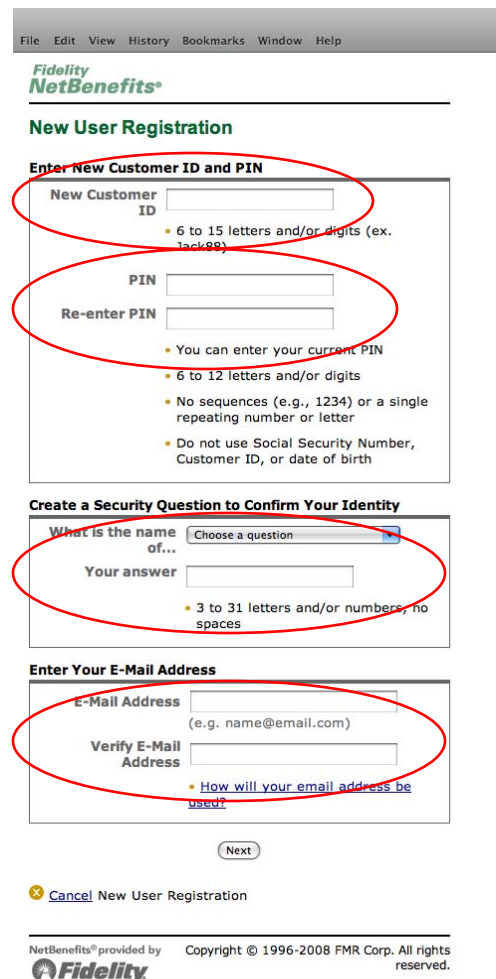
2. Input your **Social Security Number** (SSN) and click **Next**.



3. Input the requested pieces of personal information. In the **Change Your Customer ID?** box, you have the option to **Change my Customer ID** or **Use my Social Security Number as my Customer ID**. Select one of these options by clicking the appropriate button, then click **Next**. (For security purposes, TI employees should select a unique customer ID and avoid using their SSN as an account identifier.)



4. On the **New User Registration** page:
 - a. In the **Enter New Customer ID and PIN** box, input your customer ID. Your customer ID must be 6 to 15 letters and/or numbers.



Enter and re-enter a **PIN** in the next two fields. The PIN must be 6 to 12 letters and/or numbers, and cannot contain any sequences or single repeating letter or number. It cannot be your SSN, customer ID or date of birth.

- b. In the **Create a Security Question to Confirm Your Identity** box, use the drop-down menu to select a question. Input the answer to this question in the **Your answer** field. The answer must be 3 to 31 letters and/or numbers, with no spaces.
 - c. In the **Enter Your E-Mail Address** box, input your **e-mail address (TI or personal)** and re-enter that address in the **Verify E-Mail Address** field. Click **Next**.
5. You will receive a **confirmation screen** that includes your customer ID, along with the numeric equivalent for use on a telephone keypad. You may print this confirmation for future reference.

The screenshot shows a web browser window with a menu bar (File, Edit, View, History, Bookmarks, Window, Help) and the Fidelity NetBenefits logo. The main heading reads "You have created a new Customer ID and PIN." Below this, the text "New Customer ID: **99annette**" is circled in red. A yellow information box asks, "Do you use any of the services below? You may need to make additional changes." Below this is a table of services with "Fidelity's Telephone Services" circled in red. The table lists Microsoft Money, MS Investor, and Quicken with instructions to update information. A "Next Steps" section contains a link to "Using your Customer ID." and a "Return to NetBenefits" button. The footer includes the Fidelity logo and copyright information: "NetBenefits® provided by Fidelity Investments Copyright © 1996-2008 FMR Corp. All rights reserved."

File Edit View History Bookmarks Window Help

Fidelity NetBenefits®

You have created a new Customer ID and PIN.

New Customer ID: **99annette**

Do you use any of the services below? You may need to make additional changes.

Fidelity's Telephone Services	Use the numeric equivalent of your Customer ID. For 99annette this is 992663883 . Convert your Customer ID to numbers by using your telephone keypad.
Microsoft® Money	Manually update Social Security Number and PIN information with your new Customer ID and PIN to download Fidelity account data.
MS Investor	
Quicken®	

Next Steps

- Learn more about [Using your Customer ID.](#)

[Return to NetBenefits](#)

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