

Setting up your Fidelity PIN

To assure account privacy, you will need to establish a personal identification number (PIN) before you can access information about your Fidelity account. You will use this number to access account-specific information via the Internet, Fidelity's automated telephone service, or with a Fidelity Retirement Services Specialist.

Your PIN must be at least six characters in length, and not more than twelve. It cannot be your Social Security number or date of birth, and it cannot be a sequential number (e.g., 123456) or repeating numbers (777777). In fact, to increase security, it should be a mix of letters and numbers, or all letters.

To establish or reset your PIN, you will need:

- Your date of birth;
- Your ZIP code; and
- A "Reset Pass Phrase" for additional security. You have the option of selecting from one of five categories: the first name of your best friend from high school; the name of your favorite restaurant; the name of your first pet; the model of your first car; or, the name of the street where you grew up.

To create your PIN for the first time (or to clear and reestablish your PIN if you have forgotten it):

Via NetBenefits,SM Fidelity's online account access service:

1. Log on to www.fidelity.com/atwork.
2. Select "New User Registration," if this is your first time to login, or "Forgot Your PIN?" to reset your PIN.
3. Follow the instructions regarding entry of the above information.
4. Enter a six- to twelve-character PIN.
5. Confirm your entry as instructed.

Via the automated phone system:

1. Dial 1-866-NAZARENE (629-2736)
2. Stay on the line to reach Fidelity.
3. Key in or say your Social Security number.
4. Follow the instructions regarding entry of the above information.
5. Enter a six- to twelve-character PIN.
6. Confirm your entry as instructed.

You can also establish a unique, private Customer ID number instead of using your Social Security number as the ID.

Use this handy chart to record the information used to set up or change your Fidelity PIN. You will want to keep it in a secure place with your Fidelity records for future reference.

Your Social Security Number: _____ (entered without dashes, i.e., 123456789)
Your Date of Birth: _____ (entered without dashes, ex. 12311969)
Your Zip Code: _____ (must be the same as your zip code in Fidelity's database)
Your "Reset Pass Phrase": _____ (example: "Muffin" is the same as 683346 on the keypad)
Your PIN: _____ (must be 6- to 12-characters long)

Use this photo of a phone pad to help in creating your "Reset Pass Phrase" and PIN.

