***Fidelity Investments’ Growth in Albuquerque***

Presentation by Leean Kravitz to North I-25 Business Association

August 20, 2015

What is a large city, conveniently located between the East and West coasts yet in a different time zone?

What city is in the only region in the country that experiences no weather related outages?

What city provides a mild winter climate compared to the NE United States?

Albuquerque, of course.

These were just a few of the variety of elements that influenced the decision of Fidelity Investments to locate a new regional service center in Albuquerque in 2007, said Leean Kravitz, addressing the North I-25 Business Association on August 20.

Kravitz is Senior Director of Public Affairs for Fidelity Investments’ New Mexico Regional Site.

Fidelity helps individuals reach their personal financial goals. It has 24 million customers who are served from 10 regional sites by 10,000 customer service representatives. They have another 10,000 information technology staffers supporting the operation.

Fidelity was the first company of its kind to offer phone and on-line capabilities for its investors.

“We don’t just manage money, we manage *people’s* money” was a theme Kravitz emphasized in a video clip.

At the Albuquerque site, the organization serves workplace investing, pension, 401K, and HSA account holders as well as providing benefits administration for employers. They also provide payroll and staffing services.

With all this variety, there are tremendous opportunities for employees to grow within the company, Kravitz emphasized.

They currently employ over 750 people and have an additional 124 positions open at the time of Kravitz’s talk. More information is at <http://www.fidelity-jobs.com/Albuquerque>

A degree is not required for many of the positions, she said. “We are looking for the person’s attitude.” Basic computer skills are important. “Due to our rigorous hiring process, we experience low turnover,” Kravitz said. Until the recent hiring surge, Fidelity saw 50% of its new hires coming from existing-employee referrals. Salaries often start in the mid-$30,000 range and there are often bonuses during the year. New employees go through 12 to 16 weeks of training.

In 2007, Fidelity decided on a site at Mesa Del Sol, at Albuquerque’s southern edge. Local economic developers put together “a really nice real estate package,” said Kravitz. Fidelity now is in year seven of a ten-year lease.

Kravitz acknowledged the companies represented at the meeting who have supported and continue to support the Fidelity operation at Mesa Del Sol, including

Klinger Constructors, which built their space in eight months.

The company currently occupies 220,000 square feet, and with its recent hiring push, will begin to occupy the other half of their building. The site is 7 minutes from the Big-I; employees average a 22-minute commute time.

The Albuquerque Journal rated Fidelity as one of its “25 Top Workplaces” in 2015, and Albuquerque Business First in 2015 also rated it as one of the area’s “Best Places to Work.”

Kravitz also is responsible for the “Fidelity Cares” program in which the company and its employees give back to the community. It offers its expertise in financial literacy, helps nonprofits and schools. They helped the American Heart Association raise $45,000 in its Heart Walk. Its Corporate Volunteer Council stuffs two school buses with school supplies for students and schools. Fidelity is partnering with Wilson Middle School in Albuquerque’s southeast quadrant, for “Transformation Day” taking place the very weekend of Kravitz’s talk. 150 Fidelity employees and volunteers will clean, paint, landscape and repair and install computers to transform the school.