FOCUS
Clarity drives success

FAQs for virtual attendees

1. How do I join the virtual event?

Our event will be live-streamed via Zoom. A confirmation email with your unique link to join will be sent to the email address you registered with. If you chose to receive text message reminders, you will receive a confirmation text message. Please note: the Zoom app is not required if viewing via a browser on a desktop computer.

Please click the link on the day of the event to join. If you didn't receive your confirmation email, please contact **Madeleine Andrew** at madeleine.andrew@fidelity.ca for assistance. A reminder email will also be sent to you before the event.

2. How do I access translation during the virtual event?

This event supports closed captioning in multiple languages, including English, Canadian French and Chinese. To access closed captioning, click the "Show Captions" icon at the bottom bar of your screen and switch closed captioning on, and then select your language. Simultaneous interpretation will be made available in French, Cantonese and Mandarin for the virtual event.

3. I registered for the virtual event, but would like to attend the event in person; can I do that?

Space availability for the in-person event may be limited closer to the date of the event. Please note that you can only be registered for either the in-person **or** the virtual event, not both.

Please go to the link found in your confirmation email to cancel your virtual registration and then register for the in-person event, or contact **Madeleine Andrew** at madeleine.andrew@fidelity.ca for assistance. **Please note that we have changed our process for in-person registration**. You will be notified of trip confirmation within one week of completing the registration form. **At this time, please do not book any travel or accommodations until you receive a confirmation email from us**.

4. How do I cast a session's video to my smart TV?

On the video controls of your player, select the Google Cast or Apple AirPlay icon and then select the device to which you would like to cast the video.

5. For the virtual event, the website isn't displaying correctly.

The event is best supported by the following browsers:

Chromium Edge: 80 or higher
Google Chrome: 53.0.2785 or higher
Safari: 10.0.602.1.50 or higher
Firefox: 76 or higher
Internet Explorer: 10 or higher

INM-2435953 06/25

6. I'm using one of the supported browsers, but I'm still having trouble viewing the content.

Please ensure you are using one of the following supported platforms for the event:

Windows, macOS or Linux: Global minimum version or higher.

7. How many CE credits will I receive, and when will I receive them?

To qualify for CE credits for the virtual event, advisors are required to register and remain logged in for at least one complete segment of the event, without break, or until the event is over. Please note that CE credits are not applicable when dialing into the event by phone. You must be logged into the virtual session using the link provided in your email confirmation.

Fidelity will apply for CE credits immediately following the event, and once we have received approval from the applicable regulatory bodies, CE certificates will be emailed directly to eligible attendees. Any applicable CE credits will be assigned retroactively and will be emailed to you in approximately six to eight weeks. We will submit event content to the following regulatory bodies for review:

- The Institute (IAFE)
- Canadian Investment Regulatory Organization (CIRO)
  - Investment Dealer Division
  - Mutual Fund Dealer Division
- Chambre de la sécurité financière (CSF)*
- Institute of Financial Planning*
- Financial Services Regulatory Authority of Ontario (FSRA)
- Alberta Insurance Council (AIC)
- FP Canada™
- Insurance Council of Manitoba (ICM)
- Insurance Councils of Saskatchewan (ICS)
- Insurance Council of British Columbia (ICBC)

* Continuing education regulations in Quebec require that sessions which are submitted for accreditation must be at least one hour in length. Accordingly, Fidelity will apply for credits for certain sessions together (e.g., two consecutive portfolio manager presentations). In these cases, advisors from Quebec must attend both sessions to receive the credit.

8. I'd like to cancel; whom do I contact?

If you would like to cancel, please click on the cancel link found at the bottom of your original confirmation email. Alternatively, you can contact **Madeleine Andrew** at madeleine.andrew@fidelity.ca for assistance.

9. I have some additional questions not covered here; whom do I contact?

If you have any additional questions not covered here, please feel free to contact **Madeleine Andrew** at madeleine.andrew@fidelity.ca; she will be happy to assist you.