



# Frequently Asked Questions

## How do I open my account?

To open your account, go to the Amazon Stock portal and click the *Select Fidelity* button. From there, we'll guide you through opening and setting up your account. We've created this [step-by-step guide \(PDF\)](#), just in case you need it.

## What if I already have an account with Fidelity through another employer?

You will need to open a new account for your Amazon stock. To do this, go to the Amazon Stock portal and click the *Select Fidelity* button.

## What is my participant number and where do I find it?

When you select Fidelity, you'll be given a participant number. This will be your username to log in to Fidelity NetBenefits. After you've logged in, you can change your username on the Profile page.

## I had backup withholding withheld. Can I request a refund?

Yes. You can request a refund if you have a backup withholding withheld after you recertify your account. Certification takes less than 15 minutes, call Fidelity once you recertify to request a refund.

## How do I sell my shares?

You can sell your shares online through NetBenefits, the NetBenefits mobile app, or by calling a Fidelity Stock Plan Services representative. [View our list of phone numbers by country](#).

## How do I deposit money into my Stock Plan Account?

You will need to initiate a bank wire at your local bank into your Stock Plan Account using the instructions below. Wire funds to: JPMorgan Chase Bank, NY Routing number: 021000021.

For credit to: National Financial Services LLC, Account number: 066196-221.

For the benefit of: Your name here.

For the credit to: Your participant number that begins with the letter "I" here.

Address: 1 Chase Manhattan Plaza, New York, NY 10005

SWIFT Code: CHASUS33

Funds must be received in USD.

## How do I change my tax elections on my RSUs?

The default withholding election for your Amazon RSUs is Sell to Cover, meaning a portion of your shares will be sold at the time your RSUs vest to cover your estimated tax obligation. You may still owe additional taxes after your vest takes place. Please see a tax advisor for more information.

There are three withholding elections that you are able to choose from for your Amazon RSU vest event - Pay Cash to Cover Taxes, Sell All Shares, or Sell to Cover (default.) To make changes to your current election, or to review additional information regarding these tax elections, see instructions [here](#).

If you elect to pay cash to cover taxes, funds must be deposited and settled in your account 5 business days prior to your vest date. To open your account follow the instructions [here](#) and note that this process can take up to 48 hours to complete before you can begin to deposit funds to your account.

To deposit cash to your account, see [here](#) for step-by-step instructions.

#### **My shares have vested. Why am I unable to sell them?**

After your shares have vested, it may take a few business days for the shares to appear in your account. Once they are deposited, they'll be available to sell.

#### **Can I sell a certain amount of shares versus the whole share?**

Yes. You can sell a portion of your shares instead of selling a whole share. When you are ready to sell, on the Fidelity NetBenefits site, under your assets you will select *Sell*. Under *How many?* select *Enter Quantity* and enter any fractional quantity (greater or less than 1 share) out to the 3<sup>rd</sup> decimal place.

#### **Will I be charged a fee to sell my shares?**

Yes. When you sell your shares, you'll be shown the estimated fees before finalizing the transaction.

You can also review your trade confirmation after the trade is placed in the Statements section at NetBenefits.com, which will show the exact amount of fees charged.

Note that the Securities and Exchange Commission (SEC) also imposes a fee at the time of sale, which is required for all equity trades.

#### **How do I get my money once I've sold my stock?**

Once you've sold your stock, you can have the cash in your account sent directly to your bank by setting up your withdrawal preferences. This takes 4–7 days to approve. The earlier you do this, the better. [Learn more about how to get your money.](#)

#### **How do I update my address on NetBenefits?**

If you are an active Amazon employee, address changes are done through Amazon. It will take 3–5 days for Fidelity to receive the update.

**PeoplePortal users:** Click the *Personal Information* link to update your address.

**A to Z users:** Click the *Profile* button to update your address.

If you are no longer an active employee at Amazon, you can update your address by calling a Fidelity Stock Plan Services representative. [View our list of phone numbers by country.](#)

**Active Whole Foods Market Team Members and Zoox Crew:** Please update your address in Workday.

#### **How do I reset or change my password?**

Resetting your password is just a few security questions away. Use the *Forgot login* link on the NetBenefits home page.

#### **How do I transfer my shares to another broker?**

To transfer shares from your Stock Plan Account at Fidelity to another broker located outside the US, you will need to complete the [SPS International Transfer Requests form \(PDF\)](#). Follow the instructions included with the form which provides all the required details needed to successfully transfer shares from Fidelity to a broker in another country.

The form can be returned either by regular mail, overnight or priority mail, or faxed directly to TOA Deliveries at (877) 236-4162. If you have a timely request, please phone a Stock Plan associate to discuss other alternatives. Timing of your request may vary based upon how the completed form is returned.

**Note:** Before completing the form, make sure you have the following information from the receiving broker (as outlined on Page 1)

- Receiving broker's account manager contact info (to confirm delivery and acceptance of your request)
- Trade & Settlement Day (can be the same day)

Once you have faxed or mailed the form, ask your receiving broker to inform the intermediary institution about the origin and planned trade date and settlement date of the upcoming transfer so that they are ready to accept the shares once they are sent by Fidelity.

**Note:** Your name should be presented as it appears on your Stock Plan Account.

Investing involves risk, including risk of loss.

Be sure to open your account. If you don't, you may be subject to additional U.S. IRS-mandated tax withholding on certain transactions.

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See your plan documents for details regarding the terms and conditions of your plan.

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Fractional share quantities can be entered out to 3 decimal places (.001) as long as the value of the order is at least \$1.00. Dollar-based trades can be entered out to 2 decimal places (e.g., \$250.00).

Fidelity Stock Plan Services, LLC, provides recordkeeping and/or administrative services to your company's equity compensation plan, in addition to any services provided directly to the plan by your company or its service providers.