

FIDELITY SERVICE CENTRE

If you live abroad or are travelling overseas, and need to get in touch with the Fidelity Service Centre, you can reach us on +44 1737 838 585

What does the + stand for?

The + stands for the country-specific international dialling prefix which may be different depending from where you call in the world.

Can I actually dial the + sign?

Yes, but only from mobile cellular phones.

What should I dial in place of the + sign?

You may need to find out locally what prefix you need for international calls [to replace the + before the UK country code 44] but we have listed below the main areas and regions to make it a little easier for you.

AMERICAS

Dialling from the US to the UK

[Including Bermuda, most Caribbean islands, American Samoa, US Virgin Islands, British Virgin Islands]: 011 – 44 – 1737 – 838 585

Dialling from South America to the UK

You need to check locally what prefix you need to dial to call internationally. Many countries operate various 'carrier codes' for different providers. For example,

- for Brazil you must dial 00 followed by a carrier code XX which can be: 14 (Brasil Telecom), 15 (Telefonica), 21 (Embratel), 23 (Intelig), 31 (Telemar).
So this could be, for example, 0014 – 44 – 1737 838 585
- for Chile you must dial XXX0 – XXX is the long distance carrier code (Entel 123, Globus 120, Manquehue 122, Movistar 181, Netline 169, Telmex 171).
So this could be, for example, 1230 – 44 – 1737 838 585
- for Colombia you must dial 00X: X is the long distance carrier code (UNE EPM 5, ETB 7, Movistar 9, Tigo 414, Avantel 468, Claro Fixed 456, Claro Mobile 444).
So this could be, for example, 005 – 44 – 1737 – 838 585
- Argentina: 00 - 44 – 1737 838 585

AUSTRALIA / NEW ZEALAND

Dialling from Australia to the UK

0011 – 44 – 1737 – 838 585

Dialling from New Zealand to the UK

00 – 44 – 1737 – 838 585

EUROPE

Dialling from any other European country to the UK

00 – 44 – 1737 – 838 585

Dialling from Russia to the UK

810 – 44 – 1737 – 838 585 (wait for dial tone once you dialled 8, then dial 10)

AFRICA

Dialling from Africa to the UK

Dialling codes are not the same across the whole of Africa and we have only listed a few countries below:

South Africa (Johannesburg/Cape Town/Marion Island/Pretoria): 00 – 44 – 1737 – 838 585

Zimbabwe (Harare): 00 – 44 – 1737 – 838 585

Kenya: 000 – 44 – 1737 – 838 585

ASIA

Dialling from China to the UK

00 – 44 1737 – 838 585

Dialling from Middle East

Dialling codes are not the same across the whole of the Middle East and we have only listed a few countries below:

Iran: 00 – 44 – 1737 – 838 585

Saudi Arabia: 00 – 44 – 1737 – 838 585

Egypt: 00 – 44 – 1737 – 838 585

Israel: 00 – 44 – 1737 – 838 585

Dialling from the Far East

Dialling codes are not the same across the whole of the Far East and we have only listed a few countries below:

Hong Kong: 001 – 44 – 1737 838 585

Japan: 010 – 44 – 1737 838 585

North Korea: 00 – 44 – 1737 838 585

South Korea: 00 – 44 – 1737 838 585

Taiwan: 002 – 44 – 1737 838 585

Indonesia: 001 – 44 – 1737 838 585

Malaysia: 00 – 44 – 1737 838 585

Thailand: 001 – 44 – 1737 838 585

To find out what you need to dial from any other country not listed please go to the following website for guidance: <http://www.timeanddate.com/worldclock/dialing.html?p2=136>