

COVID-19: Supporting Employees, Customers and Communities

The health and safety of our employees and customers is our top priority. We have taken — and will continue to take — actions to support our employees, customers and communities during this extremely difficult time. We continue to monitor this rapidly evolving situation and provide regular updates at wellsfargo.com/coronavirus

Employee Support:

- Making additional cash payments to employees whose roles require they come into the office to serve customers or other employees. Additionally, we are providing a special one-time cash award to approximately 170,000 U.S. and international employees to recognize their focus and dedication to the company throughout 2019. Combined, this could equate to up to \$1,600 for certain qualifying employees (March 23)
- Adjusted our short-term disability plan for U.S.-based employees so that, if they test positive for COVID-19, they will not need to use paid time off during the seven-day waiting period (March 12)
- Updated our U.S. medical plan to eliminate coinsurance and fully cover the cost of any medically necessary screening and testing for COVID-19. In addition, through June 14, 2020, cost sharing will be reduced to zero dollars for medical virtual office visits for any reason at a number of providers (March 18)
- Granted up to five paid business days off after a school system's closure announcement to U.S. hourly employees who can't work remotely so they can find child care (March 13)
- Provided financial support for child care for eligible U.S. employees with children under 13, including a new \$100 per day reimbursement for eligible employees seeking child care through their own personal networks for up to 20 days, expiring at the end of April (March 13)
- Enabling as many people as possible to work from home in the U.S. and internationally, and continuing to reduce in-office staffing as we're able. For jobs that cannot be done from home, we have taken significant actions to ensure safety, including enhancing social distancing measures and staggering staff and shifts. Launched a pilot work-from-home program for some contact center employees, and are working to roll the program out more broadly as quickly as possible (Ongoing)
- Implemented enhanced cleaning procedures in branches, offices, customer contact centers, and operations centers and increased shipments of hand sanitizer wipes and other supplies (Ongoing)
- Seeking alternative options for hand sanitizer including working with distilleries across the U.S. who have begun making hand sanitizer from alcohol (Ongoing)
- Established a set of protocols so high-risk or potentially infected employees can either work from home or stay at home through April 30 without loss of pay (March 13)
- Rolling out a service as part of partnership with 2nd.MD to provide access to support and information from leading infectious disease experts and trained clinicians to U.S. employees in branches and contact centers (March 25)
- Added a new on-site nursing service at our largest contact centers in the U.S.; nurses are screening for COVID-19 symptoms and can refer individuals for testing (April 2)

- Made a \$10 million grant to the WE Care employee relief fund, which provides resources to U.S. and international employees who face a catastrophic disaster or financial hardship resulting from an event beyond their control; added new flat grants of up to \$1,500 that qualifying employees can use for mortgage, rent, or other assistance while continuing to work (March 20)
- Restricted access to U.S. and international contact centers, operations centers, and trading floors to only those employees working there (March 13)
- Eliminated all nonessential travel (March 5) and made significant changes to our corporate events calendar (March 13)
- Suspended initiating new job displacements (March 26)
- Working to source and ship cloth face coverings to Wells Fargo's U.S. branches, contact centers, and operations centers where employees are not able to work from home (April 3)
- Enhancing benefits, including additional paid bereavement leave (April 8)

Customer Support:

- Suspended residential property foreclosure sales, evictions and involuntary automobile repossessions (Ongoing)
- Offering fee waivers, payment deferrals, and other expanded assistance for credit card, auto, mortgage, small business, and personal lending customers who contact us (Ongoing)
- Deferred more than 700,000 payments, representing almost \$1.8 billion, and provided over 750,000 fee waivers, exceeding \$28 million, thus far for impacted customers (April 5)
- Working as quickly as possible to offer loans to a broader set of small business and nonprofit customers under the requirements of the Paycheck Protection Program (PPP). To start the process for PPP with Wells Fargo, customers must meet overall Small Business Administration program requirements, have a Wells Fargo Business checking account as of Feb. 15, 2020, and be enrolled in business online banking. Customers will be able to begin the process through the Wells Fargo PPP website. (April 8)
- Granting payment relief for small business customers up to 90 days, as well as fee waivers, payment deferrals, increases to lines of credit for disaster relief and other expanded assistance for deposits, small business lending, practice finance, and SBA products for customers who contact us (Ongoing)
- Encouraging customers to continue making their mortgage payments if they can, but are granting an immediate 90-day payment suspension for any Wells Fargo Home Lending customer who requests assistance; we won't be charging any late fees on these accounts or reporting past-due status to the consumer reporting agencies (Ongoing)
 - Mortgage customers can log into their accounts on WellsFargo.com to submit requests for payment relief.
 - Following the end of the initial 90-day payment suspension, Wells Fargo has a number of potential options available — including a continuation of the payment suspension or a modification — to help mortgage customers address longer-term financial changes that may impact their ability to keep up with their monthly mortgage payments. We'll need to talk with customers directly to understand their

circumstances and identify the best way to help them going forward.

- Offering payment arrangements and a 90-day payment deferral as well as other longer-term deferral options for impacted student and personal lending customers who reach out, as well as suppressing negative credit reporting (Ongoing)
- Working with HUD and the GSEs, our trade groups and others in the industry, government officials, and not-for-profit groups to identify other ways to assist customers facing financial challenges in the current environment (Ongoing)
- Temporarily closing more than 25% of our branches. Of our open branches, more than 90% are operating with various formats to protect customer and employee safety, including drive-through window service, teller stations protected by see-through barriers and services by appointment only (ATM locations and the status of branches are available on Wells Fargo's [branch locator](#)) (Ongoing)
- Encouraging our customers to use our convenient mobile and online tools to deposit checks, pay bills, transfer money, set and receive alerts, and send and receive money through Zelle® (Ongoing)

Community Support:

- Donating all fees generated through the Paycheck Protection Program as charitable grants to nonprofits that support small businesses (April 5)
- Donating \$175 million to support economic recovery for communities, small businesses, and vulnerable populations affected by COVID-19 through the Wells Fargo Foundation (March 20)
 - **Housing affordability:** Providing funding to critical housing needs such as helping renters and homeowners stay in their homes through foreclosure prevention assistance, rental assistance, and financial counseling
 - **Small business growth:** Providing \$10 million in relief to struggling self-employed and small business owners through philanthropic capital provided to nonprofit lenders and Community Development Financial Institutions who serve diverse entrepreneurs.
 - **Financial health:** Loss of income will be one of biggest issues during this crisis, especially for hourly, part-time, lower-income and gig workers who were already struggling to make ends meet and save for emergencies and the future. We are collaborating with nonprofits to expand access to zero-interest, small dollar emergency loans as well as online resources and virtual financial counseling services to help people navigate financial stability challenges, including a grant to the National Disability Institute that will help people with disabilities access information, benefits and financial counseling.
- Continuing to help public health organizations fight COVID-19, providing \$1 million for the CDC Foundation and \$250,000 to the International Medical Corps for their work in 30+ countries, along with providing meals for health care workers and other needs