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 are taking steps every day to protect employees while continuing to carry out our role as a provider of essential services to the public. We continue to monitor this rapidly evolving situation and provide regular updates.

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)
• 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)

**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)

• 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)
  
  o 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.

• 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)

• 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:
• Directing $175 million in charitable donations from the Wells Fargo Foundation to help address food, shelter, small business, and housing stability issues, and to help public health organizations fighting to contain the spread of COVID-19 (March 20)
  – Providing $1 million to Feeding America to support their 200 member foodbanks as they work to feed people during this time of crisis
  – Providing $1 million for the CDC Foundation to meet emerging needs, including additional support for state and local health departments, global response and other necessities
  – Providing $250,000 to the International Medical Corps for their work in 30+ countries, with more than 7,000 public health workers deployed across the globe
  – A majority of the funding will be allocated for local market response, including supporting local public health authorities and addressing community-specific needs in the coming months