

COVID-19: Supporting Employees, Customers and Communities

Safety 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. Learn more: wellsfargo.com/coronavirus.

Customer Support

- Helped more than 2.7 million consumer, small business, and commercial customers by deferring approximately 2.5 million payments, representing more than \$5 billion of principal and interest payments, and providing over 6 million fee waivers exceeding \$200 million through June 30. (July 14)
- Continuing to [offer fee waivers, payment deferrals, and other expanded assistance](#) for check and savings account, credit card, auto, mortgage, small business, and personal lending customers who contact us. (Ongoing)
- Wells Fargo ranked #1 among banks measured for implementing health & safety related signage and maintaining cleanliness at their banking locations during COVID-19, according to a new [nationwide review by Ipsos](#) (Sept. 1)
- Keeping in place measures to ensure we can serve our customers and keep our branches safe, including utilizing drive ups, offering some services by appointment only, using protective barriers, enacting social distancing measures, and performing enhanced cleaning. About 20% of branches nationwide are temporarily closed (ATM locations and the status of branches are available on the [Wells Fargo 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)
- Paused for 30 days the collection of negative balances existing at the time when stimulus payments are deposited to customers. Well Fargo will also cash stimulus payment checks for non-customers in our branches, with no fees charged. (April 15)

Small Business customers

- Helped approximately 259,000 small businesses receive PPP funding through August 31, totaling \$10.5 billion. 84% of the loans went to businesses with fewer than 10 employees, with an average loan size of \$54,000. (Aug. 31)
- 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)

Home Lending customers

- [Suspending residential property foreclosure sales and evictions](#). (Ongoing)
- Encouraging customers to continue making their mortgage payments if they can, but granting customers impacted by COVID-19 an initial three-month payment suspension on any Wells Fargo Home Lending mortgage or home equity loan if they request assistance; we won't be charging any late fees on these accounts or reporting past-due status to the consumer reporting agencies for payments missed during the suspension period. (Ongoing)
 - Mortgage customers can log into their accounts on WellsFargo.com to submit requests for payment relief. (Ongoing)

- Following the end of the initial three-month payment suspension, Wells Fargo has a number of potential options available for mortgage and home equity customers. Depending on the loan investor and other factors, those options could include a continuation of the payment suspension, moving the missed payments to end of the loan, or a modification to address longer-term financial changes that may impact their ability to keep up with their monthly payments. We'll need to talk with them directly to understand their circumstances and identify the best way to help them going forward.

Student and Personal Lending customers

- For our education Financial Services customers we are currently providing a reactive 90-day payment deferral, as well as other longer-term deferral and loan modification options and suppression of involuntary collection activities. We will not report late or missed payments for the months that are deferred. We do not charge late fees during that time.
- For our personal Lending customers we are currently providing assistance which includes fee waivers, payment deferrals, and other payment arrangements for our customers, as well as suppression of negative credit reporting.
- We are also proactively communicating with customers who are past due on their payments to provide support and assess what payment solutions can best support them.

Employee Support

- Significantly expanded work-from-home capabilities, with approximately 200,000 employees now enabled to work remotely, including about 30,000 contact center employees. For jobs that cannot be done from home, we have taken significant actions to ensure safety, including mandating social distancing, requiring all employees to wear facial coverings, enhancing cleaning protocols, increasing sanitation supplies, and requiring employee self-screening.. (Ongoing)
- Creating a thoughtful, phased plan for returning to the workplace using guidance from health experts to maintain a safe workplace for all employees. (Ongoing)
- To enhance support for U.S. employees who are parents and caregivers, Wells Fargo is offering employees several new resources: (Sept. 1)
 - Caregiving services: Access to a website where employees can search among more than 6 million caregivers or post an ad for a caregiver. Wells Fargo is paying the membership fee for employees and the cost of basic background checks.
 - Virtual tutors: Up to five hours of virtual tutoring per month per employee at no cost to the employee, with help available in more than 100 subjects for grades K-12 plus college entrance exams.
 - Child care centers: Priority placement and reduced tuition rates at certain child care and education support centers nationwide.
 - This is in addition to the support that has been available to our employees since the beginning of the pandemic, including 20 days of subsidized back-up child care.
- Made additional cash payments to employees whose roles require they come into the office to serve customers or other employees. Additionally, we provided 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)

- Paid U.S. nonexempt employees double their hourly rate for time worked over 40 hours per week beginning April 12 through July 4. (June 4)
- Enhanced benefits and time-away programs so employees who are facing certain situations — including those who are diagnosed with COVID-19, those who have been advised to self-isolate due to close contact with someone diagnosed with COVID-19, and those who are at higher risk as defined by the CDC or have a higher risk person in their household. (Ongoing)
- 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, cost sharing will also be reduced to \$0 dollars for medical virtual office visits for any reasons at a number of providers through December 31. (March 18)
- Offered financial support for child care for eligible U.S. employees with children under 13, including a \$100 per day reimbursement for eligible employees seeking child care through their own personal networks for up to 40 days, available in March, April and May. (April 17)
- Implemented enhanced cleaning procedures in branches, offices, customer contact centers. (Ongoing)
- Shipped hundreds of thousands of units of hand sanitizer, disinfectant wipes, masks, bandanas and other supplies to locations where employees continue to work from the office. (Ongoing)
- Launched a temporary on-site nursing service at 56 of our largest U.S. sites; nurses are screening for COVID-19 symptoms and can refer individuals for testing. (April 22)
- Made a \$23 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. The fund helped more than 19,000 employees between March and May. (June 1)
- Enhancing benefits, including additional paid bereavement leave. (April 8)
- Creating a virtual, five-week experience for the company's 662 summer interns. (May 7)

Community Support

- Donating all gross processing fees from the Paycheck Protection Program - approximately \$400 million – to help small businesses. The new Open for Business Fund will engage nonprofits to help small businesses keep their doors open, retain employees, and rebuild, with an emphasis on those hit hardest by COVID-19. (July 9)
- Donating \$175 million through the Wells Fargo Foundation to support economic recovery for communities and vulnerable populations affected by COVID-19 (March 2020)
- Helping to keep more than 100,000 renters and homeowners stay in their homes through grants to nonprofits that offer eviction and foreclosure prevention assistance, rental assistance, and financial counseling.
- Expanding free financial counseling and coaching services and access to other emergency financial recovery resources through grants to nonprofits serving vulnerable populations facing financial hardships.

- Partnering with Feeding America to provide 50 million meals through our Food Bank Drive-Up Program to help alleviate financial hardship and food insecurity.
- Accelerated \$900,000 in awards to help cleantech and sustainable agriculture startups retain staff and stay on track to commercialization while dealing with the impacts of COVID-19 (May 18)