































# Home Lending: Overview

- Mortgage industry leader with a **diversified business model** including Retail and Correspondent Production, Capital Markets and Servicing
- Home Lending Retail serves customers through **broad distribution** options including local home mortgage consultants, centralized call centers, wells Fargo.com, Community Bank, Wells Fargo Advisors and Wealth Management
- Significant opportunity to **grow through existing customer relationships** and leverage what we know about Wells Fargo customers to create simplified, differentiated experiences
  - ~30% of all new mortgage industry originations in 2019 had an existing Wells Fargo enterprise relationship <sup>(1)</sup>
  - Wells Fargo services 8.2MM mortgage loans, totaling \$1.4T <sup>(2)</sup>, representing a large retention opportunity

## Key Stats <sup>(3)</sup>

#1 Mortgage Lender  
#2 Retail Lender  
#1 Correspondent Lender  
#1 Mortgage Servicer  
#1 Jumbo Lender  
#1 Fannie/Freddie Issuer

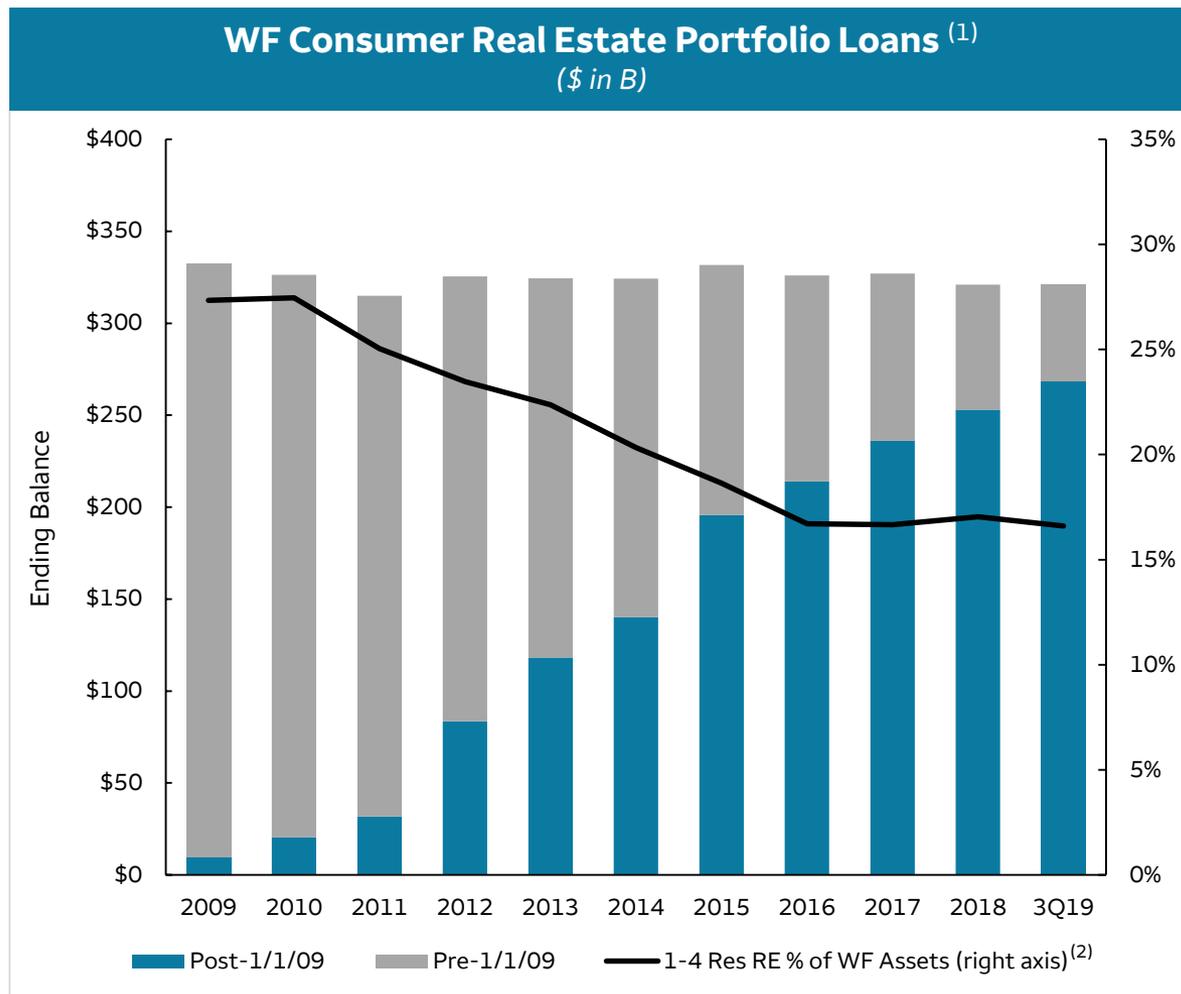
## Landscape/ Key Trends

- 2019 and 2020 origination market expectations currently higher than originally forecasted <sup>(4)</sup>
- Highly competitive market environment
- Fast-paced industry innovation and adoption of technology
- Changing homebuyer demographics
- On the policy/regulatory front: GSE and FHA reform, housing affordability



# Home Lending: Portfolio Trends

Home Lending Portfolio quality remains very strong



Only 1,350 (or 0.28% of funded balances) of the 487,000 jumbo loans funded since 2009 have ever been 60+ days past due

(1) Includes home equity, jumbo, Pick-a-Pay, conforming, and government insured/guaranteed loans. (2) 1-4 Res RE = 1-4 Family Residential Real Estate (based on average balance).

# Home Lending: Priorities

## **Grow Wells Fargo customer relationships**

Create differentiated, simplified home lending experiences

## **Enhance data-driven decision automation capabilities**

Continue to digitize and automate the end to end experience to drive operational excellence and simplicity

## **Focus on quality**

Maintain high quality portfolio

## **Strengthen risk management**











