

Building a Better Wells Fargo.

Dear Wells Fargo Customer,

On August 31st, we announced the completion of our expanded third-party review of retail banking accounts dating back to the beginning of 2009. The account review analyzed consumer and small business checking, savings and unsecured credit card and line of credit data to identify potentially unauthorized accounts. The expanded analysis reviewed more than 165 million retail banking accounts opened over the nearly eight-year period. In broadening the number of accounts and the time period under review, we were able to identify additional customers who may have been impacted. And we are now able to reach out to them to help address any potential harm.

I want to assure you that we will take swift action to make things right for every affected customer. We will issue refunds, provide assistance correcting credit reporting, and compensate customers for broader financial impacts. And we entered into a \$142 million settlement agreement to compensate eligible customers. More information about the settlement is available at WFSettlement.com.

As we move forward, the principles that guide our rebuilding efforts remain consistent:

- Make things right for our customers and our team members
- Hold those leaders who are responsible accountable for their actions
- Improve our culture and business to prevent things like this from happening again

And everything we do is informed by our renewed commitment to transparency, as reflected by our recent announcements detailing other areas that we're in the process of fixing.

In the end, we know we'll be judged on how we serve you, our customers, every single day. Building a stronger Wells Fargo extends beyond just our retail bank. It's about finding ways to better serve all our customers, whatever your unique goals. So we continue to innovate to make your banking and investing easier and more secure, from faster ways to access your account information, to easier options to manage your money, to simpler tools to increase your control over your financial life.

As always, if you have any questions or concerns about your accounts or anything else related to Wells Fargo, we're here to help, either in your branch or online at wellsfargo.com.

Thank you for standing by us as we work to build a better bank. We know you have many choices when it comes to banking, and we realize it is our privilege to serve you.

Sincerely,



Timothy J. Sloan
Chief Executive Officer and President
Wells Fargo & Company

For more details on what we've done and where we're going, please visit www.wellsfargo.com/commitment