

Selected Terms & Conditions for Wells Fargo Campus Debit and ATM Cards

Terms and Conditions effective 07/24/2019.

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INTRODUCTION

This brochure describes your rights and responsibilities for your debit or ATM card, and adds information to our

- *Deposit Account Agreement*,
- *Consumer Account Fee and Information Schedule*,
- Other Account Agreements, and
- Any updated information we gave you since you opened your Account

However, if this brochure differs from the documents listed above, the information in this brochure will control. If you have other accounts that you wish to access using your Card, please review the applicable account agreements.

Wells Fargo Campus CardSM Programs Campus Debit and Campus ATM Cards are available for students, faculty and staff of colleges and universities that participate in the Wells Fargo Campus Card program (“Schools”). Campus Debit Cards can be identified by the Visa® logo on the

front of the Card; Campus ATM Cards do not include a Visa logo.

Wells Fargo Campus Cards are available two ways: 1). Wells Fargo issued Cards and 2). School issued Cards. Your School determines which program you participate in.

Upon request, a **Wells Fargo issued Card** is produced and mailed by Wells Fargo to currently enrolled students, and currently employed faculty members or staff. A Card may be requested by bringing a valid School ID to a Wells Fargo branch. It must be linked to an eligible new or existing deposit account to be used for purchases and ATM transactions and expires 5 years from the date it was issued. At that time, we will reissue you a standard Wells Fargo Debit Card.

A School issued Card is produced by the School and given directly to currently enrolled students, and currently employed faculty members or staff, by the School. It can be linked to an eligible new or existing deposit account to be used for purchases and ATM transactions.

School issued Campus ATM Cards can be linked to an eligible deposit account at any time for up to 5 years from the date it was issued. At 5 years, the Card expires and can no longer be linked to a deposit account or used for purchases or ATM transactions. You can contact Wells Fargo and request a standard Wells Fargo Debit or ATM Card to use for purchases and ATM transactions.

Defining words in this brochure

- “You” and “your” refer to the owner and, if applicable, each co-owner of a deposit account.
- “We,” “us,” and “our” refer to Wells Fargo Bank, N.A.
- “Card” includes every type of Campus ATM and Campus Debit Card that we may periodically issue to you, except prepaid debit cards, or that your School may issue to you.
- “Account” refers to the checking and/or savings account(s) accessible using your Card.
- “Business day” is any day except Saturday, Sunday, and federal holidays.
- “Mobile Device” means a smartphone, tablet, or any other hand held or wearable communication device that allows you to electronically store or electronically present your debit card or debit card number (“Digital Card Number”) and use that Digital Card Number to make debit card transactions.
- “Overdraft” is a negative balance in your Account.

Disclosing your information

Generally, we will not disclose information about your Account, but we may do so in the following situations:

- To comply with a statute, regulation, or rule.
- In any legal process, including subpoena, search warrant, or other order of a government agency or court.
- In connection with examinations by state and federal banking authorities.
- If we need to disclose information to complete a transaction.
- To verify the existence and condition of your Account for a third party, such as a merchant or credit bureau.
- To provide information to the legal representative or successor of a deceased co-owner for the period during which the deceased had an interest in your Account.
- To report the involuntary closure of your Account.
- When disclosure is necessary to protect you, your Account, or our interests.
- If you give us your permission.
- To our agents, independent contractors, and other representatives who service or process your Account transactions, Account analysis, or to similar purposes.
- To our affiliated banks and companies and to unaffiliated third parties in accordance with our Privacy Policy disclosure.

USING YOUR CARD

Table 1 shows how you can use your Card to make purchases and payments, make transfers, and use ATMs and other services. Note: some services described below may not be available at all ATMs or merchants.

Using your Card can include using your physical Card, accessing your Card by using it through a Mobile Device, or via an ATM Access Code, as noted in the chart below.

TABLE 1

Actions	Debit Card	ATM Card
To purchase or pay		
At merchants who accept payments through a network in which we participate (e.g., Visa and MasterCard®)	✓	✓ ¹
Pay bills directly to merchants or other providers with your Card, or through a Mobile Device at merchants who accept mobile payments	✓	
Request cash back when making a purchase with your PIN at merchants who offer this service	✓	✓
Through a Mobile Device at merchants who accept mobile payments	✓	

Actions	Debit Card	ATM Card
To purchase or pay		
Choose whether and how you receive a receipt at the time you use your card at a merchant terminal	✓	✓
At Wells Fargo ATMs		
View your Account balance	✓	✓
Withdraw cash	✓	✓
Make deposits to your Accounts	✓	✓
Transfer funds between your Accounts	✓	✓
Make payments to your Wells Fargo credit card	✓	✓
Get a statement of the last 10 transactions	✓	✓
Get a statement of the balances of your Accounts ²	✓	✓
Choose how you want to receive your ATM receipt: printed, emailed to the address on file or to your Wells Fargo Online® secure inbox, or texted to your mobile phone number on file (availability may be affected by your mobile carrier's coverage area, and your mobile carrier message and data rates may apply)	✓	✓
Via Card-Free Access to Wells Fargo ATMs		
Use your Mobile Device to access Wells Fargo ATMs displaying the contactless symbol to perform the ATM transactions listed above (see "Using Your Card Through a Mobile Device" for more details)	✓	
Use an ATM Access Code to access Wells Fargo ATMs to perform the ATM transactions listed above (see "ATM Access Codes" for more details)	✓	✓
At non-Wells Fargo ATMs³		
View your Account balance (fees may apply)	✓	✓
Withdraw cash (fees may apply)	✓	✓
Transfer funds between your Accounts (fees may apply)	✓	✓
At other locations to withdraw money using your physical Card		
Wells Fargo bank locations (fees may apply)	✓	✓
Non-Wells Fargo banks that accept Visa-branded cards when a teller helps you with your transaction (fees may apply)	✓	✓
Via electronic credit transfers		
Receive transfers, such as through card networks or funds transfer systems	✓	

¹ Purchases made using an ATM card are only available at merchants who accept payments through networks in which we participate and require a PIN to authorize the purchase.

² Statements at ATMs should not be used in place of your Account statement for balancing or verifying the actual Account balance.

³ Non-Wells Fargo ATMs are part of ATM networks owned or operated by other financial institutions. You can use your Card to withdraw cash, check balances, and transfer funds between the Accounts linked to your Card as primary checking and primary savings. Note: 1) Some non-Wells Fargo ATMs may not give you the option of choosing which Account to access or may only let you access one of your Accounts. 2) Some transactions may not be available at all ATMs, may be different from those available at Wells Fargo ATMs, or may be limited to any withdrawal limit(s) set by the non-Wells Fargo ATM.

Fees for using your Card

Table 2 shows fees we may assess. These fees may not be applicable to all customers and may vary depending on the type of Account you have. For more details, refer to the applicable Wells Fargo Fee and Information Schedule for your Account.

TABLE 2

	U.S. ¹	International
Non-Wells Fargo ATM fees		
Balance inquiry	\$2	\$2
Transaction fee	\$2.50	\$5
Transfer fee	\$2	\$2
Debit Card Over-The-Counter fee for getting cash at a non-Wells Fargo bank	\$3	3% of transaction amount
International purchase transaction fee²		3% of transaction amount

¹ U.S. fee also applies to the following U.S. territories: American Samoa, Guam, Northern Mariana Islands, Puerto Rico, U.S. Minor Outlying Islands, and U.S. Virgin Islands.

² For each debit card purchase in a foreign currency converted to a U.S. dollar amount by a network.

Non-Wells Fargo ATM owner/operator fees

Fees from non-Wells Fargo ATM owner/operator may apply unless waived by terms of your Account. The non-Wells Fargo ATM owner/operator fees are included in the total amount withdrawn from your Account.

Merchant fees

Some merchants may assess a fee when you use your Card for a purchase. This fee will be included in the total purchase amount.

ATM and merchant terminal malfunctions

We are not responsible for damages resulting from an ATM or merchant terminal malfunction, except to the extent that malfunction results in an error (see page 6 for Regulation E provisions). Please promptly notify us if an ATM fails to dispense the correct amount of cash or provide a receipt, by calling or writing us at the telephone number or address provided on your Account statement.

Wells Fargo ATMs in Assisted-Service mode

Some Wells Fargo ATMs in branches can operate in “Assisted-

Service mode” during branch hours. When in Assisted-Service mode, the ATM screen’s main menu will display an “I need assistance” option. When you use an ATM in Assisted-Service mode, your Card’s daily ATM withdrawal limit may not apply, and you may be able to access and perform transactions on some of your consumer deposit Accounts that are not linked to your Card.

Note: If you are accessing the ATM in Assisted-Service mode a). using an ATM Access Code, see “ATM Access Codes” for more details, or b). using a Mobile Device, see “Using Your Card Through a Mobile Device” for more details.

Linking accounts for Card access and designating a primary account

Linking lets you add accounts you own (e.g., checking, savings) to a debit or ATM card, giving you access to make transactions on multiple accounts with one Card at Wells Fargo ATMs. At most ATMs, you have access to Accounts linked to your Card. When an ATM is in Assisted-Service mode, however, you may be able to access and perform transactions on some of your consumer deposit accounts that are not linked to your Card.

If you link only one account of a single type (e.g., checking or savings accounts) to the Card, that linked account is automatically designated as the “primary” account for purposes of electronic fund transfer services. A debit card must have at least one checking account linked, designated as primary checking. The money for purchases and payments made with your Card is deducted from the primary account. The money for purchases made with your ATM card is deducted from the primary checking account; if no checking account is linked, it is deducted from the primary savings account. Cash withdrawals using a Card at a non-Wells Fargo ATM may be deducted from the primary checking or savings account.

If you link more than one account of a single type to the Card, you may designate a primary account and other accounts. If you do not designate a primary account, the first account of that type linked to your Card is considered the primary account. If a primary account linked to the Card is closed or delinked for any reason, we will designate another linked account (if applicable) as the new primary account. If the only other linked account is a savings account, your debit card will be closed and you can request an ATM card. For Campus Debit Cards with school access functionality, your banking access will be closed but your Card can still be used for school access functionality. We will determine the number and type of accounts you can link to your Card.

Using a Card to access linked credit card and line of credit accounts at ATMs

If you link your Wells Fargo credit card account or eligible line of credit account (linked credit account) to your Card, you may use the Card to access the linked credit account at any Wells Fargo ATM.

You can use the Card to obtain cash or transfer funds from the linked credit account, as long as the linked credit account is in good standing and has available credit. Cash withdrawals and transfers of funds from your linked credit account are treated as cash advances. Each of these transactions is subject to the provisions of the applicable credit

card account agreement or line of credit account agreement, including daily limits and cash advance fees.

You must notify us in case of errors or questions about your Wells Fargo credit card bill. If you think your bill is wrong or if you need more information about a transaction on your bill, write to us or call us at the address or telephone number listed on your credit card account statement. However, you must write to us to preserve your billing rights. Please consult your applicable credit account agreement for complete information on the terms and conditions applicable to your linked credit account, including the rules relating to cash advances from, and payments to, your linked credit accounts.

Daily limits and funds available for using your Card

You may use your Card subject to 1) your daily ATM withdrawal limit and daily purchase limit, and 2) your Available Balance in your Account. The following rules apply:

• **Limits on dollar amounts:**

- **Daily ATM withdrawal limit** is the maximum amount of cash you can withdraw from any combination of accessible Accounts using your Card. When an ATM is in Assisted-Service mode, your Card’s daily ATM withdrawal limit may not apply during branch hours.
- **Daily purchase limit** is the maximum U.S. dollar amount of purchases (including cash back, if any) that can be authorized each day on your Account.
 - If your daily purchase limit is more than \$99,999, you may ask that the merchant process multiple transactions to complete a purchase above this amount.
- **The limits for your Card:** These limits apply to new Cards. If this is a replacement Card, your existing Card limits apply. You can confirm your Card’s daily limits by signing on to Wells Fargo Online or the Wells Fargo Mobile® app, or calling us at the number listed in the “Contact Us” section.

Campus Debit Card limits	
Your daily ATM withdrawal limit is	\$310
Your daily purchase limit is	\$1,000
Campus ATM Card limits	
Your daily ATM withdrawal limit is	\$310
Your daily purchase limit is	\$500

- **Changes to your Card limits:** We may, without telling you, increase your daily purchase or ATM withdrawal limit based on account history, activity, and other factors. If we decrease the limits of your Card, we will notify you in accordance with applicable law.
- **Definition:** For purposes of the daily limits only, a “day” is defined as the 24-hour period from midnight to midnight, Pacific Time. If a transaction is made in another time zone, it will be processed when we receive it.

- **Available Balance:** Your “Available Balance” is the most current record we have about funds that are available for withdrawal from the Account. You may use your Card as often as you want each day as long you stay within your daily ATM withdrawal limit and daily purchase limit, and you have sufficient Available Balance in any of your Accounts used for withdrawal. If using your Card to perform an ATM transaction or purchase would create an Overdraft on the Account, we may take actions described in the section of this brochure titled “Creating an Overdraft Using Your Card.”

Note: your current Available Balance may not yet reflect all of the transactions you have made, including but not limited to a Card purchase that the merchant has not yet transmitted to us, or a check you wrote that has not been cashed by the payee. For more information, please refer to the section of your *Deposit Account Agreement* entitled “How do we determine your Account’s Available Balance?”

- **Authorizations:** When we approve a transaction or purchase, we call that an “authorization.” We may limit the number of authorizations we allow during a period of time (e.g., if we notice out-of-pattern use of your Card, or suspected fraudulent or unlawful activity). For security reasons, we cannot explain the details of the authorization system. If we do not authorize the payment, we may notify the person who attempted the payment that has been refused. We will not be responsible for failing to give an authorization.
- **Partial authorization for card transactions:** if a Card purchase amount exceeds the current Available Balance in the primary linked checking or savings account when you are making a purchase, you may be able to use your Available Balance to pay for a portion of the total purchase. The transaction will be subject to a partial authorization daily purchase limit set by us and your Card’s daily dollar limit. We will first try to approve the full amount of the purchase with the available funds in your checking account, account(s) linked for Overdraft Protection, and, if enrolled, using Debit Card Overdraft Service. If we do not approve the full amount of the purchase, we may approve a portion of the purchase using the remaining available funds in your checking account. This is called a “partial authorization.” The remaining amount of the purchase total would need to be covered by another form of payment, such as cash or another card. If you are unable/unwilling to provide an additional form of payment, the partial authorization will be reversed by the merchant. Not all merchants are able to accept partial authorizations or process transactions using multiple forms of payment.

Illegal transactions and internet gambling

You must not use your Card or Account for any illegal purpose. You must not use your Card or Account to fund any account that is set up to facilitate internet gambling, except certain government (or state) owned lotteries and certain government-licensed online casinos and horse/dog racing. In our discretion, we may allow or deny transactions or authorizations from merchants who are apparently engaged in or who are identified as engaged in the internet gambling business.

Ending your Card use

Wells Fargo issued Campus Cards are our property. We may cancel your Card at any time without notice to you. You may cancel your Card at any time by writing to us at the address provided in your Account statement. If the Account is closed or the Card is cancelled, you will immediately destroy the Card and, upon request, tell us in writing that the Card has been destroyed. If requested, you must immediately return the Card to us. If your Card is cancelled, you must pay for any Card transactions made before the Card is cancelled.

School issued Campus Cards are the property of the School. We may cancel your Card banking access at any time without notice to you. You may cancel your banking access at any time by writing to us at the address provided in your Account statement. If your banking access is canceled, you must pay for any Card transactions made before the banking access is canceled.

You can monitor your Card transactions:

- Keep track of your transactions with online or mobile banking.
- Sign up for email or text alerts.
- Review your account statements regularly to verify transactions.

USING YOUR CARD THROUGH A MOBILE DEVICE

If you make debit card transactions through a Mobile Device, these Terms and Conditions apply. When you use your debit card with your Mobile Device for transactions:

- Availability may be affected by your mobile carrier's coverage area, and your mobile carrier may charge you message and data rates, or other fees.
- Your debit card information is sent across wireless and computer networks.
- Information about your Mobile Device may be transmitted to us.
- You should secure the Mobile Device the same as you would your cash, checks, credit cards, and other valuable information. We encourage you to password protect or lock your Mobile Device to help prevent an unauthorized person from using it.
- Please notify us promptly if your Mobile Device containing your Digital Card Number is lost or stolen. See "Contact Us" section on page 8.
- When you make a purchase or payment using your Mobile Device, the merchant may not provide an option for cashback.
- Some Wells Fargo ATMs within secure locations may require a physical card for entry.
- You can access Wells Fargo ATMs that display the contactless symbol by holding your Mobile Device close to the contactless symbol.
- Each time you access a Wells Fargo ATM with your Mobile Device and Card PIN, you can perform one monetary transaction (such as a cash withdrawal), or one non-monetary transaction (such as a balance inquiry) before your one monetary transaction.

- If you are accessing the ATM in Assisted-Service mode using your Mobile Device, your Card's daily ATM withdrawal limit will apply and you will not be able to access accounts that are not linked to your Card.

When you use your debit card with your Mobile Device for transactions, third parties (such as merchants, card association networks, mobile carriers, mobile wallet operators, mobile device manufacturers, and software application providers) may 1) use and receive your Digital Card Number, and 2) receive information about your Mobile Device.

If you have enrolled in Overdraft Protection and/or Debit Card Overdraft Service, those terms will apply to debit card transactions made through a Mobile Device. *For additional information, please see the section titled "Creating an Overdraft Using Your Card".*

We may, at any time, partially or fully restrict your ability to make debit card transactions through a Mobile Device. If you want to remove your Digital Card Number from your Mobile Device, please contact us. See "Contact Us" section on page 8.

ATM ACCESS CODES

Upon your request, we may provide you with a secure access code. This code (when used together with the PIN associated with your eligible Card) allows you to access your Accounts for certain transactions at Wells Fargo ATMs. Use of this code with the associated Card PIN is equivalent to use of your Card at a Wells Fargo ATM. Some Wells Fargo ATMs within secure locations may require a physical card for entry. We will display your code within our mobile app or send it to your mobile phone via text message if requested. Availability may be affected by your mobile carrier's coverage area, and your mobile carrier may charge you message and data rates, or other fees. The length of time your code can be used will be provided with the code. Each access code is temporary and can be used only once. With each ATM Access Code you enter at the ATM, you can perform one monetary transaction (such as a cash withdrawal), or one non-monetary transaction (such as a balance inquiry) before your one monetary transaction.

Note: If you are accessing the ATM in Assisted-Service mode using an ATM Access Code, your Card's daily ATM withdrawal limit will apply and you will not be able to access accounts that are not linked to your Card.

UNDERSTANDING AUTHORIZATION HOLDS FOR CARD TRANSACTIONS

"Authorization Hold" means a temporary hold placed against some or all of your funds in your Account and occurs when we authorize a Card transaction from a merchant. The funds on hold will be subtracted from your Available Balance.

We can place an Authorization Hold on your Account for up to 3 business days (or for up to 30 business days at the bank's discretion for certain types of debit card transactions, including but not limited to, international car rental and hotel), from the time of the authorization or until the transaction is paid from your Account. However, if the merchant does not submit the transaction for payment within the time allowed, we will release the Authorization Hold. This means your Available Balance will increase until the

transaction is submitted for payment by the merchant and posted to your Account. If this happens, we must honor the prior authorization, and we will pay the transaction from your Account.

In some situations, the amount of the hold may differ from the actual transaction amount since the merchant may not know the total amount you will spend. For example, a restaurant submits the authorization request for your meal before you add a tip.

Note: You might end up overdrawing the Account even though the Available Balance appears to show there are sufficient funds to cover your transaction. For example, if a merchant does not submit a one-time debit card transaction for payment within 3 business days of authorization (or for up to 30 business days at the bank's discretion for certain types of debit card transactions, including but not limited to, international car rental and hotel), we must release the Authorization Hold on the transaction even though we will have to honor the transaction. The transaction will be paid from the funds in the Account when we receive it for payment.

You should record and track all of your transactions closely to confirm that your Available Balance accurately reflects your use of funds from your Account.

CREATING AN OVERDRAFT USING YOUR CARD

An Overdraft occurs when you do not have enough money in your Account to cover the amount of a transaction and we pay the amount of the transaction instead of declining it or returning it unpaid. However, if you overdraw your Account, you must deposit the amount of any Overdrafts. You also may have to pay a fee. For preauthorized recurring payments using a debit card, we have the right to 1) authorize and pay for Overdrafts, or 2) decline Overdrafts. You must repay immediately any Overdrafts.

For additional information about Overdrafts, including how you can prevent Overdrafts arising from ATM and everyday (one-time) debit card transactions, please see your *Deposit Account Agreement* or other applicable account agreement.

HANDLING PREAUTHORIZED PAYMENTS

- **Right to stop payment:** If you have told us in advance to make regular (recurring) payments out of your Account, you can stop any of these payments. Call or write to us (information listed in the "Contact Us" section on page 8), in time for us to receive your request 3 business days or more before the payment is scheduled. If you call, we also may require you to put your request in writing and get it to us within 14 days after you call. There is no fee to stop a regular (recurring) payment using a debit card.
- **Notice of varying amounts:** If the amount of these regular (recurring) payments varies, the person you are going to pay should tell you 10 days before each payment, when it will be made and how much it will be (The party you are going to pay may allow you to choose to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)

- **Liability for failure to stop payment:** If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will pay for your losses or damages.

OTHER CONSIDERATIONS

- **Electronic check conversion:** You may authorize a merchant or other payee to make a one-time electronic payment from your account using information from your check to 1) pay for purchases, or 2) pay bills.
- **Account inquiry:** You have the right to contact us to find out whether an electronic transfer has been credited or debited to your account. Call Wells Fargo Bank at 1-800-869-3557, or write to us at Wells Fargo, Customer Correspondence, P.O. Box 6995, Portland, OR 97228-6995.
- **Receipts:** You can get a receipt at the time you make any transfer to or from your account using one of our ATMs or when you use your card at a merchant terminal.

CARD ON FILE WITH MERCHANTS

If you give your debit card number to a merchant with authorization to bill it for recurring payments, or to keep it on file for future purchases or payments, the merchant may receive updated card information to process such payments, for example, if the merchant participates in the Visa Account Updater Service or a similar service. However, since not all merchants receive updated card information, we recommend you notify each merchant of your new debit card number and/or expiration date to ensure your payments continue uninterrupted. If you have a card on file with a merchant and want to cancel the relationship be sure to cancel the relationship with the merchant directly.

HELPING PROTECT YOUR CARD

Liability for unauthorized transactions according to Regulation E

Tell us AT ONCE if you believe your Card, Card number, or PIN has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your Account (plus funds in any line of credit, savings account, or credit card linked to your account or as part of an Overdraft Protection plan). If you tell us within 2 business days after you learn of the loss or theft of your Card, Card number, or PIN, you can lose no more than \$50 if someone used your credentials without your permission (however, see "Zero Liability protection" below).

If you do NOT tell us within 2 business days after you learn of the loss or theft of your Card, Card number, or PIN, and we can prove we could have stopped someone from using your credentials without your permission if you had told us, you could lose up to \$500 (however, see "Zero Liability protection" below).

Also, if your Account statement shows transfers that you did not make or authorize, including those made by your Card, PIN, or other means, tell us at once. If you do not notify us within 60 days after the statement was mailed or was otherwise made available to you, you will

be liable for any additional unauthorized transactions that occurred after the 60-day period and before you provided notice to us (if we can prove we could have stopped those transactions had you promptly notified us). This will apply even to unauthorized transactions that occur shortly before you notify us. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time periods.

Zero Liability protection

Your Card comes with Wells Fargo's Zero Liability protection, which provides you with more coverage than what Regulation E requires for consumer cards (see "Liability for unauthorized transactions according to Regulation E" above).

With Zero Liability protection, you will have no liability for any Card transactions that you did not make or authorize, so long as those transactions occurred before the end of the 60-day period described below.

If your Account statement shows Card transactions that you did not make or authorize, tell us at once. If you do not notify us within 60 days after the statement was mailed or was otherwise made available to you, you will be liable for any additional unauthorized card transactions that occurred after the 60-day period and before you provided notice to us (if we can prove we could have stopped those Card transactions had you promptly notified us). This will apply even to unauthorized Card transactions that occur shortly before you notify us. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time period.

In case of errors or questions about your electronic fund transfers

Call or write to us (information listed in the "Contact Us" section on page 8) AT ONCE if you think your statement or receipt is wrong or if you need more information about a transfer listed on your statement or receipt. We must hear from you no later than 60 days after we mailed or otherwise made available to you the FIRST statement on which the problem or error appeared. 1) Tell us your name, Account number, and the dollar amount of the suspected error, and 2) describe the error or transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

If you notify us in person or by phone, we may require that you send your complaint or question in writing within 10 business days.

Investigations

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your Account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your Account.

For errors involving new Accounts, purchase transactions, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new Accounts, we

may take up to 20 business days to credit your Account for the amount you think is in error. We will tell you the results within 3 business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

Our liability for failure to complete an electronic fund transfer

If we do not complete a transfer to or from your Account on time or in the correct amount, according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. For instance, we will NOT be liable if:

- Through no fault of ours, you do not have enough money in your Account to make the transfer.
- The transfer would go over the credit limit on a credit account linked for Overdraft Protection.
- The ATM where you are making the transfer does not have enough cash.
- The terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- Circumstances beyond our control (such as fire, flood, or power failure) prevent the transfer, despite reasonable precautions we have taken.

There may be other exceptions stated in your Account documents.

Periodic statements

In general, you will get a monthly Account statement. If there are no electronic fund transfers or payments in a particular month, you will get the statement at least quarterly.

CARD AND ATM SAFETY TIPS

Card safety

- Always protect your Card and keep it in a safe place, just like you would cash, credit cards, or checks.
- Create a Personal Identification Number (PIN) that does not include any number or word that appears in your wallet (such as birth date, name, or address).
- Memorize your PIN, never tell it to anyone, and never write it down.
- Change your PIN every six months. If you have forgotten your PIN or want a new one, visit your nearest Wells Fargo location.
- Shop with merchants you know and trust.
- Look at your account statements when you receive them to be sure you made the transactions listed. Contact us immediately if you identify anything suspicious.
- Make sure your internet transactions are secure. Look for secure transaction symbols.
- Log off from any site after you make a purchase. If you cannot log off, shut down your browser to keep someone from accessing your information.
- Avoid sending your Card number through email because it is not secure, and don't give the number over the phone unless you made the call.

- If your Card is ever lost or stolen, immediately notify us at the number listed in the “Contact Us” section on page 8, 24 hours a day, 7 days a week.
- Destroy your old Card if you receive a replacement.

ATM safety

- Be aware of your surroundings and be cautious when you withdraw money.
- Watch for suspicious persons or activity around the ATM. If you notice anything out of the ordinary, come back later or use an ATM elsewhere. If you see someone suspicious or unusual circumstances, do not use the ATM at that time. If you are in the middle of a transaction, cancel the transaction, take your Card and leave the area and come back at another time or use an ATM at another location.
- Before using the ATM, look at it for possible tampering or for presence of any unauthorized attachment that could capture your Card information or PIN.
- Report all crimes immediately to the operator of the ATM or local law enforcement.
- Consider having someone accompany you when using an ATM after dark.
- Be sure no one sees you enter your PIN.
- Avoid showing your cash. Put it away as soon as your transaction is completed. Wait to count your cash until you’re in the safety of a locked enclosure, such as a car or home.
- Keep safe or securely get rid of your ATM receipts.
- Keep your engine running when you use a drive-up ATM. Keep your doors locked and your passenger window up.

CONTACT US	
By phone	Wells Fargo Phone Bank 1-800-TO-WELLS (1-800-869-3557)
In writing	Wells Fargo, Customer Correspondence P.O. Box 6995, Portland, OR 97228-6995