NCSL Public Private Partnership on Disaster Mitigation and Recovery
Summer Convening

August 4th, 2019
Rullah Price, SVP Community Outreach Director
Responding during times of disaster

Event

1. **WELLS FARGO RESPONSE**
   - Proactive – Major disaster (Hurricanes/Wildfires)
   - Reactive – Customer contacts Wells Fargo to advise of impact
   - ✓ waive/reverse fees
   - ✓ suspend negative credit reporting
   - ✓ foreclosure/sales

2. **DEDICATED SUPPORT, IN-MARKET ASSESSMENTS & OUTREACH**
   - Leveraging relationships to deploy coordinated messages and assess full impacts

3. **MARKET ENGAGEMENT**
   - Communication through diverse virtual and social media channels

4. **MOBILE RESPONSE IN-MARKET**
   - Wells Fargo typically arrives in market, doors open within 5-7 business days
Virtual Channels

ATM

You can donate at this ATM to help people affected by Hurricane Florence. 100% of donations go to American Red Cross.
Being financially prepared during times of disaster

5 Steps to ensure you’re financially prepared in the case of disaster

1. Save important financial documents on a thumb drive.
2. Have cash or an emergency fund.
3. Consider setting up online banking, mobile banking, bill pay and electronic account alerts.
4. Make a visual or written record of your possessions.
5. Be sure to photograph the exterior of your home.
Disaster Communication

WELLS FARGO

Dear Wells Fargo Customer,

As we all anxiously watch the forecasts for Hurricane Florence and anticipate the potential impacts to our homes, businesses, and communities in North Carolina, South Carolina, Virginia, and Washington, D.C., we want to let you know that Wells Fargo is here to support you and your communities.

We are taking steps to help you and your family prepare by providing 24/7 access to your Wells Fargo accounts and banker support at 1-800-TO-WELLS (1-866-869-3557), ensuring our ATMs are well-stocked, and keeping a close eye on the situation so we can act quickly to support recovery.

Some things to help you prepare:

- Make sure your contact information is updated — especially your phone number and the address where we can reach you. You can do this via wells Fargo.com or by calling us.
- Download the Wells Fargo Mobile® app to make sure you have easy access to your accounts and our banking services.

In the coming days, you will find up-to-date information on how we are assisting impacted customers at wells Fargo.com. Rest assured we are actively monitoring the situation and will be offering help as soon as possible after the storm passes — including opening our local branches as soon as it is safe for our customers and team members.

Please know our thoughts are with you at this time and we are steadfastly committed to supporting all of our customers and communities in the days, weeks, and months ahead.

Contact us:
If you have questions, please do not reply to this message:
Wells Fargo Online® customers, sign on and select Contact Us.
If you are not a Wells Fargo Online customer, view our contact information.

Online Customer Service Code: 1399500007

© 2018 Wells Fargo Bank, N.A. All rights reserved. Member FDIC. NMLS ID 391803 Equal Housing Lender.
Consumer Education Materials

How and when you'll receive insurance funds to repair your home

Call to check the repair process. Our disaster assistance team will provide you with next steps so you can get the help you need.

Wells Fargo disaster assistance team:
- Wells Fargo Home Mortgage, 1-800-848-1111
- Wells Fargo Home Bank, 1-800-848-2111

This overview sheet will help you keep track of what you need to do to get the help you need.

Document checklist
For property insurance claims

To help process your claim faster, please bring the following documents to your meeting:

- Your Wells Fargo Home Mortgage account number. If it's a mortgage statement, make sure to bring the statement with you.
- Your insurance claim file. This will be used to verify your account information.
- Additional documents. Keep all documents that you need to keep track of all your insurance claims.

If you have a monitored claim, please complete and return the following documents from your insurance company:

- Initial Information Form
- Conditional Valuation of Home, signed by each contractor and each insurance company.
- SEBA Notice/Request for Homeowner Identification Number. These documents are necessary to protect your home.
- Homeowners' consent to conduct inspections. Make sure these documents are completed and returned to your insurance company.

Talk with us and get the help you need as you recover from the disaster

Come talk to our Customer Assistance and Recovery Effort (CARE) team.

You may need help getting your life back as quickly as possible after the disaster. That's why we're sending a mobile response unit to your community.

Get answers and valuable information in person:

- Find out about immediate help
- Get help with insurance claims
- Contact your insurance company
- Visit the website

Contact us today:

Please call us at 1-800-848-1111. If you need help, we'll be there to help you through every step of the way.

wellsfargo.com/recovery
Community Engagement