

# WELLS FARGO

## Your health and safety

### Taking precautions: Coronavirus disease (COVID-19)

The health and safety of our customers and employees are top of mind amid concerns about the spread of the coronavirus disease (COVID-19). We are here to serve you and we want to share information with you about how we continue to operate safely and effectively. Our thoughts are with anyone affected by the coronavirus.

#### Steps we're taking

- Our teams are monitoring information from the Centers for Disease Control and Prevention (CDC), and federal, state and local agencies to help ensure the actions we're taking are in line with the latest CDC recommendations and guidance. We are communicating regularly with our employees to keep them informed and to ensure their safety and that of our customers.
- As a precautionary step, we have begun installing hand sanitizer stations in our branches for use by both employees and customers, and we are conducting enhanced cleaning in other facilities as needed.
- Wells Fargo is committed to helping customers experiencing hardships, including from the Coronavirus Disease (COVID-19). If in need of assistance, we encourage customers to call us at **1-800-219-9739** to speak with a trained specialist to discuss options available for their consumer lending, small business and deposit products.
- The Wells Fargo Foundation announced up to \$6.25 million in donations to support domestic and global response to the coronavirus (COVID-19) and to aid public health relief efforts. The philanthropic funding includes \$1 million for the National Centers for Disease Control and Prevention's Emergency Relief Fund and \$250,000 to the International Medical Corps for their work in more than 30 countries. The company will also donate up to \$5 million at the local level to help address community-specific needs in the coming months.

#### Steps you can take

- **Stay up to date.** For more information on COVID-19, visit the [Centers for Disease Control and Prevention \(CDC\) website](#).
- Follow these everyday preventive actions to help prevent the spread of respiratory diseases, as outlined by the CDC:
  - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Stay home when you are not feeling well.
  - Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- **Beware of scams.** Look out for suspicious email and text messages, medical supply scams, and fraudulent donation sites that may impersonate a company, charity, or government agency. The intent is to convince you to share sensitive information such as usernames and passwords, make purchases or donations on spoof websites, or download malware onto your device by opening a malicious attachment. If you receive a suspicious email or text message, don't respond, click on any links, or open attachments. Verify the authenticity of any website before making a purchase or donation. [Learn More](#)
- **Stay informed on how the financial markets are impacted by Coronavirus** and other factors by following the **Wells Fargo Investment Institute**. Our strategists provide insights on the events moving the markets and how investors may want to respond. [Learn More](#)
- **Learn more about our online and mobile banking features**, so you can bank from almost anywhere 24 hours a day, 7 days a week. Download our mobile app to deposit checks, pay bills, transfer money, set and receive alerts, and send and receive money through Zelle®. [Learn More](#)
- **Locate branches and ATMs near you**, including hours of operation and operational status. [Find Now](#)

Our first priority remains keeping Wells Fargo employees and customers safe and well-informed while doing what we can to help minimize potential spread of the coronavirus. Please know we have devoted significant resources and efforts to help mitigate against possible adverse impacts from the coronavirus, and will continue working hard to provide the level of service you have come to expect.

#### Regional Updates

##### Washington State

**Wells Fargo Temporarily Closes One Bank Branch in Seattle in Response to COVID-19**

Branch located at 4009 East Madison Street in Seattle

**SEATTLE – March 10, 2020** – Wells Fargo & Company today temporarily closed a bank branch located at 4009 East Madison Street in Seattle after being notified of a positive test for coronavirus COVID-19. Customers can visit other branches in Seattle and can continue to use online, mobile and phone banking options for their financial needs. The branch will return to normal business operations as soon as possible, and customers can check Wells Fargo's [branch locator](#) for current status and for the locations and hours of other branches in Seattle.

Wells Fargo quickly activated its protocols for this situation, and the company is following all public health guidance. Deep cleaning at the branch has been performed multiple times. All employees based in the 4009 East Madison Street branch were in prolonged, close contact with the affected individual and have been asked not to come into the office in accordance with guidance from the Centers for Disease Control and Prevention (CDC). Those employees will not need to use paid time off. Branch customers are being notified through a variety of communication channels, and customers should visit the [CDC's website](#) for information about what steps they should take if they feel they've come in contact with someone diagnosed with COVID-19.

"We believe this is the right thing to do to support the health of our customers and employees in the Seattle community. We wish a full and speedy recovery and will provide our full support," said Jim Foley, Pacific North lead region president. "We are in close contact with local authorities, including public health officials, and will return to normal business operations as soon as possible. Our first priority remains keeping our employees and customers safe and well informed, while continuing to meet the needs of our customers."

The company is closely monitoring the situation in all the communities in which we operate, continuing to follow all public health guidance, and implementing enhanced cleaning in all properties across the country.

Wells Fargo has activated assistance for employees via its WE Care Fund, which provides grants to Wells Fargo colleagues who face a catastrophic disaster or financial hardship resulting from an event beyond their control. This program is available to those affected by coronavirus and is intended to help team members, especially those with limited resources, get back on their feet with basic necessities.

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**About Wells Fargo**

Wells Fargo & Company (NYSE: WFC) is a diversified, community-based financial services company with \$1.9 trillion in assets. Wells Fargo's vision is to satisfy our customers' financial needs and help them succeed financially. Founded in 1852 and headquartered in San Francisco, Wells Fargo provides banking, investment and mortgage products and services, as well as consumer and commercial finance, through 7,500 locations, more than 13,000 ATMs, the internet ([wellsfargo.com](#)) and mobile banking, and has offices in 32 countries and territories to support customers who conduct business in the global economy. With approximately 261,000 team members, Wells Fargo serves one in three households in the United States. Wells Fargo & Company was ranked No. 29 on Fortune's 2019 rankings of America's largest corporations. News, insights and perspectives from Wells Fargo are also available at [Wells Fargo Stories](#).



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