



Newsroom News Releases **Wells Fargo Announces Aid for Customers and Communities Impact...**

Wells Fargo Announces Aid for Customers and Communities Impacted by COVID-19

Comprehensive response includes suspending residential foreclosure sales, fee waivers and acceleration of \$175 million in donations to help the most vulnerable

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SAN FRANCISCO--([BUSINESS WIRE](#))--Wells Fargo & Company (NYSE: WFC) today announced additional comprehensive steps to help customers, communities and employees grappling with the impact of COVID-19. The company has suspended residential property foreclosure sales, evictions and involuntary auto repossessions. Additionally, the Wells Fargo Foundation will distribute \$175 million in donations to help address food, shelter, small business and housing stability, as well as to provide help to public health organizations.

"The coronavirus is disrupting the daily lives of many people around the world, and Wells Fargo has taken — and will continue to take — the steps needed to support our customers, employees and communities during this difficult time," said CEO Charlie Scharf. "We will continue to evaluate this fluid situation and take additional action as necessary."

Wells Fargo is taking several other steps to meet the needs of customers, operate safely and effectively and reduce the risk to employees and customers, recognizing that the company provides critical and essential services to the stability of the economy and the financial wellbeing of customers.

Meeting customer needs

Wells Fargo is working on a daily basis to put measures in place to support the needs of customers impacted by COVID-19 in the most effective ways possible. Wells Fargo is suspending residential property foreclosure sales, evictions and involuntary automobile repossessions. The company also is offering fee waivers, payment deferrals and other expanded assistance for credit card, auto, mortgage, small business and personal lending customers who contact the company.

Additionally, Wells Fargo continues to take the action needed to ensure it can best serve customers, while also prioritizing employee and customer safety. The company is temporarily closing some branches, adjusting operating hours of branches, relocating employees to busier branches and utilizing drive up instead of lobbies where possible. Customers can check Wells Fargo's [branch locator](#) for ATM locations and the status of branches and can use mobile and online banking tools almost anywhere 24 hours a day, seven days a week.

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- **Financial health:** Donations will support efforts to ensure ongoing financial health for families and individuals including for financial counseling and coaching and through grants to help struggling hourly, part-time, lower-income and gig economy workers navigate broad financial stability challenges due to loss of income.

The Wells Fargo Foundation will also support the creation of the Coronavirus Pandemic Financial Resilience Resource Center to help the 100 million people with disabilities and chronic health conditions nationwide with alternative and accessible information and financial counseling, 24 hours a day, seven days a week.

Supporting employees experiencing hardship

In an effort to assist employees who may experience their own hardships, the Wells Fargo Foundation will donate \$10 million to its WE Care Fund, which provides resources to 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 employees, especially those with limited resources, get back on their feet with basic necessities.

Wells Fargo has made several significant enhancements to its U.S. benefits and time away programs to provide additional support to all U.S. employees during this public health emergency, including benefit enhancements specifically for employees directly affected by coronavirus through illness or school closures.

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 7,400 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 260,000 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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