

Dear Southern Arizona Customers,

Thank you for your inquiry about how Wells Fargo is addressing the current, and possible future, effects of the coronavirus (COVID-19).

We are committed to keeping our business running, while also ensuring the safety of our team members and our clients. The coronavirus situation is evolving, and while we do not know what is coming next, we want you to be fully aware of and confident in the ways we have been preparing our teams to work within this higher-risk environment.

Business continuity

Wells Fargo's business continuity program is reasonably designed and regularly assessed under the guidelines set forth in the Federal Financial Institutions Examination Council Business Continuity Management Booklet. Under the program, Wells Fargo has implemented robust business continuity plans to effectively respond to numerous situations, such as loss of facilities, loss of technology, and significant staff shortages. These plans have been reviewed and updated since the outbreak of the virus, in addition to our regular review and maintenance cycle. We have reviewed our capabilities across platforms and have identified and reviewed our critical functions, so that we can prioritize delivering our product and services without interruption. Additionally, we have contingency strategies in place to reasonably continue business operations should there be a quarantine at any one or multiple Wells Fargo locations.

Additionally, our firm is regionally decentralized, which allows us to shift our operations to different areas throughout the United States (and globally) if one location is more acutely impacted by the virus. The safety and soundness of our operations are a critical priority for Wells Fargo, and our decentralized regional structure will ultimately help our team support clients like yourself navigating these uncertain times.

Keeping people safe

Managers and team members receive regularly updated information on this evolving situation relating to the coronavirus. Team members returning from high-risk countries have been asked to self-quarantine for 14 days while working from home. As of March 2, all nonessential cross-border travel has been cancelled until further notice. And effective March 5, we have announced new domestic travel guidelines, restricting all nonessential business air travel in the United States, unless approved by senior management.

In place of travel, we are working to add personal video conference technology for a number of team members to maintain client communication and meetings. Some clients have requested that we not bring any team members to visit their offices if they have been to any affected countries and have not followed quarantine procedures.

Additional updates

There are a number of other updates you might find helpful:

- Our Enterprise Incident Coordination Center has been meeting daily since February, and is coordinating our company-wide approach ensuring that all our business continuity plans are coordinated across all of our Divisions: Consumer & Small Business Banking, Consumer Lending, Commercial Banking, Corporate & Investment Banking, and Wealth & Investment Management.
- To ensure the safety and well-being of our clients and team members, we have:
 - Begun an enhanced cleaning protocol in our Wells Fargo locations
 - Enabled employees to work from home, if necessary, with laptops and mobile devices
 - Communicated extensively and repeatedly about how to stay healthy by washing hands, sanitizing work spaces, and staying home if feeling ill

Please know we have devoted significant resources and efforts to mitigate possible adverse impacts from the coronavirus, and will continue working hard to provide the level of service you have come to expect. If you have any questions at all or would like to discuss in greater detail, I would be happy to arrange some time for us to talk.

Sincerely,

Jason Luckey, SVP
S. AZ Commercial Bank Leader