

From: The Consumer Financial Protection Bureau <donotreply@consumerfinance.gov>
To: Kester, Tonykester@aging.sc.gov
Date: 9/26/2016 1:38:13 PM
Subject: What you need to know if you were harmed by Wells Fargo

Good afternoon,

We've been receiving questions from older consumers, their caregivers, and professionals working with older people about the Consumer Financial Protection Bureau's (CFPB) recent enforcement action against Wells Fargo Bank.

If you were [one of the thousands of people who incurred fees as a result of an unauthorized Wells Fargo account](#), the CFPB has ordered Wells Fargo to refund all of your money. Some payments have already been made; others will be sent in the coming months. **Affected customers are not required to take action to get a full refund.**

To read more about the details surrounding this enforcement action, [read our press release](#).

What else can you do?

- If you suspect that you had an unauthorized account opened, you should visit your local bank branch or call your financial institution.
 - If you are still having an issue, you can [submit a complaint to the CFPB online](#) or call us toll-free at (855) 411-2372.
 - Customers of Wells Fargo or any other bank or credit union should **always closely monitor their accounts to make sure they don't see unauthorized products or account activity.**
 - It is also a good idea to periodically check your credit report. Get a free copy of your credit report at [AnnualCreditReport.com](#). You can receive a free credit report from each [nationwide credit reporting company](#) once every 12 months.
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Thank you,

Stacy Canan
Assistant Director, Office for Older Americans
Consumer Financial Protection Bureau

About the CFPB

The CFPB is a 21st century agency that helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives.

Learn more at consumerfinance.gov.

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