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Government Relations
MAC Z3160-010
150 S Monroe St, 1st Floor
Tallahassee, FL 32301

October 26, 2015

The Honorable Nikki R. Haley
Office of the Governor
1205 Pendleton Street
Columbia, South Carolina 29201

Dear Governor Haley,

Thank you so much for allowing Wells Fargo an opportunity to explain our interest in working with your Administration to reach our customers impacted by the major flooding that has harmed your great state and to briefly explain the services we may be able to provide. We recognize that it is valuable to work with trusted partners to reach our customers and provide information and resources. We have monitored your efforts to provide assistance, and are working closely with our local leadership team and the nonprofit community to best gauge and understand the resources that may be needed to help manage through a difficult situation.

In an effort to help impacted constituents, our team would like to be onsite at South Carolina government –hosted events to provide consumer information, which explains how to work with us if they are experiencing difficulties paying their mortgage or other credit obligations, as well as insurance-related steps to take following a disaster. We have dedicated team members who support *Wells Fargo Home Lending* and our internal *Disaster Response Team*. They can respond to customer and community needs, which arise due to unanticipated circumstances, such as natural disasters. When our customers suffer a loss, we want to be sure we are providing the appropriate information and assistance to help them quickly recover. We reach out immediately and directly to our customers in impacted areas to assist with this process.

During the recovery, our team has traveled throughout the state and has been in the community gathering information on impacts to the local SC markets. In the initial stages your constituents may have financial questions or other issues we may be able to assist with, such as, "how do they cash insurance checks jointly issued to the mortgage company and to them?" We have the resources to help them more easily navigate through this very difficult period.

Wells Fargo welcomes the opportunity to partner with you at events, which you may sponsor, to reach impacted constituents. Thus, we are requesting to be included in your outreach activities to share materials and information. We will also look for opportunities to work with local government and nonprofit partners, who are hard at work assisting impacted South Carolina residents. Finally, we will continually evaluate the need to host our own outreach events for Wells Fargo's impacted customers and to deploy our Wells Fargo Mobile Disaster Response Unit to the state. Our Disaster Response Unit is essentially an office-on-wheels, which we can bring to harder hit areas if determined to be necessary.

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Please let us know if additional information is needed and if you would like us to participate. Please contact our Community Development Representative, Kimberly Davis at 803-765-3069 or kimberly.davis@wellsfargo.com, or our Local Outreach Market Director, Marie Day Hayes at 704-383-3028 or marie.day@wellsfargo.com, to coordinate our company's support.

Thank you for your consideration and for all you are doing to aid impacted families.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Scott Jenkins", with a long, sweeping horizontal line extending to the right.

C. Scott Jenkins
Senior Vice President
State Government Relations Director, FL, GA, NC, SC
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