



301 Howard Street, Suite 1200, San Francisco, CA 94105

May 8, 2015

Ms. Yvette Hollingsworth
Executive Vice President
and Chief Compliance Officer
Wells Fargo and Company
343 Sansome Street, 3rd Floor
MAC: A0163-030
San Francisco, CA 94104

*VIA SECURE E-MAIL
AND FIRST-CLASS MAIL*

Dear Ms. Hollingsworth:

We appreciated the notices from Jim Strother on May 4, 2015, about: (1) the civil complaint filed earlier that day by the Los Angeles City Attorney, and (2) the news article to be published the following day by the Los Angeles Times about that civil complaint.

Our review of these materials has raised significant concerns and questions about Wells Fargo's consumer financial services sales practices.

We request that Wells Fargo provide this office with: (1) a comprehensive description of the company's consumer financial service sales policies and practices in this area, and (2) copies of any and all work Wells Fargo may have performed to date, or have planned, to look into this series of specific allegations.

Please submit a complete written response by June 8, 2015. Please contact Supervisory Examination Manager Ben Franklin at [REDACTED] if you have any questions.

In the interim, we request that Wells Fargo delay any destruction of all forms of documentation (including e-mail and telephone call recordings) related to this operation or the company's review of this operation, until such time as our inquiry is complete. Please suspend any procedures that may result in the destruction of such documents, materials, or other records, irrespective of whether you believe such records are protected from future disclosure or discovery by privilege or otherwise.

Sincerely,

Edwin L. Chow
Regional Director
West Region

cc: Mr. John Stumpf, Wells Fargo (via Secure E-Mail)

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