



September 5, 2024

Charles Scharf, Chief Executive Officer
Wells Fargo Bank & Co
420 Montgomery Street
San Francisco, CA 94104

Mr. Scharf,

We, the employees in the **Conduct Management Intake Department**, have joined together to form a union with Wells Fargo Workers United-CWA and respectfully urge you to voluntarily recognize our union. To advance our rights, we have filed a petition with the National Labor Relations Board (NLRB) to conduct a union election. If you agree to voluntarily recognize our union within the next seven business days, we will withdraw our petition. Regardless, we expect that our right to form a union will be respected without interference, coercion, harassment, intimidation, or retaliation. Our goal is to improve our working environment, increase customer satisfaction and make Wells Fargo a better institution overall.

We are proud of our work that ensures Wells Fargo lives up to its stated values and meets the expectations set by banking regulators, shareholders and most importantly, customers.

Our entire team's dedication makes our department successful by logging every concern, whether from customers or internal stake holders, an allegation or a non-allegation, reviewing every case to ensure accuracy, quality and compliance with applicable regulations and policies. We are the gatekeepers for Conduct Management and our work is integral to the success of the enterprise.

For the better part of a year, staffing issues, a lack of transparency in enterprise policies, inconsistent training and job security concerns have been rising challenges Intake has worked to overcome. We have persevered, but alarmingly, in the last few months those challenges have become near insurmountable. Intake has faced additional hurdles stemming from miscommunications about location strategy, misleading information about enterprise initiatives and growth, constant policy changes and the revocation of work from home accommodations against the recommendations of employees' physicians.

Through a union, we can truly establish a direct dialogue that is respectful, transparent and actionable. We welcome you to take this opportunity to demonstrate your commitment to improving Wells Fargo, from within, by respecting our right to form a union without interference.

Best,

Heather E. Rolfes
Kieran A. Cuadras
Kimberly Fricker
Katie Izzard
Samantha Hilton
Diana S. Pena
Duneden Davis
Brandy Dodson
Maria Gallo

William Eicher
Monique Fleihmann
Steven Go-Rosenberg
Roslyn Audetat
Ivan Chavez
Jose Canales
Jennifer Haroldson
Kirk Heisterkamp
Melissa Trawick

Belinda Veliz
Yusef Akbar
Latyra Douglas
Nicholas Townsend
Chelsea Rahardja
Phillip Reynolds
Rizza Amis-Ferber
Torry Heidenreiter
Kevin Arroyos