



Mr. Rohit Chopra, Director
Consumer Financial Protection Bureau
1700 G Street, N.W.
Washington, D.C. 20552

October 3, 2024

Delivered via email

Dear Director Chopra,

We are Investigations Associates, Investigators, and Senior Investigators in Wells Fargo's Conduct Management Intake Department, and we are organizing a union to protect our jobs for our families, our communities and our customers. We write because we are distraught and outraged that Wells Fargo executives are undermining our ability to effectively manage risk by slashing staff in our department through a mass layoff this past Tuesday, October 1. In fact, eleven of us were laid off or "displaced" this week. Further, since we have a union election starting next week, we view this action by management as retaliation for exercising our labor rights and have filed Unfair Labor Practice charges with the National Labor Relations Board. We have attached a copy of our filing to this letter. In addition, Wells Fargo is in the process of offshoring many of the remaining jobs in our department overseas to corporate offices in India and the Philippines.

Our jobs are critical for Wells Fargo to effectively manage risk and ensure the safety and soundness of the bank. We review every customer and employee concern, complaint or ethics issue received by Wells Fargo for indications of misconduct, procedural violations or unlawful activity. If the concern is initially determined to be a "Non-allegation," or a concern with no misconduct or unlawful activity, we assess if this is an accurate determination or whether the complaint should be reclassified as an "Allegation" and receive further research. We routinely review customer complaints on issues that are the subject of the most recent Consent Order with the Consumer Financial Protection Bureau (CFPB), including improperly denying mortgage modifications, illegally charging surprise overdraft fees, unlawfully freezing consumer accounts and misrepresenting fee waivers, and for unlawfully repossessing vehicles and incorrectly charging automobile loan fees. Elimination of our positions, or slashing the positions in our department to such low levels that it will be impossible for us to effectively do our jobs, could make it extremely difficult to properly handle these complaints. We also worry about the adverse consequences that would result from these actions.

Many of us have worked for the bank for many years, some of us started as Tellers and worked our way up. We love our jobs and are proud of the work we do, which is why we are organizing a union. We have our union election starting on October 10, but Wells Fargo is engaging in aggressive anti-union union campaigning making our lives unnecessarily awkward, stressful and impacting the delivery of necessary updates from our leadership which pertain to the work we do.

Please let us know if we can provide you with any additional information. You can contact us at staff@betterbanks.org or Kieran Cuadras directly at (530) 740-2967.

Sincerely,

Heather Rolfes
Kieran Cuadras
Brandy Dodson
Kimberly Fricker
Duneden Davis
Diana Pena
Katie Izzard
Maria Gallo
Monique Fliehmman
Yusef Akbar
Samantha Hilton
Roslyn Berkeland
Torry Heidenreiter
Will Eicher
Kirk Heisterkamp
Ivan Chavez
Melissa Trawick
Trevor Brown
Belinda Veliz