



Wells Fargo  
PO Box 10335  
Des Moines, IA 50306-0335

October 12, 2017

Ronald W. Hall  
[REDACTED]

Subject: Resolution to your inquiry received on September 28, 2017

Dear Ronald W. Hall:

We're writing in response to your recent inquiry. We wanted to speak with you directly but were unable to connect with you at the phone numbers provided to us. We received a similar request from you and sent a response on September 19, 2017. For your reference, we've enclosed a copy of our response, which addresses most of the issues mentioned in the inquiry.

In addition to the information provided in our previous response, we've outlined the additional concerns you raised in your inquiry below and provided resolution to each item.

- Discrimination

### **Discrimination**

We're committed to equal and fair treatment of all our customers. We originate loans and service our accounts in accordance with all account documents, regulations, and standard servicing practices. We comply with applicable fair lending laws and regulations, which prohibit discrimination on many prohibited bases; including race, color, religion, national origin, gender or gender identity, marital status, familial status, sexual orientation, age, disability, or receipt of public assistance income.

We have reviewed your concern and, respectfully, found no evidence of unlawful discrimination.

### **Going forward**

We value your feedback and appreciate the time and effort you took to contact us. It's been my goal to fully address the concerns you've brought to our attention.

If you have any questions, I'm here to help. You may reach me directly at 1-800-853-8516, extension 1335621252. I am available to assist you Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time. If you require immediate assistance and I am unavailable, other representatives are available to assist you at 1-800-853-8516, Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time.

Sincerely,

Lindsay Rowland  
Executive Resolution Specialist  
Customer Care and Recovery Group

Enclosure

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