

Wells Fargo: Investing in New Mexico 2012

National Stats:

- Wells Fargo was named #1 in Customer Satisfaction in 2011 by American Customer Satisfaction Index (ACSI)
- One in 500 working Americans work at Wells Fargo
- One in three Americans has a banking relationship with Wells Fargo
- Wells Fargo originates 1 in 4 mortgages across the country, service 1 in 6 mortgages
- We are one of the top ten corporate givers in America, in 2010 we invested over \$219 million to 25,000 nonprofits, up 9% from 2009
- As of Nov. 30, 2012, 832,626 active trial or completed mortgage modifications were in place, since January 2009, on loans in Wells Fargo's servicing portfolio. A total of 699,711 or 84 percent, of the loans were modified through the company's own programs, with the remaining 132,915 loans being modified through the federal government's *Home Affordable Modification Program (HAMP)*.

In New Mexico, Wells Fargo served its customers and communities through:

Economic Investment

- Regional headquarters in Albuquerque with approx. 1,661 team members
- Top 10 largest employer
- 96 Community Bank stores in 52 communities across New Mexico and 146 ATMs across the state (9/11)
- Five Retail Brokerage stores and 4 Home Mortgage stores

Philanthropic investing

- Over \$1,073,000 in 119 grants to over 167 nonprofits and schools through corporate and foundation giving ('12)
- \$200,776 in contributions through the annual team member Community Support and United Way Campaign ('12)
- \$45,000 for Habitat for Humanity contributions to match team member gifts to accredited educational institutions and foundations ('12)
- \$135,500 in grants to housing nonprofits for building and rehabilitating homes, homeowner education, and foreclosure prevention, including \$55,000 to Habitat for Humanity for building projects and green homes ('11)
- 2009 Corporate Heroes Award (New Mexico Business Weekly), 2011 Association of Fundraising Professional National Philanthropic Award for Outstanding Business/Corporation in Philanthropy

Team member volunteers

- Over 18,132 team member volunteer hours by over 590 team members – equal to \$353,755 at the rate of \$19.51 per volunteer hour ('12)
- 35 Team Members serving on 50 Community Boards, logged 2,574 hours of service
- 60 team members volunteered 156 hours in partnership with Junior Achievement, local schools and nonprofits to teach *Hands on Banking* ('12)

Loans and investments

- #1 SBA Lender in volume and dollars in New Mexico and across the country. Lent over \$10 million in 41 loans in 1012 (9/30/12)
- \$25.7 million in Community Reinvestment Act-qualified community development loans and investments for affordable housing, community services, and economic development to moderate-income communities
- \$19,540 in goods and services purchased from New Mexico-based minority- or women-owned suppliers ('11)
\$93 million in home loans to 900 low-and moderate-income families and individuals, and \$303 million in home loans to 2,000 people of color