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## Wells Fargo Offers Spanish Language Mobile Banking Experience Hispanic Scholarship Fund to benefit from customers who set language preference to Spanish

SAN FRANCISCO, March 23, 2015 – Wells Fargo & Company (NYSE: WFC) today announced a new update to its mobile banking phone app that provides customers with the option of selecting Spanish as their preferred language. With nearly three in four Latinos owning smartphones according to Nielsen, close to 10 percent higher than the national average, this new feature on the Wells Fargo app provides Spanish-speaking customers with an easier, more convenient way to view account balances, transfer funds between accounts, deposit checks and access other key banking functions. The upgraded app is available for Apple iPhone, Android and Windows phones.

"Our convenient and award-winning mobile banking app now offers Spanish-speaking customers the option of tailoring an in-language experience to best suit their needs," said Brett Pitts, head of Digital for Wells Fargo Virtual Channels. "We're proud that we continue to make improvements to our <u>digital banking products</u> that allow more customers to take advantage of the convenience and security of mobile banking in their preferred language."

In addition to benefiting from the convenience and ease of mobile banking, Wells Fargo is inviting customers to help contribute to the Hispanic Scholarship Fund (HSF). During the month of April, for every customer who sets up or changes their language preference to Spanish and maintains that Spanish language preference in their mobile app through April 30, 2015, Wells Fargo will donate \$1 in support of Latino scholarships, up to \$50,000. Since 2003 Wells Fargo and HSF have worked together to provide scholarships, resources and opportunities supporting Latino futures.

"Wells Fargo's new Spanish-language option on its mobile banking app is a much needed feature that will be enormously helpful to Spanish-speaking customers. We're also grateful to Wells Fargo for turning the campaign for this app into a way of adding to its already generous support of the Hispanic Scholarship Fund, by contributing \$1 for every customer who takes advantage of the feature," said Fidel A. Vargas, President and CEO of the Hispanic Scholarship Fund. "The app will help many Hispanic families better manage their finances, and that puts them in a better position to realize their dreams, including paying for a higher education."



## **How to Select Your Language Preference**

Wells Fargo customers can select Spanish by downloading the app from their app store or updating to the new version if they have a previously downloaded version. Once you have the new version on your supported phone, it's easy to set your language preference.

- 1. **Sign on** to the mobile app using your Online Banking username and password
- 2. Go to **Mobile Settings**.
- 3. Go to Language Preference.
- 4. Select Español.

The Wells Fargo mobile app is not only convenient, but is secure. The mobile app helps keep customers' personal information safe since accounts are referred to only by nicknames, and account information is not stored on the phone. Access to account information while "on the go" helps when it comes to fraud prevention and detection. It allows customers to review their accounts for unusual activity and take quick action if necessary. For additional information on how customers can continue to protect themselves, visit Wells Fargo's <u>Online Security Guarantee</u> and <u>Fraud Information Center</u>.

"Giving all of our customers a great experience – whether they come into a store, call us on the phone or log in from their phone or computer – is something we strive for every day," said Pitts. "For our Spanish-speaking customers, this may also mean a desire to conduct some banking in Spanish. We want to provide a great and safe experience regardless of how they interact with us."

Customers can also benefit from other in-language resources at Wells Fargo such as bilingual online tools, Spanish Text Banking, Spanish account statements, Spanish-language call centers, and Spanish-speaking bankers in stores across the nation.

## **About Wells Fargo**

Wells Fargo & Company (NYSE: WFC) is a nationwide, diversified, community-based financial services company with \$1.7 trillion in assets. Founded in 1852 and headquartered in San Francisco, Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial finance through more than 8,700 locations, 12,500 ATMs, and the internet (wellsfargo.com) and mobile banking, and has offices in 36 countries to support customers who conduct business in the global economy. With approximately 265,000 team members, Wells Fargo serves one in three households in the United States. Wells Fargo & Company was ranked No. 29 on Fortune's 2014 rankings of America's largest corporations. Wells Fargo's vision is to satisfy all our customers' financial needs and help them succeed financially. Wells Fargo perspectives are also available at Wells Fargo Blogs and Wells Fargo Stories.

<u>About Hispanic Scholarship Fund</u>
Founded in 1975, the Hispanic Scholarship Fund empowers Latino families with the knowledge and resources to successfully complete a higher education, while providing scholarships and support services to as many exceptional Hispanic American students as possible. As the nation's largest not-for-profit organization supporting Hispanic American higher education, the Fund has awarded over \$470 million in scholarships and provides a range of ancillary programs for students, HSF Scholars, Alumni and parents. For more information about the Hispanic Scholarship Fund, please visit **HSF.net**.

Note: The Wells Fargo Mobile® app may not be available in Spanish to all Wells Fargo customers.

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