

October 29, 2020



\*4339013924574\*

CELISTE M SMITH  
9404 EMPIRE ROCK ST  
LAS VEGAS NV 89143

Subject: Wells Fargo review of a hold placed on your account(s)

Dear Customer,

We are reaching out to you to share some information regarding your Wells Fargo account. As part of our commitment to make things right, we conducted a review of holds that were placed on consumer deposit accounts due to suspected fraud.

Our research indicated that a hold was placed on your deposit account(s) that may have been unnecessary. We sincerely apologize for any negative impact this situation may have caused.

**Impacted account(s)**

- Closed account(s) impacted: ending in 3643; 6364; 0912

**What you need to know**

To compensate you for any inconvenience this may have caused, we are enclosing a check. This payment includes the following:

- An amount for the hold on your deposit account(s) due to your temporary loss of access to those funds.
- Additional compensation for our delay in making this payment to you.

**Tax information**

If Wells Fargo is required to report any of this payment amount to the Internal Revenue Service (IRS), you will be mailed an applicable IRS Form 1099 at tax time. We recommend consulting with your tax advisor if you have any questions about potential tax liability or Form 1099(s) you will receive.

**We're here to help**

If you have questions, or feel that our actions do not address your situation, including if you experienced other types of impacts due to the hold on your account(s), please call us at 1-877-330-3468, Monday-Friday, 9:00 a.m. to 9:00 p.m. Eastern Time. For customers with hearing or speech disabilities, we support telecommunications relay service calls.

**Estamos aquí para ayudar**

Si prefiere escuchar la traducción completa al español de esta carta, llámenos. Si tiene preguntas, o considera que nuestras acciones no abordan su situación, incluso si ha experimentado otros tipos de impactos debido a retenciones en su(s) cuenta(s), llámenos al 1-877-330-3468 (diga español para recibir atención en su idioma), de lunes a viernes de 9:00 a.m. a 9:00 p.m., hora del este. Wells Fargo acepta llamadas de los servicios de retransmisión de telecomunicaciones para aquellos clientes con discapacidades auditivas o del habla.

WELLS  
FARGO

Wells Fargo Customer  
Remediation (DPG)  
PO Box 4199  
Portland, OR 97208-4199



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CELISTE M SMITH  
9404 EMPIRE ROCK ST  
LAS VEGAS NV 89143

Check Date: October 29, 2020  
Check Number: 9057970  
Check Amount: \$150.00  
Reference Number: 838300

Y2533 v.08

ECN 51952992322114  
SHRP 5250156

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WELLS  
FARGO

Wells Fargo Customer Remediation (DPG)

PO Box 4199  
Portland OR 97208-4199

Wells Fargo Bank, N.A.

Check Number  
9057970

Date  
October 29, 2020

11-24  
1210

PAY EXACTLY \*\*\*\*\* One Hundred Fifty And 00/100 Dollars

AMOUNT  
\$150.00



Pay to the Order of:

CELISTE M SMITH

Authorized Signature

DO NOT CASH IF THE WORD VOID IS VISIBLE - SEE REVERSE SIDE FOR LIST OF SECURITY FEATURES

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4869432773⑈

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