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Attorney General Steve Marshall Announces Start of Wells Fargo Customer Redress Review Program

(MONTGOMERY)--Attorney General Steve Marshall today announced that Wells Fargo Bank N.A. has begun a program for consumers who have not received compensation through previous means to seek possible relief. Wells Fargo's customer redress review program, mandated by a settlement in which the Alabama Attorney General's Office took a leading role in negotiating, provides that these consumers may seek to have their inquiry or complaint reviewed by a Wells Fargo escalation team.

"Many consumers in Alabama and throughout the country suffered losses due to a broad variety of improper practices by Wells Fargo," said Attorney General Marshall. "We felt it was important to provide additional measures to ensure that all consumers have an opportunity for review of their cases and to be made whole for any wrongdoing that adversely affected them."

The customer redress review program was a key component of the December 2018 settlement with the attorneys general of all 50 states and the District of Columbia to resolve claims that the bank violated state consumer protection laws by (1) opening millions of unauthorized accounts and enrolling customers into online banking services without their knowledge or consent, (2) improperly referring customers for enrollment in third-party renters and life insurance policies, (3) improperly charging auto loan customers for force-placed and unnecessary collateral protection insurance, (4) failing to ensure that customers received refunds of unearned premiums on certain optional auto finance guaranteed asset/auto protection (GAP) products, and (5) incorrectly charging customers for mortgage interest rate lock extension fees.

As part of the program, Wells Fargo will maintain a [website](#) that contains information regarding consumers' eligibility for redress. Wells Fargo's website describes the issues covered by the settlement agreement and provides escalation phone numbers consumers may use to request review. In addition, Wells Fargo will provide periodic reports to the states about ongoing remediation efforts.

Wells Fargo's consumer redress review website may be accessed at the following address: <https://www.wellsfargo.com/commitment/redress/>.

Consumers with questions or concerns may call the following Wells Fargo escalation phone numbers:

- Unauthorized Accounts / Improper Retail Sales Practices: 1-844-931-2273
- Improper Renters and Life Insurance Referrals: 1-855-853-9638
- Force-Placed Collateral Protection Auto Insurance (CPI): 1-888-228-9735
- Guaranteed Asset/ Auto Protection (GAP) Refunds: 1-844-860-6962
- Mortgage Interest Rate Lock Extension Fees: 1-866-385-5008

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