

Leading the Way Home[®] Program

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Together we'll go far



Sustainable Options



Wells Fargo Home Lending

The Wells Fargo Leading the Way Home[®] program supports Wells Fargo's vision.

The Wells Fargo *Leading the Way Home* program is an effort that helps revitalize neighborhoods while advancing homeownership to build stronger communities.



The program helps us achieve our vision through:

- Education and outreach
- Sustainable homeownership and foreclosure prevention
- Property preservation and sales
- Responsible lending/servicing

Advancing HomeownershipSM in America

We expand homeownership to bring growth and stability to individuals and communities alike. Only by working together will we help people achieve their dreams and build a foundation for long-term success. With the right mix of tools, information, and opportunities, we empower people to take a next step toward homeownership. Whether our work helps a family put down roots, a neighborhood become more connected, or an economy grow, we know its impact always transcends the property itself.

Expansive opportunity

- We help people realize the dream of buying a home.

Collaborative spirit

- We work together with people and partners.

Responsible support

- We prepare homebuyers and support them as homeowners.

Economic growth

- We bring economic growth to the individuals and communities we serve.



Customer education

Wells Fargo provides resources to help customers increase their financial savvy.

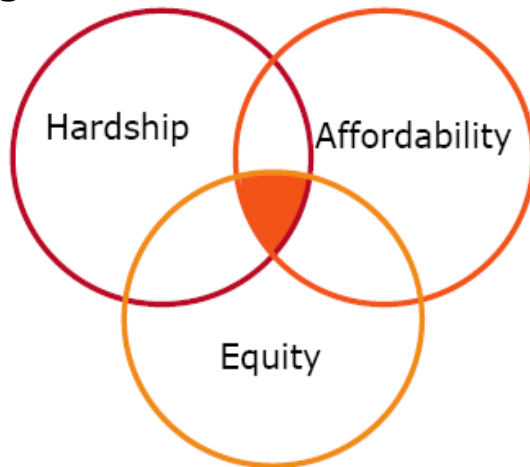
Through in-house programs and affiliations with nonprofit counselors, we help many customers with financial education and credit management.



- **My FirstHomeSM education program:**
An interactive online guide for first-time homebuyers designed to help them learn about becoming a homeowner (Also first-time homebuyer workshops in partnership with local nonprofits)
- **My Home RoadmapSM program:**
Provides free pre-purchase counseling with a certified national credit counselor for customers who have either been turned down for credit or elected not to apply at this time
- **Smarter CreditTM program:**
Helps customers assess their credit needs, choose the right solutions, and protect their credit
- **Hands on Banking[®] program:**
Covers important money management basics through a comprehensive online resource tailored for all ages and entrepreneurs

Finding appropriate sustainable options

As we identify options for our customers, we need to ensure they are sustainable over the long-term.



Making Home Affordable is just one of the modification options available.

Priority of actions to achieve objectives:

1. In-house modification program
2. Unique case-by-case modifications
3. Home sale assistance
4. Quality review for all cases before foreclosure sale

Not all customers, even if their loan is modified, will be able to continue making payments on time. **The key factors that drive re-default are:**

- Debt-to-income ratios (DTI above 38%/TDTI above 55%)
- Post-modification monthly surplus below \$300
- Post-modification payment increases
- Stretched affordability coupled with no equity

Local focus, national reach

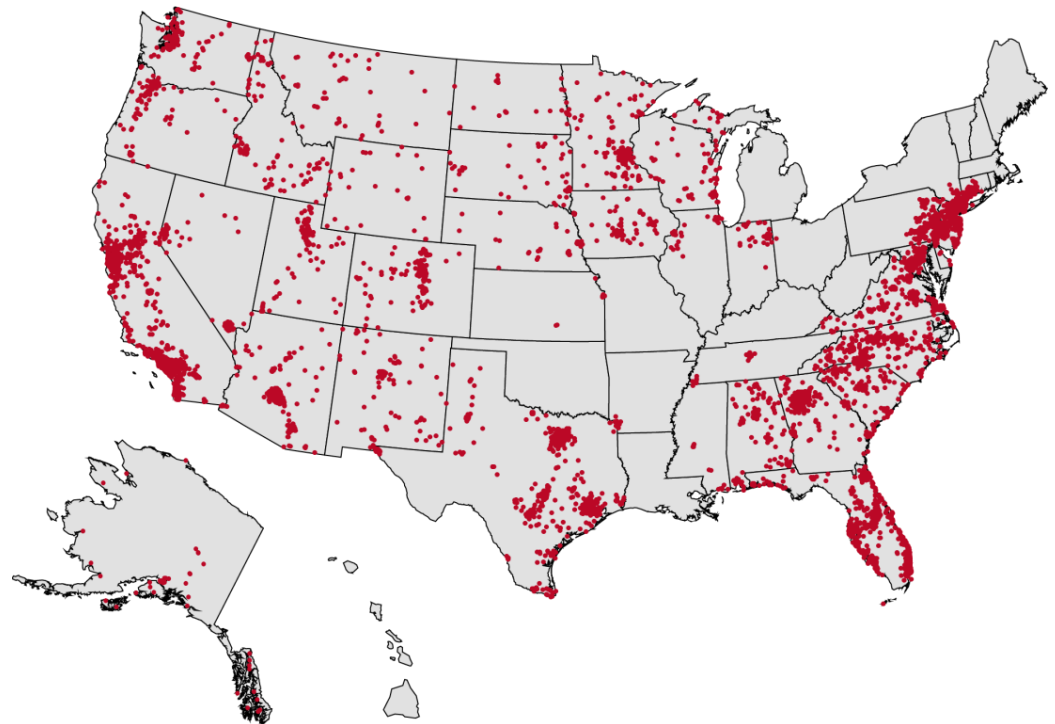
Wells Fargo originates 1 of every 8 home loans and services 1 of every 6 home loans in the U.S.

Collaboration with local HUD-approved credit counselors and local nonprofits to provide:

- homebuyer education
- credit counseling
- affordable and sustainable homeownership

National accessibility:

More than 8,500 locations, call centers, and online channels



Disaster response

When disaster strikes, Wells Fargo has resources available to assist customers during their recovery.

Wells Fargo's comprehensive Disaster Readiness team has evolved through the years to become an industry best and a critical part in assisting our customers affected by a natural disaster.

**Disaster Assistance
Hotline:**

888-818-9147

- Dedicated team providing branch, online, and call center support
- Mortgage assistance, insurance claim check processing, and more
- Mobile response unit deployed to:
Florida – Hurricane Irma
Texas – Hurricane Harvey



Community Stabilization



Helping revitalize neighborhoods

Prep

Property management

- Work with local municipalities in their neighborhood stabilization and development efforts
- Escalate the preservation of properties in distress
- Focus on rebuilding

Sell

Home purchase recovery

- Focus on neighborhood recovery
- Help consumers and nonprofits purchase REO properties in order to advance neighborhood stabilization
- Offer assistance and guidance to communities to plan for use of available Housing Economic Recovery Act dollars

Sustain

Homeownership sustainability

- Focus on the future
- Continue to provide people, products, information, education, and services for communities and consumers related to responsible and sustainable homeownership across America

Fair & Responsible Lending



Commitment to fair and responsible lending

Core principles supports Wells Fargo's vision.

We consistently follow business practices that lead to sustainable homeownership.



Three core principles serve as a practical guide for our practices and our teams. These principles for both residential loans and lines of credit are simple, straightforward, and consumer-focused, and serve as the compass which guides us every day:

- 1.** The customer must have the ability to repay the loan according to its terms and conditions and the customer's financial circumstances.
- 2.** The loan must have sound underwriting practices.
- 3.** We provide tools and guidance to support the goal of customers making informed choices.

Five Strategic Pillars For Advancing HomeownershipSM

We are driven by five key foundational strategic pillars for providing home financing solutions to increase sustainable homeownership among borrowers and communities across the full economic spectrum:



Pillars

People	Presence	Partners	Programs	Policy
Mirror the communities we serve	Be visibly and actively present in the markets we serve	Develop partnerships with key stakeholders, influencers, and organizations	Develop products, programs, processes, and policies that promote growth in traditionally underserved markets	Develop and advance housing policy positions that increase access to housing

How America Views homeownership

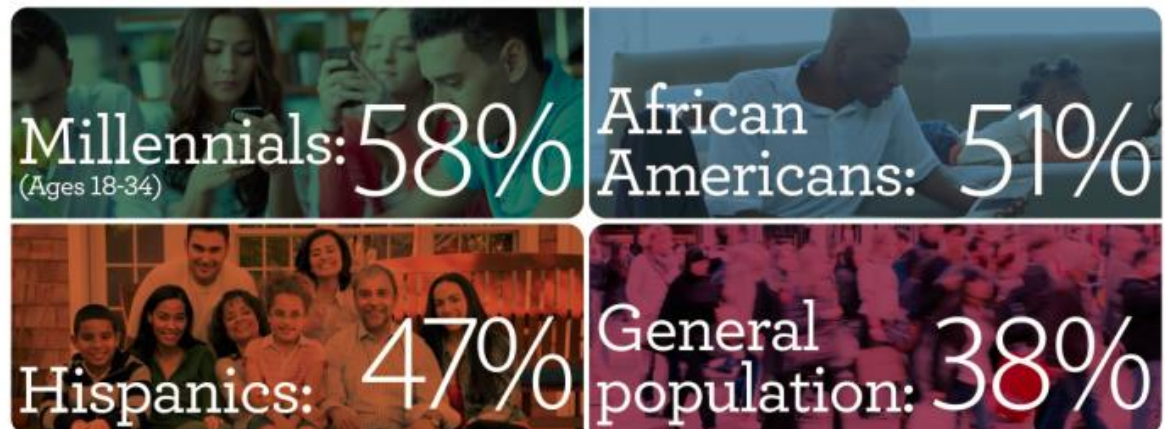
Wells Fargo views homeownership as a pathway to wealth creation and a source of stability in communities as well as a key driver of our economy.

Homeownership survey says:

Most Americans want to own a home, but many find the process daunting and may be held back by myths about what's required (down payment, credit score, income).

Homeownership is still part of the American dream, and people think now is a good time to buy...

Considering buying a home in the next two years:



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*yourFirstMortgage*SM

This Wells Fargo program simplifies the application process for customers, real estate agents, and Home Mortgage Consultants.

Designed to help more first-time homebuyers and low- to moderate-income families achieve sustainable homeownership

Learn more at:
[*yourFirstMortgage*](#)

Call:
1-877-937-9357

- **Down payment of as little as 3%** for a fixed-rate mortgage and lower out-of-pocket costs
- **Expanded credit criteria** (e.g. nontraditional credit history, non-borrower resident income)
- Incentives for **homebuyer education**
- Expands **access to credit** responsibly: requires full documentation and underwriting to verify a borrower's ability to repay



Open the door to homeownership with *yourFirst Mortgage*SM

Customers can get a conventional fixed rate mortgage with as little as 3 percent down.

Down payment and closing costs can come from gifts and down payment assistance programs.

3%



Questions

