What is the WE Care Fund?

The WE Care Fund is a charitable grant program that provides financial assistance to team members to cover unforeseen expenses* related to:

- **Disasters.** WE Care can provide grants to assist with basic expenses, such as temporary shelter, clothing, food, transportation, and other necessities that are not immediately provided by emergency community services or insurance.

- **Severe financial hardships.** The hardship must result from an unexpected event in which a team member could not be expected to adequately prepare through either financial planning or budgeting. This could include a short-term illness or an unexpected loss of income.

- **Domestic violence situations.** Support for these situations may include financial assistance or a move to a safe place.

*Expenses must be a result of an event that has occurred after team member’s hire date at Wells Fargo. Because the funds are provided to team members as a grant and not as a loan, they do not pay back the financial assistance received.

Who administers the WE Care Fund?

WE Care is administered by E4E Relief on behalf of Wells Fargo. E4E Relief is a wholly owned subsidiary of Foundation For The Carolinas, a 501(c)(3) public charity (Tax ID 56-6047886). With more than a decade of experience serving clients across the United States, E4E Relief is the nation’s leading provider of employee disaster and hardship funds.

Which team members can receive WE Care grant support?

- **Eligible:** All active team members and team members on leave with pay including those on short-term disability or PTO

- **Ineligible:** Nonemployee Resources (managed resources, nonmanaged resources, independent contractors, joint venture resources), team members on unpaid leave or long-term disability.

What is considered a WE Care Fund qualifying event?

- Food and clothing for disaster-related assistance

- Basic household goods

- Housing-related assistance, including, but not limited to, reasonable repairs, mortgage and rent payments

- Basic transportation (not including routine maintenance)

- Extraordinary short-term medical expenses that are not covered by insurance

- Disaster-related evacuation expenses

For the full list of qualifying events, refer to the WE Care Fund page at: wecare.e4erelief.org/home/home.aspx.

What is not considered a WE Care Fund qualifying event?

- Legal fees or expenses associated with divorce settlements or child custody cases

- Lost compensation due to missed time from work

- Automobile repairs or routine maintenance

- Insurance premiums and items covered by insurance policies
• Routine, ongoing, long-term, and elective medical expenses
• Credit card or personal payday loan debt or expenses related to ongoing financial problems
• Expenses associated with non-immediate family members

If you’d like to talk to a trained consultant, contact Wells Fargo Employee Assistance Consulting (EAC). You can reach EAC at its direct number for confidential consultation 24 hours a day, 7 days a week at 1-888-327-0027 or 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.

**What is the typical amount of a WE Care Fund grant?**

While the maximum grant award is $10,000, grant amounts vary based upon the need and expenses requested.

**How do team members apply for a WE Care Fund grant?**

• An online application can be accessed at wecare.e4erelief.org/home/home.aspx
• Team members may also apply by contacting E4E Relief at 1-877-569-2273
• Team members outside the U.S. should call the toll-free phone number 001-888-863-7142 or send an email to wecare@e4erelief.org

**How long do I have to wait for a decision?**

Decisions are made within 1 – 2 business days from the time all documentation is received by E4E Relief. Expedited turnaround times are in place for those with immediate needs in the case of a disaster situation. To ensure timely processing, please provide the best contact information along with the best time to call (local time) when completing the application.

**How will I be told if my application was approved or declined?**

You will be notified by E4E Relief via phone and email if your application has been approved or declined.

**Will anyone know if I apply for WE Care funds or if I receive financial assistance?**

No. E4E Relief administers the program and applications are confidential. It is up to you if you would like to share your story about any assistance you receive from WE Care. For more information on the We Care Fund privacy policy, visit wecare.e4erelief.org/home/home.aspx and select the privacy tab.