



Wells Fargo
PO Box 10335
Des Moines, IA 50306

September 20, 2018

Marcia Moermond
310 City Hall
15 West Kellogg Boulevard
Saint Paul, MN 55102-1615

Subject: Update to the inquiry for the account of Steven M. Voiles - Account number [REDACTED]

Dear Marcia Moermond:

Addressing your concerns is important to us, and we're writing to provide an update on our research into your inquiry.

Information about your recent inquiry

We want to make every effort to fully address all of your concerns and provide you with a thorough response. It was our goal to respond with our results by September 20, 2018. We now expect to complete our work by October 4, 2018. We appreciate your patience as we finalize our research.

Going forward

We value your feedback and appreciate the time and effort you took to contact us. If you have any questions while our work is in progress, I'm here to help. You may reach me directly at 1-800-853-8516, extension 1335524719. I am available to assist you Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time. If you require immediate assistance and I am unavailable, other representatives are available to assist you at 1-800-853-8516, Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time.

Sincerely,

A handwritten signature in dark ink that reads "Alex Ebner".

Alexandra Ebner
Executive Resolution Specialist
Customer Care and Recovery Group

CC: Steven M. Voiles
332 Page Street West
St. Paul, MN 55107-3404

In order to remain compliant with state and federal guidelines, if our customer has engaged legal counsel for any litigation, including bankruptcy, we will communicate with the appropriate parties going forward.

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