



April 3, 2019

The Honorable Elizabeth Warren  
United States Senate  
Washington, D.C. 20510

Dear Senator Warren:

Thank you for your letter dated March 22, 2019, regarding Wells Fargo Bank, N.A.'s (Wells Fargo) compliance with the April 2018 consent order issued by the Office of the Comptroller of the Currency (OCC).

We share your concerns regarding the progress of Wells Fargo toward meeting our regulatory expectations as set forth in the outstanding enforcement actions against bank. That is why we issued the following statement following Mr. Tim Sloan's testimony before the House Financial Service Committee on March 12, 2019: "We continue to be disappointed with Wells Fargo Bank N.A.'s performance under our consent orders and its inability to execute effective corporate governance and a successful risk management program." That unusual comment, combined with my previous statements before the Senate Committee on Banking, Housing, and Affairs, underscore how seriously we view these matters.

Bank executives and board members are ultimately accountable for the safe, sound, and compliant operation of their banks as well as ensuring corrective actions when necessary. For that reason, the agency explicitly stated its authority and reserved its right "to assess future civil money penalties, or take other supervisory and/or enforcement actions, including in circumstances where the OCC determines that the bank is not making sufficient and sustainable progress towards implementation of an effective and sustainable enterprise-wide compliance risk management program." As stated in the April 2018 order, "Such actions could include issuing a cease and desist order pursuant to 12 U.S.C. § 1818(b)(6) that imposes business restrictions and/or requires the Bank to make changes to its senior executive officers or any and/or all members of the Board."<sup>1</sup>

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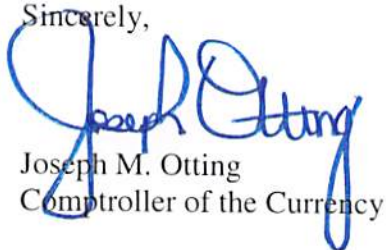
<sup>1</sup> OCC Enforcement Action, AA-EC-2018-16, April 20, 2018. Page 23.

OCC supervision staff members continue to monitor the bank's work to remediate deficiencies identified in our April 2018<sup>2</sup> order as well as orders issued in September 2016 directly related to unsafe and unsound sales practices<sup>3</sup> and November 2015 related to Bank Secrecy Act Compliance.<sup>4</sup> The OCC is fully engaged and prepared to ensure Wells Fargo corrects the identified deficiencies, remediates identified harm to its customers, and operates in a safe and sound manner going forward. We expect all National Banks to treat their customers fairly, operate in a safe and sound manner, and follow the rules of law.

I remain committed to ensuring that the OCC is fully engaged and prepared to bring Wells Fargo matters to resolution. I would be happy to discuss these matters with you personally or arrange to have OCC staff brief your staff on our ongoing work, while respecting the existing limits and process for sharing confidential supervisory information.

If you have questions or other concerns, please contact Carrie Moore, Director for Congressional Relations, at 202-649-6737.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joseph M. Otting". The signature is stylized and overlaps with the typed name below it.

Joseph M. Otting  
Comptroller of the Currency

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<sup>2</sup> OCC Enforcement Action, AA-EC-2018-16, April 20, 2018.

<sup>3</sup> OCC Enforcement Action, AA-EC-2016-66, September 6, 2016.

<sup>4</sup> OCC Enforcement Action, AA-EC-2015-79, November 19, 2015.