



Agency Bulletin: 2016-001

Date: March 21, 2016
To: All First National Title Agents
From: Chris Phillips
RE: Wells Fargo ADA Communication Letter

Dear Agent:

A very important message from Wells Fargo Home Mortgage is attached to this Bulletin. It is related to Wells Fargo's third party service providers and the requirements of the Americans with Disabilities Act. Please distribute this message to the appropriate department to ensure compliance with this notice.



March 18, 2016

First National Title Insurance Company
Attn: Chris Phillips
2400 Dallas Parkway #580
Plano, TX 75093

RE: **Requirements related to the Americans with Disabilities Act**

The American with Disabilities Act (ADA Title III) and Wells Fargo's internal policies require businesses that (1) have contact with U.S.-based customers or their companions or (2) create, host, or deliver online or mobile content targeted at U.S.- based customers or their companions provide full and equal access to our products and services.

To the extent that a third party service provider is impacted by the statement above, those businesses must take measures reasonably designed to ensure compliance with the ADA Title III. This includes:

- Accepting Relay Calls
- Providing accessible online and mobile properties
- Providing auxiliary aids and services upon request (i.e. documents in alternative formats, onsite sign language interpreters, etc.)
- Making reasonable modifications to policy or procedures when necessary to provide equal access to products and services
- Providing accessible facilities
- Welcoming service animals and mobility devices into physical locations

The following are steps that you need to take as a third party service provider of Wells Fargo:

1. Ensure policies and procedures are compliant with Title III of the Americans with Disabilities Act and Online Accessibility requirements found at <https://www.w3.org/TR/WCAG20/>
2. Ensure your employees can comply and/or have received the proper training with ADA related requirements.

If you would like additional information regarding Wells Fargo's expectations of its third party service providers' Americans with Disabilities Act practices, please contact your Wells Fargo Engagement Manager for more details. Thank you for your continued cooperation in this matter.

Sincerely,

Lindsey Anderson

Business Liaison Consultant - Relationship Manager
Wells Fargo Home Mortgage