



July 25, 2022

The Honorable Sherrod Brown  
Chair  
Senate Committee on Banking, Housing, and Urban Affairs  
534 Dirksen Senate Office Building  
Washington, DC 20510

The Honorable Maxine Waters  
Chair  
House Committee on Financial Services  
2129 Rayburn House Office Building  
Washington, DC 20515

**Subject: Wells Fargo workers announce union organizing effort**

Dear Chairman Brown and Chairwoman Waters,

Thank you for your strong leadership in the fight to hold Wells Fargo accountable for how it treats its customers and employees. We, the undersigned Wells Fargo employees, are uniting through the Committee for Better Banks to gain a voice and a seat at the table where we may advocate in the interest of our customers and have a say in decisions determining our working conditions. As you and your respective committees prepare for upcoming hearings with bank executives, including Wells Fargo CEO Charlie Scharf, we would like to draw your attention to the attached article about our organizing efforts, "[Wells Fargo employees pushing to organize union across bank's workforce](#)," (Michael Sainato, [The Guardian](#), 2 Jun 2022).

Gaining collective bargaining rights is essential to improving the culture at Wells Fargo, especially in light of the company's recent scandals. Currently, the methods to report issues, such as stress, high-pressure sales tactics, or discriminatory practices, are presented in a simple fashion ("talk to your manager" or "call the Ethics Line"). However, there is very little transparency or protection provided for the reporting employee – and virtually no transparency if an employee wishes to remain anonymous because they fear retaliation.

We have a number of concerns for which we believe union representation would help us address, including:

- **Concerning patterns and practices:** Wells Fargo continues to maintain toxic business practices, including those that led to the fake interview scandal exposed by the New York

Times (which have prompted the Department of Justice to open a criminal investigation), and which impact the livelihoods of workers and customers alike;

- **Inadequate pay:** Although Wells Fargo has pledged to raise its minimum wage, the overall median salary has fallen and pay increases have not kept up with inflation. Even so, [CEO Scharf received a 20% pay increase last year](#);
- **High sales pressure:** Branch workers see signs of high sales pressure returning to Wells Fargo through tracking reports and branch performance comparisons; these pressures can lead to detrimental outcomes for customers and undue stress for workers;
- **Skyrocketing health insurance costs:** Our insurance formula changed after open enrollment ended, causing employee out-of-pocket costs to rise (by thousands of dollars in some cases) while we are pushed towards high deductible plans;
- **Staffing and hiring:** Many teams and branches are inadequately staffed because the process for filling positions is slow and bloated; it can take months to post job openings, conduct interviews, hire and train candidates. Meanwhile, salaried individuals find themselves working excessive hours, working during paid time off, or postponing urgent healthcare needs in order to complete their work.
- **Pay transparency:** Wells Fargo has not made pay scales readily available to employees, so we have no way of knowing whether the wages we are receiving are properly aligned with the pay scale, nor can we compare our current job scale to those of other open positions. This lack of transparency also poses an equity concern. We have no way of ensuring that women and employees of color are being paid at the same rate as their white, male counterparts.
- **Health and safety:** As we have begun to return to the office, Wells Fargo has abandoned efforts to protect our medically vulnerable coworkers and customers, instead opting for a haphazard one-size-fits-all policy. All employees are required to work in the office a minimum of three days per week, without regard for job function, location, productivity, health concerns etc.

**As more of our coworkers step forward to join our organizing effort, we anticipate pushback from our employer.** Wells Fargo has made its thoughts on worker organizing very clear in comments to the media, and even in testimony made before your committees. Sen. Brown, when you asked our CEO Charlie Scharf last year if Wells Fargo pledged to remain neutral towards our organizing efforts, he refused to respond directly, even after you asked a second time. Wells Fargo also refused to answer this question in a recent story from [Business Insider](#). Their silence speaks volumes, and we encourage you to press this point again in the upcoming hearing. We are prepared for Wells Fargo making a host of inaccurate claims about our organizing efforts:

*We are an outside third-party interfering in the relationship between management and employees; Wells Fargo already has programs and mechanisms in place to address employees' concerns; Wells Fargo conducts market reviews to ensure fair compensation; a union is not needed at Wells Fargo, etc..*

As we, the employees, continue to fight for a stronger voice at the bank, we encourage regulators to find ways to implement systemic remedies addressing our labor problems and ensuring our right to organize is protected before lifting outstanding consent orders, including the cap placed on the bank's total assets by the Federal Reserve.

We believe that collective bargaining would empower all workers to thrive at Wells Fargo, rather than just those in the highest echelons of the bank. We believe a union would give employees a voice, a seat at the table and a means of advocating for ourselves. We further believe forming a union at Wells Fargo would help employees ensure there is accountability to the promises made around diversity, equity, and inclusion; advocate for fair and appropriate compensation; and provide transparency in response to concerns raised by employees regarding the types of risks that led to Wells Fargo's many scandals and corrective actions. Had a union been in place, we are confident that the policies and behaviors at the heart of recent Wells Fargo scandals would not have gone on unchecked. A union would be beneficial to employees, customers and yes – even shareholders.

We hope this letter will give you some topics to address with Mr. Scharf at your upcoming hearing. Please let us know if we can provide you or your staff additional information about our organizing efforts as well as our perspective on the status of Wells Fargo's culture and labor practices, and how they impact our customers. Please contact us at [staff@betterbanks.org](mailto:staff@betterbanks.org).

Sincerely yours,

**Wells Fargo employees:**

1. Karen Aguilar (*Calexico, California*)
2. David Bautista (*Ventura, California*)
3. Casey Beard (*Concord, California*)
4. Michael Black (*Clementon, New Jersey*)
5. Rebecca Carter (*Des Moines, Iowa*)
6. Melodia Chavez (*Lubbock, Texas*)
7. Tanya Clarke (*Las Vegas, Nevada*)
8. Marge Clements (*Sycamore, Illinois*)
9. Regina Cross (*Moberly, Missouri*)
10. Oliver Crowl (*Roanoke, Virginia*)
11. Nancy Deibes (*Longwood, Florida*)
12. Carolyn DeMont (*Bear, Delaware*)
13. Carmen Dente (*Toms River Twp, New Jersey*)

14. Gray Denver (*Phoenix, Arizona*)
15. Victor Dutchuk (*West Des Moines, Iowa*)
16. Zoe Elizabeth (*Raleigh, North Carolina*)
17. Scarlett Goodner (*Acworth, Georgia*)
18. Nicholas Griffith (*North Hollywood, California*)

"This bank has driven me to therapy and still wants more from me. This is a job to support my life and they want it to become my entire life."

19. Christina Gratzner (*Tempe, Arizona*)
20. Lisa Hauer (*Astoria, Oregon*)
21. Walt Haynes (*Durham, North Carolina*)
22. Corinne Jefferson (*Palm Coast, Florida*)
23. Brian Kidd (*Charlotte, North Carolina*)
24. Concetta Kohler (*Fort Lauderdale, Florida*)
25. Candace Kokosinski (*Geneva, Illinois*)
26. Sadjja Kovacevic (*Cordova, Tennessee*)

"I've been a personal banker at Wells Fargo for almost 10 years now. I have experienced a lot of injustice and would love to be part of change for the better of all employees."

27. Nelson Krystal (*Glen Burnie, Maryland*)
28. Nathan Ladd (*Glen Allen, Virginia*)
29. Michael Laham (*Paramus, New Jersey*)
30. Ted Laurel (*San Antonio, Texas*)

"I would like to testify to lawmakers about my 9 year experience at Wells Fargo as an employee with disabilities, veteran status and as a Person of Color."

31. Lisa Lola (*Suwannee, Florida*)

"I have been relocated to another branch and there is nothing I can do. Either I transfer or I lose my job—those are the options. But us poor people don't have a voice. I'm being moved to a Spanish demographic, but will get no pay increase even though I will be used for my second language—with no training materials to convert all disclosures."

32. Edna Lopez (*Egg Harbor Twp, New Jersey*)
33. Greg M (*San Antonio, Texas*)
34. Maria Marquez (*Hayward, California*)
35. Ramon Marquez Perez (*Reno, Nevada*)

"We need a better pay rate for all!"

36. Edward McAtee (*Waukee, Iowa*)
37. Jessie McCool (*Saint Louis, Missouri*)
38. Josh McKenzie (*Portland, Oregon*)
39. Jennifer Moreland (*Naples, Florida*)
40. Brian Moss (*Coppell, Texas*)
41. Kimberly O'Quinn (*Headland, Alabama*)

42. Casey Oshea (*Shakopee, Minnesota*)

43. Marco Paiz (*Marana, Arizona*)

“We need better pay and more staff differential pay for bilingual employees.”

44. Kelly Parkinson (*Bountiful, Utah*)

45. Wade Payne (*Woodstock, Georgia*)

“I have worked at Wells Fargo for ten years. I have submitted violations of policy and nothing is done. I have reported multiple violations to Wells Fargo ethics line and they don't investigate. Wells Fargo management is applying sales pressure again for credit. I work there and get asked why I didn't sell someone a credit card. It has been reported internally, but nothing is done about it. Mike Donnelly is shutting down investigations in our region. He is region president. The same management is in place now as when the last scandal happened and they are using the same high pressure management style to push credit now.”

46. C R (*Beaverton, Oregon*)

47. Christina Ramirez (*Coolidge, Arizona*)

48. John Rhoades (*Dallas, Texas*)

49. John Right (*Florence, South Carolina*)

50. Jenna Rodriguez (*Phoenix, Arizona*)

51. Jonna Rosengarth (*Little Egg Harbor Twp, New Jersey*)

52. Tiffany Rotondo (*Charlotte, North Carolina*)

53. Juan Sanchez (*Lubbock, Texas*)

54. Matt Sergent (*Duluth, Minnesota*)

55. Ted Schaefer (*Birmingham, Alabama*)

56. Valerie Shin (*San Jose, California*)

57. Sylvia Siller (*San Antonio, Texas*)

58. Ashley Stum (*Severn, Maryland*)

59. Alexandra Swann (*Frederick, Maryland*)

60. Shannen Tarlton (*Havre, Montana*)

61. Jenny Tedesco (*Pinellas Park, Florida*)

62. Salvador Torres (*Denver, Colorado*)

“Wells Fargo Bank has made it really difficult to achieve personal banker goals for bankers.”

63. Michael Travis (*San Francisco, California*)

64. David Trotter (*Des Moines, Iowa*)

65. Debbie Warren (*Woodburn, Oregon*)

66. Dana Lynn Workman (*St. Augustine, Florida*)

67. Victoria Williams (*Roanoke, Virginia*)

68. Mark Wynne (*Fogelsville, Pennsylvania*)

“We are overworked and underpaid!”

## Former Wells Fargo employees:

1. Melondy Amerson (*San Jacinto, California*)  
“I worked for Wells Fargo from 1999 to 2020. They asked me to transfer to another branch two cities from my home. When I declined, they did allow me to stay at my branch as a personal banker of which I went to training for. I was in that position for 11 months and they eliminated that position because I was one of two that was “newly hired” and I was asked to find a new position in two months. I feel like this company has no regard for their dedicated employees.”
2. Danna Lynn Anderson (*Dayton, Oregon*)
3. Susan Blair (*Ballwin, Missouri*)  
“I am a Retiree of Wells Fargo as of 2021. So, now, I can really TALK. Let's just say, I support this letter and then some! From a former manager.”
4. James Blakesley II (*Altadena, California*)  
“Wells Fargo needs better oversight and unionization.”
5. Joe Bruno (*Flagler Beach, Florida*)
6. Kilian Colin (*El Cajon, California*)
7. Naomi Cortez (*San Antonio, Texas*)
8. Leslie Cristan (*Corpus Christi, Texas*)
9. Nathan Davis (*Lodi, California*)  
“I testified against Wells Fargo to the congressional committee in October 2016 about the unconscionable working conditions and their culture of retaliation.”
10. Juan Duran (*Perris, California*)  
“I wish we had a union for the 16 years I was there. I witnessed so much mistreatment and pressure to do fraud and manipulations.”
11. Jennifer Eichenbaum (*Long Branch, New Jersey*)
12. Marisela Flores (*San Antonio, Texas*)
13. Juan Garces (*San Antonio, Texas*)
14. Bianca Garcia (*Brawley, California*)  
“I worked for Wells Fargo since 01/05/2012 to 09/03/2021.”
15. Emily Gillies (*Caldwell, Idaho*)
16. Martin Harris (*TN, Tennessee*)  
“Slave driven culture; no respect for employees.”
17. Patricia Hernandez (*San Antonio, Texas*)
18. Shakirah I (*Chester, Pennsylvania*)
19. Dana Jablonski (*Marsing, Idaho*)
20. Jenny Jones (*Richmond, Virginia*)
21. Lisa Lang (Goble) (*Beachwood, New Jersey*)
22. Ana Lomeli (*Castaic, California*)

23. Diego Mascia (*Las Vegas, Nevada*)

“I was overworked during the pandemic which caused a negative impact on my physical and mental health which led to me taking medical leave for work. Wells Fargo made it a nightmare for me to access my medical leave pay with their partnership with Lincoln Financial Group. I fell behind financially and could never treat my health problems properly. They filled my position while I was on leave, and they didn't have an option to allow me to work remotely to accommodate my health restrictions. They also under employ branches while expecting a constant high rate of performance when that is extremely difficult with the limitation of staffing.”

24. Kristopher Manghera (*Glendale, Arizona*)

“I am confident that had there been a union in place I would still have my position and would continue the successful work I did with Wells Fargo.”

25. Mary Mitchell (*Statesville, North Carolina*)

“It was a nightmare working for Wells Fargo during the fake account scandal.”

26. Shonta Moore (*Boynton Beach, Florida*)

27. Syed Pasha (*Spring, Texas*)

“Wells Fargo Managers and District managers were very rude and like bullies. During Covid, they made me work everyday and led me to have a panic attack and go on medical leave. Afterwards my manager harassed me daily to see when I was coming back. To the point where I couldn't take it and resigned in 12/2020. Then he never submitted my resignation, I found out when I received a crazy \$2,000 health care bill.”

28. Danae Penson (*Round Rock, Texas*)

29. Cheryl Pirritino (*Port St Lucie, Florida*)

30. Cheryl Porter (*Lake Elsinore, California*)

“I worked at Wells Fargo for 21 years and was recently laid off—at this time with no package approved.”

31. Shahnaz Razavian (*Linn, Puerto Rico*)

“They just terminated me.”

32. Laura Santacruz (*Berkeley, California*)

33. Martin Talarico (*Seattle, Washington*)

“Please remind Wells Fargo CEO Charlie Scharf of what he stated when he completed his Executive MBA from Stern in 1991, which he said helped put his work experience into perspective: ‘In my experience, good business is all about stepping back, asking questions, and accumulating the expertise to make the best decisions, whether those are business decisions or people decisions.’”

34. Alvina Terkazarian (*Burbank, California*)

35. Karen VanRynn (*West Columbia, South Carolina*)

36. Beto Villa (*Beaverton, Oregon*)

37. Leonard Williams III (*Linville, North Carolina*)

“I support the Wells Fargo workers in this action. Wells Fargo has massacred me with crime and I desperately need help too.”

38. Angela Wilson (*Las Vegas, Nevada*)

“Worst employer I ever had. I was fired for not cheating out customers. Please support the workers at Wells Fargo and other financial institutions by backing the Committee For Better Banks. Please!!!”

39. Melissa Wood (*Boones Mill, Virginia*)

“Wells Fargo needs new leadership!!”

40. Naomi Abel, (*San Antonio, Texas*)

41. Meggan Halvorson (*Brooklyn Center, Minnesota*)

And other **current bank workers** at other banks:

1. Gregory Shiver (*Walnut Creek, California*)

“America needs unions at ALL banks now!”

2. Jennifer McCandless (*San Antonio, Texas*)

“I work for a bank but not Wells Fargo. Unionizing bank employees is good for everyone.”

3. Riley Lynn Nairn (*Albany, New York*)

“I am a teller at Broadview Federal Credit Union in Albany, New York.”

4. Induda Saif (*Reading, Pennsylvania*)

“We work hard and always for not enough money.”

5. Julie Norgrove (*Monte Rio, California*)

6. Timothy McDaniel (*Virginia Beach, Virginia*)

7. Brandy Steward (*Fort Worth, Texas*)

8. Jim Berger (*Rochester, New York*)

9. Janet Anne Maker (*Los Angeles, California*)

10. Debbie Sequichie-Kerchee (*Cache, Oklahoma*)