Wells Fargo Home Equity

Team Central Escalation Contact List – Des Moines, IA

Please utilize the following contact list for any Wells Fargo Home Equity issues requiring escalation. Please contact the first person listed and if your issue is not resolved within two hours continue as necessary. In the event that you feel the issue was not completely settled, please contact the Service Team Manager listed below.

ISSUE:	CONTACT:
• REQUEST A RUSH	1. Customer Care (888) 934-3669 Opt#2, then Opt#1 2. Customer Care Supervisor: Tracy Roberts, (515)324-8145, tracy.a.roberts@wellsfargo.com 3. Customer Care Manager: Rodney Moe (515)324-8122, rodney.a.moe#@wellsfargo.com
• UNDERWRITING EXCEPTION • DECLINED OR RELOOK QUESTIONS **(for pending transactions)	1. Original Underwriter and/or Loan Processor 2. Team Central Lending Manager: Laura Daly, (515)324-8038, laura.m.daly@wellsfargo.com 3. Team Central Service Manager: Trent Lindaman, (515)324-8111, trent.r.lindaman@wellsfargo.com
• STATUS QUESTIONS ON CONDITIONS • DOC PACKAGE ISSUES	1. Customer Care (888) 934-3669 Opt#2, then Opt#1 **2. Your assigned Loan Processor** 3. Team Central Processing Supervisor: Dino Whipple, (515)324-8182, dino.r.whipple@wellsfargo.com 4. Team Central Service Manager: Trent Lindaman (515)324-8111, trent.r.lindaman@wellsfargo.com
TABLE PURCHASE • FUNDING QUESTIONS • MAIL • PRIOR TO SIGN COURTESY CALL	1. Funding Department Work Directors: Julie Bernard, (515)324-8020 julie.a.bernard@wellsfargo.com 2. Funding Department Supervisor: Kari Devos, (515)324-8042, kari.devos@wellsfargo.com 3. Funding Department Manger: Dora Kain, (515)324-8100, dora.m.kain@wellsfargo.com
• BROKER IS NOT HOME EQUITY APPROVED	1. Contact your AE (Account Executive)
• INCOMPLETE APPLICATIONS • REGISTRATION QUESTIONS	1. Customer Care (888)934-3669 Opt#2, then Opt#1 2. Registration Work Director Chitra Nandula, (515)324-8124, chitra.a.nandula@wellsfargo.com 3. Registration Supervisor: Laurentine Wibowo, (515)324-8184, laurentine.wibowo@wellsfargo.com 4. Registration Manger: Rodney Moe, (515)324-8122, rodney.a.moe@wellsfargo.com
• HOME EQUITY PRICING • SCENARIO ASSISTANCE	1. Customer Care (888)934-3669 Opt#2, then Opt#3 2. Customer Care Supervisor: Tracy Roberts, (515)324-8145, tracy.a.roberts@wellsfargo.com 3. Customer Care Manager: Rodney Moe, (515)324-8122, rodney.a.moe@wellsfargo.com
• BROKER TRAINING NEEDS • BROKERSFIRST.COM QUESTIONS	1. Your assigned Sales Specialist: Mid-Atlantic Region: Nancy Westberg, (515)324-8070, nancy.d.westberg@wellsfargo.com 2. Sales Specialist Team Manager: Tom Gulbranson, (515)324-8070, tom.gulbranson@wellsfargo.com
• SIMO EXPRESS	1. All SIMO questions should be referred to your branch Underwriter and Processor.

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