



As we continue to monitor developments regarding the coronavirus, PNC recognizes that some of our customers may be negatively affected by impacts of this global outbreak. As always, our focus is the safety and well-being of our customers, employees and the communities we serve, and our thoughts are with those who have been impacted. To that end, we stand ready to work with those experiencing financial difficulty as a result, and we are taking the necessary steps to avoid potential disruptions of service to our customers.

PNC is prepared to offer assistance, as needed, to impacted customers through a range of measures. Should you, as a current customer of PNC, encounter hardship as a result of the coronavirus, please call us at [1-888-762-2265](tel:1-888-762-2265) (7 a.m. - 10 p.m. ET Monday - Friday; 8 a.m. - 5 p.m. ET Saturday & Sunday). We will continue to monitor the situation to determine potential extension or expansion of available assistance, and we will continue to communicate these decisions with you.

We also strongly recommend that you leverage all of the available PNC tools and resources for self-service banking and 24/7 account access through our mobile, online and voice banking services. Through these channels, you can check balances, transfer funds, deposit checks or find the nearest ATM. Information can also be found at www.pnc.com on other online options such as [PNC Easy Lock](#), [PNC Online Bill Pay](#), [ATM Features](#) and [Overdraft Solutions](#). If you are not enrolled in Online or Mobile Banking and you need assistance with the process, please visit PNC.com or a branch or contact PNC's Customer Care Center.

In addition to helping customers navigate potential financial hardships, we also have contingency plans in place that are designed to prevent any service disruptions due to coronavirus impacts, as we do for any number of scenarios. These include remote access capabilities, alternate work locations for employees and continuity plans for critical operations.

Further, out of an abundance of caution, and as part of our ongoing efforts to protect the health of our employees and customers from the potential impacts of the coronavirus, PNC has enacted new international and domestic business travel restrictions, and new approval requirements for business travel and PNC hosted events. We also continue to share health and wellness information, including prevention tips from the Center for Disease Control, with employees.

While it is impossible for anyone to predict the spread of the coronavirus and fully understand its impact, it does not alter PNC's focus on continuing to serve you. We have the people, technology, products, services and tools to do just that.

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