PNC Bank Announces Temporary Retail Branch Adjustments

PITTSBURGH, March 19, 2020 /PRNewswire/ -- To help safeguard the safety and well-being of customers and employees, PNC Bank announced today that it will implement temporary retail branch adjustments. As an essential business to the communities it serves, PNC is taking these steps to help stop the spread of the coronavirus, while minimizing disruption of the service it provides to customers.

> *"The safety and well-being of our customers, employees and the communities we serve remains our top priority, and our thoughts are with those who are being impacted by this global pandemic," said Bill Demchak, PNC chairman, president and chief executive officer."*

The changes, which will go into effect Friday, March 20, will allow PNC to continue to deliver a quality customer experience throughout its retail branch network. The changes include:

- **Temporarily Adjusting Retail Branch Access**, operating primarily in a drive-up only mode, augmented with select branches that do not provide drive-up capability, to ensure branch access across PNC communities. Together, about three quarters of PNC's current branch locations will remain open to service customers. The remainder of PNC branches will be closed until further notice. To locate a PNC branch, customers may visit the PNC branch locator.

- **Consistent Branch Hours**, for all open locations will be 10:00 a.m. to 5:00 p.m. Monday through Friday and 9:00 a.m. to 1:00 p.m. Saturday, closed on Sunday.

- **Offering Essential Appointments**, for customers requiring safe deposit box access, loan closings or other banking services that cannot be delivered through the drive-up, by telephone, through the ATM network or via mobile or online banking. To make appointments, customers are encouraged to check the PNC branch locator to find the most convenient open branch.

"The safety and well-being of our customers, employees and the communities we serve remains our top priority, and our thoughts are with those who are being impacted by this global pandemic," said Bill Demchak, PNC chairman, president and chief executive officer. "The challenges all of us face at this time are unprecedented, and PNC is making these adjustments to help keep our customers and employees safe. Great consideration went into these decisions and we are confident in our ability to seamlessly deliver through these changes with minimal disruption at the level of service our customers expect and deserve. We also have the capital and liquidity to continue to meet the needs of our entire customer base."

PNC urges customers to leverage all of the available tools and resources for self-service banking and 24/7 account access through mobile, online and voice banking services. Through these channels, customers can check balances, transfer funds, deposit checks or find the nearest ATM. Customers who need assistance utilizing Online or Mobile Banking tools or downloading the app, may visit PNC.com or contact PNC's Customer Care Center at 1-888-762-2265.

Additionally, PNC is working with those experiencing financial difficulty as a result of the outbreak. Any PNC customer who encounters hardship as a result of coronavirus, is encouraged to call PNC at 1-888-762-2265 (7 a.m. to 10 p.m. ET Monday – Friday; 8 a.m. to 5 p.m. ET Saturday and Sunday) to discuss their options. PNC offers an array of hardship relief options for which customers may be eligible depending on their product(s) and needs.

PNC Bank, National Association, is a member of The PNC Financial Services Group, Inc. (NYSE: PNC). PNC is one of the largest diversified financial services institutions in the United States, organized around its customers and communities for strong relationships and local delivery of retail and business banking including a full range of lending products; specialized services for corporations and government entities, including corporate banking, real estate finance and asset-based lending; wealth management and asset management. For information about PNC, visit www.pnc.com.

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