PNC Bank Continues Retail National Expansion With Entry Into Phoenix

First Arizona Location Opens in Tempe; Innovative New Low Cash Mode Now Available

PHOENIX, June 29, 2021 – PNC Bank is pleased to introduce its first brick-and-mortar retail banking location in Arizona with the opening of a new Solution Center at Cornerstone 725 S. Rural Rd. Suite 105, Tempe, AZ. The Solution Center, which aims to evolve a typical bank experience, will allow customers to interact with trained staff for individual consultation in new and innovative ways. This is the first of three PNC Solution Centers opening in Phoenix this year.

The Solution Centers will feature:

- PNC ATM and Banking Kiosk – Self-service capabilities for deposits, withdrawals and other bank transactions;
- Advanced Technology – Screen-mirroring capabilities from customers' phones or tablets, projecting to large plasma screens for hands-on demonstrations of PNC apps or a guided digital experience;
- Workstations of the Future – Flexibility for customers to work with PNC bankers, on tablets or mobile devices, wherever they are most comfortable within the Solution Center;
- Video Banking Machines – Enhanced ATMs that allow customers to complete teller transactions during extended hours, 7 days a week, by interacting with a remote banker via an audio and video connection. Customers can make payments to PNC accounts, cash checks, make deposits and talk live with an on-screen banker. This self-service technology allows customers to bank at times that are convenient for them, while still having access to a live banker who can assist with more complex transactions.

"This new location allows us to provide greater access to banking services through a truly unique customer experience," said Cathleen Walker, PNC regional president of Phoenix and Northern Arizona. "PNC's Solution Centers address the way our customers bank, which includes an increasing reliance on state-of-the-art technology and the opportunity to interact with knowledgeable staff for discussing financial goals. We're excited to be growing our business in Phoenix, and to bring best-in-class technology and a personalized approach to banking to people who live and work in the region."

The bank's first location in Arizona opens on the heels of its groundbreaking new Low Cash Mode digital offering, which addresses the $17 billion that some studies estimate that U.S. consumers pay each year in overdraft fees. Through Low Cash Mode, PNC expects to help its customers avoid overdraft fees through unprecedented account transparency and control to manage through low-cash moments or mis-timed payments.

Low Cash Mode is currently available to customers in Arizona through Virtual Wallet, a best-in-class bank account and money management solution that easily enables consumers to manage their finances. Specifically, Low Cash Mode offers Payment Control – the power to determine whether certain debits

(checks and ACH transactions) are processed that otherwise might result in overdrafts; Real-Time Intelligent Alerts; and “Extra Time,” which gives customers time to prevent or address overdrafts before fees are charged. The feature began its rollout to all Virtual Wallet customers via the PNC Mobile Banking App on Apple and Android phones earlier this month.

Pending the conversion of PNC's acquisition of BBVA USA later this year, Low Cash Mode will be available to BBVA USA customers with Virtual Wallet accounts. PNC’s acquisition of BBVA USA will significantly accelerate PNC’s national expansion strategy and greatly enhance PNC’s opportunities for continued growth in markets including Arizona, where PNC has become a top-five U.S. commercial banking organization, based on asset size.

Since 2017, Pittsburgh-based PNC has opened 29 Solution Centers in markets including Kansas City, North Texas, Houston, Boston, Nashville and Denver, with plans to open additional locations in 2021 and beyond. PNC’s retail banking network includes approximately 2,300 brick-and-mortar locations across nearly 40 markets. In addition, PNC customers can access their money fee-free at nearly 18,000 ATMs across the country.

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.

CONTACT:
Roger Wallace
(202) 973-6283
roger.wallace@pnc.com

---

https://pnc.mediaroom.com/2021-06-29-PNC-Bank-Continues-Retail-National-Expansion-With-Entry-Into-Phoenix