



September 28, 2010

Rusty Lucas  
P.O. Box 422  
Sandusky, OH 44871-0422

RE: Your letter addressed to PNC Bank

Dear Mr. Lucas:

Please allow me to respond to your most recent letter addressed to PNC Financial Services Group. Your letter has been forwarded to Executive Client Relations. The objective of my office is to respond to customer questions and concerns, which have been escalated to an executive level. I appreciate the opportunity to respond to your specific questions.

We appreciate when customers take time to make us aware of their concerns as we use that information to identify opportunities for improvements. Please be advised that your comments regarding the service opportunities at our branch outside teller windows has been shared with the appropriate management teams who are empowered to revise bank policies or procedures.

Please allow me to respond to your question regarding potential damage to a branch's ATM due to severe weather. PNC Bank ATM transaction information is not stored at the ATM. This ensures there will be no impact to any customer transactions that have already been completed at the ATM.

I am happy to hear you are enjoying the baseball season. Enclosed is a PNC baseball cap for you to wear at your convenience. Thank you for allowing us the opportunity to provide it to you.

Thank you again for writing to us with your questions. We appreciate your business.

Sincerely,

A handwritten signature in cursive script that reads 'Laura Asher'.

Laura Asher  
Officer, Executive Client Relations

Enclosure

Member of The PNC Financial Services Group

600 Grant Street Pittsburgh Pennsylvania 15219

[www.pnc.com](http://www.pnc.com)