



THE PNC FINANCIAL SERVICES GROUP, INC.

COMMUNICATING WITH DIRECTORS

Shareholders and other interested parties who wish to communicate with the Board of Directors, any director (including the Presiding Director), the non-management or independent directors as a group, or any Board committee may send either 1) an email to corporate.secretary@pnc.com, or 2) a letter to the following address:

Board of Directors
c/o Corporate Secretary
The PNC Financial Services Group, Inc.
Board of Directors
300 Fifth Avenue
Pittsburgh, Pennsylvania 15222-2401

The Corporate Secretary will process such communications as set forth herein. The Corporate Secretary will forward email communications to the appropriate director(s) named. The Corporate Secretary will not open a written communication sent to the above mailing address if it is addressed to the Board, any director (including the Presiding Director) or a group of directors, the non-management or independent directors as a group or any Board committee. The Corporate Secretary will forward the communication to the named director or the Presiding Director, who will determine how to respond. Depending on the content, the Presiding Director may forward the communication to a PNC employee, a third party, another director, a Board committee or the full Board.

The Corporate Secretary may elect not to forward communications that he or she believes are: i) a commercial, charitable or other solicitation; ii) a complaint about PNC products or services that would be customarily handled in the ordinary course of business; iii) abusive, improper or otherwise irrelevant to the Board's duties and responsibilities; or iv) subject to the policies or procedures that specify the proper handling of a communication that addresses such subject matter.