The PNC Financial Services Group, Inc.
REGULATIONS FOR CONDUCT
AT ANNUAL MEETING
April 27, 2021

In the interest of a fair and orderly meeting, and to accommodate as many shareholders as possible who may wish to ask questions, we have established the following rules:

1. **Calling the Meeting to Order**
   Our CEO will preside as the Chairman of the meeting. The Chairman will call the meeting to order promptly at 11:00 a.m. The Chairman will conduct the meeting in accordance with the meeting agenda and these Regulations for Conduct. The Chairman retains sole authority to make any and all determinations with respect to the conduct of the meeting.

2. **How to Vote**
   You may vote online during the virtual annual meeting by logging in as a shareholder using the control number you received with your proxy materials. The Chairman will announce the opening and closing of the polls. No votes will be accepted after the polls have closed. If you have already voted your shares prior to the annual meeting, you do not need to vote those shares during the annual meeting unless you want to revoke or change your vote.

3. **Submission of Questions**
   We welcome questions from our shareholders. You may submit questions during the meeting by logging into the virtual meeting website as a shareholder using the control number you received with your proxy materials. We have scheduled a general question and answer session at the conclusion of the meeting to discuss matters not on the meeting agenda, but appropriate for discussion.

4. **Responses to Questions; Time Limit**
   Questions from shareholders will be taken on a rotating basis and each shareholder will be limited to one question. If multiple questions are submitted on the same topic, we will summarize and respond collectively. We have allocated one hour for the meeting, including to address questions. Please keep questions brief in order to give us the opportunity to address as many questions as possible. We will make every effort to address questions that are consistent with these Regulations for Conduct.
   The Chairman may choose not to address questions that have already been adequately addressed. Questions regarding personal matters and questions regarding general economic, political or product matters that are not directly related to the business of PNC will not be answered. If there are matters of individual concern to a shareholder and not of general concern to all shareholders, or if a question posed was not otherwise answered, shareholders may contact Investor Relations separately after the meeting.

5. **Other Limitations**
   The Chairman may refuse to permit a nomination or proposal to be made by a shareholder who has not complied with applicable laws or rules, or the procedures set forth in PNC’s By-laws. The proponent(s) of any shareholder proposal will be subject to a time limit of three minutes for the presentation of their proposal.

The Annual Meeting of Shareholders is recorded.
The virtual annual meeting will be accessible at www.virtualshareholdermeeting.com/PNC2021