



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:

Presiding Director
The PNC Financial Services Group, Inc. Board of Directors
P.O. Box 2705
Pittsburgh, Pennsylvania 15230-2705

The Corporate Secretary will forward the email communication to the appropriate director(s) named. 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.

The Corporate Secretary will not open the written communication addressed to the Board of Directors, any director (including the Presiding Director), the non-management or independent directors as a group, or any Board committee. He or she will forward the communication to the Presiding Director who will determine how to respond. Depending on the content, he or she may forward the communication to a PNC employee, a third party, another director, a committee, or the full board.