

# PNC BANK CUSTOMER CARE CENTER

CONSUMER

888-762-2265

Welcome to PNC Bank.

To get started, say your User ID or enter it on your phone's keypad. **OR** You can also say, "I don't have one."

To continue in Spanish, please press 8  
Para continuar en español, por favor oprime el 8

Thank you. Please tell me your PIN or use your keypad to enter it.

Now select your account.\*

If you'd like me to repeat your balance

**PRESS 1**

To hear recent activity

**PRESS 2**

To transfer funds

**PRESS 3**

To switch accounts

**PRESS 4**

Okay. What kind of activity would you like to hear? You can ask about...

Checks

**PRESS 1**

Deposits

**PRESS 2**

Withdrawals

**PRESS 3**

All Recent Activity

**PRESS 4**

To hear about all checks, say "All Recent Checks."

**PRESS 1**

For information about a specific check, say "A specific check."

**PRESS 2**

...or in your own words, tell me what you'd like to do.

You can say things like "Help me find a branch" or "I'd like to make a payment."

Transfers to a Consultant *or* to Voice Banking when a consultant is not available

## NOTES & TIPS

- If you're using touch-tone to key in selections, you can use the "\*" key to speed up your selection.
- When using touch-tone entry, wait to be prompted before entering your selection.
- You can enter "\*6" at any time to work with touch-tone-only menus.
- Recent Activity includes pending and posted account activity together and are read back from most recent to oldest in groups of five (5) transactions at a time.
- Transfer Funds and Switch Account menu options are dynamic, so will play or not play depending on the other accounts you have.

- While not a spoken menu selection, you can say "Main Menu" or "Representative" at any time within Voice Banking (global commands):
  - Saying "Main Menu" will take you to a main speech prompt that asks you to "Tell me why you're calling." Depending on what is spoken, you can either be routed to a self-service option in Voice Banking if available, or transferred to a live consultant.
  - Saying "Representative" or "Consultant" or "Agent" will take you to a prompt to identify the reason for your call to ensure proper routing.

## FAST-PATH COMMANDS

- Checking account balance ..... [Authenticate]
- Pending and posted deposits ..... [Authenticate] Press 2>2
- Pending and posted withdrawals ..... [Authenticate] Press 2>3
- Last 5 pending and posted transactions [Authenticate] Press 2>4
- Last 5 checks ..... [Authenticate] Press 2>1>1
- Savings account balance ..... [Authenticate] Switch Accounts

## GLOBAL COMMANDS

- Main Menu  
**SAY "MAIN MENU" PRESS \*4**
- Speak to a representative  
**SAY "CONSULTANT" PRESS 0**
- Touch-tone-only menu  
**PRESS \*6**

\*A federal regulation limits the number of transfers that may be made from a savings or money market account. Please see our Consumer Schedule of Service Charges and Fees for additional information.

