WHAT MAKES US DIFFERENT

MAKES US STRONGER.
AS A MAIN STREET BANK, we are committed to delivering on each of our strategic priorities while looking out for the best interests of all our stakeholders, including our customers, communities, employees and shareholders. We believe that our success will be proportional to the prosperity we help to create for each of these stakeholders. This belief, along with our corporate values, shapes how we do business. It drives us to build a talent-focused culture full of opportunities for our employees, strengthen our communities, deliver exceptional customer experiences, and strive to put doing what is right ahead of every other consideration. At PNC, we are committed to making a positive difference by leveraging the power of our resources to help all move forward financially. And through the years, this approach has enabled us to earn our stakeholders’ trust.
A MESSAGE FROM OUR CEO
TO OUR STAKEHOLDERS

As we continue to manage through the impacts of 2020 — the pandemic, an economic crisis, widespread social unrest and a contentious U.S. election — I am grateful for and inspired by how much we have accomplished as a company. While PNC has always looked out for the best interests of our stakeholders, we stepped up to last year’s crises in new and impactful ways.

Navigating unprecedented challenges from a position of strength, we were able to support our employees, customers and communities while also monetizing our passive stake in BlackRock and capitalizing on an attractive investment opportunity that will allow us to grow our franchise for years to come.

Our acquisition of BBVA USA will elevate us to the fifth-largest U.S. bank, with more than $560 billion in total assets and a presence in 29 of the country’s 30 largest markets. As we move through integration planning, we are looking closely at how we can expand our community commitments to drive positive impacts for all stakeholders, particularly in our new and underserved markets.

In the meantime, we will continue to move forward, focused on making the right decisions and fulfilling our obligations to our colleagues, our customers, our communities and our shareholders.

CREATING IMPACT FOR CUSTOMERS

As a Main Street bank, we recognize that our success is directly proportional to the success of those we serve. To that end, we are committed to leveraging the power of our resources to help all move forward financially. This includes helping to make a positive difference for our customers, many of whom have experienced financial hardship as a result of the pandemic.

In response to last year’s economic fallout, 5,100 PNC employees stepped into new, temporary roles so that we could better support our customers. They waived fees, granted nearly $15 billion in loan modifications, and registered more than 70,000 small business loans worth approximately $13 billion through the first round of the federal government’s Paycheck Protection Program (PPP). More than 14,500 of these PPP loans were made to borrowers located in low- or moderate-income areas, and more than 4,500 of the loans were made to nonprofit organizations.

Advancing our efforts to better serve customers, we just launched Low Cash Mode®, a digital tool designed to address the $17 billion that U.S. consumers pay each year in overdraft fees. The tool enables us to offer unprecedented account transparency and payment control, which is true to our brand, will differentiate us in the market, and is consistent with our commitment to helping all move forward financially.

In addition, we continue to offer banking products and services to the unbanked and under-banked population. PNC’s Foundation Checking and SmartAccess® Prepaid Visa® Card have been especially critical during the pandemic and for those who have struggled to access stimulus payments and unemployment benefits. Both products meet the Bank On National Account Standards, which help ensure expanded access to safe and appropriate financial products and services to those outside the mainstream financial system.

These products have helped PNC maintain one of the highest Net Promoter Scores (NPS) in the financial services industry, indicating strong customer satisfaction and loyalty. They also have contributed to our “Outstanding” Community Reinvestment Act (CRA) rating, which we’ve maintained for 44 consecutive years.

CREATING IMPACT FOR COMMUNITIES

PNC’s “Outstanding” CRA rating also reflects our community support, which was particularly important in 2020. To help those disproportionately impacted by the pandemic, our regional presidents and the PNC Foundation deployed $30 million in support of coronavirus relief efforts, primarily directed toward basic needs programs and hardship relief efforts throughout our markets.

In addition, we continued to invest in early childhood education through PNC Grow Up Great®, our $500 million philanthropic program that primarily supports children from low- and moderate-income families from birth to age 5.

In June 2020, PNC committed more than $1 billion to help end systemic racism and support the economic empowerment of Black Americans and low-to moderate-income communities. We are making significant progress on this commitment, which will come to life through education, entrepreneurship and economic empowerment, and as of April 30, 2021, we have committed $160 million toward this pledge.

In connection with our acquisition of BBVA USA, PNC has announced a Community Benefits Plan through which the company will provide at least $88 billion in loans, investments and other financial support to benefit low- and moderate-income individuals and communities, people and communities of color, and other underserved individuals and communities over a 4-year period beginning January 2022. We also formed Empowerment & Inclusion Capital I, a special-purpose acquisition company (SPAC) focused on acquiring a diverse-led business or a business focused on promoting an inclusive economy and society. This SPAC is unique in that all proceeds from our sponsor interest will be donated to the PNC Foundation to support our ongoing efforts to help end systemic racism and drive economic empowerment for Black Americans and low- and moderate-income communities. In addition, we recently invested in Greenwood, a digital banking provider that is committed to advancing economic empowerment of minority and traditionally underserved communities and to promoting racial equity in financial services.

These efforts build upon our long-standing commitment to diversify and inclusion, which is embedded in the organization from the very top to the front lines. We have the most diverse board and executive committee in our company’s history. Thirty-three percent of our independent board directors are gender diverse, and 25% are racially diverse. The majority of our executive committee members, all of whom report to me, are gender or racially diverse as well.

Our management of key environmental, social and governance (ESG) issues and opportunities, including climate change and sustainable finance, is equally important to our corporate responsibility efforts. In 2019, we formally endorsed the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and last year, we began to determine how to integrate those recommendations into our business operations. This year, we’re publishing our first TCFD report, which focuses on our risk management strategy related to climate change and includes the carbon intensity scores of different sectors across our portfolio.

Also in 2020, we named our first head of Sustainable Finance. This milestone builds on PNC’s inaugural Green Bond issuance in 2019 and adoption of the Green Bond Principles in 2016.
A MESSAGE FROM OUR CEO | CCRO

I came into this role at an extraordinary time requiring an extraordinary change.

In May 2020, before my appointment as chief corporate responsibility officer, George Floyd’s murder inspired the most significant movement for racial justice and civil rights that the nation has seen in recent generations. At the same time, the economic challenges caused by the global pandemic were highlighting the deep, systemic financial and health inequities that disproportionately affect communities of color. The convergence of these historic events caused millions of us to begin examining these injustices, and to realize that our society is not benefiting all its citizens equally.

But even before that, in February 2020, many of my colleagues and I gathered for PNC’s inaugural Black Leaders Forum. More than 130 of us engaged in candid discussions with the Executive Committee about PNC’s challenges and opportunities in recruiting, advancing and retaining Black talent. We had no way of knowing the movement that would erupt just four months later, but those leaders and conversations have served an integral role in informing and advancing PNC’s evolving path to a more equitable and inclusive future for all. The plan, our commitment to advancing and improving the organization understand the ways that PNC’s values come to life in our day-to-day business decisions and behaviors.

As we move forward, we remain committed to being as transparent as possible and using what we learn from across the organization to foster a better understanding, and that understanding leads to increased progress.

While our commitment to listening and learning matters, particularly in this moment, it is what PNC is doing that matters even more. Through PNC Grow Up Great, we continue to emphasize the importance of high-quality early learning opportunities, which research has shown are critical to long-term achievement and a means to social and economic mobility. As studies show that learning disruptions and school closures disproportionately impact disadvantaged children, our investments, which totaled nearly $19 million in 2020, are more vital than ever before. And as we work to support the transition to a low-carbon economy and make a difference for our clients and other key stakeholders.

As always, I welcome your feedback on our progress and how we collectively can have a greater impact.

BILL DEMCHAK
PNC Chairman, President and Chief Executive Officer

A MESSAGE FROM OUR CCRO TO OUR STAKEHOLDERS

We also recently announced our four-year, $88 billion Community Benefits Plan, furthering our commitment to advancing and improving the neighborhoods we serve and building a more equitable and inclusive future for all. The plan, designed to include and expand on PNC’s $1 billion commitment and BBVA USA’s existing community commitments, was developed and informed by numerous community listening sessions held between PNC and representatives from a diverse group of national organizations. Over the next four years, the plan will deploy $47 billion for home lending, $26.5 billion for small business lending, and $14.5 billion for community development banking.

Though the responsibility is great, I am excited for the opportunity to create a positive impact for our employees, customers, investors and communities in ways that change lives and transform outcomes.

RICHARD BYNUM
Chief Corporate Responsibility Officer
REPORT SCOPE
PNC publishes an annual Corporate Responsibility (CR) Report. This, our fifth full GRI-based report, has been prepared in accordance with the GRI Standards: Core option. We also disclose metrics in alignment with the Sustainability Accounting Standards Board’s (SASB) Commercial Banks, Consumer Finance, Asset Management and Custody Activities, and Mortgage Finance sector standards.

PNC’s 2020 CR Report covers the period of January 1 through December 31, 2020. Our most recent CR Report was published in September 2019, with an update in October 2020. In addition to all of PNC’s CR Reports, additional information about the company’s CR efforts is available on our Corporate Responsibility website.

PRIORITY ESG ISSUES
In 2018, we conducted our second materiality analysis, which has informed the latest issue of our CR Report. Our priority ESG issues include:
1. Data Privacy and Protection
2. Ethical Conduct
3. Risk Management
4. Customer Relations
5. Innovation
6. Talent Management
7. Diversity & Inclusion
8. Community Engagement
9. Responsible Lending
10. Employee Engagement

To be successful in these key areas, we continue to invest in our employees, customers and communities; remain aware of our impact on the environment; engage in deep dialogue with our stakeholders; and maintain strong governance and risk management practices. In 2021, we intend to conduct our third materiality analysis to ensure that our priority ESG issues properly reflect rapidly evolving societal, regulatory and cultural considerations.

Additional information about our approach to selecting priority ESG issues is available on our Corporate Responsibility website.

OUR COMMITMENT TO THE U.N. SUSTAINABLE DEVELOPMENT GOALS
We are committed to doing our part to help create a better world and life for our stakeholders. This commitment and our Main Street bank philosophy — that we prosper when our customers, employees, communities and shareholders prosper — is why the United Nations Sustainable Development Goals (SDGs) are important to us. These 17 universal goals tackle what many believe are the greatest threats facing humanity, including poverty, hunger, inequality and climate change.

We believe in the SDGs’ potential to create meaningful change in the world. In support of this belief, we continue to apply our resources to the SDGs most closely aligned with our ESG priorities.

Additional information about our efforts to support the SDGs is available on our Corporate Responsibility website.
CORPORATE RESPONSIBILITY HIGHLIGHTS

INCLUDED ON 2020 BLOOMBERG GENDER EQUALITY INDEX

33% OF PNC’S INDEPENDENT BOARD DIRECTORS ARE GENDER DIVERSE

25% OF PNC’S INDEPENDENT BOARD DIRECTORS ARE RACIALLY DIVERSE

REACHED 1 MILLION EMPLOYEE VOLUNTEER HOURS IN 2020

813,000 PARTICIPANTS IN FINANCIAL EDUCATION PROGRAMS SINCE 2017

65% REDUCTION IN CARBON EMISSIONS SINCE 2009

MORE THAN $36B IN SUSTAINABLE FINANCING SINCE 2016

$1.4B IN RENEWABLE ENERGY PROJECTS SINCE 2014

65% REDUCTION IN CARBON EMISSIONS SINCE 2009

MORE THAN $36B IN SUSTAINABLE FINANCING SINCE 2016

$1.4B IN RENEWABLE ENERGY PROJECTS SINCE 2014

100% SCORE ON DISABILITY EQUALITY INDEX

$3.4B IN RESPONSIBLE INVESTING ASSETS UNDER MANAGEMENT

$94.4M IN CHARITABLE GIVING

BEST PLACE TO WORK FOR LGBTQ EQUALITY HUMAN RIGHTS CAMPAIGN FOR 6 CONSECUTIVE YEARS

OUTSTANDING CRA RATING FOR 44 CONSECUTIVE YEARS

PAYCHECK PROTECTION PROGRAM LENDER IN THE U.S.

#3

A full list of our 2020 accomplishments is available on our Corporate Responsibility website.
creating a franchise with coast-to-coast acceleration of its national expansion strategy, PNC will

- **2018**: Denver, Houston and Nashville
- **2019**: Boston and Phoenix
- **2020**

Expiring our footprint in markets across the country

- **2020**: Seattle and Portland
- **2019**: Boston and Phoenix
- **2018**: Denver, Houston and Nashville

Our Corporate Profile

PNC has been a strong competitor, innovator and engaged corporate citizen for 169 years. Headquartered in Pittsburgh, Pennsylvania, The PNC Financial Services Group, Inc. is one of the largest diversified financial services companies in the United States, with $466 billion in assets and $365 billion in deposits as of December 31, 2020.

We have businesses engaged in retail banking, including residential mortgage, corporate and institutional banking, and asset management, providing many of our products and services nationally. Our retail branch network is located primarily in markets across the Mid-Atlantic, the Midwest and the Southeast. Outside of the United States, we also have strategic international offices in four countries: Canada, China, Germany and the United Kingdom.

PNC bankers and financial consultants bring savvy, local knowledge and truly personal service to all of their banking relationships.

Governance Practices

**Company Leadership**

At PNC, securing the trust of our stakeholders is the centerpiece of our success. Trust begins with good governance. Our senior management team, under the oversight of our board of directors, develops and oversees the execution of our strategy. The board-adopted corporate governance guidelines are transparent to the public and our stakeholders, and we are flexible enough to evolve with a changing environment.

**Risk Management**

Our disciplined approach to risk management has served us well and positions us to continue growing our business and creating value for our shareholders. PNC’s risk management policies and procedures continually evolve to reflect best practices, ensuring that the work we do advances our capabilities, is relevant to our business decision-making, and is valuable to internal and external stakeholders.

The Risk Committee of the board of directors oversees the establishment and implementation of the enterprise-wide risk governance framework for PNC.

Corporate Responsibility Oversight

Under the leadership of the chief corporate responsibility officer (CCRO), we realigned PNC’s Diversity and Inclusion, Community Development Banking, Community Affairs and ESG teams to form a single corporate responsibility organization. The CCRO sits on PNC’s Executive Committee, reporting directly to the CEO.

PNC’s board of directors provides formal oversight of the company’s CR strategy and regularly reviews policies, programs and strategies foundational to the work of the CR organization. PNC has also formed a special committee of the board of directors to focus on equity and inclusion and to help oversee the company’s efforts in this critically important area. This special committee will provide governance and oversight of our Community Benefits Plan.

Ethical Conduct

In today’s competitive environment, we rely on the vision and principles outlined in our Code of Business Conduct and Ethics (Code) to guide our actions. Adhering to our Code, complying with laws and regulations, and supporting fundamental human rights gives us a true compass and a strong foundation for the way we conduct business. We meet the needs of our stakeholders by operating in accordance with our values — ethically, responsibly and sustainably.

Our Economic Profile

**Financial Performance**

At PNC, we manage our company for the long term. We are focused on the fundamentals of growing customers, loans, deposits and revenue, and improving profitability, while investing for the future and managing risk, expenses and capital. We continue to invest in our products, markets and brand, and we embrace our commitments to our customers, shareholders, employees and the communities where we do business.

We create value over the long term through our strategic priorities:

- Expand our leading banking franchise to new markets and digital platforms
- Deepen customer relationships by delivering a superior banking experience and financial solutions
- Leverage technology to innovate and enhance products, services, security and processes

More information is available on our Corporate Responsibility and Investor Relations websites.

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<thead>
<tr>
<th>Economic Value Distributed Amount (in millions for year ended December 31, 2020)</th>
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<tbody>
<tr>
<td>Revenues</td>
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<tr>
<td>Operating Costs*</td>
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<tr>
<td>Employee Wages &amp; Benefits</td>
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<td>Payments to Providers of Capital</td>
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<td>Government Payments</td>
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<td>Charitable Giving</td>
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* Operating Costs are calculated in accordance with GRI Standards

With the acquisition of BBVA USA, PNC will accelerate its national expansion strategy, creating a franchise with coast-to-coast presence in 29 of the top 30 metropolitan areas.
CREATING IMPACT FOR CUSTOMERS

Our customers are at the center of everything we do. Even in challenging times, our approach to customer care allows us to react and adjust with speed and flexibility.

Providing Emergency Relief to Customers

As the Paycheck Protection Program (PPP) prepared to launch in early April 2020, it became clear that our Business Banking Lending Center team, which normally handles small business loans, would need additional support.

The PNC leadership team put out a company-wide emergency call for help, and thousands of employees responded. Approximately 10% of the PNC workforce either took on extra work or pivoted completely from their regular job duties to a variety of tasks associated with booking and processing PPP loans. Our success in being able to provide this additional support was due to the willingness of other PNC team members to provide coverage for their reassigned teammates.

Together with the many employees who volunteered, PNC’s Technology & Innovation employees helped thousands of business customers apply for emergency relief loans. In just days, the team developed an online PPP loan application portal, creating a start-to-finish digital process for applying, registering, underwriting, electronically signing, and automatically funding and booking PPP loans. The first PNC customers received PPP loan funding on April 12 — a Sunday — which was possible using PNC’s 24-hours-a-day, 7-days-a-week Real-Time Payments (RTP®). More than 95% of PPP payments were made via RTP, providing immediate relief to small business customers in need.

Approximately 80% of the Paycheck Protection Program loans that PNC registered with the Small Business Administration were for amounts of $150,000 or less, and the average loan size was less than $185,000.

We are proud that this collective effort helped us to support small businesses across the communities we serve, as well as the broader U.S. economy. Ultimately, we funded $13.7 billion in PPP loans during the second quarter of 2020.

Measuring Customer Satisfaction

PNC is committed to delivering an exceptional customer experience and making banking easy. We are focused on implementing the digital and technology solutions our customers want and designing experiences that enhance the customer journey.

We continue to use Net Promoter Score (NPS) surveys to measure customer satisfaction. In 2020, we maintained one of the highest NPS scores in the financial services industry, indicating strong customer satisfaction and brand loyalty.

Additional information about how we create impact for our customers is available on our Corporate Responsibility website.

2020 HIGHLIGHTS

- Supported small business customers across the country by funding $13.7 billion in Paycheck Protection Program (PPP) loans
- First large bank to finance clients under the Federal Reserve’s Main Street Lending Program
-halted consumer real estate foreclosures
- Opened 17 additional Solution Centers to support customers in new markets across the country
- Launched Virtual Wallet® Checking Pro, an upgraded version of PNC Virtual Wallet®
- Extended over $30 billion of credit to corporate & institutional borrowers to help fund liquidity needs, including hospitals and municipalities
- Provided relief to more than 300,000 consumers and small businesses through loan extensions, deferrals, partial payments and forbearance across home lending, auto, credit card, education and small business services
- Approximately 5,100 PNC employees were redeployed around the organization to support critical relief efforts, including the Paycheck Protection Program.
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In Cincinnati, spent hours helping the organization Sotelo, a PNC Community Development banker Program presented a lifeline for the ULGSO. Simon As the situation worsened, the Paycheck Protection loss of which would have devastating effects on uncertainty about the organization’s funding, the of the COVID-19 pandemic were quickly creating challenges. The social and economic effects 18,000 Black individuals and families each year. self-sufficiency, ULGSO serves approximately mission to transform generations by promoting underserved populations since 1948. Through its (ULGSO), a PNC customer, has served the region’s mission to transform generations by promoting personal empowerment and economic self-sufficiency, ULGSO serves approximately 18,000 Black individuals and families each year. In March 2020, the ULGSO was facing unprecedented challenges. The social and economic effects of the COVID-19 pandemic were quickly creating uncertainty about the organization’s funding, the loss of which would have devastating effects on the organization’s employees and communities. As the situation worsened, the Paycheck Protection Program presented a lifeline for the ULGSO. Simon Sotelo, a PNC Community Development banker in Cincinnati, spent hours helping the organization navigate the process from start to finish. With Simon’s help, the ULGSO secured the emergency funding needed to retain employees and continue positively impacting their communities.

To further support small businesses that may lack access to traditional financial institutions, PNC committed more than $50 million to eight community development financial institutions (CDFIs) throughout the country to support CDFI origination of Paycheck Protection Program loans in potentially underserved geographies and sectors.

Protecting Customer Privacy
Our customers trust us to safeguard the privacy of their personal and financial information — a responsibility that tops our list of priorities. To ensure that we earn and keep their trust, we continue to add new tools to our already robust fraud detection and prevention program.

Personal Data Rights Program
In 2020, we developed and implemented the Personal Data Rights Program, an enterprise-wide program that gives our customers more control over their personal information and data, including the ability to request access to their data or request that their data be deleted.

This program, designed to ensure compliance with the requirements in the California Consumer Privacy Act, better equips PNC to adhere to similar privacy laws in the future.

Innovating for Customers
Our customers increasingly prefer to use online, mobile and ATM channels to complete their financial transactions. To meet their expectations, we invest in new ideas and evolving technology.

Virtual Call Center
Our Virtual Call Center, established in 2018, enables customer-care representatives to access the PNC resources they need while working from a home office. Among numerous other benefits, the Virtual Call Center better positions PNC to serve customers during periods of disruption. The global pandemic presented a significant test, and the Virtual Call Center provided seamless, consistent service for PNC customers.

Because of its success, the Virtual Call Center model became the blueprint when we transitioned our 3,400 Virtual Call Center customer representatives from an in-office work environment to a work-from-home model. This enabled us to provide the safest environment for our employees during the pandemic without compromising our ability to provide exceptional customer service.

SERVING A DIVERSE CUSTOMER BASE
By deepening relationships with our diverse customers and markets, we identify and navigate new marketplace opportunities and improve the customer experience. We are committed to delivering solutions and services to ensure that we meet our customers’ needs at every stage of life.

Providing an Inclusive Banking Experience
As part of our commitment to deliver an exceptional customer experience, we offer a variety of products and services to make banking easier, safer and more convenient for all customers.

For non-English-speaking customers, PNC provides a wide range of services such as live interpretation and translation services, bilingual employees in many retail branches, and translated webpages and educational resources. In 2020, PNC further enhanced resources for Spanish speakers by establishing a bilingual team that can respond to inquiries on social media in real time.

To better serve customers who have a disability, we are focused on understanding their needs, working with them to ensure that our products and services are provided in ways that meet their needs, and reviewing our processes for making accommodations so we can constantly improve accessibility and usability of our website, mobile applications and branch locations.

Promoting Financial Well-Being
We believe that simple steps toward financial well-being today can make all the difference in one’s future. From our bilingual financial education workshops to the PNC My Finance Academy student banking webpage, we are focused on the financial well-being of all our customers. We devote significant energy and expertise to ensure that we are delivering the most relevant insights and resources.
Expanding Our National Presence

PNC continues to expand its footprint by rolling out retail locations in new markets across the country. Together with our digital banking capabilities, our growing national presence enhances our ability to provide deposit, lending, brokerage, insurance and investment management services to consumers and small business customers — wherever they are.

Digital Banking

As part of our national expansion strategy, we offer an array of digital banking solutions to new customers who reside outside of our existing retail branch network. In 2020, we launched Virtual Wallet® Checking Pro, an upgraded version of PNC Virtual Wallet®. This best-in-class bank account and money management solution makes it easier for all customers to manage their finances no matter where they are.

Solution Centers

Despite the challenges of 2020, PNC continued to serve customers in new markets, including through the addition of 17 new Solution Centers across the country. PNC’s Solution Centers provide a physical presence in several of the bank’s newest markets and demonstrate the evolution of physical and digital banking coming together. These centers also play a key role in PNC’s national expansion, enabling PNC to prioritize proactive engagement between our employees and the community.

Within the comfort of conversational gathering spaces, customers can interact with PNC’s trained staff for individual consultation on their personal needs or financial goals. Solution Centers also feature mobile workstations, ATM and banking kiosks, and screen-mirroring capabilities that allow for hands-on demonstrations of PNC’s digital banking technology.

Recognizing the importance of our physical presence, we will continue to build out and operate Solution Centers, which have an 83% NPS and are where we grow checking accounts at twice the rate of our traditional branches. We plan to open Solution Centers in Minneapolis in 2021, Portland and Seattle in 2022, and other markets in the following years.

We have made tremendous progress in expanding our retail banking nationally through a focus on organic growth, including the ongoing expansion of our middle market corporate banking business and our digital banking efforts. We expect this expansion effort to be accelerated by PNC’s acquisition of BBVA USA Bancshares, Inc., and its U.S. banking subsidiary, BBVA USA. Through this deal, PNC will become a top five U.S. bank by asset size, with a coast-to-coast national franchise.

“Ultimately, Solution Centers are built around people and their needs, which often can be met through digital solutions. There’s something to be said for the comfort level that comes with a bank putting down roots in the community. We’ve learned that customers were more comfortable opening an account with us digitally when they knew we were physically available nearby, if they needed us.”

— KEVIN McCANN
PNC National Territory Executive, Consumer Banking

We believe in not only managing our own operations in an environmentally sustainable manner but also doing our part to finance the transition to a low-carbon economy.

SUSTAINABLE FINANCE

We believe in not only managing our own operations in an environmentally sustainable manner but also in doing our part to finance the transition to a low-carbon economy.

Our commitment to enabling our clients’ sustainable operations takes the form of providing financing and underwriting debt with an environmentally sustainable use of proceeds. Areas of focus include:

• Renewable energy
• Energy efficiency
• Green building
• Brownfield remediation

Financing “Green” Projects

An important part of our sustainable finance program is financing projects with environmental benefits. This financing includes both traditional and “green” bonds, which are underwritten and issued under the International Capital Markets Association’s Green Bond Principles, to which PNC is a signatory.

RESPONSIBLE INVESTING

As technology and science create new business and investment opportunities, they also create new responsibilities, which include considering our collective impact on future generations. By changing the dynamic between investors, businesses and the public, responsible investing can help ensure that today’s innovations are sustainable.

We define responsible investing (RI) as an investment strategy that:

• Proactively supports certain values or causes
• Excludes or restricts portfolio exposures that may conflict with those values
• Defines a specific, targeted impact and allocates capital toward that objective

In 2020, we had $3.4 billion in RI assets under management across PNC Capital Advisors (PCA); Hawthorn; Wealth Management; and Institutional Asset Management. This represents a 31% increase from 2019.
As a Main Street bank, we believe that being a part of the community is about more than our physical location. We take pride in how we strengthen and serve our communities, as these relationships are at the heart of our business model.

SUPPORTING OUR COMMUNITIES

We are only as strong as our communities, so we are committed to making business decisions that have a positive societal impact. When our communities prosper, so does PNC. Through the PNC Foundation and charitable support through PNC Bank, we form deep partnerships with nonprofit organizations in order to enhance educational opportunities, with an emphasis on early childhood education, and to promote the growth of communities through economic development initiatives.

Working to Meet the Needs of Our Communities

We recognize our role as a pillar of the communities we serve, and we are actively working to meet the unique needs of those affected by the economic disruption caused by the COVID-19 pandemic. In April 2020, PNC announced a $30 million philanthropic commitment to support communities in their efforts to respond to the economic and societal effects of the pandemic. Under the leadership of our regional presidents and Community Development Banking teams, each PNC market identified opportunities that provide the greatest local impact in the areas of:

- Food insecurity and shelter
- Early education
- Online resources that enhance access to information, programs and tools for those in need

Our philanthropic commitment provided a variety of support to communities nationwide:

- Detroit, Michigan: After receiving a grant from PNC, the Henry Ford Health System provided meals and short-term lodging to frontline healthcare workers in Detroit to protect the workers’ families from potential infection.
- Philadelphia, Pennsylvania: With support from PNC, volunteers from the Please Touch Museum in Philadelphia assembled more than 1,000 Summer Discovery Backpacks to help local families continue at-home learning with their preschoolers.
- Milwaukee, Wisconsin: PNC provided funding for meals where the United Way of Greater Milwaukee and Waukesha County converted a vacant seminary to a shelter for the homeless population.
- Raleigh, North Carolina: PNC supported artists and performers impacted by the cancellation of events through the NC Artist Relief Fund.
- Louisville, Kentucky: By providing support to grow the Louisville Free Public Library’s summer reading program, PNC helped thousands of children in low- to moderate-income families in Louisville receive age-appropriate books.
- Pittsburgh, Pennsylvania: Together with United Way of Southwestern Pennsylvania and Eat’n Park Hospitality Group, PNC provided more than 250,000 nutritious meals to school-aged children and their families in Pittsburgh through the creation of the Students and Families Food Relief Fund.

“At PNC, we believe that we are stronger together. Our regional presidents have been living and breathing that philosophy day in and day out, particularly during this pandemic as we rally to support those in our communities facing significant challenges.”

– LOUIS R. CESTELLO
Head of Regional Markets

GUARDIAN ANGELS MEDICAL SERVICE DOGS

Guardian Angels Medical Service Dogs strives to assist as many people as possible through the healing power of service dogs. The organization, based in Florida, trains service dogs to help veterans with everything from reducing the anxiety of waking up from a nightmare to living with a physical disability.

For the fourth consecutive year, PNC partnered with Guardian Angels to sponsor the Community Mutt Strut, an event that raises visibility, awareness and money for service dogs. In 2020, the organization was quickly able to pivot to a virtual event. Especially in challenging years such as this, we believe that these life-saving dogs are imperative to the survival and quality of life of our veterans, and we’re proud to offer our support. Together with other corporate partners and donors, PNC has raised $1.15 million for 53 service dogs across our markets.
Our Billion Dollar Commitment

The challenges presented by the pandemic have been compounded by the emergence of one of the most critical civil rights movements of our time. As our nation continues to fight racism and discrimination, PNC made a $1 billion commitment to help end systemic racism and support the economic empowerment of Black Americans and low- and moderate-income communities.

Although our focus on empowering low- and moderate-income communities is not new, this commitment, announced in June 2020, will have a deliberate focus on supporting the Black community.

The majority of our $1 billion commitment will come to life through our work in community development banking. Through this work, we aim to boost economic opportunity for all individuals and communities we serve.

...
Given PNC’s commitment to move all forward financially, we recently launched Low Cash Mode™ to enable Virtual Wallet® consumer checking customers to gain more control when their account balance is low and avoid overdraft fees. The feature allows customers extra time to bring their account balance back up to at least $0, payment controls and intelligent alerts. In addition, PNC’s Foundation Checking and SmartAccess® Prepaid Visa® Card accounts meet the Bank On National Account Standards developed to ensure expanded access to safe and appropriate financial products and services to the almost 36 million people in the United States who are outside of the mainstream financial system.

Leadership Symposium to discuss broader developments affecting community development needs and how financial institutions like PNC can best address those needs. Our progress under the Community Benefits Plan will be published annually in future CR Reports.

INSPIRING GREAT FUTURES FOR YOUNG CHILDREN
Since 2004, PNC has supported high-quality early childhood education through PNC Grow Up Great, a $500 million, multi-year, bilingual initiative to help prepare children from birth to age 5 for success in school and life, with a particular emphasis on helping children, families and others in diverse and low- and moderate-income neighborhoods.

Through the program, PNC emphasizes the importance of high-quality early learning opportunities, which research has shown are critical to long-term achievement and a means to social and economic mobility. Through a comprehensive approach of grant funding, employee volunteerism, awareness efforts and advocacy of the issue, we support families, educators and community partners in providing innovative opportunities that enhance learning and development in a child’s early years, setting a path for success that lasts a lifetime.

Providing Education Relief During the Pandemic
The top priority for PNC Grow Up Great in 2020 was providing relief to early childhood education community partners, children and their families, and teachers affected by the COVID-19 pandemic. We are proud to have provided grant funding for resources and programs designed to make an immediate impact.

• The YMCA of Metro Atlanta activated an Emergency Childcare Program that created 5,000 distance learning kits for children of essential hospital staff, first responders and frontline workers.
• ServeMinnesota and the Kids in Need Foundation, together with the Science Museum of Minnesota, created 5,000 distance learning kits for children ages 3 to 5 in at-risk communities whose normal Pre-K routines have been disrupted by the pandemic.

PNC GROW UP GREAT IMPACT AT A GLANCE*
Since PNC Grow Up Great began in 2004:
$192M
7.3M
1M
PNC Grow Up Great in grants distributed to organizations that support early childhood education
children served by grant-funded programs and mobile educational tours
employee volunteer hours completed, supported by PNC’s policy that provides up to 40 hours of paid time off for volunteerism

*As of December 30, 2020

PNC, in collaboration with Lakeshore Learning, local educational partners and food distribution sites, distributed more than 50,000 at-home learning kits for Pre-K children throughout the PNC markets.

Thirty local celebrities from across PNC markets participated in the PNC Great Readers program by reading aloud their favorite children’s books. Videos were featured on PNC social media.

The National Institute for Early Education Research conducted a nationally representative survey of parents of children ages 3 to 5 to understand respondents’ experience with home learning and preschool participation during the pandemic. The survey was conducted to inform policy supporting high-quality early education for all young children.

Additional information about PNC Grow Up Great is available online on the Grow Up Great webpage.

Adapting Our Approach

Despite the pandemic, we found creative ways to sustain our employee volunteerism program by connecting employees to virtual volunteerism opportunities. Not only does the virtual environment keep everyone safe and healthy, it also provides meaningful connection and rewarding experiences for those who volunteer. PNC employees throughout the country embraced the new format to create impact for their communities, leading to us reaching our one-millionth volunteer hour in 2020.

VIRTUAL READING

A frequent participant in PNC Grow Up Great events, Candice Frazier, an assistant branch manager located in Atlanta, Georgia, hasn’t let the pandemic prevent her from sharing her love of storytelling. Since the launch of PNC’s virtual volunteering events, she has spent numerous hours reading via Zoom to the children of the Arthur M. Blank Family Youth YMCA. Her service hours reading via Zoom to the children of the

Arts & Entertainment

The most rewarding part of volunteering is seeing the excitement, the engagement and huge smiles from the kids.”

CANDICE FRAZIER
Assistant Branch Manager - Atlanta, Georgia

TRANSLATION OF PARENT MANUAL FOR HEARTLAND HEAD START

When Heartland Head Start, a childcare center in central Illinois and PNC Grow Up Great partner, needed to translate their Parent Handbook from English to Spanish to accommodate the needs of its families, Samantha Conrad, the region’s PNC Grow Up Great market leader, posted a virtual volunteer opportunity to gather support from PNC employees. Keren Morales, a branch banker located in Huntsville, Alabama, and Eduardo Sanchez, a teller lead located in Peoria, Illinois, signed up and volunteered 35 hours to translate the manual. Their efforts enabled Heartland to better engage with their many Spanish-speaking families.

“The response from our partner was amazing. It meant a lot to Heartland staff but also to their parents and students. Parents are now able to play a more active role in their children’s education and in program engagement.”

SAMANTHA CONRAD
Client & Community Relations Specialist – Central Illinois

PARTNERING FOR A MORE VIBRANT AMERICA

Community involvement is at the heart of our civic engagement and an extension of our commitment to look out for the best interests of all our stakeholders. We build strategic relationships with community-based nonprofits that promote economic and cultural enrichment, including early childhood education.

The pandemic has presented unique challenges to all schools, but especially those districts that may have fewer resources, such as tutoring, we can help the schools can best support them. By providing technology and wraparound support, such as tutoring, we can help the schools make an immediate impact.”

PAT PASTORE
PNC Regional President – Cleveland
We place great importance on having the right people, in the right roles, with the right skills, doing their best work. By focusing on the growth and development of our talented team members, we are best positioned to deliver exceptional results for our customers. And when they deliver for our customers, they deliver for our communities and shareholders as well.

**PROMOTING DIVERSITY AND INCLUSION**

At PNC, we know that the highest-performing teams are diverse and the most productive workplaces are inclusive. We also know that embracing and promoting diversity, equity and inclusion is about being a better company, a better employer, a better neighbor and a better investment. To that end, we have made considerable progress. Over the past few years, we have:

- Broadened our definition of diversity and inclusion to go beyond race, ethnicity and other factors to reflect the value of diverse perspectives and experiences.
- Introduced and continued to refine a Diversity Trends Tool for managers that provides a view of talent trends. The tool also models how manager decisions influence diverse representation in hiring, promotions and terminations.
- Incorporated “Includes Intentionally” as one of our Leadership Standards. These standards define the behaviors expected of all PNC leaders.
- Had more than 13,000 members in our Employee Business Resource Groups (EBRGs).

Even as we reflect on this progress, we know that we must do more to help end systemic racism and drive change in the areas where we can have the greatest impact. Continued progress to us means working toward equity actively and consciously, with kindness, compassion and — most importantly — a clear sense of responsibility.

**Increasing Diversity at the Top**

PNC recognizes that diverse boards lead to better decisions and outcomes for our diverse employees, customers and communities. At the very top of our organization, we remain focused on building and maintaining a diverse board of directors and continuing to increase the diversity of our executive leadership team. Women comprise 33% of our independent board directors, and 25% are racially diverse. And PNC has assembled its most diverse executive leadership team in its history, with four women and three racially diverse individuals on the team of 12 direct reports to the CEO.

**Building a Diverse Workforce**

We know that attracting, recruiting and retaining a diverse workforce is essential to our success. A focus on diversity provides us with a wealth of skills and ideas, increases employee engagement, and ties us closer to our communities.

Our focus on the recruitment, retention and advancement of Black and other diverse talent and efforts to improve workforce racial equality intensified in 2020. For example, we have

- Held our inaugural Black Leaders Forum in February 2020, with more than 130 leaders engaging in a candid discussion on both our challenges and our opportunities in recruiting, advancing and retaining Black leaders and employees.

Even as we reflect on this progress, we know that we must do more to help end systemic racism and drive change in the areas where we can have the greatest impact. Continued progress to us means working toward equity actively and consciously, with kindness, compassion and — most importantly — a clear sense of responsibility.

**LAUNCHED THE LISTEN, LEARN, ACT PROGRAM TO DRIVE PROGRESS ON DIVERSITY AND INCLUSION OBJECTIVES**

- Embed diversity and inclusion best practices
- Inspire action to advance diversity and inclusion across the enterprise
- Support diversity and inclusion performance benchmarks
- Cultivate inclusion as a competitive advantage

**RECEIVED A 100% SCORE ON THE DISABILITY EQUALITY INDEX, INCLUDED ON THE BLOOMBERG GENDER-EQUALITY INDEX**

**RECOGNIZED AS ONE OF THE BEST PLACES TO WORK FOR LGBTQ EQUALITY FOR THE 9TH CONSECUTIVE YEAR**

Additional information about how we create impact for our employees is available on our Corporate Responsibility website.
In July 2020, we began the “Listen” phase of the program with thousands of employees participating in dialogue on diversity, equity and inclusion. Sessions led by PNC leaders across the company included a series of virtual town halls led by members of PNC’s Executive Committee. These sessions, open to all PNC employees, were designed to surface honest and transparent insights on the experiences of our colleagues, and what we as a company can do to drive meaningful change.

“Within our own company, we are having more candid, transparent and, quite frankly, more difficult conversations about the challenges facing our Black colleagues and customers and what we must do to change that.”

– BILL DEMCHAK
PNC Chairman, President and Chief Executive Officer

In the “Learn” phase of the program, resources and learning opportunities were offered to all people managers to support them in leading and continuing inclusive conversations with their teams. On iLearn, PNC’s online learning experience platform, we updated our Creating a Culture of Inclusion, Unconscious Bias and Microbehaviors trainings, and added content on a variety of topics including unconscious bias, inclusion and racial equality.

The “Act” phase kicked off early in 2021 and focuses on helping employees Build Acumen, Challenge Norms and Seek Transparency.

Employee Business Resource Groups
Our EBRGs offer participants — more than 13,000 employees in 2020 — opportunities to network, communicate and progress personally and professionally. The groups are open to everyone and are designed to increase engagement by providing a forum for discussion and development, while also giving members a way to build community around a shared heritage, gender, sexual orientation, background or intergenerational connection. In 2020, PNC’s 11 EBRGs had 86 chapters across 21 markets.

Pay Equity Analysis
Pay equity also plays a critical role in creating an inclusive culture and attracting and retaining diverse talent. We conduct a pay equity analysis twice each year, accounting for factors such as time in job, performance and geography. On average among our employees, women are paid 99% of what men are paid, and minorities are paid 100% of what non-minorities are paid within similar roles.

Accessibility
Our commitment to supporting employees with disabilities can be seen through our disability inclusion policies and practices, which earned us a 100% score on the Best Places to Work Disability Equality Index. In 2020, we enhanced this commitment by launching the All Access Learning Journey to all employees. This learning opportunity, offered online through iLearn, helps create a barrier-free environment where all employees can contribute to making banking easier and accessible for all customers. The learning journey includes content designed to educate employees on accessibility, leading with accessibility in mind and disability etiquette.
In 2020, we also launched a dedicated accessibility program, Digital Accessibility, to enable employees with disabilities from a technology perspective. In 2020, the team,
- Launched the Digital Accessibility Storefront, providing resources on all accessibility offerings
- Made all existing accessibility software available to request in ServiceNow, a platform containing the catalog for requesting various hardware, computers and peripherals, and software
- Provided guidance on how to host an accessible meeting

Military
Active military, guard, reservists and veterans bring unique competencies, values, leadership and experience to the workplace. At PNC, we maintain a number of programs and initiatives to attract and retain these individuals.
In 2020, we added the Military Spouse Program to our partnership with American Corporate Partners. The program, designed to provide career development opportunities to military spouses employed by PNC, connects these individuals with mentors that provide professional guidance and support.

In partnership with PNC ENABLE, our virtual Employee Business Resource Group (EBRG) dedicated to disability inclusion, awareness and advocacy, the LifeSafety@PNC program began building out a Life Safety mobile application with functionality to assist PNC employees with disabilities. The app is set to launch in 2021.

ENGAGING OUR TEAM MEMBERS
We know that our employees work hard to ensure PNC’s success. By acknowledging their contributions, we strive to create a workplace culture in which employees are engaged, productive and happy. We are fully committed to listening to our employees, addressing their needs as best we can, and making changes that positively impact their personal and professional lives.

Adapting Amidst Disruption
PNC acted quickly to promote the health and safety of employees in the early days of the COVID-19 pandemic. For team members who needed to be onsite, we instituted a variety of safeguards, including temporary adjustments to retail branch access, operating primarily in drive-up-only mode; social distancing policies; and two-week, split-team rotations for frontline and operations employees. For employees whose jobs could be performed remotely, a work-from-home strategy was implemented.
In addition, we supported our employees by:
- Offering up to two weeks of paid time off for child or elder care
- Authorizing paid time off for employees suffering from COVID-19 symptoms
- Establishing extra pay programs for employees on the front line, and for those involved with processing PPP loans
- Covering the costs of COVID-19 testing, treatment and supplies
- Providing access to no-cost mental health resources and all in-network services, including Teladoc and PNC’s Well-Being Centers
- Adjusting 401(k) rules by waiving 401(k) minimum distributions, authorizing COVID-19–related tax-advantaged distributions up to $100,000, and suspending 401(k) loan repayments for one year
- Offering support for managers navigating the unique challenges associated with managing employees in a pandemic

Listening to Our Employees
Employees who are highly engaged in their roles and with their company are more likely to advocate for the company’s brands and products and, in turn, drive greater customer loyalty. We conduct twice-yearly employee engagement surveys to gather insights on our successes and opportunities for improvement.

Giving Back to Our Communities
Meaningful change requires a commitment from each and every one of us, and PNC employees are rising to the challenge, voicing their desire to support our efforts. In 2020, we:
- Enhanced our existing matching gift program to include qualifying nonprofit organizations that support economic empowerment and social justice educational efforts
- Expanded our volunteer time-off policy — previously focused exclusively on PNC Grow Up Great — to include qualifying social justice and economic empowerment nonprofits, giving employees up to 40 hours of paid time off each year to volunteer in support of these causes
PNC employees also have the opportunity through our internal employee recognition system to earn Spotlight Points that, if employees choose, can be used to make donations to nonprofit organizations.
Since 2020, the percentage of women at first-level representation has risen from 51% to 53.2%, mid-level representation increased from 36% to 38.2%, and senior-level representation increased from 18% to 24.9%. Women now also make up 33% of our independent board directors.

Building a Robust Talent Pipeline
PNC intentionally seeks and develops top talent with varied experiences, skills and perspectives to build a workforce that generates innovative solutions to meet the needs of our growing and increasingly diverse customer base.

Nurturing Early Career Talent
PNC’s early career programs are a critical component of our overall talent strategy. Our 10-week internship program, for example, brings nearly 500 undergraduate students into the company every summer to apply their academic knowledge while learning about the financial services industry.

Because of the global pandemic, we had to shorten the 2020 Summer Intern Program to 6 weeks and deliver it in an all-virtual format. Despite these difficult conditions, the program was one of the company’s most successful and innovative to date. An all-virtual format made it possible for us to revise the intern program by introducing a digital portfolio, an all-new curriculum, more than 100 intern-only events, and two new platforms to foster collaboration and engagement.

PNC’s Early Career Development Program, designed to introduce recent graduates to one of nine business areas, also shifted to an all-virtual format in 2020. Using many of the same tools created for the virtual internship program, the program’s associates and analysts rotated through different business units and functions, receiving real-world experience. In fact, more than 200 analysts were directly involved in PNC’s successful implementation of the PPP program.

To ensure that we are building a pipeline of diverse talent, PNC’s goal is for at least 50% of the early career development program to consist of diverse candidates — including women, veterans, people of color and those with a disability. In 2020, 61% of the program participants were diverse.

PartnerUp
PartnerUp, a robust career-readiness program, aims to bring career opportunities to high school seniors who may not see postsecondary education as their next step. Among other topics, the program’s curriculum focuses on general post-high school readiness and teaches students about career decision-making, financial education and overall professionalism.

Since PartnerUp launched in 2018, the program has expanded to serve 30 high schools, increasing our reach to more than 5,000 Pittsburgh area juniors and seniors. At least 10 employers have also joined the initiative. PartnerUp moved to a virtual model in response to the pandemic and was able to continue providing opportunities to the program’s participants.

Creating a High-Opportunity Workplace
Equally important to recruiting top talent is developing and advancing talent. We are committed to developing our employees, growing their skills, and supporting those who want to pursue new opportunities within our company.

PNC University
Through PNC University (PNCU), we offer our employees more than 9,500 learning and development opportunities, both in the classroom and online. PNCU continues to enhance the learning experience for all employees by increasing the content available on several key topics and skills. In 2020, PNC employees completed 2,872,540 hours of job-specific and enterprise training.

PNC University content is available through iLearn, the company’s online learning experience platform. The iLearn mobile application, launched in 2020, allowed PNC employees to access content on their mobile devices for the first time.

Since its launch, 47,917 employees have shared over 24,000 items with peers and completed 2,310,006 items on the app.

Since 2018, PNC has hired 46 PartnerUp graduates into roles in retail banking, treasury management, corporate banking, and technology & innovation.
Creating Impact for Investors

Our goal is to return value to our shareholders in ways that inspire confidence in our governance, business strategy and day-to-day operations. We manage environmental, social and governmental (ESG) risk actively at both the transaction and the portfolio levels. We also demonstrate transparency around climate risk and work to ensure that our board of directors has the diversity, knowledge and experience to provide effective guidance and oversight in rapidly changing times.

Good Stewards of Capital

In 2020, PNC sold its nearly 22% stake in BlackRock. The $14 billion realized in the sale further strengthened PNC’s ability to support its customers, communities, employees and shareholders. With the fairly substantial and sustained disruption across the financial landscape, the BlackRock sale also enabled PNC to maneuver offensively, bolstering our already healthy position from a capital and liquidity perspective.

As good stewards of shareholder capital, we have consistently reviewed options to unlock the value of our investment in BlackRock. Doing so now allowed us to realize a substantial return on our investment, leaving PNC well-positioned to take advantage of investment opportunities that history has shown can arise in disrupted markets.

In November 2020, PNC announced its planned acquisition of BBVA USA Bancshares, which will accelerate PNC’s national expansion, establish a presence in 29 of the top 30 metropolitan areas, and make PNC a top five U.S. bank by asset size.

In addition to these specific goals, our comprehensive sustainability program takes a holistic approach to good environmental stewardship, leveraging green building standards, resource conservation and state-of-the-art intelligent building design.

Managing Environmental and Social Risks

PNC is focused on helping customers realize their financial goals while diligently managing risks. Our philosophy is to never take unnecessary risks or trade long-term value for short-term gains. Our Environmental and Social Risk Management (ESRM) framework recognizes that issues such as climate change, human rights, and other environmental and social risks could pose significant financial, legal and/or reputational risk to PNC.

In the past year, we’ve conducted several assessments to evaluate our exposure to various physical and climate transition risks:
  • We developed a carbon intensity score, designed to provide a top-down indication of where climate risk resides within our loan portfolio. The scores are being used to conduct high-level benchmarking and to assess portfolio trends.
  • We analyzed the effect that rising sea levels and chronic flooding could have on our residential real estate portfolio through scenario analysis. Evaluating these risks enables us to better prepare for the possibility of these scenarios.

Top 5

- Announced the acquisition of BBVA USA Bancshares, which will accelerate PNC’s national expansion, establish a presence in 29 of the top 30 metropolitan areas, and make PNC a top five U.S. bank by asset size.
- Achieve 100% renewable purchased electricity
- Reduce carbon emissions and energy use by 75%
- Reduce water use by 50%
- Additional information about how we create impact for our investors is available on our Corporate Responsibility website.
In addition, PNC’s Rapid Risk Screen ensures that every Corporate & Institutional Banking transaction undergoes a baseline environmental, human rights and reputational risk assessment — regardless of industry or transaction size. As its name suggests, it is designed to provide a quick and easy way to identify and mitigate any environmental, social or reputational risks early in the life cycle of a transaction. The tool provides guidance that enables our frontline salesforce to have meaningful conversations with clients and prospective clients about their ESG risk mitigation strategies.

PNC will publish its first Taskforce for Climate-related Financial Disclosures (TCFD) report in 2021. Please see that publication for more details on our approach to climate risks and opportunities.

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**PNC’S ENVIRONMENTAL PERFORMANCE**

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<th>Category</th>
<th>2009</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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<td>Annual Revenue ($MM)</td>
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<td>New construction</td>
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<td>Commercial interiors</td>
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<td>ENERGY STAR–certified buildings</td>
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<td>220</td>
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<td>Portfolio certified</td>
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<td>27.0%</td>
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<td><strong>EMISSIONS (METRIC TONS CO2Eq)</strong></td>
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<td>Direct emissions (Scope 1)</td>
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<td>73,123</td>
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<td>Natural gas</td>
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<td>23,859</td>
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<td>Jet fuel</td>
<td>4,014</td>
<td>3,994</td>
<td>4,618</td>
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<td>Other direct sources</td>
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<td>Indirect emissions (Scope 2)</td>
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<td>Electricity</td>
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<td>210,276</td>
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<td>Other indirect sources</td>
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<td>Other emissions (Scope 3)</td>
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<td>Business air travel</td>
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<td>11,389</td>
<td>11,156</td>
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<td>Rental cars</td>
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<td>1,640</td>
<td>5,555</td>
<td>4,764</td>
<td>2,766</td>
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<tr>
<td>Other sources</td>
<td>158,030</td>
<td>137,566</td>
<td>89,427</td>
<td>50,485</td>
<td>11,176</td>
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<td><strong>CARBON EMISSIONS</strong></td>
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<tr>
<td>Total building energy consumption (MWh)</td>
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<td>600,775</td>
<td>572,955</td>
<td>514,096</td>
<td>445,170</td>
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<td>Electricity</td>
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<td>Natural gas</td>
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<td>Steam</td>
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<td>Other</td>
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<td>4,121</td>
<td>3,038</td>
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<td>Energy use ($kWh) per square foot</td>
<td>28</td>
<td>22</td>
<td>22</td>
<td>21.03</td>
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<td>Energy use ($kWh) per employee</td>
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<td>10,797</td>
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<td>Energy use ($kWh) per million $ revenue</td>
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<td>33,640</td>
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<td><strong>GREEN POWER (MWh)</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased Renewable Energy Credits (RECs)</td>
<td>0</td>
<td>22,436</td>
<td>5,376</td>
<td>1,457</td>
<td>81,097</td>
</tr>
<tr>
<td><strong>WATER CONSUMPTION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased water (gallons, thousands)</td>
<td>416,068</td>
<td>321,474</td>
<td>299,145</td>
<td>269,600</td>
<td>203,356</td>
</tr>
</tbody>
</table>

---

1 With the exception of water, which is measured against a 2012 baseline, PNC measures its environmental performance against 2009 baseline metrics. In 2009, PNC acquired National City, which doubled the size of our company.
2 Paper data includes all internal white copy paper.
3 Includes both LEED® and ENERGY STAR®–certified projects.

---

2035 REDUCTION GOALS

<table>
<thead>
<tr>
<th>Category</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARBON EMISSIONS</td>
<td>75%</td>
</tr>
<tr>
<td>ENERGY</td>
<td>75%</td>
</tr>
<tr>
<td>WATER*</td>
<td>50%</td>
</tr>
</tbody>
</table>

*We measure our water consumption against a 2012 baseline.

---

REDUCTION SINCE 2009

<table>
<thead>
<tr>
<th>Category</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARBON EMISSIONS</td>
<td>65%</td>
</tr>
<tr>
<td>ENERGY</td>
<td>50%</td>
</tr>
<tr>
<td>WATER*</td>
<td>55%</td>
</tr>
</tbody>
</table>
STAKEHOLDER ENGAGEMENT

Our success largely depends on strong relationships with our stakeholders. To develop and maintain these relationships, we must build trust and engage in two-way communication with our stakeholder groups. We must be transparent in our words and actions and actively listen and respond to their questions and concerns. The table that follows provides a few examples of how PNC communicates with, receives feedback from and responds to stakeholders. In addition to actively communicating with our stakeholders, we regularly monitor PNC and financial industry media coverage and social media conversations, and track the overall health of our brand, all of which allows us to better gauge PNC’s reputation and visibility in the regions where we operate.

ESG WORKING GROUP

PNC’s ESG Working Group includes more than 60 employees from across the bank whose roles directly support the company’s sustainability commitment. These employees represent Community Affairs, Legal, Investor Relations, Human Resources, Credit Portfolio Strategy, Responsible Investing, Women’s Business Development, Community Development Banking and Realty Services, among other lines of business and support functions. The ESG Working Group meets to discuss major ESG updates and to provide employees with an opportunity to showcase their respective work. Not only does this approach foster engagement, but it also facilitates cross-functional collaboration and promotes greater awareness of what is occurring across the organization.

INDUSTRY GROUPS AND COALITIONS

While the nature of our engagement varies by organization, PNC strategically supports and affiliates itself with groups and coalitions that share a similar vision and set of values. As a company focused on diversity and inclusion, for example, we strongly believe in the Human Rights Campaign’s (HRC) mission and joined the HRC’s Business Coalition for Equality Act. This coalition consists of a group of leading U.S. employers that supports the Equality Act, federal legislation that would provide the same basic protections to members of the LGBTQ+ community as are provided to other protected groups under federal law. Similarly, PNC’s work with the U.S. Chamber of Commerce Corporate Citizenship Center, which helps businesses drive positive environmental and social impacts, reflects our commitment to addressing environmental, social and governance issues and opportunities. We are members of Business for Social Responsibility, the Ceres Company Network, and Partnership for Carbon Accounting Financials.

In 2020, PNC received a 100% Score on the Disability Equality Index, was included on the Bloomberg Gender-Equality Index and was recognized as one of the Best Places to Work for LGBTQ Equality for the ninth consecutive year. Our commitments to our employees, customers and communities are mutually beneficial, as they leverage PNC’s unique resources to help drive positive impact while introducing us to valuable connections and best practices.

In alignment with our commitment to strengthen our communities and better support our employees and customers, PNC holds a governance position in, and/or provides funding to, various industry groups and coalitions, including:

- American Association of People with Disabilities
- American Bankers Association ESG Working Group
- American Bankers Association Climate Group
- Association of African American Financial Advisors
- Bank Administration Institute
- Bank Policy Institute
- Business for Social Responsibility (BSR)
- Ceres
- Commercial Real Estate Council
- Consortium for Public Education
- Forté Foundation
- Human Rights Campaign
- Mortgage Bankers Association
- National Center for Women & Information Technology
- National Futures Association
- Out & Equal Workplace Advocates
- Recruit Military
- U.S. Chamber of Commerce Center for Capital Markets Competitiveness
- U.S. Chamber of Commerce Corporate Citizenship Center
- U.S. Green Building Council
**STAKEHOLDER ENGAGEMENT**

**CHANNELS AND FREQUENCY**
- Pre- and post-corporate town hall surveys
- Bi-annual survey of employee leaders and managers, including Voice360, which measures an employee's PNC as an employer
- Daily surveys, regular videos and employee pulse published in PNC News (Intranet) and just for Managers (an intranet page dedicated to managers), both of which allow readers to rate the company
- PNC News Digital feedback mailbox
- PNC’s online collaboration network, which includes forums, blogs, wikis, communities, microblogging and file sharing
- Annual surveys through PNC’s materiality analysis and key identified opportunities that result from changing demographics
- PNC’s 36 Regional Diversity and Inclusion Councils and at Solution Centers
- More than 20 hours of community listening sessions held between PNC and the National Community Reinvestment Coalition (NCRC) and other community stakeholders, including community demographic and inclusion
- Pre- and post-corporate town hall surveys
- Annual surveys (through PNC’s materiality analysis, key identified opportunities that result from changing demographics)
- Daily articles, regular videos and employee polls
- The company’s strategy and leadership
- Benefits
- PNC provides managers with the tools and resources they need to drive business results, manage risk and develop diverse teams.
- PNC Leadership Standards, which chart the course for every PNC manager: set clear expectations and hold managers accountable to achievement.

**RESPONSE TO TOPICS AND CONCERNS**
- **Benefits**
  - Development opportunities
  - Health, safety and well-being
  - PNC’s benefits are competitive with those of our peers.
- **Communication**
  - Customer feedback regarding our people, products, and business practices is rigorously gathered and analyzed on an ongoing basis by our diversity and external affairs team. The Voice360 program allows us to gather feedback directly from our customers following their experiences with us. The insight we gain is invaluable and is used to help us continue to serve our customers today and in the future.
  - Revitalizing our urban cores, where people, products, and business practices are focused on promoting an inclusive economy and a work-from-home strategy for those who wish to work from home.
- **Concierge services**
  - Concierge services are monitored and tracked and are appropriately managed by dedicated teams that follow specific protocols and procedures to best serve our clients.
  - PNC adopted its approach to customer communication for services that it deems critical to its customer needs as they evolve.
  - Feedback received through PNC’s evaluations of key and focus groups, among other channels, impacts grant and programming decisions.
  - PNC’s commitment to providing financial and civic support for programs that ensure equitable outcomes and opportunities for low-to-moderate-income communities and moderate-income communities.
  - PNC has actively worked to meet the unique needs of those affected by the economic recession caused by the COVID-19 pandemic. PNC adapted its approach to customer communication for services that it deems critical to its customer needs as they evolve.
  - PNC provides managers with the tools and resources they need to drive business results, manage risk and develop diverse teams.
  - PNC Leadership Standards, which chart the course for every PNC manager: set clear expectations and hold managers accountable to achievement.
  - PNC provides employees with opportunities to share feedback directly with our Chief Executive Officer. PNC can be a more inclusive organization for employees and a better place to work for employees.
  - PNC has adopted a framework for employee well-being that includes a focus on pride, work-life balance and employee health and safety.
  - PNC’s benefits are competitive with those of our peers.
  - PNC provides managers with the tools and resources they need to drive business results, manage risk and develop diverse teams.
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  - PNC Leadership Standards, which chart the course for every PNC manager: set clear expectations and hold managers accountable to achievement.
<table>
<thead>
<tr>
<th>DISCLOSURE</th>
<th>DESCRIPTION</th>
<th>CROSS-REFERENCES, OMISSIONS AND EXPLANATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ORGANIZATIONAL PROFILE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-1</td>
<td>Name of the organization</td>
<td>The PNC Financial Services Group, Inc.</td>
</tr>
<tr>
<td>102-2</td>
<td>Activities, brands, products and services</td>
<td>PNC 2020 10-K, pp. 1, 13–14</td>
</tr>
<tr>
<td>102-3</td>
<td>Location of headquarters</td>
<td>Pittsburgh, Pennsylvania</td>
</tr>
<tr>
<td>102-4</td>
<td>Location of operations</td>
<td>The sustainability topics covered in PNC’s 2020 CR Report are relevant to all of the countries where PNC operates. Corporate and Economic Profile, p. 7</td>
</tr>
<tr>
<td>102-5</td>
<td>Ownership and legal form</td>
<td>The PNC Financial Services Group, Inc. is a publicly owned company incorporated in the Commonwealth of Pennsylvania and headquartered in Pittsburgh, Pennsylvania. PNC’s common stock is listed on the New York Stock Exchange and is traded under the ticker symbol “PNC.” Our corporate legal structure at December 31, 2020 consisted of one domestic subsidiary bank, including its subsidiaries, and 51 active non-bank subsidiaries, in addition to various affordable housing investments. Our bank subsidiary is PNC Bank, National Association (PNC Bank), a national bank headquartered in Pittsburgh, Pennsylvania. PNC 2020 10-K, p. 2</td>
</tr>
<tr>
<td>102-9</td>
<td>Supply chain</td>
<td>For more information regarding PNC’s supplier diversity commitment, visit our Diversity and Inclusion webpage. For more information regarding PNC’s Supplier Code of Conduct, visit pnc.com/suppliercodeofconduct. For more information regarding PNC’s approach to engaging suppliers, visit the Stakeholder Engagement Table on p. 22. For more information regarding PNC’s Enterprise Third-Party Management Program, visit pnc.com/car.</td>
</tr>
<tr>
<td>102-11</td>
<td>Precautionary Principle or approach</td>
<td>PNC has applied the precautionary principle in its approach to environmental challenges since the late 1990s, when it first adopted green building practices to decrease operating expenses, increase employee satisfaction and reduce its environmental impact. In 2002, PNC became the first major U.S. bank to apply green building standards to all newly constructed or renovated retail branches and office buildings and now has more than 303 LEED-certified projects. PNC’s green building and energy management programs have helped the company reduce its energy consumption by 50% since 2009. In addition to its internal operations, PNC has used the precautionary principle in how it manages environmental risk related to its lending portfolio. For more information regarding PNC’s risk management approach as it relates to the company’s lending portfolio, visit our Managing Risk webpage.</td>
</tr>
<tr>
<td>102-13</td>
<td>Membership of associations</td>
<td>For the industry groups and coalitions in which we hold a governance position and/or to which we provide funding, visit the Stakeholder Engagement Table on p. 21.</td>
</tr>
<tr>
<td><strong>STRATEGY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-14</td>
<td>Statement from senior decision-maker</td>
<td>A Message from Our CEO, p. 3 A Message from Our CCRO, p. 4</td>
</tr>
<tr>
<td><strong>ETHICS AND INTEGRITY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-16</td>
<td>Values, principles, standards and norms of behavior</td>
<td>For more information regarding PNC’s corporate values, visit Corporate and Economic Profile, p. 7 For more information regarding PNC’s Supplier Code of Conduct and adherence to the Modern Slavery Act, visit our Bank Responsibly webpage. For more information regarding PNC’s Code of Business Conduct and Ethics, visit pnc.com/corporategovernance.</td>
</tr>
</tbody>
</table>

*PNC’s 2020 Corporate Responsibility Report applies the 2016 version of the GRI Standards; “2016” refers to the Standards issue date, not the date of information presented in this report.*
## GRI 102 TOPIC-GENERAL DISCLOSURES 2016*

<table>
<thead>
<tr>
<th>DISCLOSURE</th>
<th>DESCRIPTION</th>
<th>CROSS-REFERENCE, OMISSIONS, AND EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-18</td>
<td>Governance structure</td>
<td>PNC Corporate Governance</td>
</tr>
<tr>
<td>102-40</td>
<td>List of stakeholder groups</td>
<td>About this Report, p. 5</td>
</tr>
<tr>
<td>102-41</td>
<td>Collective bargaining agreements</td>
<td>None of PNC’s employees are covered by collective bargaining agreements.</td>
</tr>
<tr>
<td>102-42</td>
<td>Identifying and selecting stakeholders</td>
<td>PNC’s stakeholders include those who impact or are impacted by PNC and its operations. These individuals and entities may be connected to and interested in the company from an employment, business, investment, regulatory, legal and/or reputational perspective. PNC engages with all stakeholders through different channels and with varying frequency.</td>
</tr>
<tr>
<td>102-43</td>
<td>Approach to stakeholder engagement</td>
<td>Stakeholder Engagement Table, p. 21</td>
</tr>
<tr>
<td>102-44</td>
<td>Key topics and concerns raised</td>
<td>Stakeholder Engagement Table, p. 22</td>
</tr>
<tr>
<td>102-45</td>
<td>Entities included in the consolidated financial statements</td>
<td>The entity of PNC’s consolidated financial statements is The PNC Financial Services Group, Inc.</td>
</tr>
<tr>
<td>102-46</td>
<td>Defining report content and topic boundaries</td>
<td>PNC conducted its second materiality analysis in 2018. The results of this analysis have informed PNC’s 2020 CR Report.</td>
</tr>
<tr>
<td>102-47</td>
<td>List of material topics</td>
<td>About this Report, p. 5</td>
</tr>
<tr>
<td>102-48</td>
<td>Restatements of information</td>
<td>Within the ESG Scorecard, the 2019 figures for total water consumption, ENERGY STAR–certified buildings and number of Employee Business Resource Group chapters have been restated to show correct numbers versus those shown in the 2019 CR Update.</td>
</tr>
<tr>
<td>102-49</td>
<td>Changes in reporting</td>
<td>The percentage of people managers completing unconscious bias and microbehavior’s training was removed from the 2020 ESG Scorecard. Those trainings have been combined and are not comparable to the previous percentages.</td>
</tr>
<tr>
<td>102-50</td>
<td>Reporting period</td>
<td>January 1 through December 31, 2020</td>
</tr>
<tr>
<td>102-51</td>
<td>Date of most recent report</td>
<td>September 2019</td>
</tr>
<tr>
<td>102-52</td>
<td>Reporting cycle</td>
<td>Annual</td>
</tr>
</tbody>
</table>

*PNC’s 2020 Corporate Responsibility Report applies the 2016 version of the GRI Standards, “2016” refers to the Standards issue date, not the date of information presented in this report.

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**Governance**

**Stakeholder Engagement**

**Reporting Practice**
## GRI 102 TOPIC-GENERAL DISCLOSURES 2016*

<table>
<thead>
<tr>
<th>DISCLOSURE</th>
<th>DESCRIPTION</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-53</td>
<td>Contact point for questions regarding the report</td>
<td>Contact Us, p. 34</td>
</tr>
<tr>
<td>102-54</td>
<td>Claims of reporting in accordance with the GRI Standards</td>
<td>This report has been prepared in accordance with the GRI Standards: Core option.</td>
</tr>
<tr>
<td>102-55</td>
<td>GRI content index</td>
<td>About this Report, p. 5</td>
</tr>
<tr>
<td>102-56</td>
<td>External assurance</td>
<td>PNC’s 2020 CR Report was not externally assured. All environmental data, however, has been assured by Keramida.</td>
</tr>
</tbody>
</table>

## GRI 103: TOPICS AND TOPIC BOUNDARIES 2016*

### ECONOMIC

<table>
<thead>
<tr>
<th>MATERIAL TOPIC</th>
<th>MANAGEMENT APPROACH CROSS-REFERENCE</th>
<th>RELEVANT EXTERNAL ENTITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 205: Anti-Corruption 2016</td>
<td>PNC Code of Business Conduct and Ethics</td>
<td>Competitors, customers, regulators, shareholders, suppliers</td>
</tr>
<tr>
<td>GRI 206: Anti-Competitive Behavior</td>
<td>PNC Code of Business Conduct and Ethics</td>
<td>Competitors, customers, regulators, shareholders, suppliers</td>
</tr>
</tbody>
</table>

### SOCIAL

<table>
<thead>
<tr>
<th>MATERIAL TOPIC</th>
<th>MANAGEMENT APPROACH CROSS-REFERENCE</th>
<th>RELEVANT EXTERNAL ENTITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 404: Training and Education 2016</td>
<td>Investing in Our Employees, Build a Talent-Focused Culture webpages</td>
<td></td>
</tr>
<tr>
<td>GRI 405: Diversity and Equal Opportunity 2016</td>
<td>Creating Impact for Employees, p. 15 Investing in Our Employees, Diversity and Inclusion webpages</td>
<td>Competitors, customers, regulators, shareholders, suppliers</td>
</tr>
<tr>
<td>GRI 406: Non-Discrimination 2016</td>
<td>Investing in Our Employees, Diversity and Inclusion webpages</td>
<td></td>
</tr>
<tr>
<td>GRI 417: Marketing and Labeling 2016</td>
<td>Our Customers Inspire Us to Reach Higher webpage</td>
<td>Competitors, customers, regulators, shareholders, suppliers</td>
</tr>
<tr>
<td>GRI 418: Customer Privacy 2016</td>
<td>Our Customers Inspire Us to Reach Higher webpage</td>
<td>Customers, shareholders</td>
</tr>
</tbody>
</table>

*PNC’s 2020 Corporate Responsibility Report applies the 2016 version of the GRI Standards; “2016” refers to the Standards issue date, not the date of information presented in this report.
<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCLOSURE</th>
<th>DESCRIPTION</th>
<th>CROSS-REFERENCE, OMISSIONS, AND EXPLANATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECONOMIC</td>
<td>201-1</td>
<td>Direct economic value generated and distributed</td>
<td>Corporate and Economic Profile, p. 7; Creating Impact for Communities, pp. 11–14; PNC 2020 10-K, pp. 94–99</td>
</tr>
<tr>
<td></td>
<td>201-2</td>
<td>Financial implications and other risks and opportunities due to climate change</td>
<td>PNC 2020 CDP Report</td>
</tr>
<tr>
<td></td>
<td>201-3</td>
<td>Defined benefit plan obligations and other retirement plans</td>
<td>PNC 2020 10-K, p. 165</td>
</tr>
<tr>
<td></td>
<td>202-2</td>
<td>Proportion of senior management hired from the local community</td>
<td>In alignment with its commitment to the communities in which it conducts business, PNC makes a concerted effort to hire senior managers from these communities. In addition to seeking talent from our local communities, we frequently promote from within the organization, giving high-performing managers and employees an opportunity to advance their careers by taking on leadership roles. Note: PNC does not track the number or percentage of senior managers hired from its communities.</td>
</tr>
<tr>
<td></td>
<td>203-1</td>
<td>Infrastructure investments and services supported</td>
<td>Creating Impact for Communities, pp. 11–14; Creating Impact for Customers, p. 8</td>
</tr>
<tr>
<td></td>
<td>205-1</td>
<td>Operations assessed for risks related to corruption</td>
<td>All of PNC’s businesses are assessed for risks-related to corruption; PNC Code of Business Conduct and Ethics</td>
</tr>
<tr>
<td></td>
<td>206-1</td>
<td>Legal actions for anti-competitive behavior, anti-trust and monopoly practices</td>
<td>PNC faced no legal actions for anti-competitive behavior, anti-trust and monopoly practices in 2020; PNC Code of Business Conduct and Ethics</td>
</tr>
</tbody>
</table>

*PNC’s 2018 Corporate Responsibility Report applies the 2016 version of the GRI Standards; “2016” refers to the Standards issue date, not the date of information presented in this report. **We have reported additional disclosures not related to material topics.
## GRI INDEX

### GRI 200-400 TOPIC-SPECIFIC DISCLOSURES 2016*

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCLOSURE</th>
<th>DESCRIPTION</th>
<th>CROSS-REFERENCE, OMISSIONS, AND EXPLANATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENVIRONMENTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 302: Energy 2016**</td>
<td>302-1</td>
<td>Energy consumption within the organization</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td></td>
<td>302-2</td>
<td>Energy intensity</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td></td>
<td>302-3</td>
<td>Reduction of energy consumption</td>
<td>ESG Scorecard, p. 29</td>
</tr>
<tr>
<td>GRI 305: Emissions 2016**</td>
<td>305-1</td>
<td>Direct (Scope 1) GHG emissions</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td></td>
<td>305-2</td>
<td>Energy indirect (Scope 2) GHG emissions</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td></td>
<td>305-3</td>
<td>Other indirect (Scope 3) emissions</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td></td>
<td>305-4</td>
<td>GHG emissions intensity</td>
<td>Creating Impact for Investors, p. 20</td>
</tr>
<tr>
<td><strong>SOCIAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 401: Employment 2016**</td>
<td>401-1</td>
<td>New employee hires and employee turnover</td>
<td>ESG Scorecard, p. 29</td>
</tr>
<tr>
<td></td>
<td>401-2</td>
<td>Full-time benefits not provided to temporary/part-time employees</td>
<td>PNC Benefits</td>
</tr>
<tr>
<td>GRI 404: Training and Education 2016</td>
<td>404-1</td>
<td>Average hours of training per year per employee</td>
<td>ESG Scorecard, p. 29</td>
</tr>
<tr>
<td></td>
<td>404-2</td>
<td>Programs for upgrading employee skills and transition assistance programs</td>
<td>Creating Impact for Employees, pp. 17–18</td>
</tr>
<tr>
<td>GRI 405: Diversity and Equal Opportunity 2016</td>
<td>405-1</td>
<td>Diversity of governance bodies and employees</td>
<td>Creating Impact for Employees, pp. 15–16</td>
</tr>
<tr>
<td>GRI 406: Non-Discrimination 2016</td>
<td>406-1</td>
<td>Incidents of discrimination and corrective actions taken</td>
<td>PNC considers this information to be confidential.</td>
</tr>
<tr>
<td>GRI 413: Local Communities 2016**</td>
<td>413-1</td>
<td>Operations with local community engagement, impact assessments, and development programs</td>
<td>Prior to purchasing an existing building or land for new construction, PNC conducts an environmental assessment to confirm a particular site’s history and identify potential risks. Among other items, PNC evaluates the sites for potential risks, including soil and groundwater contamination and indoor air quality issues. PNC’s assessments are designed to help ensure a healthy working environment for employees, to reduce PNC’s operational and maintenance needs and costs, and to meet state and federal requirements.</td>
</tr>
<tr>
<td>GRI 417: Marketing and Labeling 2016</td>
<td>417-2</td>
<td>Incidents of non-compliance concerning product and service information and labeling</td>
<td>PNC’s products and services are reviewed for compliance with all applicable laws and regulations, including fair lending and anti-discrimination laws. They also undergo an assessment for credit, market, operational, legal and reputational risks.</td>
</tr>
<tr>
<td>GRI 418: Customer Privacy 2016</td>
<td>418-1</td>
<td>Substantiated complaints concerning breaches of customer privacy and losses of customer data</td>
<td>PNC experienced no reports of data breaches, malicious system intrusions, and/or hacking in 2020.</td>
</tr>
</tbody>
</table>

**SECTOR DISCLOSURES**

| GRI 04: Financial Services Sector | 04-FS14 | Initiatives to improve access to financial services for disadvantaged people | Creating Impact for Customers, pp. 9–10 |

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*PNC’s 2018 Corporate Responsibility Report applies the 2016 version of the GRI Standards; “2016” refers to the Standards issue date, not the date of information presented in this report.

**We have reported additional disclosures not related to material topics.

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*PNC is committed to serving its diverse customer base, including those with disabilities and language barriers. To enhance access to financial services by these customers, PNC designs and renovates its retail bank branches and ATMs to comply with the Americans with Disabilities Act (ADA). As appropriate, PNC’s branches feature handicapped parking, countertops of various heights, and sloped sidewalks and automatic doors for those with wheelchairs, mobility scooters or other accessibility equipment. PNC’s ATMs also are designed to be accessible by customers of varying heights and physical capabilities. PNC regularly monitors its branch locations across the country for ADA compliance, enhancing access where necessary to adhere to both the ADA and applicable local laws.**
<table>
<thead>
<tr>
<th>OBJECTIVE</th>
<th>METRIC</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>OBJECTIVES FOR 2020 AND BEYOND</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GOVERNANCE</strong></td>
<td>Percent women among independent board directors</td>
<td>33%</td>
<td>33%</td>
<td>33%</td>
<td>At least 30% of PNC’s independent board directors will be women</td>
</tr>
<tr>
<td></td>
<td>Percent racial/ethnic diversity among independent board directors</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
<td>Maintain or improve racial/ethnic diversity among independent board directors year-over-year</td>
</tr>
<tr>
<td><strong>SUSTAINABLE FINANCE</strong></td>
<td>Sustainable financing</td>
<td>Over $23 billion since 2016</td>
<td>Over $28 billion since 2016</td>
<td>Over $36 billion since 2016</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Responsible investing assets under management (AUM)</td>
<td>$2.6 billion</td>
<td>$2.6 billion</td>
<td>$3.6 billion</td>
<td>Year-over-year increase</td>
</tr>
<tr>
<td><strong>ETHICAL CONDUCT</strong></td>
<td>Percent of employees (both part-time and full-time) completing annual ethics training</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100% of part- and full-time employees will complete annual ethics training</td>
</tr>
<tr>
<td></td>
<td>New clients subject to enhanced ESG due diligence</td>
<td>23</td>
<td>24</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Existing clients subject to enhanced ESG due diligence</td>
<td>229</td>
<td>246</td>
<td>249</td>
<td></td>
</tr>
<tr>
<td><strong>SUSTAINABLE OPERATIONS</strong></td>
<td>Scope 1 and 2 GHG emissions</td>
<td>-48%</td>
<td>-56%</td>
<td>-69%</td>
<td>75% reduction by 2035, compared to a 2009 baseline</td>
</tr>
<tr>
<td></td>
<td>Energy consumption</td>
<td>-36%</td>
<td>-42%</td>
<td>-50%</td>
<td>75% reduction by 2035, compared to a 2009 baseline</td>
</tr>
<tr>
<td></td>
<td>Total water consumption</td>
<td>-34%</td>
<td>-40%</td>
<td>-55%</td>
<td>50% reduction by 2035, compared to a 2012 baseline</td>
</tr>
<tr>
<td></td>
<td>LEED square footage</td>
<td>18%</td>
<td>21%</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ENERGY STAR-certified buildings</td>
<td>205</td>
<td>220</td>
<td>243</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internal paper consumption</td>
<td>-11%</td>
<td>-10%</td>
<td>-47%</td>
<td>Year-over-year decrease</td>
</tr>
<tr>
<td></td>
<td>Renewable energy</td>
<td>1%</td>
<td>1%</td>
<td>29%</td>
<td>Achieve 100% renewable purchased electricity by 2025</td>
</tr>
<tr>
<td><strong>COMMUNITY ENGAGEMENT</strong></td>
<td>Philanthropic giving</td>
<td>$77.6 million</td>
<td>$80.8 million</td>
<td>$93.7 million</td>
<td>Increase by at least $1 million each year, using 2017 as a baseline</td>
</tr>
<tr>
<td></td>
<td>Annual PNC Grow Up Great employee volunteer hours</td>
<td>79,271 hours</td>
<td>123,540 hours</td>
<td>26,427 hours*</td>
<td></td>
</tr>
<tr>
<td><strong>COMMUNITY DEVELOPMENT BANKING</strong></td>
<td>Participation in PNC financial education programs</td>
<td>More than 672,000 participants since 2016</td>
<td>More than 770,000 participants since 2017</td>
<td>More than 813,000 participants since 2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Community Reinvestment Act rating</td>
<td>Outstanding</td>
<td>Outstanding</td>
<td>Outstanding</td>
<td>Maintain “Outstanding” CRA rating</td>
</tr>
<tr>
<td></td>
<td>Microlending to small businesses</td>
<td>$225 million</td>
<td>$244+ million</td>
<td>$334+ million</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Small business loans</td>
<td>$1.2 billion</td>
<td>$6.7 billion</td>
<td>$11.5 billion</td>
<td></td>
</tr>
</tbody>
</table>

*The volunteer program resumed on a virtual basis, but was limited due to community partners’ reduced capacity due to the COVID-19 pandemic.
## STRENGTHEN OUR COMMUNITIES
### Continued
#### SUPPLIER DIVERSITY
<table>
<thead>
<tr>
<th>Metric</th>
<th>Objective</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Objectives for 2020 and Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of eligible spend going to small, diverse and disadvantaged-owned business enterprises</td>
<td></td>
<td>14.8%</td>
<td>11.3%</td>
<td>12.2%</td>
<td>Meet or exceed financial services industry benchmark as a percent of eligible spend. Include at least one small or diverse-owned business in each sourcing opportunity. Increase total diverse spend year-over-year. Achieve 15% increase in contracts with African American–owned businesses.</td>
</tr>
</tbody>
</table>

### BUILD A TALENT-FOCUSED CULTURE
#### ATTRACTING, DEVELOPING AND RETAINING A DIVERSE TEAM
<table>
<thead>
<tr>
<th>Metric</th>
<th>Objective</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Objectives for 2020 and Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of workforce, women</td>
<td></td>
<td>59.3%</td>
<td>60%</td>
<td>58.9%</td>
<td></td>
</tr>
<tr>
<td>Percent of people managers, women</td>
<td></td>
<td>50%</td>
<td>50%</td>
<td>50.3%</td>
<td></td>
</tr>
<tr>
<td>Percent of workforce, racial/ethnic minorities</td>
<td></td>
<td>27.8%</td>
<td>28.3%</td>
<td>29.1%</td>
<td></td>
</tr>
<tr>
<td>Percent of people managers, racial/ethnic minorities</td>
<td></td>
<td>21%</td>
<td>21.1%</td>
<td>21.8%</td>
<td></td>
</tr>
<tr>
<td>Diversity of early talent development program</td>
<td></td>
<td>57.5%</td>
<td>63.8%</td>
<td>60.7%</td>
<td>At least 50% of annual hires to PNC’s early career development program to be made up of diverse candidates.</td>
</tr>
<tr>
<td>Number of veterans hired</td>
<td>347 veterans</td>
<td>287 veterans</td>
<td>330 veterans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary retention rate</td>
<td>84.2%</td>
<td>86.7%</td>
<td>87.2%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### EMPLOYEE ENGAGEMENT AND WELLNESS
#### 401(k) plan participation
<table>
<thead>
<tr>
<th>Metric</th>
<th>Objective</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Objectives for 2020 and Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Health Savings Account funds committed</td>
<td>Over $27.8 million</td>
<td>Over $49.3 million</td>
<td>Over $28.5 million</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value of pension benefits</td>
<td>$116 million</td>
<td>$115 million</td>
<td>$115 million</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of eligible PNC employees who are members of Employee Business Resource Groups</td>
<td>34%</td>
<td>35%</td>
<td>35%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Employee Business Resource Group chapters</td>
<td>81</td>
<td>90</td>
<td>96</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in employee engagement score - A Place to Work</td>
<td>8 point increase year-over-year</td>
<td>8 point increase year-over-year</td>
<td>4 point increase year-over-year</td>
<td>Year-to-year increase</td>
<td></td>
</tr>
<tr>
<td>Total employee training hours</td>
<td>3.2 million hours</td>
<td>2.4 million hours</td>
<td>2.8 million hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CUSTOMER RELATIONS
#### DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE
<table>
<thead>
<tr>
<th>Metric</th>
<th>Objective</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Objectives for 2020 and Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers and prospects surveyed</td>
<td>748,483 customers</td>
<td>1,066,767 customers</td>
<td>992,193 customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average speed of answer</td>
<td>74.8 seconds</td>
<td>68 seconds</td>
<td>62 seconds</td>
<td>Year-over-year decrease</td>
<td></td>
</tr>
<tr>
<td>Client questions addressed on first Customer Care call</td>
<td>94.5%</td>
<td>95.6%</td>
<td>94%</td>
<td>Year-over-year increase</td>
<td></td>
</tr>
<tr>
<td>Total bankers certified as Women's Business Advocates</td>
<td>2,004</td>
<td>2,552</td>
<td>3,159</td>
<td>Year-over-year increase</td>
<td></td>
</tr>
</tbody>
</table>

### INNOVATION
#### Percent of customers who use non-branch channels for the majority of their transactions
<table>
<thead>
<tr>
<th>Metric</th>
<th>Objective</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Objectives for 2020 and Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>67%</td>
<td>71%</td>
<td>77%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## DISCLOSURES IN MULTIPLE STANDARDS

### Data Security
- **Description of approach to identifying and addressing data security risks**
  - FN-CB-230a.2
  - FN-CP-230a.3
  - See the Security and Privacy Policy on our website, and the Risk Factors section of our 2020 Form 10-K (pp. 25–26).

### Business Ethics
- **Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations**
  - FN-CB-510a.1
  - FN-AC-510a.1
  - Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.
- **Description of whistleblower policies and procedures**
  - FN-CB-510a.2
  - FN-AC-510a.2
  - Content related to whistleblower policies and procedures can be found on pp. 6–7 of our Code of Business Conduct and Ethics.

## COMMERCIAL BANKS

### Financial Inclusion & Capacity Building
- **(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development**
  - FN-CB-240a.1
  - For the year ended December 31, 2020, the number of CRA-eligible loans to small business and small farms was 87,172, with a total value of $6.028 billion. The number of CRA-eligible loans for community development was 669, with a total value of $2.050 billion.

### Incorporation of Environmental, Social, and Governance Factors in Credit Analysis
- **Commercial and industrial credit exposure, by industry**
  - FN-CB-410a.1
  - See the Risk Management Section, p. 65, of our 2020 Form 10-K for commercial loans by industry classification.
- **Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis**
  - FN-CB-410a.2
  - For additional details not in this report on our approach to incorporating ESG factors into our risk management activities, refer to the Corporate Lending and Our Approach to Risk management section of our 2018 CR Report, pp. 41–42; 2020 Form 10-K, p. 64; and most recent CDP Report.

### Systemic Risk Management
- **Global Systemically Important Bank (G-SIB) score, by category**
  - FN-CB-550a.1
  - PNC’s current G-SIB score is 38.
- **Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities**
  - FN-CB-550a.2
  - PNC’s Dodd-Frank Act stress test disclosures can be found on the Regulatory Disclosures page of our Investor Relations website. Details of how PNC’s stress testing influences capital adequacy planning, and standardized risk-weighted assets and capital ratio tables, are provided on pp. 5–7 of our 2020 Basel III Pillar 3 report.

### Activity Metrics
- **Number and value of checking and savings accounts by segment:**
  - FN-CB-000.A
  - As of December 31, 2020, PNC had 16.96 million consumer checking and savings accounts with a balance of $147.6 billion (excluding Smart Access accounts), and 926,664 small business checking and savings accounts with a balance of $80.8 billion.
- **Number and value of loans by segment:**
  - FN-CB-000.B
  - As of December 31, 2020, PNC had 1.52 million personal loan accounts with a balance of $29.1 billion (excluding HELOCs, PLOCs, mortgages, and credit cards), and 109,623 small business accounts with a balance of $29.3 billion. For detail on corporate loan figures, see the Corporate & Institutional Banking Business Segment Review section of Item 7 – MD&A in our 2020 Form 10-K, and further references within.
<table>
<thead>
<tr>
<th>TOPIC</th>
<th>ACCOUNTING METRIC</th>
<th>SASB CODE</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Privacy</strong></td>
<td>Number of account holders whose information is used for secondary purposes</td>
<td>FN-CF-220a.1</td>
<td>Details on how we collect, use and share customer information, and their rights as customers, is found in the PNC Privacy Policy. Our expectations of our third parties around customer data privacy, and our employees' responsibilities are provided in the PNC Supplier Code of Conduct and PNC Code of Business Conduct and Ethics. Additional information on our privacy policies and data security is located in the Security section of the Security and Privacy Center and the Information Security Risk section of our 2020 Form 10-K.</td>
</tr>
<tr>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with customer privacy</td>
<td>FN-CF-220a.2</td>
<td>Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.</td>
</tr>
<tr>
<td><strong>Selling Practices</strong></td>
<td>Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660</td>
<td>FN-CF-270a.2</td>
<td>Details including FICO score ranges can be found in the Credit Quality section of Note 4 Loans and Related Allowance for Credit Losses in our 2020 Form 10-K.</td>
</tr>
<tr>
<td></td>
<td>(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660</td>
<td>FN-CF-270a.3</td>
<td>Details including FICO score ranges can be found in the Credit Quality section of Note 4 Loans and Related Allowance for Credit Losses in our 2020 Form 10-K.</td>
</tr>
<tr>
<td></td>
<td>(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB</td>
<td>FN-CF-270a.4</td>
<td>In 2020, there were 4,086 complaints filed through the CFPB’s Consumer Complaint Database. For more information see the CFPB Consumer Complaint Database.</td>
</tr>
<tr>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products</td>
<td>FN-CF-270a.5</td>
<td>Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.</td>
</tr>
<tr>
<td><strong>Activity Metrics</strong></td>
<td>Number of (1) credit card accounts and (2) pre-paid debit card accounts</td>
<td>FN-CF-000.B</td>
<td>As of December 31, 2020, PNC had 3.17 million consumer credit card accounts and 242,670 Smart Access accounts.</td>
</tr>
<tr>
<td>TOPIC</td>
<td>ACCOUNTING METRIC</td>
<td>SASB CODE</td>
<td>RESPONSE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>-------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>ASSET MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transparent Information &amp; Fair Advice for Customers</td>
<td>Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product related information to new and returning customers</td>
<td>FN-AC-270a.2</td>
<td>Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.</td>
</tr>
<tr>
<td>Employee Diversity &amp; Inclusion</td>
<td>Description of approach to informing customers about products and services</td>
<td>FN-AC-270a.3</td>
<td>See the Prioritizing Customers webpage of the CSR website.</td>
</tr>
<tr>
<td>Incorporation of Environmental, Social, and Governance Factors in Investment Management &amp; Advisory</td>
<td>Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees</td>
<td>FN-AC-330a.1</td>
<td>Refer to the Workforce Diversity table in our 2020 Corporate Responsibility Report for employee gender and racial diversity figures.</td>
</tr>
<tr>
<td>Systemic Risk Management</td>
<td>Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies</td>
<td>FN-AC-410a.2</td>
<td>Descriptions of ESG incorporation in our responsible investing strategy can be found in our 2020 Corporate Responsibility Report, pp. 19–20 and in A Guide to PNC’s Views on Responsible Investing on PNC Insights.</td>
</tr>
<tr>
<td>Total exposure to securities financing transactions</td>
<td></td>
<td>FN-AC-550a.3</td>
<td>Details of our investment securities can be found in Note 5 of our 2020 10-K.</td>
</tr>
<tr>
<td>Activity Metrics</td>
<td>Net exposure to written credit derivatives</td>
<td>FN-AC-550a.4</td>
<td>Please refer to Note 16 of our 2020 10-K for details on financial derivatives.</td>
</tr>
<tr>
<td></td>
<td>(1) Total registered and (2) total unregistered assets under management (AUM)</td>
<td>FN-AC-000.A</td>
<td>Excluding brokerage account client assets, PNC’s Asset Management Group had $324 billion total client assets under administration as of December 31, 2020. Refer to the Asset Management Group table in the Business Segments Review section of our 2020 Form 10-K for additional detail.</td>
</tr>
<tr>
<td></td>
<td>Total assets under custody and supervision</td>
<td>FN-AC-000.B</td>
<td>Excluding brokerage account client assets, PNC’s Asset Management Group had $334 billion total client assets under administration as of December 31, 2020. Refer to the Asset Management Group table in the Business Segments Review section of our 2020 Form 10-K for additional detail.</td>
</tr>
<tr>
<td>TOPIC</td>
<td>ACCOUNTING METRIC</td>
<td>SASB CODE</td>
<td>RESPONSE</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------</td>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td><strong>TOPIC ACCOUNTING METRIC SASB CODE RESPONSE</strong></td>
<td><strong>MORTGAGE FINANCE</strong></td>
<td><strong>Lending Practices</strong></td>
<td>(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>For details on our residential mortgage loans see the Risk Management Section, p. 68, and Note 4 Loans and Related Allowance for Credit Losses, pp. 126–128, of our 2020 Form 10-K.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>For details on our residential mortgage loans see the Risk Management Section, p. 68, and Note 4 Loans and Related Allowance for Credit Losses, pp. 126–128, of our 2020 Form 10-K.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators. Description of any corrective actions implemented as a result of legal proceedings.</td>
<td>FN-MF-270a.3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Discriminatory Lending</strong></td>
<td>(1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660</td>
</tr>
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<td>See Note 4 Loans and Related Allowance for Credit Losses, pp. 126–128, of our 2020 Form 10-K for the LTV and FICO score details of our residential mortgage loans.</td>
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<td>Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending. Description of any corrective actions implemented as a result of legal proceedings.</td>
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<td>Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2020 Form 10-K. Updated information can be found in our subsequent 10-Q filings.</td>
</tr>
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<td><strong>Activity Metrics</strong></td>
<td>(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial</td>
</tr>
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<td>As of December 31, 2020, PNC had 812,288 consumer mortgage accounts with a total balance of $134 billion, and 11,620 business commercial mortgage accounts (does not include the Commercial and Institutional Banking line of business) with a total balance of $5.1 billion.</td>
</tr>
</tbody>
</table>
CONTACT US

For questions about this report, please email CSR@pnc.com. For customer inquiries, please call 1-888-PNC-BANK. For registered shareholder services, please call 800-843-2206. For investor inquiries, please email investor.relations@pnc.com. For community inquiries, please email community.development@pnc.com. For media inquiries, please call 412-762-4550 or email media.relations@pnc.com.

You also can find us on social media:
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Twitter: @PNCNews, @PNCBank and @PNCBank_Help
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