

Demarco, John

From: Neidhardt, Michelle A on behalf of Demchak, Bill
Sent: Tuesday, January 14, 2025 8:54 AM
To: Executive Client Relations
Subject: FW: Question

From: Redacted
Sent: Monday, January 13, 2025 5:44 PM
To: Demchak, Bill <bill.demchak@pnc.com>
Subject: Question

This Message Is From an Untrusted Sender

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Greetings Mr. Demchak,

My name is Redacted and I'm a loyal customer of PNC Bank and I use the location on East University Drive, Auburn, AL, Mall location. I was hurt and very shocked to learn the location was closing next month. I attempted to used the ATM in Opelika, AL at 605 2nd Avenue on yesterday and as always it was broken. If you closing my wonderful bank with the best customer service anywhere, you need to make sure and very sure that the services are up to par at the aforementioned location that close to me when I get out of church services. One ATM is not enough you need to add an additional one there also. There should be a way a ATM can be somewhere close by at Mall location so you want put so many loyal customers in a bind. It is my hope that you consider what I've asked and make changes accordingly and show concern for you loyal customer. Thank you in advance!

Blessings,

Redacted

The question "Who owns my lips?" is a good one to ask ourselves when we're tempted to use insincere praise to get what we want. If my lips are my own, I can say what I please. But if the Lord owns my lips, then my speech will mirror His words. He who guards his mouth preserves his life. Proverbs 13:3 -ODB



January 16, 2025

Redacted
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Re: PNC Bank Auburn Mall Branch

Dear Redacted

This letter is in response to your complaint received on January 14, 2025, and forwarded to PNC Bank, National Association's ("PNC") Executive Client Relations Office for review and response. We appreciate the time you took to share your concerns regarding the closing of the Auburn Mall Branch. It is customers such as you who have helped PNC to be a strong presence in the communities that we serve.

As part of our ongoing commitment to providing you with the best possible service, we continuously evaluate our branches to ensure that they are meeting our customer's needs. As with any business, we may learn that our facilities are no longer being used to their potential and subsequently may need to make the difficult decision to close a branch.

We understand that these decisions have an impact on the customers using the Auburn Mall Branch location. We can continue to serve your financial needs through other branches, our ATM network, mobile and tablet banking, our Customer Care Center, and PNC's Online Banking. We are certain that the employees at any branch that you choose to visit will provide the service that you have come to expect as a customer of PNC. For additional information about banking with PNC 24/7, please visit our website at www.pnc.com/alwaysopen.

The Auburn community is valued at PNC, and we would like to thank you for banking with us. We hope that you will continue your relationship with PNC and give us the opportunity to prove to you that PNC is the right choice for your financial needs.

Sincerely,

Ami Henderson
Executive Client Relations

PNC Reference Number 225014633916