

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

18 April 2023

I'm writing to you today, Mr Demchak

because I believe someone in your organization has made a misguided decision for the second time that is bad for PNC and its reputation here in Vero Beach, Florida.

I've lived on the [REDACTED] for over thirty years and many of my affluent neighbors and friends are very upset that PNC is moving completely off the island. Our zip code, [REDACTED] is one of the wealthiest communities in the US with John's Island (home of the retired CEO of PNC), Windsor, The Moorings, The Estate Section, Riomar, and others. PNC's competitors all have a presence here on the island and that includes Chase, BOA, Wells Fargo, Northern Trust and local banks Marine Bank and Cypress Bank.

PNC had an extremely popular bank on Beachland Boulevard, amongst the aforementioned institutions that was always busy. It was closed three years ago. Many PNC customers closed their accounts as a result. The Causeway Branch on the island has remained open but we have been notified that it will be closed on the 23rd of June! The team of employees there is exceptional - from tellers, bankers, and to managers. The Branch Manager has been with PNC for 14 years and has been in finance on the island for 26 years. These island customers require special attention and caring service. They get it at this branch with a highly polished and experienced staff. PNC would be proud.

PNC Wealth Management has a luxurious facility here on the island just a few blocks away from the Causeway Branch but offers no banking services. If PNC wants to cater to this caliber of customer, why inconvenience them to cross a big bridge to find a PNC branch somewhere on the mainland where they are not known or appreciated? Many island residents choose to never leave the island as there is superb dining, shopping, and banking (no PNC?) without going to the mainland. They will not drive over the bridge, particularly women. This is a very big issue and very important to these people.

I know you are very busy, but I'm wondering if anyone from management in PNC has even been to Vero Beach or understands the environment created by these wealthy residents. The PNC Wealth Management office was "shocked" to hear that the bank on the island was closing.

I would welcome a visit or call from a decision maker from PNC and show them or tell them about our unique community here in Vero Beach with our producing professional Riverside Theatre (all NY actors) currently performing 42nd Street, VB Museum of Art with a unique 1930's Car Art Exhibition of one of a kind autos, Under the Oaks Annual Art Show, Wheels & Keels, the historic McKee Botanical Garden, the iconic Ocean Grill restaurant and Gloria Estefan's Costa d'Este hotel. All of this above has been borne out of the benevolence of these residents of Vero Beach.

Hopefully PNC Banking can continue with a presence on the island.

Thank you for your consideration and interest in this matter.



William Demchak President, Chairman, CEO
PNC Bank
Tower at PNC Plaza
300 Fifth Ave Pittsburgh 15222

Note: The following is a transcription of the original scanned letter visible on the previous pages. This transcription is provided to make the text accessible to people with disabilities.

[Redacted - Personally Identifiable Information]

18 April 2023

I'm writing to you today, Mr Demchak

because I believe someone in your organization has made a misguided decision for the second time that is bad for PNC and its reputation here in Vero Beach, Florida.

I've lived on the ***[Redacted - Personally Identifiable Information]*** for over thirty years and many of my affluent neighbors and friends are very upset that PNC is moving completely off the island. Our zip code, ***[Redacted - Personally Identifiable Information]***, is one of the wealthiest communities in the US with John's Island (home of the retired CEO of PNC), Windsor, The Moorings, The Estate Section, Riomar, and others. PNC's competitors all have a presence here on the island and that includes Chase, BOA, Wells Fargo, Northern Trust and local banks Marine Bank and Cypress Bank.

PNC had an extremely popular bank on Beachland Boulevard, amongst the aforementioned institutions that was always busy. It was closed three years ago. Many PNC customers closed their accounts as a result. The Causeway Branch on the island has remained open but we have been notified that it will be closed on the 23rd of June! The team of employees there is exceptional - from tellers, bankers, and to managers. The Branch Manager has been with PNC for 14 years and has been in finance on the island for 26 years. These island customers require special attention and caring service. They get it at this branch with a highly polished and experienced staff. PNC would be proud.

PNC Wealth Management has a luxurious facility here on the island just a few blocks away from the Causeway Branch but offers no banking services. If PNC wants to cater to this caliber of customer, why inconvenience them to cross a big bridge to find a PNC branch somewhere on the mainland where they are not known or appreciated? Many island residents choose to never leave the island as there is superb dining, shopping, and banking (no PNC?) without going to the mainland. They will not drive over the bridge, particularly women. This is a very big issue and very important to these people.

I know you are very busy, but I'm wondering if anyone from management in PNC has even been to Vero Beach or understands the environment created by these wealthy residents. The PNC Wealth Management office was "shocked" to hear that the bank on the island was closing.

I would welcome a visit or call from a decision maker from PNC and show them or tell them about our unique community here in Vero Beach with our producing professional Riverside Theatre (all NY actors) currently performing 42nd Street, VB Museum of Art with a unique 1930's Car Art Exhibition of one of a kind autos, Under the Oaks Annual Art Show, Wheels & Keels, the historic McKee Botanical Garden, the iconic Ocean Grill restaurant and Gloria Estefan's Costa d'Este hotel. All of this above has been borne out of the benevolence of these residents of Vero Beach.

Hopefully PNC Banking can continue with a presence on the island.

Thank you for your consideration and interest in this matter.

[Redacted - Personally Identifiable Information]

William Demchak President, Chairman, CEO
PNC Bank
Tower at PNC Plaza
300 Fifth Ave Pittsburgh 15222



June 9, 2023

Redacted
Redacted
Redacted

Re: PNC Bank Causeway Branch

Dear Redacted

Your letter, dated April 18, 2023, was 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 Causeway 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 they are meeting our customers' 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 Causeway Branch location. We can continue to serve your financial needs through other branches, our ATM network, mobile and tablet banking¹, our Customer Care Center, and with 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 Causeway 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,

Erica E.

Erica E.
Executive Client Relations

PNC Reference Number 223115262082

¹ A supported mobile device is needed to use Mobile Banking. Standard message and data rates may apply.

