

21-Aug-2024

Dear Sir my Complaint

Pardon - I got this letter & found it reasonably disturbing -

About 2 years ago I opened an Account with PNC bank & got a small bonus - fine - other than a few small problems it was OK -

other than the fact that this bank only has ONE lobby here along with 2 fancy ATMs at the Roseville location

And except for the Roseville ATM apparently none of the other ATMs around here accept a deposit of any type.

What the hell do you do - they are going to leave us high & dry with nothing but questionable telephone service.

Again no deposits anywhere

Redacted

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

21-Aug-2024

Dear Sir my Complaint

Pardon – I got this letter & found it reasonably disturbing –

About 2 years ago I opened an Account with PNC bank & got a small bonus – fine – other than a few small problems it was OK –

other than the fact that This bank only has ONE lobby here along with 2 fancy ATMs at the Roseville location

And except for the Roseville ATM apparently none of the other ATM's around here accept a deposit of any type.

What the hell do you do – they are going to leave us high & dry with nothing but questionable telephone service.

Again NO deposits anywhere

[Redacted - Personally Identifiable Information]



2350 Fairview Avenue N
Roseville, MN 55113

Important Notice:

**Our Roseville Solution Center
branch will close on
November 15, 2024**

02711_071-90-0004263

Redacted

Redacted

Redacted

Redacted

Redacted



August 16, 2024

Dear Redacted:

At PNC Bank, we continuously evaluate our ability to assist you in achieving your financial goals, and we strive to provide you with convenient banking options. Today clients have more service choices than ever before and are using branches very differently.

With this in mind, we have carefully studied the effectiveness of our branches based on their physical capacity as well as the number of clients who frequent each location. **As a result, the Roseville Solution Center located at 2350 Fairview Avenue N, Roseville, MN will close permanently.**

The Roseville Solution Center will continue to be available for your banking needs until 3 p.m. on November 15, 2024, when the location is scheduled to close permanently.¹ If you are uncertain about whether the branch is open when you plan to visit, we encourage you to first **check our branch locator at pnc.com/locator.**

You will continue to have access to any of our nearly 60,000 PNC and partner ATMs coast to coast.² To locate a convenient ATM, visit pnc.com/locator. Additionally, you have access to our Voice Banking, Online Banking and Mobile Banking App³ so you can bank when and how you want. For additional information please visit pnc.com/alwaysopen.

We thank you for choosing PNC Bank, and we apologize if this change causes any concern. If you have any questions, please call us at 1-877-755-4513.



¹ Any person wishing to comment on this branch closing may file comments with the Director for Large Bank Licensing, The Office of the Comptroller of the Currency, 10th Floor Mailroom, 7 Times Square, New York, New York 10036 or LicensingPublicComments@occ.treas.gov. The Office of the Comptroller of the Currency does not have the authority to approve or prevent the branch closing.

² Partner ATMs are not owned by PNC, and may be limited to cash withdrawal functionality.

³ PNC does not charge a fee for Mobile Banking, including PNC Alerts. However, third party message and data rates may apply. Check with your wireless carrier for details.

Note: The following is a transcription of the scanned letter from PNC sent to the customer announcing the closure of the Roseville Solution Center. The scanned letter is visible on the previous page. This transcription is provided to make the text accessible to people with disabilities.

[Graphic – PNC Bank Logo]
2350 Fairview Avenue N
Roseville, MN 55113

Important Notice: Our Roseville Solution Center branch will close on November 15, 2024.

02711_071-90-0004263

[Redacted - Personally Identifiable Information]

August 16, 2024

Dear **[Redacted - Personally Identifiable Information]**:

At PNC Bank, we continuously evaluate our ability to assist you in achieving your financial goals, and we strive to provide you with convenient banking options. Today clients have more service choices than ever before and are using branches very differently.

With this in mind, we have carefully studied the effectiveness of our branches based on their physical capacity as well as the number of clients who frequent each location. **As a result, the Roseville Solution Center located as 2350 Fairview Avenue N, Roseville, MN with close permanently.**

The Roseville Solution Center will continue to be available for you banking needs until 3 p.m. on November 15, 2025, when the location is scheduled to close permanently.¹ If you are uncertain about whether the branch is open when you plan to visit, we encourage you to first **check our branch locator at pnc.com/locator**.

You will continue to have access to any of our nearly 60,000 PNC and partner ATMs coast to coast.² To locate a convenient ATM, visit pnc.com/locator. Additionally, you have access to our Voice Banking, Online Banking and Mobile Banking App³ so you can bank when and how you want. For additional information please visit pnc.com/alwaysopen.

We thank you for choosing PNC Bank, and we apologize if this change causes any concern. If you have any questions, please call us at 1-877-755-4513.

¹ Any person wishing to comment on this branch closing may file comments with the Director for Large Bank Licensing, The Office of the Comptroller of the Currency, 10th Floor Mailroom, 7 Times Square, New York, New York 10036 or LicensingPublicComments@occ.treas.gov. The Office of the Comptroller of the Currency does not have the authority to approve or prevent the branch closing.

² Partner ATMs are not owned by PNC, and may be limited to cash withdrawal functionality.

³ PNC does not charge a fee for Mobile Banking, including PNC Alerts. However, third party message and data rates may apply. Check with your wireless carrier for details.



December 5, 2024

Redacted
[Redacted]
[Redacted]
[Redacted]

Re: PNC Bank Roseville Solution Center

Dear Redacted,

Your letter, dated August 21, 2024, was forwarded to PNC Bank, National Association's ("PNC") Executive Client Relations Office for review and response. We appreciate the time that you took to share your concerns regarding the closing of the Roseville Solution Center. 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 customers' needs. As with any business, we may learn that our facilities are no longer being used to their potential, and we 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 Roseville Solution Center location. We can continue to serve your financial needs through our ATM network, mobile and tablet banking¹, our Customer Care Center, and with PNC's Online Banking. For additional information about banking with PNC 24/7, please visit our website at www.pnc.com/alwaysopen.

The Roseville Solution Center 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,

Lisa M.
Executive Client Relations

PNC Reference Number 224275762090

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