

eLockbox Service

PNC's eLockbox Service allows the customer to be registered as an eligible Biller with Mastercard RPPS, a processing clearing network for bill-payment service providers. The Service provides a process to collect incoming payments that have been initiated by the customer using various bill payment originators such as banks, financial institutions, collection agencies, credit counseling agencies or walk-in payment centers. eLockbox automates the collection of consumer bill payments into a single stream, reducing the number of checks the customer receives.

PNC Obligations:

- PNC will receive files from Mastercard RPPS containing payments designated for the customer under the customer's Biller ID. PNC will post those payments to the customer's account and provide the reporting the customer selected during implementation.
- PNC will build the customer's biller profile based on the customer provided specifications (e.g., payee names, account number masks, remit addresses). Online bill payments that do not match the biller profile may be rejected by the Mastercard RPPS network. These items may be dropped from the automated bill consolidator file and a check is sent by the originator.
- Payments consolidated by PNC's banking service relationships are subject to screening by originators based on the relative risk of each payer and/or must fall below each originator's dollar cutoff, as applicable. Higher risk and higher dollar items are dropped from the automated bill consolidator file and the originator delivers a check. All items dropped-to-check are subject to normal check clearing practices.

Customer Obligations:

- The customer must regularly reconcile the customer's payments and promptly return payments that are unable to post. Returns must be processed by the customer within thirty (30) days of receipt of payment.
- The customer must have an active ACH Batch Header. ACH transactions are subject to the Automated Clearing House (ACH) Origination Service Terms and Conditions.
- Bill payment originators are independent third parties who are performing services on behalf of the customer's customers and are not affiliated with, or controlled by, PNC. As such, the customer acknowledges and agrees that PNC shall have no liability for any losses the customer incurs that are caused by the acts or omissions of any bill payment originator.