

PINACLE® Transaction Initiation Services

General. PNC's PINACLE® Transaction Initiation Services enable the customer to electronically submit payment orders for a variety of payment methods, including but not limited to, Real-Time Payments, ACH, Wire Transfer, AFT, Bill Payment and account-to-account transfers. PINACLE is PNC's online and mobile banking platform for businesses and institutions.

Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Agreement.

Customer Obligations.

- Payment orders may be submitted via PINACLE Transaction Initiation Services using information the customer provides, including bank routing and account numbers and/or mailing addresses for each payee or recipient to whom the customer desires to make a payment.
- For the customer's borrowing relationship(s), the customer may also request loan advances, make payments on the customer's loans, choose a new rate period for the customer's loans at the maturity of each interest rate period and submit documents, as required, related to the customer's borrowing relationship(s). The customer is responsible for reviewing, confirming the accuracy of and approving all transactions created or entered on or submitted to PINACLE.
- Users may be required to use a security token to initiate and/or approve transactions, depending on the service and/or the nature of the transactions. The customer is responsible for ensuring the customer's users have the necessary entitlement(s) and the PINACLE Pass® mobile app or a physical token device required for generating token passcodes.
- Certain payment services enable the customer to submit an inquiry to validate ownership of an intended beneficiary's account and name information at the point of payment initiation. The validation response data is time-sensitive, as of a point in time, and only intended to be used in connection with the specific payment the customer is initiating. The response data is provided on an "as is" and "as available" basis. These payment services are for the customer's informational purposes only and the customer is solely responsible for decisions the customer makes based on this information.
- The customer may choose to send the customer's beneficiaries payments denominated in a currency other than the currency in which the account is held. Available currencies are provided within PINACLE when the customer initiates the payment(s). The currency exchange rate PNC provides to the customer when the customer initiates the customer's payment(s) is an indicative rate; the final exchange rate will be provided to the customer at the time an authorized user approves or authorizes the payment(s). The customer's payment approval or authorization constitutes the customer's acceptance of the final exchange rate.
- All payments, advances and rate period selections related to the customer's borrowing relationship(s) are subject to PNC's review and approval, and funds will be debited from and credited to the customer's designated accounts upon PNC's verification of the customer's request.
- The customer represents and warrants to PNC that all transfers that the customer makes that result in the commingling of the customer's funds and those of the customer's subsidiaries or affiliates have been duly authorized by all necessary parties.
- PNC will have no obligation to contact the customer if any attempted transaction cannot be processed or is otherwise rejected.