Pricing Information Addendum for PNC Bank Consumer Credit Card Agreement # K-11583

A Note About the Attached Consumer Credit Card Agreement (# K-11583): The attached consumer credit card agreement was the standard agreement used for PNC Cash Unlimited consumer credit card accounts as of the last business day of the preceding calendar quarter. This agreement may have changed or may no longer be in use after that date. The information in this Pricing Information Addendum is a summary of all pricing information that was available for new accounts subject to this agreement as of the last business day of the preceding calendar quarter. Certain provisions of the attached agreement vary from one consumer to the next to reflect the specific pricing information for a given consumer credit card account.

Summary of Interest Rate Information: Annual Percentage Rates (“APRs”) below with a (V) vary (increase or decrease) with the market based on the prime rate (index). The Penalty APR may be applied to the consumer’s account if the consumer makes a late payment. If the APRs on an account are increased for this reason, the Penalty APR will apply until the consumer makes six consecutive minimum payments by the applicable due date.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Margin</th>
<th>Daily Periodic Rate of Interest (Ranging from 0.05271% to 0.08284% (V))</th>
<th>Corresponding APR (Ranging from 19.24% to 30.24% (V))</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchases and Balance Transfers</td>
<td>Ranging from 10.74% to 21.74%</td>
<td>Ranging from 0.05271% to 0.08284% (V)</td>
<td>Ranging from 19.24% to 30.24% (V)</td>
</tr>
<tr>
<td>Cash Advances</td>
<td>21.74%</td>
<td>0.08284% (V)</td>
<td>30.24% (V)</td>
</tr>
<tr>
<td>Penalty APR</td>
<td>25.74%</td>
<td>0.09380% (V)</td>
<td>34.24% (V)</td>
</tr>
</tbody>
</table>

Minimum Interest Charge: $1.50

Summary Of Fee Information:

<table>
<thead>
<tr>
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<th>Fee Amount</th>
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</thead>
<tbody>
<tr>
<td>Annual Fee</td>
<td>$0</td>
</tr>
<tr>
<td>Balance Transfer</td>
<td>3% of the amount of each balance transfer</td>
</tr>
<tr>
<td>Cash Advance</td>
<td>Either $10 or 5% of the amount of each cash advance, whichever is greater</td>
</tr>
<tr>
<td>Foreign Transaction</td>
<td>None</td>
</tr>
<tr>
<td>Late Payment</td>
<td>Up to $38</td>
</tr>
<tr>
<td>Returned Payment</td>
<td>Up to $38</td>
</tr>
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</table>

Paying Interest (grace period): The due date on an account is at least 21 days after the close of each billing cycle. No interest is charged on new purchases appearing on the consumer’s current statement if the consumer paid in full the “New Balance” shown on the consumer’s previous statement and the payment was received by that due date. We begin charging interest on cash advances and balance transfers on the transaction date.

Balance Computation Method: The method used to calculate the balances subject to interest on a consumer’s account is called the “average daily balance (including new purchases).” Here are the details about this calculation method for purchases, balance transfers and cash advances:

How we calculate the balance on purchases (including balance transfers): (1) We start with the unpaid amount of purchases for the current billing cycle, which may include unpaid interest and fees from previous billing cycles. (2) Each day we subtract any payments or credits that apply to purchases. We add any new purchases, any new fees that apply to purchases, and any interest on the previous day’s purchase balance if you have not paid in full the New Balance on your previous statement by the due date. This gives us the daily balance of purchases. (3) Then we add up all the daily balances of purchases for the billing cycle and divide by the total number of days in the billing cycle. This gives us the “average daily balance of purchases” for the current billing cycle. (Although balance transfers are calculated as part of the average daily balances (including new purchases), there is no grace period for balance transfers).

How we calculate the balance on cash advances: (1) We start with the unpaid amount of cash advances, which may include unpaid interest and fees from previous billing cycles. (2) Each day we subtract any payments or credits that apply to cash advances. Then we add any new cash advances, any new fees that apply to cash advances, and any interest on the previous day’s cash advance balance. This gives us the daily balance of new cash advances. (3) Then we add up all the daily balances of cash advances for the billing cycle and divide by the number of days in the billing cycle. This gives us the “average daily balance of cash advances.
Managing your credit wisely

Here are tips for using your credit card responsibly:

**Tips**

**Keep in mind**

**Pay on time**

If you make your payment on time each month, you’ll avoid late fees and potentially having your APRs raised to a higher “Penalty APR.” Failing to pay on time can result in a lower credit score.

**Stay within your credit limit**

If you try to make a transaction that would exceed your credit limit, it may be declined.

**Try to pay off your balance each month**

Interest charges can add up if you carry a balance.

**Check your statement each month**

Make sure that all transactions you made are reported correctly and that no one has used your account without your permission.

**Making payments**

We offer several options that make it easy for you to make your payments on time and avoid late fees. If you make your payments using one of the options below and meet additional payment requirements (details on our requirements are on your statement and in section 3.3 of your credit card agreement), we will credit your payments as of...

**If you make a payment**

We will credit your payments as of...

- By mail, sent to the P.O. Box printed on your payment coupon: the day we receive it, if received by 5:00 p.m. ET, next day if received after 5:00 p.m. ET
- By phone: 1-800-558-8472: the day made, if made by 6:00 p.m. ET, next day if made after 6:00 p.m. ET
- By signing on to PNC Online Banking at pnc.com and clicking on “Make a Payment” or “Pay Today” on the account activity screen for your Account: the day made, if made before midnight ET, next day if made on or after midnight ET

**About your minimum payment**

Each month you must pay at least your minimum payment on time. The amount of your minimum payment can change from month to month. Not making at least your minimum payment each month could result in an increase to your APRs; reduction in your credit limit or closure of your account; and/or a decline in your credit score. Keep in mind, if you pay only the minimum payment, you’ll pay more in interest over time, and it will take you longer to pay off your balance. We’ll remind you of this every month on your statement with a minimum payment warning.

**Dispute resolution through arbitration**

If you have a claim and we are unable to resolve it informally, you or we may elect to resolve it by individual binding arbitration in accordance with the terms of the Arbitration Provision of your credit card agreement. If a claim is arbitrated, it will not be heard by a court or jury. Also, it will proceed as an individual action, and that means neither you nor we will have the right to participate in a class action in court. You have the right to opt out of the arbitration process by providing timely notice to us. Please refer to the Arbitration Provision located in section 9 of your credit card agreement for complete details.

**Jury trial waiver notice**

For any dispute that is not arbitrated: Your credit card agreement includes a section called “Jury Trial Waiver.” A jury trial waiver is an agreement to waive any right to a trial by a jury in the event of litigation between you and us. Please refer to section 8.6 of your credit card agreement for complete details.

**Military Lending Act protections**

If you determine that you are a “covered borrower,” as that term is defined under the Military Lending Act regulation (“MLA”), 32 CFR Part 232 (meaning, generally, if you are active military or a dependent of active military at the time your account is opened), and your credit card account is subject to the provisions of the MLA, the following notice applies to your account during the period you are a covered borrower.

Federal law provides important protections to members of the Armed Forces and their dependents relating to extensions of consumer credit. In general, the cost of consumer credit to a member of the Armed Forces and his or her dependent may not exceed an annual percentage rate of 36 percent. This rate must include, as applicable to the credit transaction or Account: The costs associated with credit insurance premiums; fees for ancillary products sold in connection with the credit transaction; any application fee charged (other than certain application fees for specified credit transactions or accounts); and any participation fee charged (other than certain participation fees for a credit card account).

To hear this statement, and a description of your payment obligation, please call 1-844-875-6224.

**Changes to your credit card account**

We can change the terms of your credit card agreement, including your interest rates and fees, or close your account at any time and for any reason, unless prohibited by applicable law. Some common reasons for closing an account include not making your payments on time, a significant drop in your credit rating or not using your account for a long time. We may also increase or decrease your credit limit at any time.

**Military Lending Act protections**

If you determine that you are a “covered borrower,” as that term is defined under the Military Lending Act regulation (“MLA”), 32 CFR Part 232 (meaning, generally, if you are active military or a dependent of active military at the time your account is opened), and your credit card account is subject to the provisions of the MLA, the following notice applies to your account during the period you are a covered borrower.

Federal law provides important protections to members of the Armed Forces and their dependents relating to extensions of consumer credit. In general, the cost of consumer credit to a member of the Armed Forces and his or her dependent may not exceed an annual percentage rate of 36 percent. This rate must include, as applicable to the credit transaction or Account: The costs associated with credit insurance premiums; fees for ancillary products sold in connection with the credit transaction; any application fee charged (other than certain application fees for specified credit transactions or accounts); and any participation fee charged (other than certain participation fees for a credit card account).

To hear this statement, and a description of your payment obligation, please call 1-844-875-6224.

**If you are a student**

Some PNC Bank products may come with special benefits for students. You must tell us when you obtain a PNC Bank product or service that you are a student in order to receive any student benefits available for that PNC Bank product or service. That means that even if you told us when you applied for your credit card account that you are a student, you will not automatically receive available student benefits for other PNC Bank products or services that you have or are receiving. We may require additional authorization or direction in order to provide some student benefits to you. Visit the Student & Graduates Center on pnc.com for additional information.

**Learning more about your account**

**Online** Go to www.pnc.com

**In person** Find your local branch at pnc.com

**By phone** Call 1-800-558-8472, 24 hours a day, 7 days a week

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1 INTRODUCTION

This agreement governs your Account, which we have opened at your request. You are agreeing to all the terms and conditions of this Agreement:

• when you use the Account or allow anyone else (an authorized user) to use the Account; or
• 10 days after we send or otherwise deliver this Agreement to you, whichever happens first.
Your legal representative, including any attorney-in-fact you may appoint, shall also be subject to the terms and conditions of this Agreement.

1.1 Basic terms defined

We, us, PNC Bank and our: PNC Bank, National Association and its successors and assigns
You and your: Any person who, verbally or in writing (including electronically), applies or accepts our offer for, or who otherwise agrees to be financially responsible with respect to, the Account
Account: Your credit card account with us
Agreement: This PNC Bank Consumer Credit Card Agreement and the accompanying Interest Rate and Fee Disclosures, as may be changed from time to time
Billing Cycle: A period of time for your Account that can vary from month to month, but is typically 30 or 31 days, except that the first Billing Cycle for your Account, which begins on the day your Account is opened, may be much shorter. A Billing Cycle occurs even if there is no activity on your Account during the days in that Billing Cycle and we do not provide you with a Statement for that Billing Cycle.
Card or Cards: Any Visa® credit card(s) we issue to you or an authorized user for accessing your Account
Card Mailer: A document we provide to you to which your Card(s) is/are attached
Convenience Check(s): Any convenience check(s) we provide to you for accessing your Account
Due Date: The date a required payment is due as shown on your Statement. To be considered received by the due date, a payment must be made by that date in accordance with our payment requirements, including in time to be credited to your Account by that date. For information on our payment requirements and when we credit payments, see section 3.4. We also include this information on your Statement each month.

Example

A customer’s current statement shows that the minimum payment is due March 15. The customer makes a payment using our automated telephone payment service on March 15 at 9:00 p.m. eastern time.
Because the customer did not make the payment by 6:00 p.m. eastern time (the cut off time for this payment option), the payment was not made by the customer’s due date. Assuming the customer met our other requirements, the payment will be credited to the customer’s account as of March 16 and the account will be assessed a late fee.

Interest Rate and Fee Disclosures: The tables of interest rates and fees provided with this Agreement
Posting/Crediting: The application of a transaction, such as a payment or purchase, to your Account
Statement: A document that we send or otherwise deliver to you for a Billing Cycle that shows your Account activity and any amount due

2 USING YOUR ACCOUNT

You agree to use your Account only for personal, family, or household purposes. You may use your Account for the following types of transactions:

• Purchases: Use of your Card or your Account number to buy or lease goods or services from a participating merchant.
• Cash advances: Use of your Account to obtain cash from us or from another participating financial institution by using a Card at an automated teller machine (ATM), by issuing a Convenience Check against your Account, by transferring funds from your Account to a deposit account, or by any other means we offer. Cash advances also include the use of your Account to purchase cash equivalent items. Cash equivalent items are items that are similar to cash, including, but not limited to, traveler’s checks, wire transfers, money orders, gift cards, virtual currencies and stored value cards. Transactions made at or with a financial institution (such as the purchase of a CD or funding of a savings account), payments to government entities, payments using a third party service, and lottery, betting or gambling purchases are also cash equivalent items. All cash advances are subject to the cash advance APR and cash advance fee. Cash advances do not earn rewards under reward programs.
• Balance transfers: Information about balance transfers is provided in Section 6.1 of this Agreement.

You may not use your Account to buy lottery tickets, place bets or gamble if these transactions are made online. You may not use your Account for any illegal transactions.

We may refuse to authorize a transaction if:
• the Transaction would cause you to exceed your credit limit or cash advance limit or otherwise cause you to be in default as described in section 7.1 of this Agreement;
• you are already in default as described in section 7.1 of this Agreement;
• your right to use the Account has been suspended; or
• your Account has been closed.
You must sign your Card before you use it. We are not responsible for anyone refusing to honor a Card or Convenience Check. Except as described in the “Your billing rights” notice provided with this Agreement or otherwise required by applicable law, we have no liability for any claim you may have arising out of your or an authorized user’s use of the Account, including any claim for a purchase made with a Card.
You must tell us at once if you change your name, address, or employment.

2.1 Your credit limit

We establish a credit limit for your Account. This is the maximum amount of credit we have established for your Account. As part of your total credit limit, you have a separate cash advance limit. Your available credit is the difference between your credit limit and your total balance and any pending transactions. The amount you have available for cash advances is the difference between your cash advance limit and your total cash advance balance and any pending cash advance transactions.

Interest Rate and Fee Disclosures: The tables of interest rates and fees provided with this Agreement
Posting/Crediting: The application of a transaction, such as a payment or purchase, to your Account
Statement: A document that we send or otherwise deliver to you for a Billing Cycle that shows your Account activity and any amount due

Example

A customer has a credit limit of $5,000 and a cash advance limit of $1,250. The customer currently has a balance of $2,000.
Total credit limit $5,000
Account balance - $2,000
Total available credit = $3,000
The customer’s balance of $2,000 includes a convenience check the customer wrote for $500 and the associated cash advance fee of $5.
Cash advance limit $1,250
Cash advance - $505
Amount available for additional cash advances = $745
Right now, the customer has $3,000 of available credit that could be used for additional purchases, but only $745 could be used for cash advances.

Where to find the amount of your credit limit, cash advance limit, and available credit.

Your initial credit limit and cash advance limit are printed on your Card Mailer. Your total credit limit, total available credit, and total available for cash advances are shown on your Statement each month. We may also make more current information about your Account, including your Account balance, available at pnc.com/onlinebanking.

We may increase or decrease your credit limit or cash advance limit at any time and for any reason.

If you exceed your limit

We have no obligation to authorize any transaction that would cause your credit limit or cash advance limit but may do so at our discretion. If we do authorize a transaction that will put you over your credit limit or cash advance limit, you will still be responsible for paying those transactions. If you receive a Statement showing that you went over your credit limit, you must pay the overlimit amount by the Due Date shown on that Statement.

3 BILLING AND PAYMENTS

You agree to pay all amounts due on your Account. If you allow anyone to use your Account, you are responsible for all charges made by that person, even if the charges are more than you expected or for which you gave permission. If your Account is a joint account, each of you is jointly and individually responsible for all amounts due on your Account.

3.1 Your Statement

At the end of each Billing Cycle, we will provide a Statement that covers the Billing Cycle, to the extent required by applicable law. We will tell you on your Statement the number of days in the Billing Cycle covered by the Statement as well as the Statement period end date (closing date) of that Billing Cycle. If you make no transactions during a Billing Cycle, we may provide you with a Statement to say that your Balance is zero.
We will send only one Statement per Billing Cycle for your Account even if your Account is a joint account. We will send each Statement to the postal address we have on file that we have designated as the “primary” address for your Account. If you have opted for us to provide your Statements electronically, we will not have any obligation to send any Statements to your postal address. We may, at our discretion, round or truncate any amounts shown on your Statement, subject to any restrictions under applicable law.

3.2 Your minimum payment

You must pay at least the minimum payment each Billing Cycle.
Cycle by the Due Date shown on your Statement. If you pay more than the minimum payment due for one Billing Cycle, you will still need to pay the full minimum payment due for the next Billing Cycle. There is no charge or penalty for paying more than the minimum payment. How we calculate your minimum payment

Your minimum payment will be the greater of:

- Calculation 1
- Calculation 2

Calculation 1

1.0% of the new balance shown on your Statement + the total interest, including any minimum interest charge, shown on your Statement + any late or return payment fees shown on your Statement + any past due amounts OR

Calculation 2

$25 + Any past due amounts

If your new balance is less than $25, you must pay the new balance in full.

### 3.2 How to avoid paying interest

We continue to charge interest on these transactions, fees and charges until you pay your balance in full and your payment is credited to your Account.

### 4.1 When interest charges apply

We begin to charge interest on your transactions as follows:

- Purchases and cash advances (other than Convenience Checks) and any related transaction fees: On the day you make the transaction.
- Balance transfers and any related transaction fees: On the day the transaction posts to your Account.
- Convenience Checks and any related transaction fees: On the day the convenience check posts to your Account.
- All other fees and charges: On the day we post such fee or charge to your Account.

If you pay more than the minimum payment due for one Billing Cycle by the Due Date shown on your Statement.

### 4.1.1 How to avoid paying interest on new purchases (grace period)

If you pay your entire new balance showing on your current Statement by your Due Date, you may avoid paying interest on new purchases appearing on your next Statement if you pay those new purchases by the Due Date shown on that next Statement. This is called a grace period. There is no grace period for cash advances and balance transfers. Please refer to section 6.1 for information on how transferring a balance can impact your grace period on new purchases.

### 4.2 Your APRs

Your Annual Percentage Rates (APRs) are the interest rates that determine how much interest you will pay on your Account for each Billing Cycle. Any variable APR that applies to your Account equals the value of an "index" plus a margin.

- Please refer to the Interest Rate and Fee Disclosures for the index. To determine the purchase APR that will apply for the next Billing Cycle, we will notify you, as required by applicable law.

#### 4.2.1 How to calculate interest charges

We use the average daily balance (including new transactions) method to calculate the amount of interest on your Account. That means we use the formula below to calculate interest for each different transaction type on your Account. Then we add the interest for each transaction type together to get the total amount of interest that applies to your Account.

- Your Account may have one or more of the following transaction types: purchases, cash advances, protected balances, and special rate transactions. For purposes of calculating interest, balance transfers are considered purchases unless a special rate offer applies, in which case these transactions are treated as special rate transactions.

### Formula used to calculate interest on each transaction type

#### Daily periodic rate of interest

- Average daily balance
- Number of days in Billing Cycle

= \text{Interest charges} = \text{Average daily balance} \times \text{Number of days in Billing Cycle}

Where:

- = \text{Average daily balance} = \frac{\text{Average daily balance during the period}}{\text{Number of days in the period}}

#### Formula used to calculate interest on each balance

= \text{Interest charges} = \frac{\text{Average daily balance} \times \text{Number of days in the period}}{\text{Average daily balance during the period}}

Where:

- = \text{Average daily balance during the period} = \frac{\text{Beginning balance} + \text{Ending balance}}{2}

#### Your APRs

Your APRs for a Billing Cycle are the APRs that would otherwise apply to your Account. Your APRs for a Billing Cycle are the APRs that would otherwise apply to your Account.

- If you have a special rate, we will tell you:
  - Rate: The special APR that will apply
  - Promotional Period: How long the special rate will apply
  - Eligible transactions: The transactions or balances to which the special rate will apply
  - Fees: Any fees that apply

We may cancel a special rate if you trigger the Penalty APR. Penalty APR

If we do not receive a minimum payment within 60 days after your Due Date, we may apply the higher Penalty APR to all your balances and future transactions. If we do this, we will notify you, as required by applicable law. After the Penalty APR goes into effect, if you make at least your required minimum payment for six consecutive Billing Cycles by the applicable Due Dates, then, beginning the first day of the next Billing Cycle after you’ve met these payment requirements, we’ll stop using the Penalty APR and use the APs that would otherwise apply to your Account.

### 4.3 How we calculate interest charges

We use the average daily balance (including new transactions) method to calculate the amount of interest on your Account. That means we use the formula below to calculate interest for each different transaction type on your Account. Then we add the interest for each transaction type together to get the total amount of interest that applies to your Account.

Your Account may have one or more of the following transaction types: purchases, cash advances, protected balances, and special rate transactions. For purposes of calculating interest, balance transfers are considered purchases unless a special rate offer applies, in which case these transactions are treated as special rate transactions.

#### Formula used to calculate interest on each balance

= \text{Interest charges} = \text{Average daily balance} \times \text{Number of days in Billing Cycle}

Where:

- = \text{Average daily balance} = \frac{\text{Average daily balance during the period}}{\text{Number of days in the period}}

#### Your APRs

Your APRs for a Billing Cycle are the APRs that would otherwise apply to your Account. Your APRs for a Billing Cycle are the APRs that would otherwise apply to your Account.

- If you have a special rate, we will tell you:
  - Rate: The special APR that will apply
  - Promotional Period: How long the special rate will apply
  - Eligible transactions: The transactions or balances to which the special rate will apply
  - Fees: Any fees that apply

We may cancel a special rate if you trigger the Penalty APR. Penalty APR

If we do not receive a minimum payment within 60 days after your Due Date, we may apply the higher Penalty APR to all your balances and future transactions. If we do this, we will notify you, as required by applicable law. After the Penalty APR goes into effect, if you make at least your required minimum payment for six consecutive Billing Cycles by the applicable Due Dates, then, beginning the first day of the next Billing Cycle after you’ve met these payment requirements, we’ll stop using the Penalty APR and use the APs that would otherwise apply to your Account.

### 4.3 How we calculate interest charges

We use the average daily balance (including new transactions) method to calculate the amount of interest on your Account. That means we use the formula below to calculate interest for each different transaction type on your Account. Then we add the interest for each transaction type together to get the total amount of interest that applies to your Account.

Your Account may have one or more of the following transaction types: purchases, cash advances, protected balances, and special rate transactions. For purposes of calculating interest, balance transfers are considered purchases unless a special rate offer applies, in which case these transactions are treated as special rate transactions.
At the end of the Billing Cycle, we calculate the average of these daily balances as follows:

- Sum of daily balances for the Billing Cycle
- Number of days in the Billing Cycle

\[ \text{Average daily balance} = \frac{\text{Sum of daily balances}}{\text{Number of days in the Billing Cycle}} \]

Example

The example below shows how we would calculate interest for a customer with an average daily balance for purchases of $400 and a purchase APR of 15%.

**Daily periodic rate of interest for purchases**
- 15% x 365 days = 4010.9%
- Average daily balance: $400

\[ \text{Average daily balance} = \frac{\text{Average daily balance} \times \text{Number of days in Billing Cycle}}{\text{Number of days in Billing Cycle}} \]

- Interest charges for purchases = $4.93

Rounding and truncation
We may, at our discretion, round or truncate these amounts, subject to any restrictions under applicable law.

**Minimum interest charge**
You will always be charged at least a minimum amount of interest for a Billing Cycle, unless there is no interest charge at all for that Billing Cycle. The amount of your minimum interest charge is shown on your Interest Rate and Fee Disclosures. Any minimum interest charge assessed to your Account will be shown under the “Fees” section of your Statement.

**5 FEES**
There are certain fees associated with managing your Account. These fees are in addition to any interest charges associated with a transaction.

If you are charged a penalty fee for making a late payment or having a payment returned, you must still make any required payment due and owing on your Account.

Transaction fees are included in the average daily balance for cash advances. Penalty fees, such as the late fee, and service fees, such as the stop payment fee, are included in the average daily balance for purchases.

We show the amount of each fee that applies to your Account in your Interest Rate and Fee Disclosures. The table that follows describes when those fees may be applied to your Account. If a particular fee does not apply to your Account, your Interest Rate and Fee Disclosures will show “none” or “$0” — or similar language — for that fee or will not show that fee at all.

As specified in Section 8.1, fees on your Account are subject to change.

**FEE**

<table>
<thead>
<tr>
<th>WHEN THIS FEE IS CHARGED</th>
<th>Balance Transfer</th>
<th>Cash Advance</th>
<th>Late Payment</th>
<th>Returned Payment</th>
<th>Stop Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you transfer balances to your Account as explained in Section 6.1.</td>
<td>When you take a cash advance. See Section 2 for a description of transactions that are “cash advances.”</td>
<td>When your minimum payment for a Billing Cycle is not received by the Due Date.</td>
<td>If you make a payment on your Account and the payment is returned unpaid.</td>
<td>If you make a payment on your Account but the payment is returned unpaid.</td>
<td>When you ask us to stop payment on a Convenience Check or balance transfer, or when you renew a stop payment order.</td>
</tr>
</tbody>
</table>

**6 ACCOUNT FEATURES AND SERVICES**

**6.1 Balance transfers**
We may permit you to transfer balances you owe to other financial institutions or companies to your Account.

- If you requested a balance transfer when you opened your Account, it may not be processed for up to 13 days after your request to allow us time to process your request.
- Balance transfers will count against your credit limit, just like any other transaction.
- Balance transfers do not earn rewards under reward programs.

If we tell you otherwise in a special rate offer, interest on balance transfer transactions will be at the APR for balance transfers. Balance transfers are not eligible for the grace period.

Keep in mind that if you transfer a balance using a Convenience Check, that transaction will be treated like any other Convenience Check transaction, so it will be subject to the APR for cash advances and the cash advance fee, unless we tell you otherwise.

**Balances you can transfer**
You can transfer balances from most non-PNC financial institutions or credit-related companies. The following items do not qualify as balance transfers and will not be processed:

- Requests to transfer a balance from an account at PNC Bank or one of our affiliates
- Requests to transfer cash between individuals
- Recurring payments to the same company or financial institution

Generally, you can only transfer balances of at least $200, but we may choose to process a balance transfer for less than that at our discretion.

If you request a balance transfer that would cause your Account to exceed its credit limit, we may do any of the following, at our discretion:

- Process the entire amount of the requested balance transfer;
- Process only a portion of the amount requested as a balance transfer; or
- Refuse to process any amount of the requested balance transfer.

You should not include in any balance transfer recently disputed charges with other creditors. Transferring disputed charges may cause you to give up certain dispute rights you may have.

We may deny balance transfer request for any reason. Transferring your balance from another account will not automatically close that account. You will still need to contact the other creditor to close that account.

**How you should continue to make at least your minimum payment on the account from which you are transferring a balance until that account is shown by the creditor as paid in full.**

**Introduction to promotional balance transfer offers**
Occasionally, we may offer to let you transfer a balance to your Account at a special rate and/or fee. In our offer, we will tell you if the balance transfer will post to your Account as a purchase, cash advance or other kind of transaction, depending on the specifics of the offer. Balance transfers will be shown on your Statement as described in the offer.

**How transferring a balance could impact your grace period on new purchases**
If you transfer a balance and also make new purchases, you may be assessed interest on new purchases. That is because when you transfer a balance, particularly a balance transfer that is subject to a special rate offer with a low or 0% APR, you typically carry that balance from month to month. As we stated in Section 4.1.1, you may lose your grace period on new purchases if you carry a balance from month to month.

**6.2 Foreign transactions**
Transactions with merchants and financial institutions outside the U.S. and its territories are considered “foreign transactions.”

**How we process foreign transactions**
If you make a foreign transaction, including a return, in a foreign currency, Visa will convert the transaction to, and we will post it to your Account in, U.S. dollars using the latest exchange rate that Visa uses to convert the transaction to U.S. dollars at the rate it has selected from the range of rates available in the wholesale currency markets for the applicable conversion date (which may differ from the rate Visa receives) or the government-mandated rate in effect for the applicable conversion date. The conversion rate may differ from other exchange rates for the foreign currency.

**6.3 Optional overdraft protection**
You can protect your PNC Bank checking account from overdraft fees and returned personal checks by enrolling in overdraft protection. This service is optional, and you must enroll for it to take effect.

Once you enroll in overdraft protection, it may take up to 17 days for us to activate the service.

**How overdraft protection works**
If you make a transaction in your checking account that would cause it to be overdrawn, we will advance an amount from your Account to your checking account to cover the amount that is overdrawn, up to your cash advance limit.

Each overdraft protection advance must be for a minimum amount, which we will tell you in the overdraft protection terms and conditions for your checking account. Any amount over the minimum amount will be rounded up to the next whole dollar.

We process advances after the close of business Monday through Friday, excluding holidays. Only one advance will be made per day for each checking account.

**Fees for overdraft protection**
Each overdraft protection advance will post to your Account as a cash advance, and we will charge your Account the cash advance fee.

**Suspending or cancelling overdraft protection**
We will automatically cancel overdraft protection if your Account is closed, and we may cancel it if your Account remains open. In addition, we may refuse to make an overdraft protection advance for any of the following reasons:

- Your Account is in default;
- Your Account is closed or suspended;
- The advance would exceed your Account’s cash advance limit; or
- The advance is for a payment to your Account.

If we refuse to make an overdraft protection advance, we may, at our discretion, choose to pay, return or decline any checks, electronic transactions, or any other withdrawal items or transactions that would cause your checking account to become overdrawn. Certain checking account fees may apply. See the fee schedule for your checking account(s) for specific fee information.

**6.4 Stop payment orders on Convenience Checks**
We may permit you to stop payment on a Convenience Check. You (if your Account is a joint account, either of you) may make a stop payment order on a Convenience Check, even if somebody else wrote it. We may charge a fee for stop payment orders. After we receive your stop payment order, it will be effective for six months, unless you notify us in writing to cancel the stop payment order sooner.

**How to place a stop payment order**
To place a stop payment order, call us at the number shown on your Statement. Please be ready with the following information about the Convenience Check you would like us to stop:

- Account Number
- Check number
- Date
- Name of party to be paid
- Your name and address

We process stop payment orders by computer, so make sure that the information you provide, such as the amount and Convenience Check number, is accurate. Otherwise, we cannot ensure the item you want stopped will not be paid.

We must receive your stop payment order with enough time and in a manner so that we can reasonably act on it before we have finalized your payment.

**Extending a stop payment order**
To extend a stop payment order, you need to write or call us before it expires. If you do not extend the stop payment order, we are allowed to pay an item presented to us after the stop payment order has expired.

If we inadvertently pay an item that you have a stop payment order on, we may not recredit your Account if you owe money to us. If we recredit your Account, you will have assigned us your rights against the payee for the item and the underlying claim.

**6.5 Lost or stolen Cards and Convenience Checks**
You must tell us at once if your Card or Convenience Check is lost or stolen, or if you think someone used your Card or Convenience Check, or otherwise used your Account without your permission.

To notify us, either write a letter to the address shown on your Statement, or call us at the phone number shown on your Statement. Until you do, you may have to pay up to $50 for the purchases and/or cash advances made by anyone
You may close your Account at any time and for any reason. If you call us to close your Account, we may require that you confirm your request in writing. We will not close or suspend your Account at any time and for any reason subject to any restrictions under applicable law. We may also cancel our rewards or Visa credit card programs at any time and for any reason. Whether your Account is closed by us, or by you, you must return all Cards and Convenience Checks, including all Cards and Convenience Checks that you gave to others, if we request you to do so. After your Account is closed, you cannot use it to make new transactions. However, all other provisions of this Agreement will continue to apply, including your obligation to pay the full amount you owe us. If you do not pay the full amount you owe under this Agreement, including all fees, interest, and other amounts due, you will be liable for our collection costs including reasonable expenses for our attorney fees and legal actions.

7.1 What will cause you to be in default of this Agreement
You will be in default if:

- You become insolvent or bankrupt.
- You are declared legally incapacitated or die.
- You exceed your credit limit or cash advance limit and we have not designated your Account as Visa Signature.
- You fail to make any payment due on your Account by the Due Date.
- You default on any obligation of yours to us.
- You have had an adverse change in your financial circumstances and, in our good faith opinion, will not be able to make payments due or meet any other obligation you have to us.
- Your Account becomes inactive.
- Your Account is being used for fraud or improper purposes, or we have any reason to believe it is in danger of being used as such.
- You are married and reside in a community property state, and we receive a written notice that your spouse is no longer liable on the Account (except where prohibited by law).
- You have made false statements affecting the Account application or maintenance of your Account.
- This is a joint Account and one of you notifies us that he or she wants the Account closed or will no longer be liable on your Account (except where prohibited by law).
- If you are in default, we may immediately close your Account and you must immediately pay in full all amounts due on your Account, subject to any restrictions under applicable law.

7.2 Removing an authorized user
If you let someone use your Account (an "authorized user") and you want to stop that person from using your Account, you must destroy all Cards and Convenience Checks that are in that person's name or in that person's possession. If you wish to ensure that the authorized user has no further access to your Account, you must contact us and ask us to remove the authorized user from your Account and to provide you with a new Account number and a new Card or Cards.

8 OTHER TERMS THAT APPLY TO YOUR ACCOUNT

8.1 Changes to this Agreement
We may change this Agreement from time to time and for any reason, except as prohibited by applicable law. We may change fees, the annual percentage rates, whether the annual percentage rates are fixed or variable and other items. We will notify you of changes, if required by applicable law, you will be liable for our collection costs including reasonable expenses for our attorney fees and legal actions.

8.2 Law that applies to this Agreement
The provisions of this Agreement will be governed by (i) federal laws and regulations and (ii) the laws of Delaware to the extent Delaware laws are not preempted by federal laws or regulations and without regard to conflict of law principles. If a court decides not to enforce a part of this Agreement, this Agreement will then read as if the unenforceable or invalid part were not there. All provisions in this Agreement are subject to any restrictions under applicable law.

8.3 No waiver of rights/Oral agreements
We will not lose any of our rights under this Agreement or otherwise by any later agreement or writing with you. Unless otherwise noted, we will send notices to the primary address we have in our records. If you have opted for us to provide notices electronically, we will not have any obligation to send such notices to your postal address. In some cases, you may have the right to reject a change. We will notify you when you have the right and how and when we plan to reject changes to the Agreement. If you do not reject a change in the required manner and time period, you will be deemed to have accepted the changes in the notice and to have accepted and confirmed all terms of your Agreement.

8.4 Transferring your Account
We may transfer your Account and our rights under this Agreement to another person or company. That person or company will take our place in this Agreement. You must pay that person or company the amount you owe us on your Account (instead of paying us) if you are asked to do so. You may not transfer your Account or your rights under this Agreement to another person or company.

8.5 Security interest
This Agreement does not give us a security interest in any of your property. We have no security interest for the Account, even if other agreements we have with you say that we do.

8.6 Jury trial waiver
NOTE: If we have determined that you are a "covered borrower," as that term is defined under the Military Lending Act, Regulation Z Part 232 (generally, if you are active military or a dependent of active military at the time your Account is opened), the following arbitration provision does not apply to your Account even if, at the time of a later dispute between us, you are no longer a covered borrower.

9 ARBITRATION PROVISION

9.1 Your right to opt out; Effect of arbitration
You agree that, in order to service and maintain your Account, we may obtain information about you, including your employment and income information, from other creditors, credit reporting agencies, employers and other third parties. The laws permitting us to share information through records maintained by federal and state agencies.

9.2 Definitions
"Us," "we" and "our" refer to (1) our employees, directors, shareholders, subsidiaries, affiliates, predecessors, acquired entities, successors, and assigns; and (2) any failed bank to the extent of the assets acquired by us or our affiliates. "You" and "claim" subject to arbitration is any demand, cause of action, claim, suit, action, claim, asserted right, or request for monetary or equitable relief, whether past, present or future, and based upon any legal theory, including contract, tort, consumer protection law, fraud, statute, regulation, ordinance, or common law, which arises out of or relates to this Agreement, your Account, the events leading up to the opening of your Account, any representation made by us (whether oral, written, electronic, advertising or promotions), any feature or service provided in connection with your Account or any transaction conducted with us related to your Account. Notwithstanding the foregoing, the term "claim" excludes: (a) any dispute
or controversy about the validity, enforceability, coverage or scope of this Arbitration Provision or any part of it, including the Class Action Waiver in section 9.4 (a court will decide such disputes or controversies), and (b) any individual action brought by either party in small claims court or your state’s equivalent court, unless such action is transferred, removed or appealed to a different court.

9.3 Arbitration process, rights

9.3.1 Agreement to arbitrate claims
Except if you opt out as provided below, you and we may elect to arbitrate any Claim.

9.3.2 Electing arbitration
If you or we elect to arbitrate a Claim, the party electing arbitration must notify the other party in writing (the “Notice”). Your Notice to us shall be sent to PNC Bank, N.A., Legal Department, 300 Fifth Avenue, Mailstop: PT-PTRW-19-1, Pittsburgh, PA 15222, Attn: Notice of Arbitration (the “Notice Address”). Our Notice to you shall be sent to the most recent primary address we have for you in our records. Any arbitration hearing that you attend will take place in a venue in the county where you reside unless you and we agree otherwise. If a party files a lawsuit in court asserting a Claim and the other party elects arbitration, such Notice may be asserted in papers filed in the lawsuit (for example, a motion by the defendant to compel arbitration of Claims asserted by the plaintiff in a lawsuit filed in court). In the event that a court grants a motion to compel arbitration, either party may commence the arbitration proceeding in accordance with the rules and procedures of the arbitration administrator specified in this section.

9.3.3 Arbitration costs
We will pay the filing, administrative and/or arbitrator’s fees ("Arbitration Fees") that we are required to pay pursuant to the administrator’s rules or the law. In addition, with respect to Arbitration Fees that you are required to pay under the administrator’s rules in connection with an individual arbitration you have commenced against us, (i) if the amount of your Claim does not exceed $75,000 and we receive a written request by you at the Notice Address, we will pay or reimburse you for your payment of said Arbitration Fees; (ii) if the amount of your Claim exceeds $75,000 and we receive a written request by you at the Notice Address, we will consider paying said Arbitration Fees if you are unable to pay them and cannot obtain a waiver or reduction of them from the arbitration administrator.

9.3.4 Arbitration administrator and rules
The party electing arbitration must choose between one of two administrators: (1) the American Arbitration Association ("AAA"), or (2) JAMS. The administrator chosen will apply the rules or codes of procedures in effect at the time arbitration is elected. You may obtain a copy of the rules/codes, and more information about initiating an arbitration, by (1) contacting AAA at 1–800–778–7879 or visiting www.adr.org, or (2) contacting JAMS at 1–800–352–5267 or visiting www.jamsadr.com. The arbitrator is bound by the terms of this Agreement. If neither AAA nor JAMS can serve, the parties may agree on another administrator; or a court may appoint one.

9.3.5 What law the arbitrator will apply
The arbitrator will not be bound by judicial rules of procedure and evidence that would apply in a court, or by state or local laws that relate to arbitration proceedings. However, the arbitrator will apply the same statutes of limitation and privileges that a court would apply if the matter were pending in court. In determining liability or awarding damages or other relief, the arbitrator will follow the applicable substantive law, consistent with the Federal Arbitration Act (AAA), that would apply if the matter had been brought in court.

9.3.6 The arbitrator’s decision and award; attorney fees
At the timely request of either party, the arbitrator shall provide a brief written explanation of the grounds for the decision. The arbitrator may award any damages or other relief or remedies that would apply under applicable law, as limited in paragraph 9.3.5 above, to an individual action brought in court. In addition, with respect to claims asserted by you in an individual arbitration, we will pay your reasonable attorney, witness and expert fees and costs if and to the extent you prevail, or if applicable law requires us to do so.

9.3.7 Effect of arbitration award; appeal
The arbitrator’s award shall be final and binding on all parties. Either party may commence the arbitration proceeding in accordance with the rules and procedures of the arbitration administered by the Federal Arbitration Act. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this Arbitration Provision.

9.4 CLASS ACTION WAIVER
If either you or we elect to arbitrate a Claim, neither you nor we will have the right: (a) to participate in a class action, private attorney general action or other representative action in court or in arbitration, either as a class representative or class member; or (b) to join or consolidate Claims with claims of any other persons. No arbitrator shall have authority to conduct any arbitration in violation of this provision or to issue any relief that applies to any person or entity other than you and/or us individually. The parties acknowledge that the Class Action Waiver is material and essential to the arbitration of any Claims and is non-severable from this Arbitration Provision. If the Class Action Waiver is voided, found unenforceable, or limited with respect to any Claim for which you seek class-wide relief, then the parties’ Arbitration Provision (except for this sentence) shall be null and void with respect to such Claim, subject to the right to appeal the limitation or invalidation of the Class Action Waiver. However, the Arbitration Provision shall remain valid with respect to all other Claims. The parties acknowledge and agree that under no circumstances will a class action be arbitrated.

9.5 Conflicts; Severability; Survival
This Arbitration Provision is intended to be broadly interpreted. In the event of a conflict between the provisions of this Arbitration Provision and the AAA or JAMS rules, or any other terms of the Agreement, the provisions of this Arbitration Provision shall control. If any part of this Arbitration Provision is deemed or found to be unenforceable for any reason, the remainder shall be enforceable, except as provided by the Class Action Waiver. This Arbitration Provision shall survive (1) the closing of your Account and the termination of any relationship between us, including the termination of the Agreement, and (2) survive any bankruptcy to the extent consistent with applicable bankruptcy law.

9.6 RIGHT TO OPT OUT
You may opt out of this Arbitration Provision by either of the following means: (1) contacting AAA at 1–800–537–7374, or by sending us a written request by you at the Notice Address, we will consider paying said Arbitration Fees if you are unable to pay them and cannot obtain a waiver or reduction of them from the arbitration administrator.

9.7 What will happen after we receive your letter
Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct. While we investigate whether or not there has been an error:
- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your Statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.
- After we finish our investigation, one of two things will happen:
  - If we made a mistake: You will not have to pay the amount in question or any interest or other fees related to that amount.
  - If we do not believe there was a mistake: You will have to pay the amount in question, along with applicable interest and fees. We will send you a Statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us. If we do not follow all the rules above, you do not have to pay the first $50 of the amount you question even if your bill is correct. Your rights if you are dissatisfied with your credit card purchases
If you are dissatisfied with the goods or services that you have purchased with your credit card and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:
1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than $50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase.
3. Purchases made with cash advances from an ATM or with a check that accesses your credit card Account do not qualify.
4. You must not yet have fully paid for the purchase. If all the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at: PNC Bank, N.A., P.O. Box 3429, Pittsburgh, PA 15230–3429.

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

Your Billing Rights: Keep This Document For Future Use
This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act. What to do if you find a mistake on your statement
If you think there is an error on your Statement, write to us at: PNC Bank, N.A., P.O. Box 3429, Pittsburgh, PA 15230–3429. In your letter, give us the following information:
- Account information: Your name and Account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.
- Your name and address.
- The date of the statement you are disputing.
- The amount of the disputed charges.
- A clear explanation of why you believe there is an error.

You must notify us of any potential errors in writing. You may call us, but if you do, we are not required to investigate any potential errors, and you may have to pay the amount in question.

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