

Title: PNC COVID-19 Response – Full Video

PNC Employee: Andrew

Transcript: Hi, my name is Andrew. I'm a strategy and performance manager for our customer care center at PNC. Today, I'm going to be talking about direct deposit.

Direct deposit is a great way to make sure your paycheck, dividend, pension or Social Security check can be automatically deposited into your PNC account.

Direct deposit lets your employer, investment, retirement fund, agency or other regular payment source make a deposit into the account of your choice. We're going to call them a "payer" to make it easy. PNC receives the money from your payer and makes the deposit electronically into your account. You can then see the deposit in Online or Mobile Banking, at the ATM or on your bank statement. With direct deposit, you don't have to worry about a paper check — manually depositing it into your account — and the money is available faster than it would be using traditional check deposit.

First, decide the amount you would like to deposit in the account you would like to use. This is often the total amount you receive, but sometimes you may choose to split the amount between different accounts. Second, determine what information is required by your payer and how you will need to submit it. This is typically listed on your company interweb through the human resources department, or the agency or investment company website.

You need at least your bank account and routing number, and often your Social Security number. You also need the amount you would like deposited. To find your bank account and routing numbers, log in to "Online Banking," then select your account. Go to "Account Activity" and click on the "Show Account & Routing Number" link below the account drop-down selector. You will be asked to generate a one-time passcode. Follow the instructions to view your account number and routing number. If you have a check, you can also find the numbers on the bottom of each check: your routing number is on the left and your account number is on the right.

Third, submit the required information. The most common methods are through your payer's website or a written form that you can send to your payer. If you are setting up direct deposit through their website, complete all the fields on the form. If you need a written form, PNC has one that you can use within Online Banking that is accepted by many employers. Here's how to find it.

If your payer requires a written form, log in to PNC Online Banking. Go to the "Customer Service" tab. Then, under "Account Management," select "Quick Switch Accounts to PNC." Then select "Switch Direct Deposits." Select if you would like the deposit to go to one or two PNC accounts. You'll fill out the information on the screen and it generates a customized

document for you to turn into your payer. Depending on your payer's submission requirements, this can be created as a PDF or printed document. Note that this will not work on the PNC app.

Once you sign up for direct deposit, it may take several pay periods for the direct deposit to take effect, depending on your payer's processes.

I hope this has helped show how easy and effective direct deposit can be for anyone looking to efficiently deposit into their PNC account.