

Low Cash Mode is a Pilot program that is currently scheduled to become available on or before February 15, 2021 and will run through January 1, 2022. Pilot availability varies by market and product. Pilot availability and duration is at PNC's discretion. By using your Virtual Wallet, you agree to the following Low Cash Mode terms and conditions.

Low Cash Mode Overview:

Low Cash Mode (LCM) is a set of account tools to provide you with more options for managing your Virtual Wallet Spend account when the available balance is lower than a dollar threshold that you have set or when the available balance is negative. Low Cash Mode is a Pilot program that includes pricing changes applied to your Virtual Wallet Spend account as well as enhanced features, which are only available in the PNC mobile app, as described in further detail below.

Low Cash Mode tools include:

- the option to set up an enhanced set of alerts;
- Extra Time to fund your Virtual Wallet Spend account before Overdraft Item fees are assessed;
- a "Payment Control" feature to allow you to review and manage pay/return decisions on certain check payments and items that are processed through the Automated Clearing House (ACH) using your account and routing number when your Virtual Wallet Spend account is overdrawn.

NOTE: Low Cash Mode is not available on your Reserve account or your Growth account. All references to "Account" apply to your Virtual Wallet Spend account unless otherwise specified.

If your Account is overdrawn on the starting date of the Pilot, Extra Time will not be available until you increase your Account's available balance to at least \$0. At the start of the Pilot we will establish default Low Cash Mode settings. You can go into your PNC Mobile app and change those settings at any time throughout the Pilot.

To receive Low Cash Mode alerts, you must set up your alert preferences in the PNC Mobile app and provide valid contact information. If you set up your alert preferences and provide valid contact information, we will alert you when the available balance on your Account becomes negative or becomes less than the threshold you have specified. If you choose not to set up your alert preferences, you can obtain information about your available balance in any of our customer service channels. You are responsible for providing accurate and up-to-date contact information.

Please refer to your Virtual Wallet Features and Fees for the full details of the different pricing and fees for Overdraft and Returned Items (also known as Non-Sufficient Funds or NSF) applicable to your Account during the Pilot. These pricing changes will not apply to your Reserve or Growth account.

The Pilot is only available to customers with PNC's Virtual Wallet product; it is not available with any other products. If you change your product from Virtual Wallet to another PNC deposit product, you will be removed from the Pilot, and the fees and charges applicable to your new product will apply, including any applicable Overdraft Item and Returned Item (NSF) fees.

Extra Time:

As explained in more detail below, PNC Extra Time provides you with additional time to fund your Account to avoid Overdraft Item fees.

At PNC, a "business day" is every day except Saturday, Sunday and a federal holiday. With Extra Time, if your Account becomes overdrawn on a business day, you have until 10 p.m. Eastern Time on the next business day to bring your available balance to at least \$0 to avoid an Overdraft Item fee. If your Account

becomes overdrawn after 10 p.m. Eastern Time on Friday or on a non-business day, you have until 10 p.m. Eastern Time the second business day after the Account is overdrawn to bring your available balance to at least \$0 to avoid an Overdraft Item fee. If you bring the available balance on your Account to at least \$0 before the end of your Extra Time period, we will not charge the Overdraft Item fees that were incurred during that period.

Your Extra Time period begins when the available balance in your Account becomes negative and will end when you bring the available balance in your Account to at least \$0 or when your Extra Time period expires. In order to avoid fees, you must bring the available balance in your Account to at least \$0 before your Extra Time expires. If you make a deposit, the time it takes for your deposit to be reflected in your available balance and for those funds to become available to you will vary based on the deposit type and time. Depending on your deposit type or your deposit time, your deposit may not be available before your Extra Time period expires. Generally, if a deposit is received before our 10 p.m. Eastern Time cut-off time on a business day, we will consider that to be the day of deposit. However, if a deposit is received after our cut-off time or on a day that is not a business day, we will consider the deposit as being received on the next business day that we are open. Refer to PNC's Consumer Funds Availability policy to determine when your deposit may be available.

During your Extra Time period, the Extra Time clock will appear on your Low Cash Mode dashboard within your PNC Mobile app. The Extra Time clock will show you how much time remains before your Extra Time period expires. This is how much time you have to bring the available balance in your Account to at least \$0 before incurring an Overdraft Item Fee. The time shown on your Extra Time clock will be the official and final record of your Extra Time period. If you have not increased the available balance in your Account to at least \$0 before your Extra Time period expires, your Account may be assessed an Overdraft Item fee for each business day on which the ending available balance is negative and on which you made or authorized new withdrawals from your Account that contributed to the negative available balance. Additional withdrawals from your Account that contribute to the negative amount of your available balance will not restart your Extra Time clock or change the amount of time available in your Extra Time period. As a result, the amount required to increase the available balance in your Account to at least \$0 may be greater than the amount that was required at the beginning of your Extra Time period.

If you set up Low Cash Mode alerts, you can choose to receive alerts when the available balance in your Account becomes negative. The timing of your negative balance or other alerts will not impact the amount of time in your Extra Time Period. If you do not set up Low Cash Mode alerts, PNC will not send you alerts or notifications for Low Cash Mode, including alerts or notices related to Extra Time.

Please note that while Extra Time gives you additional time to avoid an Overdraft Item fee, Extra Time does not pause or delay any reporting regarding negative balance, items returned due to insufficient funds, or overdraft activity. Overdrawing an account, maintaining a negative available balance for any period of time, and returning transactions as unpaid may have other impacts including account closure or negative impacts to your ability to obtain financial services including loans, deposit accounts, and other services at PNC and other institutions.

Payment Control:

Payment Control options may be presented in your PNC Mobile app when the available balance in your Account is negative. Payment Control allows customers whose Account has a negative available balance to review and manage certain check payments and/or ACH items (collectively, "Items") which have posted or will post to your Account and contribute to the negative available balance. Payment Control will be made available at PNC's discretion. Not all customers will have access to Payment Control and Payment Control decisions will not be available on all Items. You will not be offered the option of Payment Control if your Account's available balance remains negative for an extended period of time. Point-of-sale transactions and debit card transactions will not be available for decision in Payment Control. Payment Control is not available from 10 p.m. Eastern Time to 6 a.m. Eastern Time on business days.

For Payment Control Items, you may be presented an option to pay the Item (which will create an overdraft and contribute to the negative available balance in your Account) or to return the Item as unpaid (which means the Item will not be paid and will no longer contribute to the negative available balance in your Account). When you are presented with the option to pay or return an Item, you will be able to view the time remaining to make a decision on each Item in the Payment Control screen. You will see both pending and posted Items in Payment Control. Posted Items have been processed by PNC and will be marked with a projected “pay” or “return” decision. If you take no action, the projected decision is the outcome that will occur when the decision time expires. Pending Items are Items that are newly presented to your Account and that will not yet have been processed when they appear in Payment Control. Pending Items will be marked with a projected “pay” or “return” decision, but we may change that decision, if necessary, at the time we process the Item and attempt to post it to your Account.

Any signer on the Account may make pay or return decisions. If any signer submits a decision to return an Item in Payment Control, that decision is final and cannot be changed. If any signer submits a decision to pay an Item in Payment Control, the decision may be changed by any signer prior to the expiration date and time listed for the transaction in the Payment Control time period. PNC reserves the right to decline to pay an Item even if you have selected to have the Item paid where, in our judgment, fraud is suspected or where the Item cannot be processed.

Extra Time and Payment Control may be available at the same time. If you choose to return an Item using the Payment Control feature and returning the Item causes the available balance in your account to become at least \$0, your Extra Time period will end.

Items returned in Payment Control may be resubmitted by the payee up to 2 additional times. As a result, Items that you have returned may appear in Payment Control again if the resubmission of an Item contributes to your Account’s negative available balance. A record of Items that you have chosen to pay/return will be available in the Payment Control History within the PNC Mobile app.

When you choose to return an Item that has been presented to PNC for payment, we will return the Item to the payee’s bank for insufficient funds, and the payee will not receive payment from PNC. You may still have an obligation to pay the payee for goods, services or other products. PNC is not responsible for satisfying any obligations between you and the payee or any other party with respect to an Item you decide to return. Before choosing to return an Item, you should consider rules the payee may have or actions the payee may take on late/returned payments. Overdrawing an account, maintaining a negative available balance for any period of time, and returning transactions as unpaid may have other consequences, including account closure or negative impacts to your ability to obtain financial services including loans, deposit accounts, and other services at PNC and other institutions.

PNC will not be liable for damages or wrongful dishonor if you choose to return an item unpaid through Payment Control.

For customers who have Overdraft Protection (the “Protected Account” is your Spend account in this example): At such time or times that PNC Bank determines that the available balance in your Protected Account is negative, PNC Bank will transfer funds to the Protected Account in an amount sufficient to attempt to bring your available balance to at least \$0. This transfer occurs during your Extra Time period and funds will transfer from the Protecting Account during nightly processing at the end of the business day on which the Protected Account was overdrawn. If this transfer is sufficient to bring the available balance in your Protected Account to at least \$0, your Extra Time period will end. If you have a Payment Control decision(s) available in an amount that would bring the available balance in your Protected Account to at least \$0, you may choose to make a Payment Control decision prior to the Overdraft Protection transfer occurrence. Please refer to your Overdraft Protection Agreement for more information on how Overdraft Protection works.