

PNC BANK CUSTOMER CARE CENTER

CONSUMER

888-762-2265

Welcome to PNC Bank.

To get started, say your User ID or enter it on your phone's keypad. **OR** You can also say, "I don't have one."

To continue in Spanish, please press 8
Para continuar en español, por favor oprime el 8

Thank you. Please tell me your PIN or use your keypad to enter it.

Now select your account.*

If you'd like me to repeat your balance

PRESS 1

To hear recent activity

PRESS 2

To transfer funds

PRESS 3

To switch accounts

PRESS 4

Okay. What kind of activity would you like to hear? You can ask about...

Checks

PRESS 1

Deposits

PRESS 2

Withdrawals

PRESS 3

All Recent Activity

PRESS 4

To hear about all checks, say "All Recent Checks."

PRESS 1

For information about a specific check, say "A specific check."

PRESS 2

...or in your own words, tell me what you'd like to do. You can say things like "Help me find a branch" or "I'd like to make a payment."

Transfers to a Consultant *or* to Voice Banking when a consultant is not available

NOTES & TIPS

- If you're using touch-tone to key in selections, you can use the "*" key to speed up your selection.
- When using touch-tone entry, wait to be prompted before entering your selection.
- You can enter "*6" at any time to work with touch-tone-only menus.
- Recent Activity includes pending and posted account activity together and are read back from most recent to oldest in groups of five (5) transactions at a time.
- Transfer Funds and Switch Account menu options are dynamic, so will play or not play depending on the other accounts you have.

- While not a spoken menu selection, you can say "Main Menu" or "Representative" at any time within Voice Banking (global commands):
 - > Saying "Main Menu" will take you to a main speech prompt that asks you to "Tell me why you're calling." Depending on what is spoken, you can either be routed to a self-service option in Voice Banking if available, or transferred to a live consultant.
 - > Saying "Representative" or "Consultant" or "Agent" will take you to a prompt to identify the reason for your call to ensure proper routing.

FAST-PATH COMMANDS

- **Checking account balance** [Authenticate]
- **Pending and posted deposits** [Authenticate] Press 2>2
- **Pending and posted withdrawals** [Authenticate] Press 2>3
- **Last 5 pending and posted transactions** [Authenticate] Press 2>4
- **Last 5 checks** [Authenticate] Press 2>1>1
- **Savings account balance** [Authenticate] Switch Accounts

GLOBAL COMMANDS

- Main Menu
SAY "MAIN MENU" PRESS *4
- Speak to a representative
SAY "CONSULTANT" PRESS 0
- Touch-tone-only menu
PRESS *6

*A federal regulation limits the number of transfers that may be made from a savings or money market account. Please see our Consumer Schedule of Service Charges and Fees for additional information.

